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M A N U A L

IN ACCORDANCE WITH

**THE PROMOTION OF ACCESS TO
INFORMATION ACT (NO. 2 OF 2000)**

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DEPARTMENT OF COMMUNICATIONS**PROMOTION OF ACCESS TO INFORMATION ACT, 2000 (ACT NO. 2 OF 2000)****PUBLICATION OF INFORMATION MANUAL**

I, Rosey Sekese, Director-General, Department of Communications, hereby, in accordance with section 14 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), publish the Department's Information Manual.



**ROSEY SEKESE
DIRECTOR-GENERAL
DEPARTMENT OF COMMUNICATIONS**



the doc

Department:
Communications
REPUBLIC OF SOUTH AFRICA

**PROMOTION OF ACCESS TO
INFORMATION ACT
(Act No. 2 of 2000)
MANUAL**

Promotion of Access to Information Act manual for the Department of Communications

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1 INTRODUCTION

The Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) came into operation on 9 March 2001, giving effect to the constitutional right of access to any information held by any public or private body that is required for the exercising or protection of any rights. Where a request is made in terms of the Act, the body to which the request is made is obliged to release the information, except where the Act expressly provides that the information may not be released.

The Act sets out the required procedural issues attached to such a request. This manual is intended to foster a culture of transparency and accountability within the Department of Communications (the DoC) by giving effect to the right to information that is required for the exercising and protection of an individual or organisation's rights. In order to promote effective governance of public bodies, it is necessary to ensure that everyone is empowered with the rights to know in terms of the Act.

Section 9 of the Act gives the objectives of the Act as follows:

- To give effect to access any information held by the state or another person that is required for the exercise or protection on any right
- To give effect to that right subject to justifiable limitations and in a manner which balances that right with any other right
- To give effect to the constitutional obligations of the state of promoting a human rights , culture and social justice
- To establish voluntary and mandatory mechanism or procedures to give effect to that right to obtain access to records so swiftly, inexpensively and effortlessly

However, the Act, also recognizes that such right to access to information cannot be without justifiable limitations as follows: :

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

2 PURPOSE

Section 14 of the Act requires public bodies to compile a manual that would assist a person or organization to obtain access to information held by the public body and stipulates minimum requirements which a manual must comply with.

The purpose of this manual is to outline the procedures to be followed in accessing information held by the Department of Communications (DoC) in accordance with PAIA.

The manual also contains information on the functions of the Department, the structure of the Department, the contact details of the Information Officer and Deputy Information Officers, as well as subject areas of records kept by each branch. These records are in the form of publications, notifications, and also information published on the departmental website.

3 EXCLUSIONS

In addition to its internal capacity, the DoC relies on a group of ICT specialised regulatory agencies and institutions in supporting its socio-economic development growth, employment and equity ideals and in delivering ICT services to the citizens of the country. This manual provides for the records of the DoC only and not for those of its agencies. Any requests for access to information made to any of the Portfolio organizations (used to be called State Owned Companies (SOCs)) must be directed to the Information Officer of those relevant institutions. These institutions are as follows:

3.1 INDEPENDENT COMMUNICATIONS AUTHORITY OF SOUTH AFRICA (ICASA)

The Independent Communications Authority of South Africa (ICASA) was established in terms of the Independent Communications Authority of South Africa Act (2000). The authority makes regulations and issues communications licenses in terms of the Electronic Communications Act (2005) and Postal Services Act (1998). In addition, the authority enforces compliance with rules and regulations, protects consumers from unfair business practices and poor quality services, hears and decides on disputes and complaints brought against licensees, and controls and manages the frequency spectrum.

Contacts: The Chief Executive Officer

Tel.: 27 (11) 566 3000/3001

Email: info@icasa.org.za

Postal: P/Bag x1002

Sandton

2146

Website: <http://www.icasa.org.za>

3.2 THE NATIONAL MEDIA INSTITUTE OF SOUTH AFRICA (NEMISA)

The National Electronic Media Institute of South Africa (NEMISA) was established as a non-profit organisation by the Department of Communications in terms of the Companies Act (1973).

NEMISA came into being as an institution of education and learning, specializing in teaching the production and technical skills applicable to the TV, radio and broadcasting industries. Formed as part of a government initiative in 1998, its fundamental purpose was to train previously

disadvantaged individuals, particularly women, and equip them with the skills necessary to play significant roles in the broadcasting environment.

Contacts: The Chief Executive Officer

Tel.: 27 (11) 484 0583

Email: info@nemisa.co.za

Postal: P. O. Box 545

Auckland Park

2006

Email: GopolangL@nemisa.co.za

Website: <http://www.nemisa.co.za>

3.3 SOUTH AFRICAN BROADCASTING CORPORATION(SABC)

The South African Broadcasting Corporation's mandate is set out in its charter and in the Broadcasting Act (1999), which requires it to:

- provide its services to all South Africans in all the official languages;
- provide programming that informs, educates and entertains and which reflects the diversity of South Africans; and
- maintain freedom of expression and journalistic, creative and programming independence.

The corporation's service and broadcasting activities are regulated through the license conditions issued by the Independent Communications Authority of South Africa for each of its radio and television services.

Contacts: The Chief Executive Officer

Tel.: 27 (11) 714 9797/9111

Postal: P/Bag x1

Auckland Park

2006

Email: lodgeaf@sabc.co.za

Website: <http://www.sabc.co.za>

3.4 THE SOUTH AFRICAN POST OFFICE (SAPO)

The South African Post Office (SAPO) was established in accordance with the Post Office Act (1958) as a government business enterprise to provide postal and related services to the public. It was granted an exclusive mandate to conduct postal services in the country by the Postal Services Act (1988). This act makes provision for the regulation of postal services and operational functions of the postal company, including universal service obligations and the financial services activities of Postbank.

The Post Office Act (1958) will be repealed and replaced by the Post Office Bill and the Postbank Bill, which have been enacted into law by March 2012. With the imminent corporatisation of Postbank into a separate entity, more previously disadvantaged communities will have access to banking services.

Contacts: The Chief Executive Officer

P/Bagx10 000

Pretoria

0001

Email: Jacqui.Brodie@postoffice.co.za

Website: <http://www.postoffice.co.za>

3.5 SENTECH

Sentech Limited is a state owned enterprise established in terms of the Sentech Act (1996) and the Sentech Amendment Act (1999) and is listed as a schedule 3B public entity in terms of the Public Finance Management Act (1999). Its mandate is to provide broadcasting signal distribution for broadcasting licensees. In 2002, Sentech was awarded value added network service licenses for its multimedia and carrier of licenses, thus allowing for converged ICT solutions. In 2009, these licenses were converted to individual electronic communications network service and individual electronic communications service licenses under the Electronic Communications Act (2005).

Sentech provides signal distribution services for most of the Country's broadcasters which include the Public Broadcaster, Commercial and Community Broadcasters. The VSAT solution provides internet connectivity to Government departments, municipalities and learning institutions; amongst others.

Contacts: The Chief Executive Officer

Tel.: 27 (11) 691 7127

Email: ceo@sentech.co.za

Postal: P/Bag x06

Honeydew

2040

Website: <http://www.sentech.co.za>

3.6 THE UNIVERSAL SERVICE AND ACCESS AGENCY OF SOUTH AFRICA (USAASA)

The Universal Service and Access Agency of South Africa, was established in terms of section 50 of the Electronic Communications Act (1999) as a statutory body. Its sole mandate is to promote universal service and universal access to electronic communications services, electronic communications network services and broadcasting services. The agency is responsible for managing the Universal Service and Access Fund.

Contacts: The Chief Executive Officer

Tel.: 27 (11) 564 1600

Fax: 27 (11) 564 1629/30

Postal: P. O. Box 12601

Vorna Valley

1685

Email: bungane@telkomsa.net

Website: <http://www.usaasa.org.za>

3.7 .ZADNA

.za Domain Name Authority was established in terms of chapter 10 of the Electronic Communication and Transactions (ECT) Act of 2002 to take responsibility for the .za Domain Name Space.

Contacts: The Chief Executive Officer

Tel.: 27 (11) 314 007

Email: secretary@zadna.org.za

Website: <http://www.zadna.org.za>

4 THE ROLE OF THE DEPARTMENT OF COMMUNICATIONS (DoC)

4.1 VISION OF THE DEPARTMENT OF COMMUNICATIONS

South Africa as a global leader in the development and use of Information and Communication Technologies for socio-economic development.

4.2 MISSION OF THE DEPARTMENT OF COMMUNICATIONS

Building a better life for all through an enabling and sustainable world class Information and Communication Technologies environment.

4.3 VALUES FOR THE DEPARTMENT OF COMMUNICATIONS

The value system of the Department of Communications provides fundamental beliefs that influence individual and organisational decision-making and behaviour of staff members.

The workforce for the Department of Communications considers the values in order to encompass common and paramount strengths, responsibilities, and opportunities.

The Department of Communications Values are as follows:

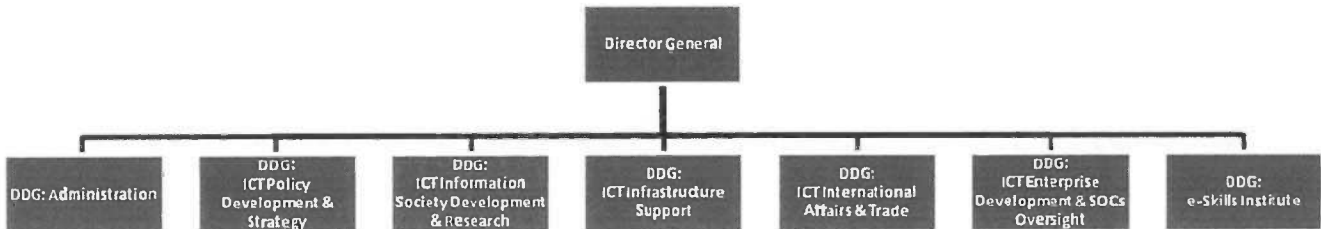
- Transparency
- Respect
- Accountability
- Fairness
- Integrity
- Excellence
- Innovation

5. FUNCTIONS OF THE DoC

- 5.1. Develop ICT policies and legislations that create conditions for an accelerated and shared growth of the South African economy, which positively impacts on the well being of all our people and is sustainable
- 5.2. Ensure the development of robust, reliable and affordable ICT infrastructure that support and enables the provision of a multiplicity of applications and services to meet the needs of the country and its people
- 5.3. Accelerate the socio-economic development of South Africans by increasing access to, as well as uptake and usage of ICTs through partnership with business and civil society and 3 spheres of Government
- 5.4. Enhance the role of ICT State Owned Enterprises (SOEs) as the delivery arms of government and support the Regulator;
- 5.5. Contribute to the global ICT Agenda prioritizing Africa's development
- 5.6. Facilitate the building of an inclusive Information Society to improve the quality of life development

These functions as they are tabled above depict the Programme structure led by the Deputy Directors-General as indicated below:

6 STRUCTURE OF THE DEPARTMENT OF COMMUNICATIONS



7 CONTACT DETAILS OF THE INFORMATION OFFICER

The Director- General of the DoC is the **Information Officer** in terms of the Promotion of Access to Information Act.

Director- General: Ms Rosey Sekese

Postal Address: Private Bag X860
Pretoria
0001

Street Address: iParioli Office Park
399 Duncan Street
Hatfield

Tel: (012) 427 8000

Fax: (012) 427 8016

Email: director-general@doc.gov.za

The Information Officer's role: To provide access to departmental information as requested by the public to exercise or protect on any right and to ensure a transparent, accountable, professional and efficient client service according to the requirements of the Act.

Deputy Information Officers:

Designation: Government Information Technology Officer(GITO)
Mr Arthur Kekana
Tel: (012) 427 8590
Fax: (012) 427 8110
Email Address: arthurk@doc.gov.za

And

Designation: Chief Director: Legal Services
Mr Sithembiso Nkatha
Tel: (012) 427 8132
Fax:
Email Address: nkathas@doc.gov.za

The Deputy Information's role: To coordinate all matters relating Promotion of Access to Information Act (PAIA) and to process requests in terms of the Act.

8 GUIDE OF SOUTH AFRICAN HUMAN RIGHTS COMMISSION ON HOW TO USE THE ACT

The guide on how to use the Promotion of Access to Information Act, 2000 is available from South African Human Rights Commission. Queries can be made at:

South African Human Rights Commission

PAIA Unit

The Research and Documentation Unit

Postal address: Private Bag X 2700, Houghton, 2041

Telephone: (011) 877 3600

Fax: (011) 403 0625
Website: www.sahrc.org.za
E-mail: info@sahrc.org.za

9 RECORDS

9.1 DESCRIPTION OF SUBJECTS IN WHICH DoC HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT

For the purpose of facilitating a request in terms of the Act, the subjects on which the DoC holds records and categories of records held on each subject are listed below. Kindly note that these are subjects but not titles of records as follows:

SUBJECT	RECORDS HELD
ADMINISTRATION	
Departmental Strategy	<ul style="list-style-type: none"> • Strategic Planning and Monitoring • Communications and Marketing • Communication strategy • Annual Performance Plans • Annual Reports • Business Plans • Intergovernmental relations • Operations Support
Human Resource Management	<ul style="list-style-type: none"> • Workplace Skills Plan • Personal Development Plans • Training Reports • Vocational Training Programmes • Bursary Contracts • Disciplinary and Grievance Procedure • Records of grievances • Audit Queries • Monthly Reports • Submissions • Organisational structure • Advertisement of posts • Applications for employment • Short listing & Interview records

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	<ul style="list-style-type: none"> • Letters of appointment • Personnel files • Personal reports • Leave records • HR Plan and Policies • Employment Equity Plan • Performance Agreements • Records of Job Descriptions • Financial Disclosures • Records of Job Evaluations
Security and Facilities Management	<ul style="list-style-type: none"> • Security Documents • Health and Occupational Safety
Information Technology	<ul style="list-style-type: none"> • IT strategy
ICT ENTERPRISE DEVELOPMENT & SOCs OVERSIGHT	
Budget & Accounting Services	<ul style="list-style-type: none"> • Budget Statements • Budget submissions • Expenditure Reports • Financial Delegations • Annual Financial Statements • Audit queries • Records of revenue received • Bank Statements • Tax compliance

Supply Chain Management	<ul style="list-style-type: none"> • SCM Monthly Reports • Bids / Tender Documents • Audit queries • Asset Management Policy • Asset Management Monthly Reports
Internal Control & Risk Management	<ul style="list-style-type: none"> • Audit Reports • Risk Management
Shareholder Management	<ul style="list-style-type: none"> • Management of State Owned Companies • Small Micro Medium Enterprises
ICT POLICY DEVELOPMENT & STRATEGY	
Policy Development	<ul style="list-style-type: none"> • ICT related Legislations • Policies • Departmental contracts • Litigation files
ICT INTERNATIONAL AFFAIRS AND TRADE	
International Affairs and Trade	<ul style="list-style-type: none"> • Honorary consuls • Passports and visa • State visits • Foreign diplomatic and consular representation in South Africa • Consular and agency services Guests • Treaties • Memoranda of Understanding (mou)

ICT INFRASTRUCTURE SUPPORT	
	<ul style="list-style-type: none"> • Broadcasting • Telecoms • Radio and Satellite Communications • ICT Applications
ICT INFORMATION SOCIETY DEVELOPMENT & RESEARCH	
	Operations and ISAD Cluster
	Research and special projects
	Planning coordination and evaluations
	e-Applications

9.2 RECORDS AUTOMATICALLY AVAILABLE

No notice has been published yet regarding the categories of records of the DoC which are available without a person having to request access in terms of the procedure in the Promotion of Access to Information Act. However, the records on the departmental website, www.doc.gov.za, are available for viewing or downloading without the person having to make such a request in terms of the Act. The DoC records available automatically to the public are: Annual reports, strategic plans and other publications.

9.3 REQUEST PROCEDURE

9.3.1 How do I request access to a record:

- 9.3.1.1 A requester must use the prescribed form (**Form A**) that is available in the manual section 15 below, on the website and in the DoC Knowledge Centre.
- 9.3.1.2 The requester must also indicate if the requester wants a copy of the record or if the requester wants to come in and look at the records at the offices of the Department. Alternatively if the record is not a paper document it can then be viewed in the requested form where possible.
- 9.3.1.3 If a person asks for access in a particular form (e.g.: a paper copy, electronic copy, etc) then the requester should get access in that form. This is unless doing so would interfere unreasonably with the running of the Department, or damage the record, or infringe a copyright not owned by it. If for practical reasons access cannot be given in the form but in another form, then the fee must be calculated according to the way that he/she first asked for it.
- 9.3.1.4 If, in addition to a written reply to their request for a record, the requester wants to be told about the decision in any other way, e.g. telephone, this must be indicated
- 9.3.1.5 If a requester is asking for the information on behalf of somebody else, the capacity in which the request is being made must be indicated
- 9.3.1.6 If a requester is disabled or illiterate, then he/she can be made orally. The Doc Information Officer must then fill in the form on behalf of such requester and give him/her a copy of the completed form.
- 9.3.1.7 The requester must forward his/her request to the DoC Information Officer/ Deputy Information Officer who would then process the request.

9.3.2 Granting or refusal of request

A requester must be given access to a record of a public body if the requester complies with the following:

- The requester complies with all the procedural requirements in the Act relating to the request for access to that record; and
- Access to that record is not refused on any ground of refusal mentioned in the Act.

9.3.3 Processing a request and notification of decision to access:

9.3.3.1 A requester who seeks access to a record containing personal information is not paying any fee.

9.3.3.2 The Deputy Information Officer must acknowledge receipt and notify the requester by notice, requiring the requester to pay the prescribed request fee before further process of the request

9.3.3.3 There are two types of fees: request fees is R35.00 and access fees include reproduction, search, preparation and postal costs where applicable (see fees on 14 below).

9.3.3.4 If the search and preparation time exceed six hours, a deposit of one third of the access fee would be payable by the requestor.

9.3.3.5 In case where a requester is dissatisfied with the decision of the Information Officer/Deputy Information Officer, the requester may lodge an internal appeal (**Form B**) to the relevant authority (Minister). If still dissatisfied with the outcome of the appeal, the requester may apply to the court for relief. It is important to note that the appeal process is followed and exhausted before approaching the court for relief.

9.3.3.6 After the Information Officer/Deputy Information Officer has made a decision on the request the requester must

be notified of such decision in the way in which the requester wanted to be notified.

9.3.3.7 Any request received will be dealt with within 30 days of receipt, unless the requester has stated a valid reason, in the discretion of the Information Officer, why this time period should not apply. The 30-day period within which the DoC has to decide whether or not to grant or refuse the request may be extended for a further period of not more than 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 the institution and the information cannot reasonably be obtained within the original 30-day period. The DoC will notify the requester in writing, should an extension be sought.

9.3.3.8 Access to a record will be withheld until all the applicable fees have been paid.

9.3.3.9 This amount is payable by cheque or cash, if delivered by hand, or it may be deposited into the DoC's bank account, in which case proof of the deposit must accompany the request form:

The banking details are as follows:

Bank: Nedbank

Branch code: 146245

Name of Account: Department of Communications

Account no.: 1462003206

Reference: PAIA

10 REMEDIES AVAILABLE IN RESPECT OF ACTS OR FAILURE TO THE ACT

The following procedures exist for persons to report or remedy alleged irregular, improper or unlawful official acts or omission by the DoC or any of its employees:

10.1 Procedure for reporting or remedying:

Remedies in respect of acts or failure to act in terms of the Promotion of Access to Information Act:

- The relevant authority for purpose of this Act is the Minister, who after exhausting the internal appeal processes, an application may be lodged with a court of law
- A person may lodge a complaint with the Public Protector concerning a suspected unlawful or improper official act or omission (the Constitution and the Public Protector Act, 1994 (Act No. 23 of 1994))
- A person may lodge a complaint with the South African Human Rights Commission concerning an official act or omission that is suspected to constitute a violation of or threat to any fundamental right (Human Rights Commission Act, 1994 (Act No. 54 of 1994)).

11 APPEAL

A requester may lodge an internal appeal against a decision of the Information Officer of a public body:

- To refuse a request for access;
- Regarding the request fee, a deposit on the access fee, or the access fee;
- Regarding the extension of the period to deal with the request; and
- Regarding access being granted in a different form than requested.

A third party may lodge an internal appeal against a decision of the Information Officer of a public body to grant a request for access.

Manner of appeal, and appeal fees:

- The prescribed process must be followed in lodging an appeal (see **Form B**):

- An appeal must be lodged within 60 days.
- If notice to a third party is required, an appeal must be lodged within 30 days after notice has been given to the appellant of the decision being appealed against.
- If notice to the appellant is not required after the decision was taken, the appeal must be delivered or sent to the Information Officer of the public body concerned at his or her address, fax number or electronic mail address.
- An appeal must identify the subject of the appeal and state the reasons for the internal appeal and may include any other relevant information known to the appellant.
- If, in addition to a written reply, the appellant wishes to be informed of the decision on the internal appeal in any other manner, he or she must state that manner and provide the necessary particulars to be so informed.
- If applicable, an appeal must be accompanied by the prescribed appeal fee, and it must specify a postal address or fax number.
- If an appeal is lodged after the expiry of the period referred to, the relevant authority must, upon good cause shown, allow the late lodging of the appeal.
- If that relevant authority disallows the late lodging of the appeal, he or she must give notice of that decision to the person that lodged the appeal.
- A requester lodging an appeal against the refusal of his or her request for access must pay the prescribed appeal fee (if any).
- If the prescribed appeal fee is payable in respect of an appeal, the decision on the appeal may be deferred until the fee is paid.
- As soon as reasonably possible, but in any event within 10 working days after receipt of an appeal, the Information Officer of the public body concerned must submit to the relevant authority:

- The appeal, together with his or her reasons for the decision concerned; and
- If the appeal is against the refusal or granting of a request for access, the name, postal address, phone and fax number and electronic mail address, whichever is available, of any third party that must be notified of the request.

The Minister of Communications serves as relevant authority for dealing with appeals within the Department.

12. UPDATING OF MANUAL

The Department of Communications may, if necessary update and publish its manual referred to in section 14(2) of the Act, at intervals not more than a year.

13 AVAILABILITY OF MANUAL

Regulation 187 of 15 February 2002 prescribes in section 14(1) that manual of a public body must be made available in the following manner:

- A copy is made available to every place of legal deposit as defined in section 6 of The Legal Deposits Act, 1997 (Act No. 54 of 1999) and; South African Human Rights Commission
- The manual is to be published and made available on the DoC website: www.doc.gov.za
- At the office of the public body, in this case, in the DoC Knowledge Centre.

14 PRESCRIBED FEES

For purpose of section 22(2) of the Act the following applies:

Description	Amount(R)
The request fee payable by every requester, other than a personal requester, referred to in regulation 7(2)	35.00
Copy of the manual as contemplated in Regulation 5(c) (for every photocopy of an A4-sized page or part thereof)	0.60
The fees for reproduction referred to in Regulation 7(1) are as follows:	
1. For every photocopy of an A4-sized page or part thereof	0.60
2. For every printed copy of an A4-sized page or part thereof held on a computer or in electronic or machine-readable form	0.40
3. For a copy in a computer-readable form on: <ul style="list-style-type: none"> a. Stiffy disc b. Compact disc (readable form) 	5.00 40.00
4. For a transcription of visual images: <ul style="list-style-type: none"> a. For an A4-sized page or part thereof b. For a copy of visual images 	22.00 60.00
5. For a transcription of an audio record: <ul style="list-style-type: none"> a. For an A4-sized page or part thereof b. For a copy of an audio record 	12.00 17.00
The access fees payable by a requester referred to in Regulation 7(3) are as follows:	
1. For every photocopy of an A4-sized page or part thereof	0.60
2. For every printed copy of an A4-sized page or part thereof held on a computer or in electronic or machine-readable form	0.40

3. For a copy in a computer-readable form on:	
a. Stiffy disc	5.00
b. Compact disc	40.00
4. For a transcription of visual images, for an A4-size page or part thereof	22.00
5. For a copy of visual images	60.00
6. For a transcription of an audio record:	12.00
a) For an A4-sized page or part thereof	17.00
b) For a copy of an audio record	
To search for and prepare the record for disclosure, R15.00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation	
The actual postage is payable when a copy of a record must be posted to a requester. Postage cost depends on the relevant tariff in terms of postage destination.	

15. FORMS USE TO REQUEST INFORMATION THROUGH PAIA**FORM A****REQUEST FOR ACCESS TO RECORDS OF THE DEPARTMENT OF COMMUNICATIONS**

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

(Act No. 2 of 2000))

[Regulation 10]**A. Particulars of the Department of Communications('the Department')**

Physical address: 1166 Park Street, iParioli Office Park

Hatfield

Pretoria

Postal address: The Director-General

P/Bag x860

Pretoria

0001

B. Particulars of person requesting access to the record

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

Full names and surname:.....

Identity number:

Postal address:.....

Fax number:Telephone number:

E-mail address:

Reasons for accessing records:
.....
.....

C. Particulars of person on whose behalf request is made

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

Full names and surname:

Identity number:

Postal address:.....

Fax:Tel:.....

Email:.....

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

.....

D. Particulars of record

(a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.

(b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.**

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

.....
.....
.....

2. Reference number, if available:

.....

3. Any further particulars of record:

.....
.....
.....

E. Fees

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

Reason for exemption from payment of fees:

.....

.....

F. Form of access to record

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

Disability:	Form in which record is required:
<p>Mark the appropriate box with an X.</p> <p>NOTES:</p> <p>(a) Compliance with your request in the specified form may depend on the form in which the record is available.</p> <p>(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.</p> <p>(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.</p>	

1. If the record is in written or printed form:			
copy of record*		inspection of record	
2. If record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):			
view the images		copy of the images*	3. transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:			
listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)	

4. If record is held on computer or in an electronic or machine-readable form:			
printed copy of record*		printed copy of information derived from the record*	copy in computer readable form* (stiffy or compact disc)
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.		YES	NO

G. Particulars of right to be exercised or protected

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

1. Indicate which right is to be exercised or protected:

.....

- 2. Explain why the record requested is required for the exercise or protection of the aforementioned right:
-
-

H. Notice of decision regarding request for access

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

How would you prefer to be informed of the decision regarding your request for access to the record? E.g. by fax/email/post and give particular information.

.....

.....

.....

Signed at this dayof(month)..... 20-----

SIGNATURE OF REQUESTER / PERSON
ON WHOSE BEHALF REQUEST IS MADE

FORM B

NOTICE OF INTERNAL APPEAL

DEPARTMENT OF COMMUNICATIONS

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

[Regulation 8]

STATE YOUR REFERENCE NUMBER: ----- _____
--

A. Particulars of Department of Communications

The Information Officer/Deputy Information Officer:

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

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

Full names and surname: -----

Identity number: -----

Postal address:-----

Fax number: -----

Telephone number: -----

E-mail address:-----

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

C. Particulars of requester

This section must be completed ONLY if a third party (other than the requester) lodges the internal appeal.

Full names and surname:-----

Identity number:-----

Postal address:-----

Fax number: -----

Telephone number: -----

E-mail address:-----

The decision against which the internal appeal is lodged

Mark the decision against which the internal appeal is lodged with an X in the appropriate box:

	Refusal of request for access
	Decision regarding fees 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

D. Grounds for appeal

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

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

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

E. Notice of decision on appeal

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

State the manner:-----

Particulars of manner: -----

Signed at----- this-----day -----
20----

SIGNATURE OF APPELLANT

FOR DEPARTMENTAL USE:

OFFICIAL RECORD OF INTERNAL APPEAL:

Appeal received on----- (date) by -----
----- (state rank, name and surname
of information officer/deputy information officer).

Appeal accompanied by the reasons for the information officer's/deputy information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer/deputy information officer on----- (date) to the relevant authority.

OUTCOME OF APPEAL:

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

NEW DECISION: -----

RELEVANT AUTHORITY:----- DATE:-----

RECEIVED BY THE INFORMATION OFFICER/DEPUTY INFORMATION OFFICER
FROM THE RELEVANT AUTHORITY ON (date):-----

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