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M A N U A L

IN ACCORDANCE WITH

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

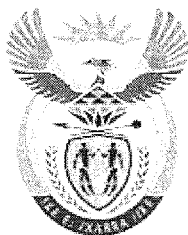
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**THE PRESIDENCY
REPUBLIC OF SOUTH AFRICA**

DEPARTMENT OF PLANNING, MONITORING AND EVALUATION

***MANUAL FOR PROMOTION OF ACCESS TO INFORMATION
(PAIA)***

Prepared in term of Section 14 of the Promotion of Access to Information Act (PAIA)
(Act No. 2 of 2000)

Revised Version - 2014

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A. FOREWORD

The Department of Planning, Monitoring and Evaluation in the Presidency (DPME), in compliance with the **Promotion of Access to Information Act (PAIA) of 2000 (Act No. 2 of 2000)**, has prepared a manual to facilitate the public's access to information held by DPME. This manual outlines the procedures to be followed in accessing information held by DPME as it seeks to promote transparency, accountability and effectiveness of government.

The Act gives effect to one of the most important human rights which is found in Section 32 of the Constitution, the right to access to information. It provides that everyone has the right to access to any information held by the state and any information held by another person that is required for the protection of any rights.

Dr. Sean Phillips
Director General (PAIA Information Officer)
Department of Planning, Monitoring and Evaluation

DATE: _____

ACRONYMS

APP	:	Annual Performance Plan
CBM	:	Citizen Based Monitoring
CD	:	Chief Director
CIO	:	Chief Information Officer
DDG	:	Deputy Director General
DG	:	Director General
DIO	:	Deputy Information Officer
DPME	:	Department of Planning Monitoring and Evaluation
FOSAD	:	Forum of South African Directors General
FSD	:	Frontline Service Delivery
LGMIM	:	Local Government Management Improvement Model
MTEF	:	Medium Term Expenditure Framework
MPAT	:	Management of Performance Assessment Tool
NASA Act	:	National Archives and Records of South Africa Act
OCIO	:	Office of the Chief Information Officer
OTP	:	Office of the Premier
PAIA	:	Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)
SAHRC	:	South African Human Rights Commission
SARS	:	South African Receiver of Revenue

DEFINITIONS

No.	Roles and Terms	Definitions/Descriptions
1	Information Officer	<p>In the case of DPME, it is the Director General.</p> <p>The Information Officer of DPME delegates power or duties conferred upon him by this Act to a Deputy Information Officer of this department.</p> <p>Any delegation:</p> <ul style="list-style-type: none"> <input type="checkbox"/> must be in writing; <input type="checkbox"/> does not prohibit the person who made the delegation from exercising the power concerned or performing the duty concerned from/herself; and <input type="checkbox"/> may at any time be withdrawn or amended in writing by that person.
2	Deputy Information Officer	The Information Officer designates the Deputy Information Officer to render DPME records accessible to requesters.
3	Requester	Any person requesting information or access to a record of DPME.
4	Personal Requester	A person seeking access to a record containing personal information about him/herself.
5	Personal Information	<p>Information about an identifiable individual, including but not limited to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Biographical information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour age, disability, religion, conscience, belief, culture, language and birth of an individual; <input type="checkbox"/> Information relating to the education; medical; criminal; employment history or financial transactions in which the individual has been involved; <input type="checkbox"/> Contact details, fingerprints or blood type of the individual; <input type="checkbox"/> Personal opinions, views or preferences of the individual except where they are about another individual; <input type="checkbox"/> Correspondence sent by the individual that is of a private or confidential nature, or further correspondence that would reveal the contents of the original correspondence; <input type="checkbox"/> Views or opinions of another individual about the individual; <input type="checkbox"/> Views or opinions of another individual about a proposal for a grant, an award or a prize to be made to the individual, but excluding the name of the other individual where it appears with the views or opinions of the other individual; <input type="checkbox"/> Correspondence sent by the individual that is implicitly or explicitly of a private or confidential nature; <input type="checkbox"/> The name of the individual where it appears with other personal information relating to the individual; or where the disclosure of the name itself would reveal information about the individual, but excluding information about an individual who has been dead for more than 20 years.
6	Public Body	A department of state/ or administration in the national or provincial sphere of government or any municipality in the local sphere of government.
7	Third Party	A person or legal entity other than a personal requester or public body that holds the record.
8	Record	<ul style="list-style-type: none"> <input type="checkbox"/> Recorded information regardless of form or medium held by DPME. <input type="checkbox"/> Evidence of a transaction, preserved for the evidential information it contains.
9	Working day	Days other than Saturdays, Sundays or public holidays as defined in section 1 of the Public Holidays Act, 1994 (Act No. 36 of 1994)
10	Guide	Document or book produced by the South African Human Rights Commission for the purposes of assisting a person who wishes to exercise any right in terms of PAIA.

B. GUIDE ON HOW TO USE THE ACT TO ACCESS INFORMATION

1. INTRODUCTION

The manual has been compiled in accordance with the Promotion of Access to Information Act (PAIA) of 2000 (Act No. 2 of 2000).

2. PURPOSE OF THE ACT

- To give effect to the constitutional right of access to any information held by the State and any information held by another person and that is required for the exercise or protection of any rights;
- To promote transparency, accountability and effectiveness of government ;
- To prescribe procedures and regulate access to information;

Only records referred to in the Act can be requested. The request and the response thereto should comply with the provisions of the Act.

3. PURPOSE OF MANUAL

The purpose of this manual is to outline the procedures to be followed to facilitate requests for accessing information held by the Department of Performance Monitoring and Evaluation (DPME).

The manual also contains contact details of the Information Officer and the designated Deputy Information Officer who are responsible for managing all requests for records kept by DPME.

4. REQUEST PROCEDURE Section 14(1)(d) of the Act

A requester must be given access to a record of a public body if the requester complies with all the procedural requirements in the Act relating to the request for access to that record.

4.1 Nature of the Request

(i) Telephonic Requests

Informal telephone requests are permitted by DPME. Requests made to the Information Officer or to the Deputy Information Officer at the telephone number given in this manual will be attended to, unless the Information Officer or the Deputy Information Officer indicates that the provisions of the Act must be carried out.

(ii) Automatically available records

Automatically available information that is accessed without completing the prescribed form (see section below) and paying the requester's fee will be made available either at the offices of DPME or in the manner requested. The manner of access will include:

- Perusal with copying of material if needed and at the prescribed fee for copies;
- Access to visual, audio-visual material with transcription, dubbing or copying, or both.

(iii) Form of request

The request for access must be made on the prescribed form to the information officer of the public body only after the prescribed fees have been paid.

A requester must complete the form similar to the one printed in the Government Gazette (Government Notice R187 of February 15, 2012). This form is attached to this manual as Form A (Appendix 1).

The requester must also indicate if he/she wants a copy of the record or if the requester wants to come in and peruse the record at the offices of DPME.

DPME will endeavour to give access to the form in the manner that has been asked for. This is unless doing so would interfere with the running of DPME or damage the record, or infringe a copyright not owned by the state. The request will be processed subject to the grounds of exclusion found in Chapter 4 of the PAIA.

If the requester requests information on behalf of someone else, the capacity in which the request is made should be indicated. To prevent the abuse of the Act, DPME reserves the right to ask for proof of authority to make the request on behalf of another.

If the requester is unable to read or write, or needs assistance in completing a request form, then he/she can make an oral request for the record. The Deputy Information Officer will assist with completing the prescribed form on their behalf. They will then be given a copy of the request.

4.2 Submission of Requests

Requests for records should be submitted to the Information Officer or Deputy Information Officer. Contact details of the Officers can be found in Section D of this manual. For security reasons, requesters who want to deliver the requests to the DPME offices at the Union Buildings will be required to produce positive proof of identity.

5. PRESCRIBED FEES

The Information Officer must by notice request the requester, other than a personal requester, to pay the prescribed fee (if any) before further processing the request.

The Act provides for two types of fees:

- Request fee*, which is a standard fee; and
- Access fee*, which covers, search and preparation, time, reproduction costs and postal costs.

The list of these fees can be found in **Appendix 2**

If a search for a record of a public body has been made, and the preparation of a record for disclosure, including arrangements to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the information officer will notify the requester, other than a personal requester to pay, as a deposit the prescribed portion (not more than one third) of the access fee, which would be payable if the request is granted.

A requester who seeks access to a record containing personal information on that requester is not required to pay the request fee. Every other requester who is not a personal requester must pay the required fee of R35 (standard fee) or as stipulated.

Within two weeks of receiving the request, the Information Officer or Deputy Information Officer will, by notice, require the requester, other than a personal requester, to pay the prescribed fee (if any) before further processing of the request.

After the Information Officer or Deputy Information Officer has made a decision on the request, the requester must be notified of such a decision in the manner/method the requester has nominated. If the request is granted then a further access fee must be paid for the search, preparation, reproduction, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure, including making arrangements to make it available in the requested format. The requester may lodge an internal appeal, where appropriate, or an application to the court against the tender or payment of the request fee.

The prescribed fees must be paid in cash in the Union Buildings, by postal order, cheque or by direct deposit as per the banking details provided below. Where a request is made by post, no cash amounts should accompany the request. Where applicable, the request must be accompanied by either a cheque or postal order. A period of seven days must be allowed for clearance of a cheque before a request can be processed.

Banking Details for application:

ACCOUNT NAME: Department of Performance Monitoring and Evaluation (DPME)

BANK: First National Bank; Corporate Core Banking

BRANCH CODE: 253-145

BRANCH NAME: Pretoria

ACCOUNT No. 6228 7783 429

REFERENCE: PAIA and the requester's name.

Please fax/e-mail DPME proof of payment to: Fax No: 086 644 0319;

e-mail: paia@po-dpme.gov.za

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

6. GRANTING/REFUSAL OF REQUESTS

All requests for access will be considered, and the granting and refusal thereof will be in line with the provisions contained in Chapter 4 of the Act.

6.1 Appeal

A requester may lodge an internal appeal against a decision by the Information Officer with the relevant appeal authority, to refuse a request for access, or against the request and access fees, or an extended period to deal with the request.

➤ **Manner of appeal and appeal fees**

An internal appeal must be lodged on the prescribed appeal form – Form B issued in terms of PAIA. A copy of this form is attached to this document in Appendix 3. Copies of this form are also available from the DPME offices or the DPME website: www.thepresidency-dpme.gov.za

➤ The Appeal Forms

The form should be completed and submitted to DPME within the prescribed period described below:

- The appeal must be lodged *within 60 days*;
- If notice to a third party is required by section 49(1)(b), the appeal must be lodged *within 30 days* after notice has been given to the appellant of the decision appealed against, was taken.

The internal appeal must be delivered or sent to the Information Officer at the address provided on page 12 of this Manual.

The appellant must provide sufficient details on the appeal form in terms of the reasons for the internal appeal. He/she must indicate how he/she wishes to be informed of the decisions about the appeal, and pay the prescribed fees (if any). The processing of the form takes *30 days* [in accordance with PAIA].

6.2 Appeal fee

An appellant has to pay the prescribed appeal fee (if any). A decision on the internal appeal may be deferred until the appeal fee is paid.

After receiving an appeal, the Deputy Information Officer must *within 10 working days* submit to the Information Officer the internal appeal, his reasons for his decision, and the details of a third party involved, if any.

6.3 Third party

If DPME is considering an internal appeal against refusal of a request for access to a record of a third party that relates to his/her privacy; commercial interests and other confidential information; and records of the South African Receiver of Revenue (SARS), the relevant authority must inform the third party about the appeal *within 30 days* after receipt of the appeal. DPME will provide the third party with a description of the contents of the appeal, details of the appellant and state whether or not DPME is of the opinion that the information should be revealed in the interest of the public. The third party then has *21 days* to make a written representation why the request for access should not be granted, or give written consent for the disclosure of the record to the requester.

DPME may also consider lodging an internal appeal against granting access to information. The department will then have to notify the requester of such an appeal *within 30 days* after receipt of the internal appeal. The third party has *21 days* to make a written representation why the access to the record should be granted.

6.4 Notice of decision

DPME may confirm the original decision appealed against, or substitute a new decision for it. This should be done *within 30 days* after receipt of the internal appeal, or *within 5 working days* after receiving written representation regarding the appeal.

6.5 Application to Court

A requester or third party who lodges an internal appeal against the decision of the information officer to refuse a request of access, may only apply to court for appropriate relief in terms of section 82 (granting any order that is just and equitable) after that request has exhausted the internal appeal

procedure. The appellant, third party or requester will also be informed that he/she may lodge an application to court against the decision on an internal appeal *within 30 days* (if notice has to be given to a third party).

7. UPDATING THE MANUAL

The manual shall be updated within a year of the first publication or when there is a substantial change in the policy environment that warrants that the manual be updated.

DPME plans to publish the manual in all 11 Official Languages.

8. AVAILABILITY OF THE MANUAL

The manual shall be available in places prescribed by the Legal Deposit Act, and at the offices of the South African Human Rights Commission, and in the premises of DPME. The manual will also be made available on the departmental website: www.thepresidency-dpme.gov.za

C. STRATEGIC OVERVIEW OF DPME

1. VISION

DPME vision is to strive for continuous improvement in service delivery through performance monitoring and evaluation.

2. MISSION

Our mission is to work with partners to improve Government's performance in achieving desired outcomes and to improve service delivery through changing the way Government works. We will do this through priority setting; robust monitoring and evaluation related to the achievement of priority outcomes, monitoring the quality of management practices, and monitoring of frontline service delivery.

3. VALUES

We shall at all times be exemplary in all respects. This includes being client-focused (the President, Deputy President, Government and the public) and listening to our clients and treating them with dignity, courtesy, responsiveness, and respect. It also includes being a learning organization and not doing the same things over and over when they are clearly not working.

We will strive to have progressive management practices as well as to be compliant with all prescripts. We will also pay attention to the basics, such as not being late for meetings, running meetings efficiently and responding to e-mails, phone messages and all other requests timeously. We will pursue quality management practices in order to achieve value for money, efficiency and effectiveness. We will be accountable and transparent.

4. LEGISLATIVE AND OTHER MANDATES

DPME derives its mandate from Section 85(2)(c) of the Constitution of the Republic of South Africa. The overall core business of DPME is to coordinate the functions of State Departments and Administrations. This mandate has been further elaborated by the President in his 2010, 2011, 2012 and 2013 State of the Nation Address as well as various Cabinet decisions; and by the Minister for Performance Monitoring and Evaluation through the "*Policy Framework on Performance Monitoring and Evaluation – Our Approach*" document.

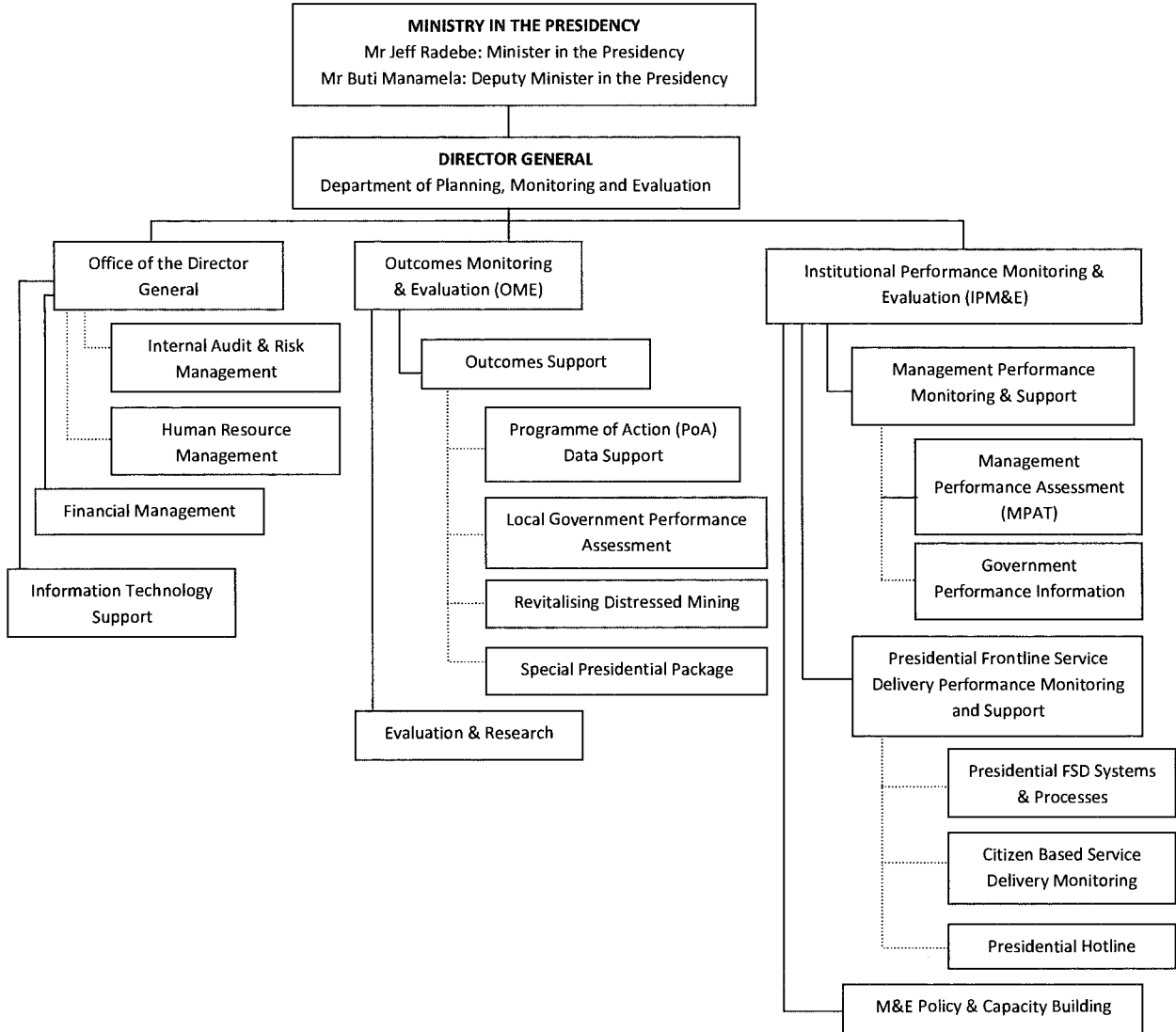
DPME does this by:

- Facilitating the Department plans or Service Delivery Agreements for the cross cutting priorities or outcomes of Government and monitor and evaluate the implementation of these plans;
- Monitors the performance of individual National and Provincial Government Departments and Municipalities;
- Monitors frontline service delivery;
- Carries out evaluations; and
- Promotes good M&E practices in Government.

D. CONTACT DETAILS

TITLE	CONTACT DETAILS
INFORMATION OFFICER	<p>Dr. Sean Phillips Director General Private Bag X100 Pretoria 0001</p> <p>OR</p> <p>Union Buildings Government Avenue Pretoria</p> <p>Tel #: +27 12 312 0010</p>
DEPUTY INFORMATION OFFICER	<p>Mr. Stanley Ntakumba Chief Director: M&E Policy and Capacity Building Private Bag X100 Pretoria 0001</p> <p>Tel #: +27 12 312 0202 Fax #: 086 633 5877 e-mail: stanley@po-dpme.gov.za</p>
PAIA COORDINATOR	<p>Futhi Umlaw Deputy Director: M&E Policy Co-ordination Private Bag X100 Pretoria 0001</p> <p>Tel #: +27 12 312 0207 Fax #: 086 644 0319 e-mail: futhi@po-dpme.gov.za or paia@po-dpme.gov.za</p>
PAIA OFFICERS within DPME Branches	<p>Each branch will identify a PAIA Officer to serve as the contact person for all branch specific PAIA-related requests for information.</p>

E. DPME ORGANOGRAM



F. PROGRAMME PROFILE

The department is currently organized into three branches, aligned to the department's budget profile:

PROGRAMME 1: ADMINISTRATION		
PURPOSE	The programme is responsible for providing strategic leadership and management as well as administrative support, human resource management, financial management and information technology services to support departmental and strategic goals.	
PROGRAMME OBJECTIVE	To ensure that the department has effective strategic leadership, administration and management, and to ensure that it complies with all relevant legislative prescripts. The program is currently made up of the following sub-programmes: <input type="checkbox"/> Departmental Management; <input type="checkbox"/> Internal Audit; <input type="checkbox"/> Corporate and Financial Services; and <input type="checkbox"/> Information Technology Support.	
	Office of the Director General	<input type="checkbox"/> Support to the Director General; <input type="checkbox"/> Coordination of the development of the Strategic Plan, Annual Performance Plan (APP) and Annual Report of DPME; <input type="checkbox"/> Stakeholder liaison and communications; <input type="checkbox"/> Internal Audit.
	Chief Financial Office and Human Resources Office	<input type="checkbox"/> Financial management services; <input type="checkbox"/> Supply chain management services; <input type="checkbox"/> Human resources management and development services.
	Office of the Chief Information Officer	<input type="checkbox"/> Information and communication technology; infrastructure development, installation and maintenance for DPME; <input type="checkbox"/> Guidance to the rest of government regarding IT systems for M&E.
PROGRAMME 2: OUTCOMES MONITORING AND EVALUATION (OME)		
PURPOSE	<input type="checkbox"/> The purpose of the branch is the co-ordination and management of Government's strategic agenda through the outcomes oriented performance monitoring and evaluation system, which includes: <ul style="list-style-type: none"> ➢ The development of performance agreements between the President and Ministers; ➢ Facilitation of the development of plans or delivery agreements for priority outcomes; and monitoring the implementation thereof. 	
PROGRAMME OVERVIEW	Programme Management for Outcomes Monitoring and Evaluation	Provides programme management and support.
	Outcomes Support	The branch facilitates planning related to the 14 outcomes which have been prioritized by supporting the outcome coordinating departments to produce results-based plans or delivery agreements for each outcome.
	Performance agreements between the President and Ministers	Assists the President to monitor the performance of individual Ministers against their performance agreements.
	Support to the political principals in the Presidency	Supports the President and Deputy President and the Ministers in the Presidency with policy advice including notes on cabinet submissions; and provides them with technical support for their executive monitoring and evaluation initiatives.

		Facilitates the implementation of the outcomes system across Government and also provides secretariat services to the Inter-Ministerial Committee (IMC) on Revitalising Distressed Mining Communities.
	Programme of Action (PoA)	The system tracks progress against targets related to delivery agreements based on the 14 outcomes.
	Local Government Performance Assessment	Provides support to improve management practices at local Government level.
	Evaluation and Research	Conducts evaluations of Government policies and programmes in terms of the National Evaluation Plan which provides a framework for how evaluations should be carried out and how evaluations should be used to inform planning and budgeting across government. It supports Provincial and departmental evaluation plans.
PROGRAMME 3: INSTITUTIONAL PERFORMANCE MONITORING AND EVALUATION (IPM&E)		
PURPOSE	The Programme implements National and Provincial institutional performance assessments in collaboration with other centres of government. The performance monitoring of individual institutions is a key element of the delivery agreement for outcome 12 – developing an efficient and effective public service.	
PROGRAMME OVERVIEW	The programme involves the development, implementation and maintenance of the Management Performance Assessment Tool (MPAT); Frontline Service Delivery Monitoring Programmes (FSDM); and the M&E Policy and Capacity Building Programme.	
	Institutional Performance Monitoring	<ul style="list-style-type: none"> [Responsible for the implementation of management performance assessments, assessment of departments' strategic plans and APPs to determine their alignment with prioritised outcomes; [Monitoring the implementation of key indicators of public sector performance on behalf of FOSAD.
	Frontline Service Delivery	<ul style="list-style-type: none"> [FSDM is carried out through unannounced visits to selected service delivery sites and the results are shared with the relevant line function department with the aim of catalysing improvements. [Setting up and supporting the implementation of citizens-based service delivery monitoring systems, and Presidential Hotline.
	M&E Policy and Capacity Building	[Coordinates and supports an integrated government-wide M&E policy in Government and provide support in implementing M&E practices through a range of capacity building initiatives. It is also responsible for coordinating the knowledge management function of DPME.

G. RECORDS HELD AT DPME

This part of the policy deals with the provisions of section 14(1)(d) of the PAIA Act, which states that DPME must provide details of records in its possession in order to give effect to requests for access to information generated and contained by DPME. Some of these records are automatically available and others require that a request be made before they can be made available.

- (i) Automatically available records – section 14(1)(e)
- Strategic Plans
 - Annual Reports
 - Policy Positions Legislation
 - Policy Frameworks

- Reports
- Publications
- Case Studies
- Manuals
- Templates
- Guidelines
- Performance Information contained in the Program of Action System
- Information about advertised posts
- Any other literature intended for public viewing.

Manner of Access for Automatically Available Records

Section 15 of the Act stipulates that DPME must publish in the Government Gazette the list of records that are automatically available in the department. It is not a requirement to complete the prescribed FORM A when accessing such records. The requester is not expected to pay fees, unless a large number of copies is reproduced. All offices of DPME must provide the means to access records that are automatically available. Records that are housed at the National Archives of South Africa for archiving will be made available in compliance with the laws applicable for perusal:

- The Promotion of Access to Information Act (Act No. 2 of 2000)
- The Protection of Information Act (Act No. 84 of 1982); and
- The National Archives and Records of South Africa Act (Act No. 42 of 1996 – NASA Act)

(ii) Administration Records

UNIT	SUBJECTS & CATEGORIES	AUTOMATICALLY AVAILABLE	AVAILABLE ON REQUEST	PROTECTED
Office of the Chief Information Officer (OCIC)	Financial controls		✓	
	Treasury regulations	✓		
	Finance procedure manual	✓		
	MTEF guidelines	✓		
Human Resource Management	Tender documents		✓	
	Various policies	✓		
	Strategy	✓		
	Guidelines on the recruitment and selection process in DPME	✓		
	Job evaluation guide	✓		
	Organizational structures		✓	
	Staff establishment		✓	
	Bursary files		✓	
	Selections			✓
	Persal			✓

	Personal files of employees			✓
	Performance contracts			✓
	Performance evaluation reports			✓
	Leave files			✓
	Salary files			✓
	Case files: disciplinary hearings			✓
	Appointments			✓
	Memoranda			✓
UNIT	SUBJECTS & CATEGORIES	AUTOMATICALLY AVAILABLE	AVAILABLE ON REQUEST	PROTECTED
	Letters			
Internal Audit	Policies and procedure manual	✓		
	Structures and planning documents	✓		
	Annual reports	✓		
	Correspondence with internal and external clients		✓	
	Annual audit reports		✓	
Communications	DPME Annual report	✓		
	Press releases	✓		
Risk Management	Risk management framework	✓		
	Risk Management strategy	✓		
	Risk management policy	✓		
	Fraud prevention strategy	✓		
	Antifraud and corruption investigation report		✓	

(iii) Public Employment Services

SUBJECTS & CATEGORIES	AUTOMATICALLY AVAILABLE	AVAILABLE ON REQUEST	PROTECTED
Correspondence with external clients		✓	
Service Level Agreements		✓	
Employee information and labour relations issue		✓	
Financial records and statements		✓	
Asset management register		✓	
Structures and planning documents		✓	
Supply chain documentation and procurement documents		✓	
Staff development reports		✓	
Bursary applications and academic reports		✓	

Attendance performance management records		✓	
Audit queries and response		✓	
Parliamentary enquiries and responses		✓	
Career counselling and response		✓	

(iii) Publication of DPME documents

SUBJECTS & CATEGORIES	AUTOMATICALLY AVAILABLE	AVAILABLE ON REQUEST	PROTECTED
Legal Framework	✓		
Policy Frameworks	✓		
Guides and Guidelines	✓		
Tools and Manuals	✓		
Reports	✓		
Standard Presentations	✓		
Development Indicators 2007; 2009; 2010; 2011; and 2012		✓	
Strategic Plan 2010/11 – 2013/14		✓	
Performance Management and Evaluation		✓	
Cabinet Memoranda			✓
Delivery Agreements			✓
Minister's Performance Agreements			✓
Mid-Term Review Report			✓

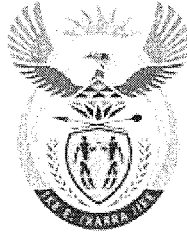
H. HUMAN RIGHTS COMMISSION GUIDE

Section 10 of Promotion of Access to Information Act (PAIA), 2000 (Act 2 of 2000) provides that the South African Human Rights Commission (SAHRC) must compile simple and easily comprehensible guidelines on how to use the PAIA. The guide contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act.

Enquiries regarding this guide should be addressed to:

The South African Human Rights Commission
 PAIA Unit (The Research and Document Department)
 Private Bag X2700
 HOUGHTON
 2041

Telephone: +27 11 484 8300
 Facsimile: +27 11 484 1360
 Website: www.sahrc.org.za
 e-mail: paia@sahrc.org.za



APPENDIX 1

**THE PRESIDENCY
DEPARTMENT OF PLANNING, MONITORING AND EVALUATION**

FORM A

REQUEST FOR ACCESS TO A RECORD OF A PUBLIC BODY

Section 18(1) of the Promotion of Access to Information Act, 2000 (Act 2 of 2000) [Regulation 2]

FOR DEPARTMENTAL USE

Reference number: _____

Request received by: _____

State name and surname of Information Officer/Deputy Information Officer

on (date) _____ at (place) _____

Request fee (if any): R _____

Deposit (if any): R _____

Access fee: R _____

Signature of Information Officer/Deputy Information Officer: _____

Particulars of public body

The Information Officer: Dr. Sean Phillips (Director General)

or

Deputy Information Officer: Mr. Stanley Ntakumba (Chief Director)

The Presidency: RSA

Private Bag X1000

Pretoria

0001

South Africa

Telephone number: +27 12 312 0202

Fax number: +27 086 683 5677

www.thepresidency-dpme@gov.za

paia@po-dpme.gov.za

APPENDIX 1

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 South Africa to which the information is to be sent, must be given.
c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname: _____

Identity number: _____

Postal address: _____

Fax number: _____

Telephone number: _____

e-mail address: _____

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

C. PARTICULARS OF PERSON ON WHOSE BEHALF A REQUEST IS MADE

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

Full names and surname: _____

Identity number: _____

D. PARTICULARS OF RECORD

- a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.*
b) If the provided space is inadequate, please continue on a separate folio and attach it to this form.
c) 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 required amount to be paid as the request fee.
- c) The fees 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 for payment of fees: _____

F. FORM OF ACCESS TO RECORD

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

Mark the appropriate box with an X.

Disability	Form in which record is required
------------	----------------------------------

NOTES:

- a) Compliance with your request for access in the specified form may depend on the form in which the record is available.
- b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:			
Copy of record		Inspection of record	
2. If a record consists of visual images (including photographs, slides, video recordings, computer-generated images, sketches, etc)			
View the images	Copy of the images	Transcript of the images	
3. If record consists of recorded words or information which can be reproduced in sound			
Listen to the soundtrack/ or 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 of computer readable form	
<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>			
If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?			YES NO
5. In which language would you prefer the record?			

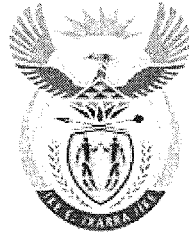
G. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS

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

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

Signed at _____ this _____ day of _____ 20 _____

Signature of requester/ or person on whose behalf the request is made.



APPENDIX 2

THE PRESIDENCY
DEPARTMENT OF PLANNING, MONITORING AND EVALUATION

PRESCRIBED FEES IN RESPECT OF PUBLIC BODIES

1. The fee for a copy of the manual as contemplated in regulation 5(c) is R0.60 for every photocopy of an A4-size page or part thereof.

2. The fees for reproduction referred to in regulation 7(1) are as follows:

	R
(a) for every photocopy of an A4-size page or part thereof	0.60
(b) for every printed copy of an A4-size page or part thereof held on computer or in electronic or machine-readable form	0.40
(c) for a copy in a computer-readable form on	
(i) CD/DVD	40.00
(d) (i) for a transcription of visual images, for an A4-size page or part thereof	22.00
(ii) for a copy of visual images	60.00
(e) (i) for a transcription of an audio record, for an A4-size page or part thereof	12.00
(ii) for a copy of an audio record	17.00

3. The request fee payable by every requester, other than a personal requester, referred to in regulation 7(2) is:

	35.00
--	-------

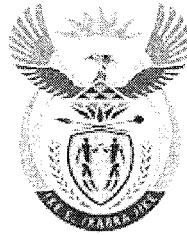
- 4.1 The access fee payable by a requester referred to in regulation 7(3) is as follows:

	R
(a) for every photocopy of an A4-size page or part thereof	0.60
(b) for every printed copy of an A4-size page or part thereof held on computer or in electronic or machine-readable form	0.40
(c) for a copy in a computer-readable form on	
(i) CD/DVD	40.00
(d) (i) for a transcription of visual images, for an A4-size page or part thereof	22.00
(ii) for a copy of visual images	60.00
(e) for a transcript of an audio record	
(i) for an A4-size page or part thereof	12.00
(ii) for a copy of an audio record	17.00
(f) 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	15.00

- 4.2 For purposes of Section 22(2) of the Act, the following applies:
 - (a) six hours as the hours to be exceeded before a deposit is payable.
 - (b) one third of the access fee is payable as a deposit by the requester.

- 4.3 The actual postage is payable when a copy of a record must be posted to a requester

- 4.4 The appeal fee payable in respect of the lodging of an internal appeal by a requester against the refusal of his/her request for access as contemplated in section 75(3)(a) of the act _____ 50.00



THE PRESIDENCY
DEPARTMENT OF PLANNING, MONITORING AND EVALUATION

FORM B

NOTICE OF INTERNAL APPEAL

Section 75 of the Promotion of Access to Information Act, 2000 (Act 2 of 2000)
[Regulation 8]

A. Particulars of public body:

The Information Officer: Dr. Sean Phillips (Director General)

or

Deputy Information Officer: Mr. Stanley Ntakumba (Chief Director)

The Presidency: RSA
Private Bag X1000
Pretoria
0001
South Africa
Telephone number: +27 12 312 0202
Fax number: +27 086 683 5677
www.thepresidency.gov.za
paia@po-dpme.gov.za

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

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

Full names and surname: _____

Identity number: _____

Postal address: _____

Fax number: _____

Telephone number: _____

e-mail address: _____

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

C. Particulars of requester:

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

Full names and surname: _____

Identity number: _____

D. 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	
<input type="checkbox"/>	Refusal of request for access.
<input type="checkbox"/>	Decision regarding fees prescribed in terms of section 22 of the Act.
<input type="checkbox"/>	Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act.
<input type="checkbox"/>	Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester.
<input type="checkbox"/>	Decision to grant request for access.

E. Grounds for appeal:

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

State the grounds on which the internal appeal is based _____

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

F. Notice of decision on appeal:

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

State the manner: _____

Particulars of manner: _____

Signed at _____ this _____ day of _____ 20 _____

Signature of Appellant

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

Appeal received on _____ (date)

by (state rank, name and surname of Information Officer/Deputy Information Officer).

Appeal accompanied by reasons for the Information Officer/Deputy Information Officer's decision and, where applicable, the particulars of any third party to whom or which records relates, submitted by the Information Officer/Deputy Information Officer on _____ (date) to the relevant authority.

OUTCOME ON APPEAL: _____**DECISION OF INFORMATION OFFICER/ DEPUTY INFORMATION OFFICER:**

Confirmed: _____

New decision substituted: _____

New decision: _____

RELEVANT AUTHORITY

DATE

RECEIVED BY THE INFORMATION OFFICER/ DEPUTY INFORMATION OFFICER FROM THE RELEVANT AUTHORITY ON (DATE): _____