



PAIA MANUAL

Prepared in terms of section 14 of the Promotion of Access to Information Act 2 of 2000 (as amended)

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Table of Content

1. PURPOSE OF PAIA MANUAL	5
2. ESTABLISHMENT OF THE NATIONAL RESEARCH FOUNDATION	5
2.1. THE LEGISLATED MANDATE OF THE NRF	5
3. STRUCTURE AND FUNCTION OF THE NRF	5
3.1. STRUCTURE.....	6
3.2. FUNCTIONS.....	6
4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE NRF	8
5. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE NRF	8
6. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE	9
7. DESCRIPTION OF THE SUBJECTS ON WHICH THE NRF HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY THE NRF	10
8. CATEGORIES OF RECORDS OF THE NRF WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS	11
9. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE NRF AND HOW TO GAIN ACCESS TO THOSE SERVICES	12
9.1. POWERS, DUTIES, AND FUNCTION.....	12
10. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY NRF	12
11. PROCESSING OF PERSONAL INFORMATION	12
11.1. PURPOSE OF PROCESSING.....	12
11.2. DESCRIPTION OF THE CATEGORIES OF DATA SUBJECTS AND OF THE INFORMATION OR CATEGORIES OF INFORMATION RELATING THERETO	13
11.3. THE RECIPIENTS OR CATEGORIES OF RECIPIENTS TO WHOM THE PERSONAL INFORMATION MAY BE SUPPLIED.	14
11.4. PLANNED TRANSBORDER FLOWS OF PERSONAL INFORMATION.	14
11.5. INFORMATION SECURITY MEASURES.....	14
12. AVAILABILITY OF THE MANUAL	15
13. UPDATING OF THE MANUAL	15
14. ANNEXURE A	16
15. ANNEXURE B	28

LIST OF ACRONYMS AND ABBREVIATIONS

“NRF”	National Research Foundation
“CEO”	Chief Executive Officer
“DIO”	Deputy Information Officer
“IO“	Information Officer
“PAIA”	Promotion of Access to Information Act No. 2 of 2000(as Amended)
“POPIA”	Protection of Personal Information Act No.4 of 2013
“Regulator”	Information Regulator
“RISA”	Research and Innovation Support and advancement
“SAASTA”	South African Agency for Science and Technology Advancement
“SARAO”	South African Radio Astronomy Observatory
“SAIAB”	South African Institute for Aquatic Biodiversity
“SAEON”	South African Environmental Observation Network
“SAAO”	South African Astronomical Observatory

1. PURPOSE OF PAIA MANUAL

The purpose of this PAIA manual is to inform the public on:

- 1.1. The nature of the records which may already be available at the NRF, without the need for submitting a formal PAIA request;
- 1.2. How to make a request for access to a record of the NRF;
- 1.3. How to access all the relevant contact details of the persons who will assist the public with the records they intend to access;
- 1.4. All the remedies and services available to them regarding a request for access;
- 1.5. A description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access;
- 1.6. The description and purpose of personal information processed by the NRF;
- 1.7. Whether the NRF transfers or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 1.8. Whether the NRF has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

2. ESTABLISHMENT OF THE NATIONAL RESEARCH FOUNDATION

The National Research Foundation was established by the National Research Foundation Act, Act 23 of 1998 (as amended). Furthermore the foundation is a Schedule 3A public entity in line with the Public Finance Management Act, Act No. 1 of 1999 (as amended)

2.1. The Legislated Mandate of the NRF

The primary mandate of the NRF, per the NRF Act, is to “contribute to national development by”:

- 2.1.1. Supporting, promoting, and advancing research and human capacity development, through funding and the provision of the necessary research infrastructure, in order to facilitate the creation of knowledge, innovation and development in all fields of science and technology, including humanities, social sciences and indigenous knowledge;
- 2.1.2. Developing, supporting, and maintaining national research facilities;
- 2.1.3. Supporting and promoting public awareness of, and engagement with, science; and
- 2.1.4. Promoting the development and maintenance of the national science system and support of government priorities.

3. STRUCTURE AND FUNCTION OF THE NRF

As a public entity, the NRF functions within the parameters set out by relevant legislation. The accountability structures of the NRF provide a means through which the organisation is directed, managed, and held accountable and are determined by legislative requirements emanating primarily from the NRF Act, and the

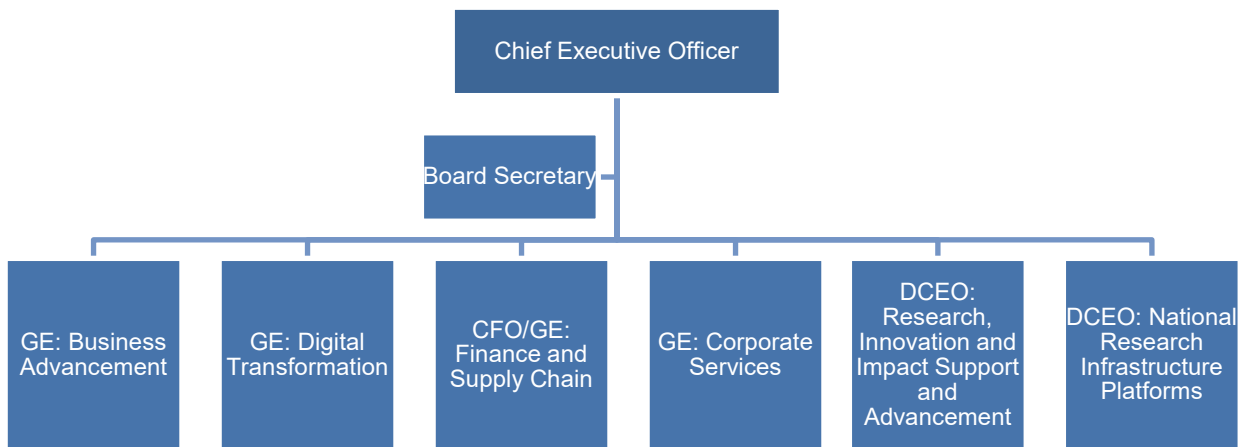
Public Finance Management Act (PFMA). Other applicable bodies of legislation and codes of best practice are adopted as necessary.

Parliament, through the Parliamentary Portfolio Committee (PPC) on Science and Innovation, maintains high-level oversight of the entity, while the Executive Authority (the Minister of Higher Education, Science, and Innovation) and the Accounting Authority of the NRF (the NRF Board) are accountable for the entity.

3.1. Structure

The National Research Foundation Board is constituted by fourteen members including the Chief Executive Officer and has the responsibility of overseeing the business of the organisation. The following is the organisational structure.

Figure 1: High Level Organisational Structure



3.2. Functions

3.2.1. The functions of the Foundation are to:

- 3.2.1.1. Promote the development of appropriate human and research capacity and research infrastructure in the areas of science and technology and implement national policies for research and funding as determined by the Minister;
- 3.2.1.2. Promote, support and advance research;
- 3.2.1.3. Obtain funds for research, both locally and abroad;
- 3.2.1.4. Promote multi-disciplinary and trans-disciplinary collaboration;
- 3.2.1.5. Provide financial support for the acquisition or establishment of research infrastructure at research institutions and national research facilities;
- 3.2.1.6. Review research proposals and results promoted by the Foundation;
- 3.2.1.7. Promote the transfer of technology and the implementation of research results and findings;

- 3.2.1.8. Facilitate and promote national and international scientific exchange and collaboration between researchers and research institutions;
- 3.2.1.9. Disseminate scientific knowledge or technology through any medium;
- 3.2.1.10. Manage, support, and monitor the operation of national research facilities, investigate, and assess the need for new or additional national research facilities or the withdrawal of an existing national research facility, and make recommendations to the Minister incubate qualifying national research facilities prior to its declaration as a national research facility;
- 3.2.1.11. Promote the provision of an information infrastructure linking research institutions to facilitate co-operation and sharing of research information and knowledge;
- 3.2.1.12. Compile and maintain a national registry of research funded by the Foundation; and
- 3.2.1.13. Initiate liaison with structures involved in the protection of intellectual property rights.

3.2.2. In order to achieve its object the Foundation may:

3.2.2.1. Allocate funds or award grants, contracts, scholarships, or bursaries to individual or juristic persons, national research facilities or research institutions:

- a) For research;
- b) For research infrastructure;
- c) For human capacity development or related activities; and
- d) To promote science engagement;
- e) Coordinate relevant research institutions and targeted science advancement and outreach activities;

3.2.2.2. Co-operate or enter into agreements with any person, institution, government, or administration; and

3.2.2.3. Generally, do everything which is necessary to achieve its object.

3.2.3. In addition to its other functions in terms of the Act, the Foundation, must:

3.2.3.1. Undertake or procure the undertaking of such investigations and research relating to its object as the Minister may assign to it; and advise the Minister and, if so required, the Minister of Education through the Minister, in regard to research relating to its object;

3.2.3.2. Apart from the research conducted by the national research facilities, the Foundation may not itself conduct research other than research relating to the efficient and effective execution of its functions or unless approved by the Minister.

4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE NRF

4.1. Information Officer

Name: Ms Faranah Osman

Tel: +27 12 481 4158

Email: F.Osman@nrf.ac.za

4.2. Deputy Information Officer

Name: Madelaine Meyer

Tel: +27 12 481 4363

Email: Madelaine.Meyer@nrf.ac.za

4.3 National / Head Office

Postal Address: Box 2600, Pretoria, 0001, South Africa

Physical Address: NRF Building, South Gate CSIR Complex,

Meiring Naudé Road

Brummeria

Pretoria

South Africa

Telephone: +27 12 481 4000

Email: info@nrf.ac.za

Website: www.nrf.ac.za

5. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE NRF

The NRF does not have internal appeal procedures for Paia requests. As such, the information officer's decision is final. A requester who is aggrieved by the information officer's decision to refuse a request for access or taken in terms of section 22, 26(1) or 29(3) of PAIA, is entitled, within 180 days of being notified of such a decision, to submit a complaint, alleging that the decision was not in compliance with PAIA, to the Information Regulator in the prescribed manner and form for appropriate relief in terms of section 77A of PAIA.

6. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 6.1. The Regulator has, in terms of section 10(1) of PAIA, updated and made available the revised *Guide on how to use PAIA* (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and the Protection of Personal Information Act 4 of 2013 (POPIA);
- 6.2. The Guide is available in each of the official languages;
- 6.3. The Guide contains the description of:
 - 6.3.1. The objects of PAIA and POPIA;
 - 6.3.2. The postal and street address, phone, and fax number and, if available, electronic mail address of:
 - 6.3.2.1. The Information Officer of every public body, and
 - 6.3.2.2 Every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
 - 6.3.3. The manner and form of a request for access to a record of a public body contemplated in section 11³ of PAIA;
 - 6.3.4. The assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
 - 6.3.5. The assistance available from the Regulator in terms of PAIA and POPIA;
 - 6.3.6. All remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging:
 - 6.3.6.1. a complaint to the Regulator; and
 - 6.3.6.2. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
 - 6.3.7. The provisions of sections 14⁴ and 51⁵ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

¹ Section 17(1) of PAIA- For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.

² Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.

³ Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁴ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁵ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

6.3.8. The provisions of sections 15⁶ and 52⁷ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

6.3.9. The notices issued in terms of sections 22⁸ and 54⁹ regarding fees to be paid in relation to requests for access; and

6.3.10. The regulations made in terms of section 92¹⁰ of PAIA.

6.4. Members of the public can inspect or make copies of the Guide from the offices of the public or private bodies, including the office of the Regulator, during normal working hours. The Guide can also be obtained:

6.4.1. upon request to the Information Officer;

6.4.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>)

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE NRF HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY THE NRF

Subjects on which the body holds records	Categories of records held on each subject
Audit	Documents related to regularity auditing, performance auditing, investigations, information system auditing, audit research and development, and quality control.
Facilities Management	Documents related to planning, designing, and managing buildings, grounds, operational sites, and telecommunication services.
Financial & Supply Chain Management	Documents related to raising, allocating, using, and accounting for the NRF's financial resources, such as planning, budgeting, accounting, analysis, and reporting, as well as those related to the acquisition, maintenance and

6 Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access.

7 Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access.

8 Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

9 Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

10 Section 92(1) of Paia provides that –“The Minister may, by notice in the Gazette, make regulations regarding– (a) any matter which is required or permitted by this Act to be prescribed; (b) any matter relating to the fees contemplated in sections 22 and 54; (c) any notice required by this Act; (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

Subjects on which the body holds records	Categories of records held on each subject
	management of consumable assets and documents related to administering travel arrangements and providing transport
Grants Management	Documents related to the execution of the NRF's core mandate of supporting, promoting and advancing research and human capacity development, through funding and the provision of the necessary research infrastructure
Human Resources	Documents related to human resource matters, such as organisational development, conditions of service, recruitment, performance management, training, etc.
Information Management	Documents related to the provision and management of the NRF's information resources, such as library, records management, information management, knowledge management, information communication technology etc.
Internal & External Communication	Documents related to the systematic planning, implementation, monitoring and revision of publications, communications, and marketing.
Legislation and legal administration	Documents such as acts, bills, regulations, white papers, etc., as well as legal opinions and interpretations.
Organisational Control	Documents related to determining the NRF's goals and objectives, such as strategic planning, control systems, meetings, transformation, security, risk management, etc.
Partnerships	All functions related to national and international relations, such as agreements.

8. CATEGORIES OF RECORDS OF THE NRF WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category	Document Type	Available on Website	Available upon request
Organisational Control	<ul style="list-style-type: none"> Organisational profile, Structure Budgets; and Strategic Plan; Performance Reports and good practice 	X	

Category	Document Type	Available on Website	Available upon request
Grants	<ul style="list-style-type: none"> • Register for Grants • Review reports • Grant records and contracts of grant 	X	X
Ratings	<ul style="list-style-type: none"> • NRF Rated Researchers List 	X	
Internal and External Communications	<ul style="list-style-type: none"> • Corporate communication newsletters and other publications; • Speeches • Public awareness information 	X	
Financial & Supply Chain Management	<ul style="list-style-type: none"> • Procurement Invitations • Register of Bids received. • Register of Bids granted 	X	

9. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE NRF AND HOW TO GAIN ACCESS TO THOSE SERVICES

9.1. Powers, Duties, and Function

Refer to section 3.2 above.

All service available by the NRF is described on the NRF website at the following link: www.nrf.ac.za

10. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY NRF

The stakeholder community may from time to time participate in the formulation of policy and in decision-making in accordance with internal procedures as agreed upon with the relevant bodies.

11. PROCESSING OF PERSONAL INFORMATION

11.1. Purpose of Processing

The NRF collects and processes personal information as defined by POPIA, Act 4 of 2013 (as amended) in the course of performing its duties and functions in line with the NRF Act. The NRF processes information for the purposes of:

- 11.1.1. Fulfilling its statutory and contractual obligations to its employees;

- 11.1.2. Supporting and managing its employees;
- 11.1.3. Verifying the identity of visitors to its premises;
- 11.1.4. Providing physical security for its employees and the protection of its assets;
- 11.1.5. Verifying information provided by service providers and potential service providers;
- 11.1.6. Assessing tender applications and bid documents;
- 11.1.7. Verifying information provided by employment applicants;
- 11.1.8. Complying with its legislative and regulatory obligations.

11.2. Description of the categories of data subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Categories of Information
Natural Persons	Names and surname; contact details (contact number(s), fax number, email address); Residential, postal, or business address; Unique Identifier/Identity Number and confidential correspondence
Juristic Persons	Names of contact persons; Name of legal entity; physical and postal address; contact details (contact number(s), fax number, email address); registration number; financial, commercial, scientific, or technical information and trade secrets
Employees	ID number; physical and postal address; contact details(contact number(s), fax number, email address); criminal behaviour; educational information (qualifications); financial information; employment history; gender; sexual orientation; race; age; nationality, ethnic or social origin, language; culture; religion; marital status; conscience, belief, pregnancy; medical; well-being; physical or mental health, disability; biometric information of the person and their relatives (family members)

11.3. The recipients or categories of recipients to whom the personal information may be supplied.

Category of personal information	Recipients/Categories of Recipients
Gender, race, financial information	Statutory bodies (such as the Department of Labour and the South African Revenue Service)
Names, financial information, ID numbers,	Suppliers of benefits to employees (such as medical schemes, pension fund administrators and other financial institutions)
Names, ID numbers, contact numbers	Representatives of data subjects
Employment history, names, ID number	Current, past, and prospective employers of data subjects – based on request.
Qualifications, for qualification verifications, identity number	Background verification companies
Car registration number, names, employee identity number	Physical security companies
Names, identity numbers, contact details	National Archives and Records Service of South Africa (in respect of information that qualifies as a 'public record' in terms of the National Archives and Records Service of South Africa Act 43 of 1996)
Identity number and names, for criminal checks	The South African Police Service and courts, where required.

11.4. Planned Transborder Flows of Personal Information.

In terms of data sovereignty, NRF information is store on premises. If the organisation transitions to cloud, then data and information will be stored in a local cloud or within the European Union due to their compliance with GDPR.

11.5. Information Security Measures

The NRF ensures the security of personal information in its possession and control through technical and organisational safeguards which are implemented with the purpose of maintaining the integrity and confidentiality of personal information in accordance with generally accepted information security practices and procedures. This may, include:

11.5.1. Data Encryption,

- 11.5.2. Firewalls;
- 11.5.3. Access control;
- 11.5.4. Third parties non-disclosure agreement;
- 11.5.5. Physical access control;
- 11.5.6. Secure hardware and software; and
- 11.5.7. Confidentiality and data privacy clauses in agreements with suppliers and service providers.

12. AVAILABILITY OF THE MANUAL

- 12.1. This Manual is available English and will be translated into all eleven official languages.
- 12.2. A copy of this Manual is available as follows:
 - 12.2.1. On the NRF website at www.nrf.ac.za;
 - 12.2.2. At the head office of the NRF for public inspection during normal business hours;
 - 12.2.3. To any person upon request and upon the payment of a reasonable prescribed fee; and
 - 12.2.4. To the Information Regulator upon request.
- 12.3. A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

13. UPDATING OF THE MANUAL

The NRF will, if necessary, update and publish this Manual annually.

Issued by:

The National Research Foundation

14. 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	<input type="checkbox"/>	Other <input type="checkbox"/>
Name of *Public/Private body (if applicable)			
Postal Address:			
Street Address:			
E-mail address:			
Facsimile:			
Contact numbers:	Tel (W)	<input type="text"/>	Cell <input type="text"/>

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

Language (mark with "X")	No of Copies	Language (mark with "X")	No of Copies
Sepedi	<input type="text"/>	Sesotho	<input type="text"/>
Setswana	<input type="text"/>	siSwati	<input type="text"/>
Tshivenda	<input type="text"/>	Xitsonga	<input type="text"/>
Afrikaans	<input type="text"/>	English	<input type="text"/>
isiNdebele	<input type="text"/>	isiXhosa	<input type="text"/>
isiZulu	<input type="text"/>		<input type="text"/>

Manner of collection (mark with "X")

Personal Collection	Postal Address	Facsimile	Electronic Communication (Please Specify)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Email
Fax

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 <i>(when made on behalf of another person)</i>					
Postal Address					
Street Address					
E-mail address					
Contact numbers	Tel (W)		Facsimile		Cell
Full names of person on whose behalf request is made <i>(if applicable)</i>					
Identity number					
Postal Address					
Street Address					
E-mail address					
Contact numbers	Tel (W)		Facsimile		Cell
PARTICULARS OF RECORD REQUESTED <i>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.)</i>					
Description of record or relevant part of the record					

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

TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>

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 <i>(Mark the applicable box with an "X")</i>

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 (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>

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>	
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>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.

Indicate which right is to be exercised or protected:	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES

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

Reason	

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 <i>(Please specify)</i>

Signed at this day of 20

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

FOR OFFICAL USE

Reference number:	
Request received by: <i>(State Rank, Name and Surname of Information Officer)</i>	
Date received:	
Access fees:	
Deposit (if any):	

.....
Signature of Information Officer

FORM 4

LOGGING OF AN INTERNAL APPEAL
[Regulation 9]

Reference No.

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 (W)	Facsimile	Cell	
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 <i>(If lodged by a third party)</i>					
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					
<i>(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.)</i>					
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 <i>(Please specify)</i>

Signed at this day of 20

.....
Signature of Appellant/Third party

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

Appeal received by <i>(state rank, name and surname of Information officer)</i>							
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 <i>(if not confirmed)</i>				
	No						
Fees (Sec 22). Confirmed?	Yes		New decision <i>(if not confirmed)</i>				
	No						
Extension (Sec 26(1)). Confirmed?	Yes		New decision <i>(if not confirmed)</i>				
	No						
Access (Sec 29(3)). Confirmed?	Yes		New decision <i>(if not confirmed)</i>				
	No						
Request for access granted. Confirmed?	Yes		New decision <i>(if not confirmed)</i>				
	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/inforeg/>.
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: inforeg@justice.gov.za
Tel number: +27 (0)10 023 5200

PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED

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		No
Has 30 days lapsed from the date on which you submitted your PAIA form?	Yes		No
Did you exhaust all the internal appeal procedure against a decision of the Information officer of a public body?	Yes		No
Have you applied to Court for appropriate relief regarding this matter?	Yes		No

FOR INFORMATION REGULATOR'S USE ONLY			
Received by (Full names)			
Position			
Signature			
Complaint Accepted	Yes	<input type="checkbox"/>	No
Reference Number			

DATE STAMP HERE

Postal Address	Facsimile	Other Electronic Communication (Please specify)

PART A : PERSONAL INFORMATION OF COMPLAINANT					
Full Names					
Identity Number					
Postal Address					
Street Address					
E-mail Address					
Contact Numbers	Tel (W)		Facsimile		Cell
PART B : REPRESENTATIVE INFORMATION					
<i>(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)</i>					
Full names of representative					
Nature of representation					
Identity No./Registration No.					
Postal Address					
Street Address	Tel (W)		Facsimile		Cell
E-mail Address					
Contact Numbers					
PART C : THIRD PARTY INFORMATION					
<i>(Please attach letter of authorisation)</i>					
Type of body	Private	<input type="checkbox"/>	Public	<input type="checkbox"/>	
Name of *Public/Private body					
Registration number (if any)					
Name, surname and title of person authorised to lodge complaint					

Postal Address					
Street Address					
E-mail Address					
Contact Numbers	Tel (W)		Facsimile		Cell
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 (W)		Facsimile		Cell
Reference Number given (if any)					
PART E : COMPLAINTS					
<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?					
If yes, when did you receive it? <i>(Please attach the letter to this application)</i>					
Did you appeal against a decision of the information officer of the public body?					
If yes, when did you lodge an appeal?					
Have you applied to Court for appropriate relief regarding this matter?					
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.	
Repayment of the deposit: (Section 22(4) of PAIA)	The tender or payment of a deposit.	
Disagree with time extension: (Sections 26 or 57 of PAIA)	The information officer refused to repay a deposit paid in respect of a request for access which is refused.	
Form of access denied: (Section 29(3) or 60(a) 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.	
Deemed refusal: (Section 27 or 58 of PAIA)	I requested access in a particular and reasonable form and such form of access was refused.	
Inappropriate disclosure of a record: (Mandatory grounds for refusal of access to record)	It is more than 30 days since I made my request and I have not received a decision.	

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

PART G : EXPECTED OUTCOME
<i>(How do you think the Information Regulator can assist you? Describe the result or outcome that you seek.)</i>
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

15. Annexure B

Fees In Respect of Public Bodies

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)	R40.00
(ii) 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:	
(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

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:	
(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
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:	
(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	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."