



co-operative governance
& traditional affairs
MPUMALANGA PROVINCE
REPUBLIC OF SOUTH AFRICA

INFORMATION MANUAL: DEPARTMENT OF CO-OPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS

Prepared in accordance with section 14 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) and the Protection of Personal Information Act, 2013 (Act No. 4 of 2013)

Last updated: April 2021



TABLE OF CONTENT

1. INTRODUCTION

1.1 Purpose of the Information Manual

1.2 Mpumalanga Department of Co-operative Governance and Traditional Affairs
(Hereinafter referred to as “the Department”)

2. STRUCTURE OF THE DEPARTMENT

Organizational Structure

3. CONTACT DETAILS OF THE DEPARTMENT

3.1 Switchboard

3.2 Information Officer

3.3 Deputy Information Officer

4. GUIDE ON HOW TO USE THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000 (ACT NO. 2 OF 2000)

5. RECORDS HELD BY THE DEPARTMENT

6. RECORDS AUTOMATICALLY AVAILABLE

7. REQUEST PROCEDURE

7.1 Process

7.2 Fees payable for a request

7.3 Fees in respect of Public Bodies in terms of section 22(2) of the Promotion of Access
to Information Act, 2000 (Act No.2 of 2000)

8. ARRANGEMENTS ALLOWING INVOLVEMENT IN THE FORMULATION OF POLICY & PERFORMANCE OF FUNCTIONS

9. REMEDIES WHERE REQUEST FOR ACCESS TO INFORMATION IS REFUSED

9.1 Refusal of request

9.2 Appeal

9.3 Manner of appeal and appeal fees

10. PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

11. UPDATING AND AVAILABILITY OF THE INFORMATION MANUAL

ANNEXURES

Annexure A : Prescribed Form for access to records of a public body

Annexure B : Notice of Internal Appeal Form

Annexure C : Objection Form to the processing of personal information

Annexure D : Fees in respect of public bodies

1. INTRODUCTION

1.1 Purpose of the Information Manual

1.1.1 The Department recognizes and respects the right of access to information as enshrined in the Constitution of the Republic of South Africa, 1996 (hereinafter referred to as “the Constitution”). The Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (hereinafter referred to as “PAIA”) gives effect to the constitutional right of access to any information held by any public or private body that is required for the exercise or protection of any right. PAIA sets out procedures attached to such request.

1.1.2 Section 9 of PAIA, recognizes that such right to access to information is subject to certain justifiable limitations, for instance limitations aimed at:-

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

1.1.3 Section 14 of PAIA obliges a public body to compile an Information Manual, which could assist a person to obtain access to information held by the public body and stipulates the minimum requirements such a Manual has to comply with.

1.1.4 The constitutional right to privacy as provided for in section 14 of the Constitution is sought to be effected through the Protection of Personal Information Act, 2013 (Act No.4 of 2013) (hereinafter referred to as “POPIA”). POPIA seeks to promote the

protection of personal information processed by public and private bodies by regulating the manner in which such information is processed.

1.1.5 The right to privacy includes the right to protection against the unlawful collection, retention, dissemination and use of personal information.

1.1.6 The purpose of this Information Manual is to inform the public:

- on how to obtain access to records held by the Department and thereby giving effect to section 14 of PAIA; and
- on the manner in which the Department processes personal information in its possession.

1.2 The Department

Vision

Responsive, effective, efficient and sustainable co-operative governance system.

Mission

To ensure that Municipalities and Traditional Institutions in the Province perform their basic responsibilities and functions by promoting good governance, sound financial management and administrative capability.

Values

Guided by the spirit of Batho Pele, our values are:

- (i) Ubuntu;
- (ii) Ethical behavior (Integrity and honesty);
- (iii) Professionalism;
- (iv) Goal oriented;
- (v) Excellent and quality services;
- (vi) Responsive and solutions driven; and
- (vii) Learning and development.

Outcomes of the Department

- (i) Efficient and effective administrative support provided to the Department;
- (ii) Improved governance and performance in Municipalities;
- (iii) Improved planning, development co-ordination and access to basic Services;
- (iv) Improved performance of Traditional Leadership; and
- (v) Developed communities in areas of Traditional Leadership.

2. STRUCTURE OF THE DEPARTMENT

Organizational Structure

The Department is divided into 5 (five) Programmes, namely:

PROGRAMME 1: ADMINISTRATION

- Office of the MEC
- Corporate Services

PROGRAMME 2: LOCAL GOVERNANCE

- Municipal Administration
- Public Participation
- Capacity Development
- Service Delivery Improvement
- Municipal Performance and Monitoring, Reporting and Evaluation

PROGRAMME 3: DEVELOPMENT & PLANNING

- Strategy Development, Research, Policy and Planning (IDP Coordination)
- Spatial Planning
- Land-Use Management
- Local Economic Development
- Municipal Infrastructure
- Water Services
- Disaster Management

PROGRAMME 4: TRADITIONAL INSTITUTION MANAGEMENT

- Traditional Resource Administration
- Rural Development Facilitation and Traditional Land Administration

PROGRAMME 5: HOUSE OF TRADITIONAL LEADERS

- Business Support (Administration of the House of Traditional Leaders)
- Committees and Local Houses of Traditional Leaders

3. CONTACT DETAILS OF THE DEPARTMENT

3.1 Switchboard

Telephone No.: 013 766 6087
Facsimile No.: 013 766 8252

3.2 Information Officer

Mr S Ngubane

Acting Head: Co-operative Governance and Traditional Affairs
Telephone No.: 013 766 6237
Facsimile No.: 013 766 8425
Email Address: SNgubane@mpg.gov.za

3.3 Deputy Information Officer

Ms RV Jones

Acting Chief Director: Corporate Services
Telephone No.: 013 766 6266
Facsimile No.: 013 766 8425
Email Address: RJones@mpg.gov.za

3.4 Physical Address

No. 7 Government Boulevard
Riverside Park
Samora Machel Building
MBOMBELA
1200

3.5 Postal Address

Private Bag X11304
MBOMBELA
1200

3.6 Website

<https://cogta.mpg.gov.za>

4. THE GUIDE ON HOW TO USE PAIA

The Guide on how to use PAIA is available from the South African Human Rights Commission. Please direct any queries to:

The South African Human Rights Commission

PAIA Unit
 Research and Documentation Department
 Private Bag X 2700
HOUGHTON
 2041
 Telephone No: 011 484 8300
 Facsimile: 011 484 1360
 Website: www.sahrc.org.za

5. RECORDS HELD BY THE DEPARTMENT

The Department holds the following records which could be requested in terms of PAIA:

- 5.1 Financial Records;
- 5.2 Personnel Records;
- 5.3 Contract Documents;
- 5.4 Records of the Provincial Committee on Traditional Leadership Claims and Disputes; and
- 5.5 Records of the Township Appeal Board and Services Appeal Board.

6. RECORDS AUTOMATICALLY AVAILABLE

- 6.1 Strategic Plan;
- 6.2 Annual Performance Plan;
- 6.3 Annual Performance Report;
- 6.4 Service Charter and Service Standards;
- 6.5 Integrated Development Plan (IDP);
- 6.6 Local Government Turnaround Strategy;
- 6.7 Integrated Municipal Support Plan (IMSP);
- 6.8 Notices published in the *Provincial Gazettes*;
- 6.9 Government Forms;
- 6.10 Tender Adverts;
- 6.11 Media Statements;
- 6.12 Speeches;

- 6.13 Legislation administered by the Department;
- 6.15 Section 47 Municipal Reports; and
- 6.16 Internal newsletters.

7. THE REQUEST PROCEDURE

7.1 Process

- 7.1.1 The requester who wishes to obtain access to information held by the Department has to complete the Request Form and submit it to the attention of the Information Officer on details in paragraph 3 above. (Refer to "Annexure A").
- 7.1.2 The prescribed form must be completed with enough detailed information to at least enable the Information Officer to identify the record(s) requested, the identity of the requester, the form of access the requester prefers and details thereof.
- 7.1.3 If the requester is unable to read or write, the request for the record can be made orally by the requester. The Information Officer must then complete the form on behalf of such a requester and give him/her the copy thereof.
- 7.1.4 After the request has been submitted to Information Officer, the Information Officer has 30 (thirty) days within which to process the request.
- 7.1.5 If the requester requests information in a particular form (e.g. a paper copy, electronic copy etc.), then the requester should receive access in that form, unless doing so would interfere with the operation of the public body concerned or damage the record or infringe on the copyright not owned by the State.
- 7.1.6 If the requester requests information on behalf of somebody else, the capacity in which the request is made must be indicated.

7.2 Fees payable for a request

- 7.2.1 PAIA provides for two types of fees:
 - (a) A Request Fee, which will be a standard fee; and
 - (b) An access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.

- 7.2.2 The requester who seeks access to a record containing personal information about the requester is not required to pay access fee. Every other requester must pay the required fee, with exception, to requesters classified for the purposes of section 22(8) of PAIA.
- 7.2.3 The Information Officer must notify the requester, by notice, requiring the requester to pay the prescribed request fee and deposit, if any, before further processing the request;
- 7.2.4 If the request is granted, a further access fee must be paid for the search, reproduction, preparation and for any time required in excess of the stipulated hours required for search, reproduction and preparation of the record for disclosure.
- 7.2.5 Access to a record will be withheld until the applicable fees have been paid.
- 7.2.6 In case where a deposit has been paid and the records cannot be made available, the Department shall refund the deposit amount to the requester.
- 7.3 **Fees in respect of Public Bodies in terms of section 22(2) of PAIA**
(Refer to "Annexure D")

8. ARRANGEMENTS ALLOWING INVOLVEMENT IN THE FORMULATION OF POLICY & PERFORMANCE OF FUNCTIONS

The Department maintains a high level of public engagement and interaction with stakeholders through soliciting comments on proposed legislation.

9. REMEDIES WHERE REQUEST FOR ACCESS TO INFORMATION IS REFUSED

9.1 Refusal of request

The main grounds for the Department to refuse a request for information relates to the:

- 9.1.1 Mandatory protection of the privacy of a third party who is a natural person, which involve the unreasonable disclosure of personal information of that natural person;
- 9.1.2 Mandatory protection of the commercial information of a third party, if the record contains:

- (a) Trade secrets of that third party;
- (b) Financial, commercial, specific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party; and
- (c) Information disclosed in confidence by a third party to the Department, if the disclosure could put that third party to the Department at a disadvantage in negotiation or commercial competition.

9.1.3 Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;

9.1.4 Mandatory protection of the safety of individuals and protection in terms of any agreement;

9.1.5 Mandatory protection of the safety of individuals and the protection of property;

9.1.6 Mandatory protection of records which would be regarded as privileged in legal proceedings;

9.1.7 Operations of the Department;

9.1.8 Commercial activities of the Department, which may include:

- (a) Trade secrets of that third party;
- (b) Financial, commercial, specific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;
- (c) Information disclosed in confidence by a third party to the Department, if the disclosure could put that third party to the Department at a disadvantage in negotiation or commercial competition; and
- (d) A computer programme owned by the Department, which is protected by copyright.

9.1.9 Research information of the Department or third party, if its disclosure would disclose the identity of the Department, the researcher or the subject matter of the research and would place the research at a serious disadvantage; and

- 9.1.10 Request for information that is clearly vexatious, or which involves an unreasonable diversion of resources shall be refused.

9.2 Appeal

- 9.2.1 The requester may lodge an internal appeal against a decision of the Information Officer of the Department -
- (a) to refuse a request for access; or
 - (b) taken in terms of section 22, 26(1) or 29(3) of PAIA, in relation to that requester, with the relevant authority.
- 9.2.2 A third party may lodge an internal appeal against a decision of the Information Officer of the Department, to grant a request for access.

9.3 Manner of appeal and appeal fees

- 9.3.1 An internal appeal must be lodged in the prescribed Form (Refer to "Annexure B") -
- (a) within 60 (sixty) days;
 - (b) if notice to a third party is required by section 49(1)(b) of PAIA, within 30 (thirty) days after notice is given to the appellant of the decision appealed against, or if notice to the appellant is not required, after the decision was taken;
 - (c) it must be delivered or sent to the Information Officer of the Department at his address specified in paragraph 3.2 above;
 - (d) it must identify the subject of the internal appeal and state the reasons for the internal appeal and may include any other relevant information known to the appellant;
 - (e) if, in addition to a written reply, the appellant wishes to be informed of the decision on the internal appeal in any other manner, must state that manner and provide the necessary particulars to be so informed.
- 9.3.2 If an appeal is lodged after the expiry of the period referred to, the MEC must, upon good cause shown, allow the late lodging of the appeal.

- 9.3.3 If the MEC disallows the late lodging of the appeal, she/he must give notice of that decision to the person who lodged the appeal.
- 9.3.4 As soon as reasonably possible, but in any event within 10 (ten) working days after receipt of an appeal, the Information Officer of the Department must submit the following to the MEC:
- (a) The appeal together with his or her reasons for the decision concerned;
 - (b) 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.
- 9.3.5 A requester lodging an internal appeal against the refusal of his or her request for access must pay the prescribed appeal fee, if applicable, in terms of section 75(3) of PAIA.

10. THE PROTECTION OF PERSONAL INFORMATION ACT, 2013

- 10.1 Important definitions in terms of POPIA:
- (a) Data subject- a person to whom personal information relates;
 - (b) Responsible party- a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for processing personal information. In this regard, the Responsible Party relates to the Department.
- 10.2 Chapter 3 of POPIA provides for 8 minimum conditions for the lawful processing of personal information by a responsible party, namely, accountability, processing limitation, purpose specification, further processing limitation, information quality, openness, security safeguard and data subject participation. The afore-mentioned conditions may not be deviated from unless specific exclusions outlined in POPIA apply, based on unique circumstances.
- 10.3 To carry out its constitutional and organisational functions, the Department requires personal information relating to both juristic and natural persons. The Department determines which information is processed and the manner in which such information is processed.

- 10.4 The Department, as the Responsible Party herein, will ensure that the personal information of a Data Subject is processed in a manner which is lawful, fair and transparent.
- 10.5 Any personal information processed by the Department must be processed only for the purpose for which it was collected and the Department must have a legal basis for such processing. Personal information will not be processed for secondary purposes unless it is incidental to the original purpose or unless it is incidental to the main purpose.
- 10.6 The Department will only collect personal information which is relevant to the purpose for which it was collected and such information will not be kept for longer than required.
- 10.7 Confidentiality is of utmost importance when processing personal information, hence, the Department has security measures in place to ensure that personal information is protected against unauthorized access, loss, destruction or damage.
- 10.8 In terms of section 5 of POPIA, the Data Subject has the right to have his, her or its personal information processed in accordance with conditions for lawful processing of personal information as stated in paragraph 10.2 above.
- 10.9 The Department may not process personal information which the Data Subject has, in a prescribed manner, through a prescribed Form, objected to the processing thereof, as contemplated section 11(3) of POPIA. (Refer to "Annexure C").

10.9 Purpose of Processing

The Department only collects personal information for a specific, explicitly defined and lawful purpose, for activities related to the functions of the Department, which include, but not limited to:

- (a) Recruitment;
- (b) Procurement;
- (c) Survey;
- (d) Provision of services;
- (e) Financial disclosure;
- (f) Security vetting;
- (g) Support to municipalities; and
- (h) Support to Traditional Councils.

10.10 Categories of Data Subjects

The Department processes information relating to, but not limited to the under-mentioned categories of Data Subjects:

- (a) Employees (may include family members);
- (b) Prospective employees;
- (c) Former employees;
- (d) Service Providers;
- (e) Bidders;
- (f) Stakeholders, such as Traditional Leaders, Municipal Senior Management;
- (g) Traditional Councils; and
- (h) Clients/members of the public.

10.11 Categories of Information

The Department processes information relating to, but not limited to the under-mentioned categories:

In respect of natural persons-

- (a) Names, identity numbers;
- (b) Residential addresses;
- (c) Contacts details;
- (d) Qualifications;
- (e) Criminal records;
- (f) Banking details;
- (g) Financial planning information;
- (h) Financial obligations;
- (i) Medical records;
- (j) Remuneration;
- (k) Performance records;
- (l) Religion;
- (m) Citizenship;
- (n) Assets of employees\Service Providers; and
- (o) Contractual agreements (other remunerative work).

In respect to juristic persons-

- (a) Company name;
- (b) Registration details;
- (c) Banking details;
- (d) Financial details;
- (e) Tax details; and
- (f) Contractual agreements (current or former clients).

10.12 Recipients of information

The Department may share personal information, depending on the nature of information, with, but not limited to the under-mentioned recipients,

- (a) Law enforcement agencies;
- (b) Other Government Departments;
- (c) Persons submitting requests;
- (d) Members of the public;
- (e) Financial/pension fund institutions; and
- (f) The Auditor General.

10.13 Transfer of personal information outside the Republic

The Department envisages that it may require to transfer personal information to third parties who are situated in foreign countries. Should such transfer be necessary, the Department shall only do so as stipulated hereunder:

- (1) The Department may not transfer personal information to the third party who is in another country unless-
 - (a) The third party is subject to a law binding corporate rules or a law binding agreement which provide for an adequate level of protection that effectively upholds principles of reasonable processing of the information that are substantially similar to the conditions for the lawful processing of personal information relating to a Data Subject;
 - (b) The Data Subject consents to the transfer;

- (c) The transfer is necessary for performance of a contract between the Department and the third party;
- (d) The transfer is necessary for the conclusion or performance of a contract concluded in the interest of the Data Subject between the Department and the third party;
- (e) The transfer is for the benefit of Data Subject, and –
 - (i) it is not reasonably practically possible to obtain the consent of the Data Subject to that transfer;
 - (ii) If it were reasonably practicable to obtain such consent, the Data Subject would be likely to give it.

10.14 Security measures implemented by the Department

The Department undertakes to institute, apply, maintain and comply with the following data protection measures:

- (a) Memorandum of Understanding between the Department and the Provincial Treasury on services rendered by the State Information Technology Agency, in respect of electronic data kept through PERSAL, BAS, etc;
- (b) Approved Department's PERSAL User Account Manual Procedure;
- (c) Lockable cabinets for storage of physical files; and
- (d) Non-disclosure declarations by officials;

11. UPDATING AND AVAILABILITY OF THE MANUAL

- 11.1 The Department undertakes to, if necessary, update this Manual at intervals of not more than 1 (one) year;
- 11.2 Section 14(3) of PAIA, read with Regulation No. R187 of 15 February 2002 prescribes that the Manual of a public body must be made available in the following manner:
 - 11.2.1 A copy will be made available to the South African Human Rights Commission and every Regional Office of the Department;

11.2.2 The Manual will be accessible through the website of the Department. In this regard, this manual will be accessible on the Department's website, at, <https://cogta.mpg.gov.za>

APPROVED AT MBOMBELA ON THIS 5th DAY OF April 2021



MR S NGUBANE

ACTING HEAD: CO-OPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS



co-operative governance
& traditional affairs

MPUMALANGA PROVINCE
REPUBLIC OF SOUTH AFRICA

ANNEXURE A

FORM A

REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY

(Section 18(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)
[Regulation 6]

FOR DEPARTMENTAL USE

Reference number: _____

Request received by _____
(State rank, 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

A. Particulars of Public Body

Requests can be submitted through email, post or fax or hand delivered and should be addressed to the Information Officer as indicated below:

Information Officer : Mr S Ngubane (Acting Head of Department)

Postal Address : Private Bag X11304, **MBOMBELA**, 1200

Physical Address : Samora Machel Building, Ext 2, No. 7 Government Boulevard,
Riverside Park, **MBOMBELA**, 1201

Telephone Number : 013 766 6087/ 013 766 6355

Fax Number : 013 766 8252

Email Address : RJones@mpg.gov.za (Deputy Information Officer)

B. Particulars of person requesting access to the record (the requester)

- (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.

Full names and surname:

Identity number:

Postal address:

Telephone number:

Fax Number:

Email Address:

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

C. Particulars of person on whose behalf request is made

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

Full names and surname: _____

Identity number:

D. Particulars of record

Provide full particulars of the 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 the record or relevant part of the record:

2. Reference Number, if available _____

3. Any further particulars of the 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 from 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 any 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.

Disability: _____

Form in which record is required:

Mark the appropriate box with an X.

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 Record Consist of Visual images

(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)

View images

Copy images

Transcription
of images

3. If record consists of recorded words or information which can be reproduced in sound:

Listen to the sound
track (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 information

--

Derived from record

--

Copy in computer
readable form
(stiffy of 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.
---	-----	-----

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.

In which language would you prefer the record?

G. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved or denied. If you wish to be informed in another manner, please specify the manner and provide 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 _____ on this ____ day of _____ (month) ____ (year)

Signature of Requester



co-operative governance
& traditional affairs
MPUMALANGA PROVINCE
REPUBLIC OF SOUTH AFRICA

ANNEXURE B

FORM B

NOTICE OF INTERNAL APPEAL

Section 75 of the Promotion of Access to Information Act, 2000

(Act No. 2 of 2000) (PAIA)

[Regulations 8]

State your reference number _____

A. Particulars of public body

Information Officer : Mr S Ngubane (Acting Head of Department)
Postal Address : Private Bag X11304, **MBOMBELA**, 1200
Physical Address : Samora Machel Building, Ext 2, No. 7 Government Boulevard,
Riverside Park, **MBOMBELA**, 1201
Telephone Number : 013 766 6087/ 013 766 6355
Fax Number : 013 766 8252
Email Address : RJones@mpg.gov.za (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 the appeal is lodged, if applicable, must be attached.
(c) If the appellant is the third person and not the person who originally requested the information, the particulars of the Requester must be given at C below

Full names and surname:

Identity number:

Postal address:

Telephone number:

Fax Number:

Email Address:

Capacity in which the 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:

D. 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:

<input type="checkbox"/>	Refusal of request for access
<input type="checkbox"/>	Decision regarding fees prescribed in terms of section 22 of PAIA
<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 PAIA
<input type="checkbox"/>	Decision in terms of section 29(3) of PAIA to refuse access in the form requested by the requester
<input type="checkbox"/>	Decision to grant request for access

E. Grounds for refusal

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:

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

OUTCOME OF APPEAL:

Decision of the information officer/ deputy information officer confirmed/ new decision substituted

New decision:

Relevant Authority

Date

Received by the information officer/deputy information officer from relevant authority
on _____ (date).



FORM 1

**OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF
SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013**

(ACT No. 4 of 2013)

In terms of

**2018 REGULATIONS RELATING TO THE PROTECTION OF PERSONAL
INFORMATION ACT, 2013**

Note:

- 1. Affidavit or other documentary evidence as applicable in support of the objection may be attached.*
- 2. If the space provided for in this form is inadequate, submit information as an annexure to this Form and sign each page.*
- 3. Complete all applicable spaces.*

A	DETAILS OF DATA SUBJECT
Full names and surname/ Registered name of data subject:	
Identity Number/ Registration Number	
Residential, Postal/ Business address	
Contact Details: (Telephone number/ Cellphone	

Number/Email address/Fax number)	
B	DETAILS OF RESPONSIBLE PARTY
Full names and surname/ Registered name of responsible party	
Residential, Postal/ Business address	
	Code ()
	Code ()
Contact Details: (Telephone number/ Cellphone Number/Email address/Fax number)	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) OF POPIA <i>(please provide detailed reasons for the objection)</i>

Signed at _____ on this _____ day of _____ (month) _____ (year)

Signature of Data Subject

ANNEXURE D

FEES IN RESPECT OF PUBLIC BODIES IN TERMS OF SECTION 22

DESCRIPTION	AMOUNT (R)
The Request Fee payable by every requester, other than a personal requester.	R 35.00
Copy of the Manual, as contemplated in regulation 5(c) (for every photocopy of an A4 size page or part thereof.)	R 0.60
The fees for reproduction referred to in regulation 7(1) are as follows:	
1) for every photocopy of an A4-size page or part thereof.	R 0.60
2) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R 0.40
3) For a copy in a computer-readable form on - (i) memory stick/stiffy disc (ii) compact disc	R 5.00 R 40.00
4) For a transcription of visual images, (i) for an A4-size page or part thereof (ii) For a copy of visual images	R 22.00 R 60.00
The access fees payable by a requester referred to in regulation 7(3) are as follows:	
1) For every photocopy of an A4-size page or part thereof	R 0.60
2) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R 0.40
3) For a copy in a computer-readable form on - (i) memory stick/stiffy disc (ii) compact disc	R 5.00 R 40.00
4) For a transcription of an audio record, (i) for an A4-size page or part thereof (ii) For a copy of an audio record	R 12.00 R 17.00
To search for and prepare the record for disclosure for each hour or part of hour, excluding the first hour, reasonably required for such search and preparation.	R 15.00 per hour or part thereof
The actual postage is payable when a copy of a record must be posted to a requester.	Actual cost