



MANGUZI HOSPITAL

PROMOTION OF ACCESS TO INFORMATION ACT, 2000 (PROATIA) MANUAL

INTRODUCTION

The promotion of access to information Act, 2000 (Act no 2. Of 2000), (PAIA) was promoted in terms of section 32 of the constitution of Republic of South Africa ("the constitution") which provides-

- (1) Everyone has the right to access-
 - (a) Information held by the state; and
 - (b) Any information that held by another person and that is required for the exercise or protection of any rights.
- (2) National legislation must be enacted to give effect to this right, and may provide reasonable measures to alleviate the administration and financial burden on the state.

The objective of PAIA is to promote a society in which the citizens of South Africa have access to information to enable them to effectively exercise and protect their constitutional rights.

PAIA was passed by parliament on 2 February 2000 in accordance with section 32 of the constitution to give effect to the rights enshrined therein. With the exception of section 10.14.16 and 51 PAIA came to effect on the 9 March 2000 with the remaining sections coming into effect on 15 February 2002

PAIA may be utilized by any person who wishes to request information from a public body or private body within the Republic in terms of PAIA, the person making the request for information is known as the "requester".

This manual has been designed to assist requesters who wish to request information from Manguzi District Hospital which is a public body. This manual is available in English and IsiZulu.

2. LEGISLATIVE OF THE DEPARTMENT OF HEALTH IN KWAZULU NATAL

2.1 Department of health KwaZulu-Natal is part of the province of kwazulu natal. Its aim is to uplift better health care abroad to every level by considering the main health programs in the province of KwaZulu-Natal.

Here are main visions of the department:

- ✓ Trust build on truth, integrity and reconciliation
- ✓ Openness and transparency
- ✓ Commitment to performance and
- ✓ Courage to learn, change and innovate

2.2 To succeed in suggestion moving toward and relevant vision of the department of health KwaZulu-Natal; the department is aimed into renovating and working in procedure

3. LEGISLATIVE MANDATE OF THE KWAZULU-NATAL DEPARTMENT OF HEALTH

The legislative mandate of KwaZulu-Natal Department of Health is contained in; inter alia, the following legislations-

Abattoir Hygiene Act, 1992(Act no121 of 1992)
Adult basic Education and Training Act 2000(Act No 75 of 2000)
Air quality Act, 2004(act 39 of 2004)
Basic Conditions of Employment Act, 1997 (Act 75 of 1997)
Birth and Births Registration Act, 1992 (Act 51 of 1992)
Broad Based Black Economic Empowerment Act, 2003 (Act No 53 of 2003)
Children's Act, 2005 (Act No, 38 of 2005)
Chiropractors, homeopaths and allied health service professions amendment Act, 1995(Act No, 40 of 1995)
Choice of termination of pregnancy Act, 1996 (Act No, 92 of 1996)
Compensation for Occupational Injuries and Diseases Act, 1993(Act, No, 130 of 1993)
Constitution of Republic of South Africa Act, 1996 (Act 108 of 1996)
Council of Medical Schemes levies Act, 2000 (Act, 58 of 2000)
Dental Technicians Act, 1979 (Act, No 19 of 1979)
Electronic Communications and Transactions Act, 2002 (Act, No 25 of 2002)
Employment Equity Act, (Act No 55 of 1998)
Foodstuffs, Cosmetics and Disinfectants Act, 1972 (Act No 52 of 1972)
Genetically Modified Organisms Act, 1997 (Act No 15 of 1997)
Hazardous Substances Act, 1973(Act No 15 of 1973)
Health Professions Act, 1974 (Act No56 of 1974)
Higher Education Act, 1997 (Act No 101 of 1997)
Human Tissue Act, 1983 (Act 65 of 1983)
Inquest Act, 1959 (Act No, 58 of 1959)
Intergovernmental Relations Framework Act, 2005 (Act No, 13 of 2005)
Kwazulu –Natal cemeteries and crematoria Act, 1996 (Act, No.12 of 1996)
Labour Relations Act, 1995 (Act No. 66 of 1995)
Liquor Act, 2003 (Act No, 59 of 2003)
Medical, Dental, Supplementary Health Service Professions Amendment Act, 1995 (Act of 1995)
Medical Schemes Act, 1998 (Act 131 of 1998)
Medicines and Relations Substances Controls Act, 1965 (Act No, 101 of 1965)
Mental Health Care Act, 2002 (Act No, 17 of 2002)
National Achieves of South Africa Act, 1992 (Act, No, 43 of 1992)
National Building Regulations and Buildings standards Act, 1977 (Act No, of 1977)
National Health Act, 2003 (Act No, 61 of 2003)
National Health Laboratory Service Act, 2000 (Act, No, 37 of 2000)
Nursing Act, 2005 (Act, No. 33 of 2005)
Pharmacy Act 1974 (Act, No, 53 of 1974)
Prescription Act, 1969 (Act, No. 68 of 1969)
Prevention and Treatment of drugs dependency Act, 1992 (Act, No, of 1992)
Promotion of Access to Information Act, 2002 (Act, No, 3 of 2002)
Promotion of equality and Prevention of Unfair Discrimination Act 2000 (Act, No. 4 of 2000)
Protected Disclosure Act, 2000 (Act No, of 2000)
Public Finance Management Act 1999 (Act, No, 1 of 1999)
Public Protector Act, 1994 (Act No, 103 of 1994)
Road Accident Fund Act, 1996 (Act, No, 59 of 1996)
Skills Development Act, 1998 (Act, No, 97 of 1998)

Skills Development levies Act, 1999 (Act, No, 9 of 1999)
South African Qualification Authority Act, 1995 (Act, No, 58 of 1995)
State Information Agency Act, 2002 (Act, No, 38 of 2002)
Sterilization Act, 1998 (Act, No, 44 of 1998)
Traditional Health Practitioner Act, 2007 (Act, No, 22 of 2007)
Tobacco Products Control Act, 1993 (Act, No. 83 of 1993)

BACKGROUND INFORMATION ON MANGUZI HOSPITAL

Manguzi health ward (sub-district) forms part of uMhlabuyalingana Municipality KZ271 its boundaries are Mozambique in the north, Indian Ocean is the east and Pongola River to the west and Manzengwenya plantation in the south.

Manguzi fulfills its service delivery through; 35 mobile clinics and eleven residential clinics, which are: Maputa clinic, Thengani clinic, Phelandaba clinic, Mshudu clinic, Mahlungulu clinic, Ndaba clinic, Bhekabantu clinic, Velabusha clinic, Zibi clinic, Zama Zama clinic, and Mboza clinic.

MANGUZI HOSPITAL VISION, MISSION AND CORE VALUES

VISION

To achieve optimal health status for all people of Manguzi district hospital catchment area that forms part of KZN 271.

MISSION

Under God working together with the community, to provide efficient, comprehensive health care for a better life.

In carrying out the mission, we subscribe to the following core values:

- Trust built on truth, integrity and reconciliation.
- Open communication, transparency and consultation
- Committed to perform
- Courage to learn, change and innovated.

KWAZULU –NATAL HEALTH DEPARTMENT VISION, MISSION AND CORE VALUES

Vision

Optimal health status for all persons in KwaZulu-Natal

Mission

To develop sustainable, coordinated, integrated and comprehensive health system at all levels based on the primary health care approach through the district health system.

Core Values

- Trust built on truth, integrity and reconciliation
- Open communication, transparency and consultation
- Commitment to performance.
- Coverage to learn change and innovate

SERVICE OFFERED BY MANGUZI HOSPITAL

- Aged and Chronic Sick
- Casualty Dept./Trauma
- General Outpatients department
- Dental Department – scaling and polishing, extractions and fillings
- General Medical
- General Surgical
- Pediatric
- Infectious Diseases
- Maternity
- Medical Laboratory Services
- Theatres
- Occupational Therapy
- Orthopedic
- Physiotherapy
- Psychiatric
- Tuberculosis
- X-ray and Ultrasound
- Audiology
- Speech therapy
- HIV medicine including ART and PMTCT
- Child health services including immunizations
- Women's health services including contraception and cervical smears
- Pharmaceutical services
- Social work services
- Occupational health services
- Eye care services – optometry once per month
- Dietetic services
- Forensic services

- Male Medical circumcision
- Safe abortion

CONTACT INFORMATION FOR MANGUZI HOSPITAL

The requests for any information required from Manguzi Hospital may be directed to the Chief Executive Officer Dr. S. B. Vumase on details below:-

Physical Address:

Hospital Road
Kwangwanase
3973

Postal Address

Manguzi Hospital
Private Bag X 301
Kwangwanase
3973

Electronic Details

Tel: 035 5920 150
Fax: 035 5920 158
Email: sipho.vumase@kznhealth.gov.za
www.kznhealth.go.za

CONTACT INFORMATION FOR SOUTH AFRICAN HUMAN RIGHTS COMMISSION IS: The South African Human Rights Commission

PAIA
Private Bag X2700
Houghton
2041
Tel: 011-4848300
Facsimile: 011-4847149

KWAZULU-NATAL OFFICE

1ST Floor 136 Victoria Embarkment
Durban 4000
Tel: 031-3047323/4/5
Fax: 031-3047323

ACCESS TO INFORMATION OF MANGUZI HOSPITAL RECORDS HELD BY MANGUZI HOSPITAL

- Financial Records
- Audits Reports
- Strategic and Annual Reports
- Procurements Reports
- Legislations
- Agendas and minutes of meetings

- Publications
- Internal policies
- Departmental Circulars
- Surveys Reports
- Personal Records of Manguzi Staff
- Various Reports
- News Letters
- Media Reports
- Media Clippings

PROCEDURE TO BE FOLLOWED FOR REQUEST FOR ACCESS TO A RECORD OF MANGUZI HOSPITAL

If a requestor wishes to make a request for access to a record of Manguzi Hospital, he or she must make a written request to the Hospital Manager who will authorize the issuing of the requested information. May it be noted that certain fee shall be paid by the requester for reproduction of the requested record.

A requestor wishing to make a request must use FORM A which is included in this manual on page

The requestor must provide enough information in FORM A to enable the official delegated by the hospital manager to identify the following-

- a) The records requested and description of the record, a reference number, (if any) and any further particulars on the record must be provided by the requestor.
- b) The requestor , all contact information must be provided ,and
- c) The form of access required by the requestor, that is, if the
 - 1) Record is written in a printed form, whether the requestor wishes to make a copy of the record or inspect the record.
 - ii) Record is visual image, which may be photographs, slides, and video recordings, computer generated images or sketches whether the requestor wishes to view the images, copy the images or obtain a transcription of the images.
 - iii) Record is recorded words or information which can be produced by sound, whether the requestor wishes to listen to the sound track or obtain a written or printed transcription of soundtrack, or
 - 1v)Records is held on a computer or in an electronic form, whether the requestor wishes to obtain a printed copy of the record, printed copy of information derived from the record or copy in electronic readable form.

A copy must also state the language in which he/she wishes to obtain the record. If the record is not available in the language preferred by the requestor, access may be granted in the language in which the record is available.

A requestor who is illiterate or otherwise unable to make a written request for access to a record for whatever reason, must be assisted to compile the request in writing on the required form and give a copy of the written request to the requestor.

The official delegated by the hospital manager, must assist a person who requires reasonable assistance with making a request for a record. Assistance must be provided free of charge.

After lodging of the request by the requestor, the application must be processed within thirty (30) days of date of recipient of the request.

RECORD CANNOT BE FOUND

If a record cannot be found the official delegated by the hospital manager must, by way of affidavit, notify the requestor that it is not possible to give access to the record.

TRANSFER OF A REQUEST FOR ACCESS TO A RECORD

The information request may be transferred to the other relevant body where the requested record can be found if it is not possible to give access to the record.

A transfer of request must be made by official delegated by the hospital manager within 14 days of the request being received and the requestor shall be notified of the transfer of the request , the reason for the transfer and the period within the request must be addressed.

FEES PAYABLE FOR ACCESS TO RECORDS

The initial fee payable by a requestor, other than a personal requestor, for a record is as indicated on (page 5) of this manual. A person requestor is a person seeking information about him or she does not have to pay the initial fee. All the requestors must pay the required fees to obtain a record.

Where a requestor wishes to lodge an appeal against payment of the initial fee, the requestor may make an application to court against the payment of fee.

DEFERRAL OF ACCESS TO RECORD

Access may be deferred where a record is not yet available

TIME FRAME AND NOTICE TO A REQUESTOR

The official delegated by the hospital manager must decide within 30 days whether to grant the request and then send a notice to the requestor. Where access is to be granted, the notice must state:-

- a) That access fee, if any, must be paid upon being granted access.
- b) The form in which access must be given to , and
- c) That the requestor may lodge an internal appeal with the hospital or an application with a court against the refusal of the request and advice the requestor of the procedure to lodge an internal appeal or publication.

EXTENSION OF PERIOD TO DECIDE ON REQUEST

The period of 30 days may be exceeded in which to decide on the request if:

- a) The request is for a large number of records and compliance would unreasonably interfere with the activities of Manguzi hospital.

- b) Consultations among sections of Manguzi Hospital or with another public body are necessary or desirable and the official delegated by hospital manager reasonably be expected to complete the consultations within the initial 30 days.

MANDATORY REFUSAL OF REQUEST FOR ACCESS TO RECORDS

Manguzi Hospital shall refuse access records where a request for access to information would involve disclosure of

- a) Personal information about a third party
- b) Trade secrets of a third party
- c) Financial, commercial, scientific or technical information, other than trade secrets, if the disclosure of the information is likely to cause harm to the commercial or financial interests of a third party.
- d) Information which is a computer program owned by a private body,
- e) Information supplied by confidence by a third party, the disclosure of which could reasonably be expected to put the third party in commercial completion,
- f) Information which will be a breach of duty of a confidence owned to a third party.
- g) Information which could be reasonably be expected to endanger the life or physical safety of an individual,
- h) A record if access to the record is prohibited in terms of the criminal procedure act, 1977(act No 5 of 1977).
- i) Information which is privileged from production in legal proceedings unless the affected person has waived the privileged, which means the affected person must consent in writing to the release of the information or,
- j) Information about the research being carried out likely to be carried out by or on behalf of the third party, the disclosure of which would be likely to expose the third party, person carrying out the research or subject matter of the research to serious disadvantage.

DESCRETIONARY REFUSAL OF REQUEST FOR ACCESS TO RECORD

The information officer/ deputy information officer may refuse access to a record where a request for access to information would involves disclosure of ,

- a) Information supplied in confidence by a third party, the disclosure of which could reasonably be expected to prejudice the supplier of similar information or information from the same source and it is in the public interest that similar information or information from the same source should continue to be supplied
- b) Information, the disclosure of which would be likely to impair
 - i) The security of the building, structure or system, which may be a computer system, means of transport or and other property or,
 - ii) Methods, systems, plan or procedures for the protection of an individual in a witness protection scheme, the safety of the public or the security of property.
- c) A record containing the methods, techniques or guidelines for the preventions, detection, curtailment or investigation of a contravention or possible contravention of law or prosecution or result in a miscarriage of justice.
- d) A record on the prosecution of an alleged offender where disclosure of the record could reasonably be expected to impede the prosecution or result in a miscarriage of justice;
- e) A record , the disclosure of which could reasonably be expected to;
 - i) Prejudice the investigation of a contravention or possible contravention of law;

- ii) Reveal or enable the person to identify a confidential source of information related to the enforcement or administration of law ;
 - iii) Result in the intimidation or coercion of witness or person who may be called as a witness in criminal or other proceedings to enforce the law.
 - iv) Of contravention of the law or
 - v) Prejudice or impair the fairness of trial or the impartiality of an adjudication;
 - f) Information, the disclosure of which could cause prejudice to defense, security or international relations of the Republic of South Africa.
 - g) Information, the disclosure of which is likely to materially jeopardize the economic or financial interest of the Republic of South Africa or the ability of the government to manage the economy of the Republic of South Africa effectively;
 - h) Information, which,
 - i) Contains trade secrets of the state or public body
 - iii) Contains financial, commercial, scientific or technical information, other than the trade secrets, the disclosure of which would be likely to cause harm to the commercial or financial interest of the state or public body.
 - iv) Could put a public body at a disadvantage in contractual or other relations or prejudice a public body in commercial competition,
 - v) Is a computer program, defined in the copyright act, 1978(act No 98 of 1978) owned by the state or public body;
- I. Information about research being carried out or likely to be carried by or on behalf of a third party, the disclosure of which would be likely to expose a public body person carrying out the research or subject matter of the research to serious disadvantage or

J Information about a record of a public body which contains an opinion, advice, report or recommendation obtained or prepared or an account of a consultation, discussion, deliberation or minutes of a meeting on the formulation of a policy or taking a decision in the exercise of power or performance of a duty conferred by law if disclosure could reasonably be expected to frustrate the deliberative process or success of the policy.

In the case of requests of medical records of patient:-

- a) The information officer or deputy information officer may, in terms of section 30 of PAIA, consult with the relevant health care practitioner regarding the granting of access to a record where he or she is of the opinion that granting access to the record may cause serious harm to a person's physical or mental health or well-being ,serious;
- b) If the health care practitioner is of the opinion that granting access to the record would be likely to cause serious harm to person's physical or mental health or well-being, the information officer or deputy information officer may grant access to the record only where the requestor proves that adequate provision has been made for counselling or other arrangements have been made to limit alleviate or avoid harm.

The information officer or deputy information officer may refuse a request for access to a record if the request is manifestly frivolous or vexatious or the work involved in proceedings the request will substantially and unreasonably divert the resources of Manguzi Hospital.

DEEMED REFUSAL OF REQUEST FOR INFORMATION

If the information officer or a deputy information officer fails to give a decision on a request for access within 30 days, the information officer is deemed to have refused the request.

INTERNAL APPEAL

A requestor may lodge an internal appeal

- a) Against –
 - I) A refusal of a request.
 - II) A decision of the information officer or a deputy information officer who has refused a request for access or,
 - III) A deemed refusal for of a request
- b) With the respect to the prescribed request fee.
- c) Against an extension of period to deal with a request or ,
- d) The form of access to a record.

A third party may also lodge an internal appeal against a decision to grant a request for access to a requestor.

An internal appeal must be lodged on the prescribed form B on page7 within 60 days of the date on which the information officer or deputy information officer communicates his or her decision to the requestor.

A requestor who has lodged an internal appeal and is not satisfied with the decision of Manguzi Hospital may make an application for appropriate relief to court, in terms of section 78 of PAIA, within 30 days of the decision of the internal appeal. A requestor or third party referred may only apply to a court for appropriate relief in terms of section 82 of PAIA after that requestor or third party has exhausted the internal appeal procedure against a decision of the information officer.

Signature: _____

Dr. S.B Vumase
Chief Executive Officer

Date: _____

**ANNEXURE C
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

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 the public body

The Information Officer /Deputy Information Officer:

B. Particulars of a person requesting access to the record.

- (a) The particulars of the person who requests 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.
© 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:

E-mail address

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

C. Particulars of a person on whose behalf is made

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

Full name and address:

Identity number:

D. Particulars of a 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 requestor 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 the record.

E.FEES

- (a) A request for access to a record, other than record containing personal information about yourself, will be processed only after a **request fee** has been paid.
- (b) You 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 examination of payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 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 form is available.
 (b) Access in the form of 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 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 consists of visual images- (This includes photographs, slides, video recordings, computer generated images, sketches, etc.):					
	View the images		Copy of the images*		Transcription of the 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 sound track* (written or printed document)
--	---	--	--

4. If record is held on computer or in an electronic or machine readable form:

	Printed copy of record*		Printed copy of information derived from the record*		Copy in computer readable form*(stiffly or compact disc)
--	-------------------------	--	--	--	--

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	Yes	No
--	-----	----

Note that if the record is not available in the language you prefer, access may be granted in the language in which is available In which language would you prefer the record?
--

Notice of decision regarding request for access

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

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

Signed at _____ this _____ day of _____ 20__

SIGNATURE OF REQUESTER/ PERSON ON WHOSE BEHALF REQUEST IS MADE

ANNEXURE D

FEES IN RESPECT OF PUBLIC BODIES

The fee for a copy of the manual as contemplated in regulation 5 © of the regulations to the promotion of access to information Act is R0, 60 for every photocopy of an A4 size page or part thereof.

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

	R
(a) For every photocopy of an A4 size page of part thereof	0,60
(b) For every printed copy of an A4 size page or part thereof held on a computer or in electronic or machine –readable form	0,40
(c) For a copy in a computer –readable form on-	
(i) Stiffly disc	5,00
(ii) Compact disc	40,00
(d) (l) For transcription of visual images, for an A4 size page or part thereof	22,00
(iii) For a copy of visual images	60,00
(e) (i) For transcription of an Audio record, for A4 size page or part thereof	12,00
(ii) For a copy of an audio record	17,00

2. The request fee payable by every requester, other than a personal requester, referred to in regulation 7 (2) is R35,00

3. The access fee payable by a requester referred to in regulation 7 (3) are as follows:

	R
(1) (a) For every copy 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 a computer or in electronic or machine –readable form	0,40
© For a copy in a computer –readable form on –	
(i) stiffly disc	5,00
(ii) Compact disc	40,00
(d) (i) for a transcription of visual images, for an A4 size page or part thereof	22,00
(iii) For a copy of visual images	60,00
(e) (i) For a transcription of audio record, for an A4 –size page or part thereof	12,00
(ii) For a copy of an audio record	17,00

(f) To search and prepare the record for disclosure, R15,00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.

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

(a) Six hours as the hours to be exceeded before a deposit is payable; and

(b) One third of the access fee is payable as a deposit by the requester,

(3) The actual postage is payable when a copy of a record must be posted to a requester.

ANNEXURE E

**FORM B
NOTICE OF INTERNAL APPEAL**

(SECTION 75 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000(ACT NO. 2 OF 2000)

{Regulation 8}

State your reference number:

A. Particulars of Public body

The information officer/ Deputy Information Officer:

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

- | |
|---|
| (a) The particulars of the person who lodge the internal appeal must be given below.
(b) Proof of 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 at C below. |
|---|

Full name and surname:

Identity number:

Postal address:

Telephone Number:

Fax number:

E-mail address:

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

C. Particulars of requester

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

Full names and Surname:

Identity number:

D. The decision against which the internal appeal is lodged

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

	Refusal of request for access.
	Decision regarding fees prescribed in terms of section 22 of the act.
	Decision regarding the extension of the period within which the request must be dealt with in terms of section 26 (1) of the Act.
	Decision in terms of section 29 (3) of the Act to refuse access in the form requested by the requester
	Decision to grant request for access.

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 appellatant: -----

For Departmental use:

OFFICIAL RECORD OF INTERNAL APPEAL:

Appeal received on _____ (Date) _____ by _____ (state rank and surname of information officer / deputy information officer).

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

OUTCOME OF APPEAL:
 DECISION OF INFORMATION OFFICER/ DEPUTY INFORMATION OFFICER CONFIRMED / NEW
 DECISION SUBSTITUTED
 NEW DECISION:

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