



Small Enterprise Finance Agency

Promotion of Access to Information Act (PAIA) Manual

February 2015

**MANUAL ISSUED IN TERMS OF SECTION 14 OF THE PROMOTION OF ACCESS TO
INFORMATION ACT, 2000 (ACT NO 2 OF 2000)**

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1. INTRODUCTION

Transparency and openness are critical in fulfilling **sefa's** role as a lender and in achieving its mission to alleviate poverty. The ability to access and acquire information is an important element of empowerment. This can enable SMMEs to analyse their situation independently and critically before they even apply for funding.

Sefa's Promotion of Access to Information Act (PAIA) manual will enhance good governance, accountability, and development effectiveness by increasing public awareness of the **sefa's** development role and mission and building and maintaining public dialogue.

sefa PAIA manual is published in accordance with the regulations of Chapter 2, section

14 of the PAIA. The manual seeks to establish and maintain the framework for PAIA compliance as provided for in the Act and set out the mandate of **sefa**, products and services, and the availability of its records as a public body. The manual is available in English and will be translated in two other official languages. Copies of the manual can be obtained from the Information Officer or the **sefa** website.

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

The objectives of PAIA are:

- to give effect to the constitutional right of access to any information held by the State and that is held by another person and that is required for the exercise or protection of any rights;
- to set out justifiable limitations on the right of access to information aimed at protecting people's privacy, confidential commercial information and ensuring effective, efficient and good governance;
- to balance the right of access to information with all the other rights in the constitution;
- to promote a culture of human rights and social justice;
- to establish mechanisms and procedures to enable persons to obtain access to records as swiftly, inexpensively and effortlessly as is reasonably possible;
- to promote transparency, accountability and effective governance;
- to empower and educate everyone to:
 - understand their rights in terms of the Act;
 - understand the functions and operation of public bodies; and
 - effectively inspect and participate in decision-making by public bodies that affects their rights.

3. DETAILS OF THE INFORMATION OFFICER

Name: Mr Thakhani Makhuvha - CEO
Telephone Number: 012 748 9708
Fax Number: 012 748 9791
Email: thakanim@sefa.org.za

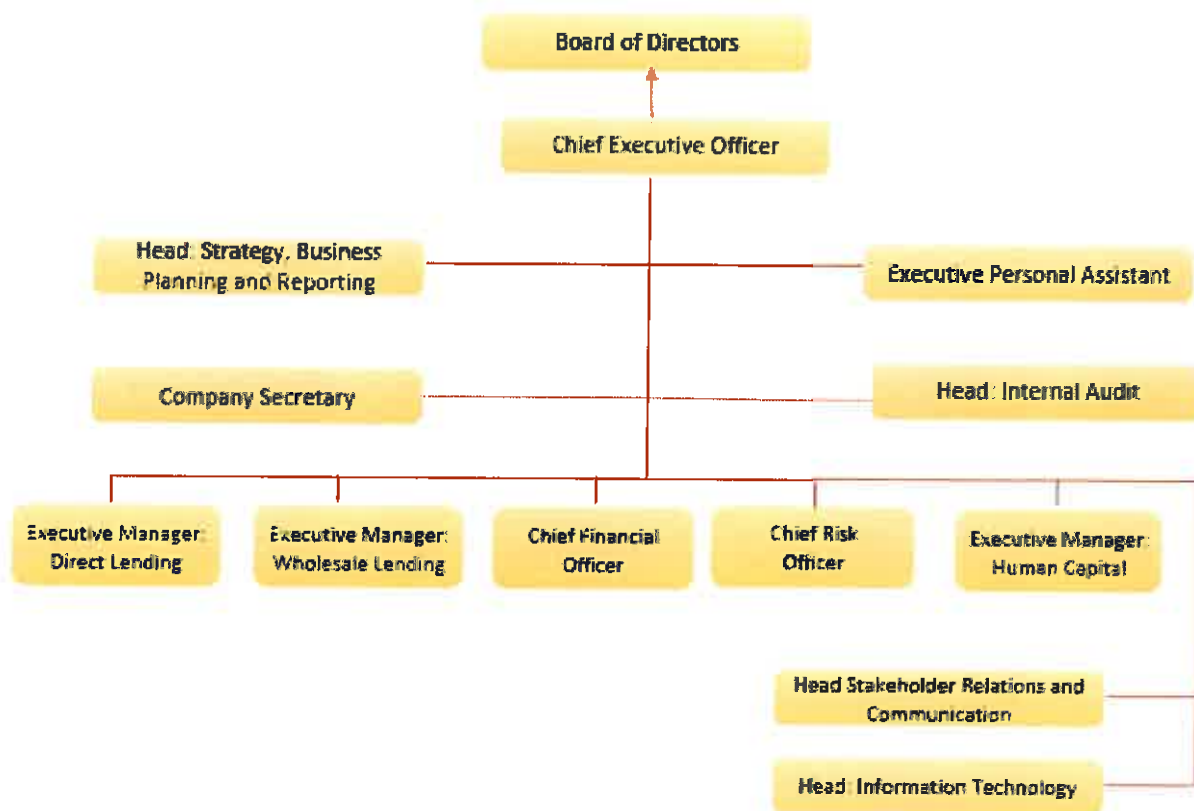
4. DETAILS OF THE DEPUTY INFORMATION OFFICER

Name: Ms Nthabiseng Mongali – Company Secretary
Telephone Number: 012 748 9708
Fax Number: 012 748 9791
Email: nthabisengm@sefa.org.za

ALL requests for access to records of **sefa**, and any internal appeal in terms of section of PAIA, shall be submitted for the attention of the Company Secretary through any one of the following methods:

Name of public body: Small Enterprises Finance Agency SOC Ltd
Physical address: Eco Fusion 5, Building D,
1004 Witch - Hazel Avenue and Teak Close
Eco Park
Centurion
0157
Postal address: PO Box 11011
Zwartkop
0051
Telephone number: 012 748 9600
Fax number: 012 748 9791
Website: www.sefa.org.za
Email: paia@sefa.org.za

5. sefa GOVERNANCE STRUCTURE



6. sefa DIVISIONS AND CATEGORY INFORMATION

DIVISIONS	BUSINESS UNITS	Categories of Information
<p>Direct Lending : This area is responsible for direct lending administration. This will include applications, approval and disbursements of funds</p>	<ul style="list-style-type: none"> • Direct Lending • Post Investment and Monitoring 	<ul style="list-style-type: none"> • Client application & business plan • Disbursement schedule • Client contract (legal agreement) • Client FICA information
<p>Wholesale Lending This area is responsible for lending administration in the wholesale area. This will include applications, approval and disbursements of funds</p>	<ul style="list-style-type: none"> • Small and Medium Enterprises • Microfinance • Cooperatives • Joint Ventures • Land Reform • Post Investment and Monitoring 	<ul style="list-style-type: none"> • Client application • Memorandum of Understanding or Agreement • Non-disclosure agreement • Disbursement schedule • Client contract (legal agreement) • Client FICA information
<p>Corporate Risk This area is responsible for maintaining an acceptable risk profile while supporting the receipt of appropriate financial and development returns through the implementation of risk management policies, systems and frameworks</p>	<ul style="list-style-type: none"> • Risk Management • Compliance Management • Credit Management Risk • Workout and Restructuring 	<ul style="list-style-type: none"> • Corporate risk management plan • Corporate business continuity management plan • Compliance risk management plan • Credit risk assessment • Collections management information
<p>Corporate Secretariat This is an area that is responsible for ensuring corporate governance within sefa.</p>	<ul style="list-style-type: none"> • Documents and Records Management • Corporate Secretariat 	<ul style="list-style-type: none"> • Organisational structure • Memorandum of incorporation • Shareholders compact • Minutes of management committees • DRM policy and procedures • File plan • Destruction register • Retention schedules • Requests for access to information • PAIA reports

DIVISIONS	BUSINESS UNITS	Categories of Information
<p>Legal Services This area provides comprehensive legal solutions (including the drafting of agreements, negotiating instructions and effecting recoveries) which meets sefa's and clients' needs and which enables sefa to achieve its mandate in a manner which ensures compliance with the law while reducing legal risks and safeguarding the sefa's interests</p>	<ul style="list-style-type: none"> • Legal Services 	<ul style="list-style-type: none"> • Legal policies and procedures • Agreements • Civil settlements and agreements
<p>Internal Audit This area act as an independent, objective assurance and consulting activity designed to add value and improve sefa's operations. It assists sefa to accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of control and governance processes.</p>	<ul style="list-style-type: none"> • Internal Audit 	<ul style="list-style-type: none"> • Internal Audit charter • Procedures • Audit plans • Audit Reports
<p>Human Capital This area is responsible for the formulation, implementation and monitoring of people management strategies. Human Capital's goal is to ensure that sefa has progressive people management interventions, policies and practices in place to make it an effective and efficient organisation.</p>	<ul style="list-style-type: none"> • Human Capital Management • Learning and Development • Employee Relations • Facilities Management 	<ul style="list-style-type: none"> • Policies and procedures • Recruitment and selection documentation • Garnishee orders • Disciplinary procedures • Trade Union recognition agreement • Employment equity report • Skills development report
<p>Finance This area is responsible for overall management of finances in sefa, including processing of financial transactions, and reporting.</p>	<ul style="list-style-type: none"> • Financial Accounting • Management Accounting • Supply Chain Management • Property Management 	<ul style="list-style-type: none"> • Policies and procedures • Disbursement report • Debtor statements • Creditor statements • Financial statements • Supplier invoices • Supplier service level agreements • Proof of payment • Supplier information • Procurement documentation • Property management information
<p>Information Technology This area is responsible for ensuring that sefa's networks and technology is running effectively.</p>	<ul style="list-style-type: none"> • Business Applications • Systems Development • Systems Administration 	<ul style="list-style-type: none"> • Policy and procedures • Service level agreements • Call records • Audit trail reports

DIVISIONS	BUSINESS UNITS	Categories of Information
<p>Strategy, Business Planning and Reporting This area is responsible for guiding, developing and monitoring implementation of sefa's strategy.</p>	<ul style="list-style-type: none"> • Corporate Planning and Reporting • Project Management • Research Management and Information 	<ul style="list-style-type: none"> • Policy and procedures • Corporate Plan • Performance reports • Balanced Score Card • Research papers
<p>Stakeholder Relations and Communication</p>	<ul style="list-style-type: none"> • Branding and Corporate Identity • Sponsorship and Exhibitions • Marketing outreach events 	<ul style="list-style-type: none"> • Policies and procedures • Press releases • Sponsorships • Corporate social responsibility • Annual report • Speeches by management

7. SOUTH AFRICAN HUMAN RIGHTS COMMISSION OFFICIAL GUIDE

The information contained in this manual can be obtained from the South African Human Rights Commission (SAHRC). Section 10 of the Act requires the SAHRC to publish a Guide containing information reasonably required by a person wishing to exercise or protect any right in terms of this Act. The guide contains the following information:

The objects of the Act

- Particulars of the information officers of a public body;
- Particulars of a public body;
- Manner and form of requests for access to information held by a public body;
- Assistance to be provided by the information officers and the Human Rights Commission in terms of the Act;
- Remedies in law regarding rights and obligations, acts and omissions including internal appeals and court processes;
- Schedule of fees to be paid in relation to requests for access to information; and
- Regulations made in terms of the Act;

Enquiries regarding the guide can be addressed to the SAHRC, the contact details are as follow:

Postal Address: South African Human Rights Commission
Promotion of Access to Information Unit
Research and Documentation Department
Private Bag 2700
Houghton
2041

Telephone: (011) 484-8300

Fax: (011) 484-0582

Website: www.sahrc.org.za

E-mail: PAIA@sahrc.org.za

8. INFORMATION AUTOMATICALLY AVAILABLE - SECTION 15 (1) (A) REGULATION 5 A

All information available on our website <http://www.sefa.org.za> is voluntarily disclosed. The following information / records can be obtained automatically without a formal request:

- sefa marketing brochures;
- Organisational structure, mission, vision and the functions of the various departments of sefa; and
- Annual Reports

9. INFORMATION NOT AUTOMATICALLY AVAILABLE

sefa may, in certain instances, refuse access to records on any of the grounds set out in Chapter 4 of Part 3 of the Act as follows:

- that access would result in the unreasonable disclosure of personal information about a third party;
- the necessity of protecting the commercial information of a third party or of sefa;
- the necessity of protecting the confidential information of a third party;
- the necessity of protecting the safety of individuals and protecting property;
- that a record constitutes privileged information for the purpose of legal proceedings; and
- the necessity of protecting the research information of a third party or sefa.

10. INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATIONS

Where applicable to our operations, information is also available in terms of certain provisions of the following statutes:

- Basic Conditions of Employment Act No. 75 of 1997
- Industrial Development Corporation Act 22 of 1940
- Electronic Communications and Transactions Act No.25 of 2002
- Financial Intelligence Centre Act No. 32 of 2001
- Occupational Health and Safety Act No. 85 of 1993
- Occupational Injuries and Diseases Act no 130 of 1993

- Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
- National Archives and Records Service of South Africa Act No. 43 of 1996
- Public Finance Management Act No. 1 of 1999
- Promotion of Access to Information Act No. 2 of 2000
- Protection of Constitutional Democracy against Terrorist and Related Activities Act No. 33 of 2004 and
- Prevention of Organised Crime Act No.121 of 1998
- Development Act No. 22 of 1940
- Labour Relations Act No. 66 of 1995
- Employment Equity Act No. 55 of 1998
- Income Tax act No. 58 of 1962
- Skills Development Act No. 9 of 1999
- Value Added Tax Act No. 89 of 1991

II. INFORMATION AVAILABLE IN TERMS OF THE ACT BY SUBJECT/ BUSINESS

According to the Act certain information should be made available on request from members of the public following certain procedures required by the Act and at certain times disclosure may be refused. The following information can only be obtained by means of a formal request:

Finances and accounting records relating to the following categories: -

- Financial Reporting Cash Management Accounts Payable
- Cost and Management Accounting
- Taxation.
- Money Market Investments
- Travel – to account for all travel-related matters
- General Ledger Reporting
- Statutory Reporting

Human Resources records relating to the following categories-

- Talent Acquisition
- Talent Management Learning and Development (Internally Focused)
- Client Learning and Development Performance Management Toolkit Knowledge Management
- Human Capital Shared Services and Delivery
- Employee Relations
- Remuneration and Benefits
- Employment Equity and Diversity Management
- Provident fund policy

Marketing and Corporate Affairs

- Sponsorships, Exhibitions and Marketing Outreach Events
- Branding and corporate identity
- Promotional material, including brochures

Insurance Records

- Insurance policies taken out of for the benefit of **sefa** and its employees

Immovable and Movable Property

- Title deeds of all immovable property owned by **sefa**;
- Agreements for the lease or sale of land or other immovable properties by **sefa**;
- Agreements for the lease of movable property by **sefa**;
- Mortgage bonds, liens, notarial bonds or security interests on property;
- Credit sale agreements and hire purchase agreements; and
- Other agreements for the purchase, ordinary sale, conditional sale, and hire of assets.

Computer Systems and Computer Programs

- Agreements relating to computer systems and computer programs; and
- Other documentation pertaining to computer systems and computer programs held by the **sefa**.

Other Agreements of sefa

- Loans from third parties (including banks); Loans to third parties;
- Surety-ship agreements;
- Security agreements, guarantees and indemnities;
- Agreements restricting the trading activities of **sefa**;
- Agency, management and distribution agreements;
- Marketing agreements;
- Standard conditions of business and standard- form contracts;
- Agreements in terms of which **sefa** participates in joint ventures, consortiums, partnerships, incorporated and unincorporated associations;
- Agreements with suppliers of **sefa**;
- Agreements with customers of **sefa**; Confidentiality and non-disclosure agreements; Other interests and investments of **sefa**; Agreements with foreign entities; and
- Documents pertaining to overseas interests and investments of **sefa**.

Correspondence and Internal Reports

- Correspondence and internal reports of **sefa**.

Information Relating to Legal Proceedings

- Records relating to legal proceedings involving **sefa**.

Research, Scientific and Technical Information of Sefa

- Documentation pertaining to research conducted by **sefa**;
- Research reports prepared by **sefa**; and
- Scientific and/or technical information in the possession of **sefa**.
- **sefa**'s library consists of a collection of books periodicals, E-journals, electronic databases, CD-ROM's and materials relating to the business of **sefa**.

12. PROCEDURE FOR REQUESTING ACCESS TO INFORMATION

If you wish to access to any of the above categories of information, you are required to complete a request form as set out in annexure A hereto. These forms are available from:

- **sefa** Information Officer (whose contact details are in *section 3* of this manual);
- The SAHRC website (www.sahrc.org.za)
- The Department of Justice and Constitutional Development website (www.doj.gov.za).

Once completed, the form must be forwarded to a Deputy Information Officer. The name, address and contact details of the Deputy Information Officer are listed in *section 4* of this manual

Prescribed fees are applicable for requesting and accessing information in terms of the Act and are payable in advance. Details of these fees are contained in *section 19* of this manual.

Additional fees may be prescribed by regulation for the compilation of the information and any other administrative charges.

Access to information in terms of PAIA is not automatic; the right that the applicant/ requester seeks to exercise or protect must be identified and provide reasons for such request.

The applicant or requester will be notified in the manner indicated on the request form of the results of the application. **sefa** may approve or reject the application.

13. PERSONAL REQUESTER

A personal requester is a requester who is seeking access to a record containing the requesters own personal information.

sefa will voluntarily provide the requested information, or give access to any record with regard to the requester's personal information. The prescribed fee for reproduction of the information requested will be charged.

14. REQUESTER

The requester (other than a personal requester) is entitled to request access to information of third parties. However, **sefa** is not obliged to automatically grant access to such information. The requester must complete the prescribed form for access in terms of the Act, including the payment of a request and access fee.

15. REQUEST

A request for access to a record must be made on the prescribed form (attached hereto as Annexure A) to the Information Officer at his/her address, facsimile number or e-mail address in terms of Section 18 of the Act, as set out in this manual. The requester must provide sufficient detail on the request form to enable an official of the **sefa** to identify the record requested and the requester.

When completing the prescribed form, the requester should also indicate:-

- the preferred language of the record, if applicable; and
- a facsimile number or postal address or email address.
- If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer.
- If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.

The form must be adequately completed, with sufficient particulars for the official of **sefa** to identify the following:

- name and address of the requester;
- description of the record(s) requested; and
- the applicable access fee will be should access be granted.

The completed prescribed form must addressed to the Information Officer and sent to **sefa** via mail, facsimile.

The requester must pay the prescribed fee, before any further processing can take place.

16. FEES

The Act provides for two types of fees, namely:

- a request fee, which will be a standard fee; and
- an access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.

When the request is received by the Information Officer he/she shall, by notice, require the requester, other than a personal requester, to pay the prescribed request fee (if any), before further processing of the request.

If the search for the record has been made and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the Information Officer shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.

The Information Officer shall withhold a record until the requester has paid the fees.

A requester whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available in the requested form.

If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer concerned must repay the deposit to the requester.

17. DECISION

sefa will, within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons to that effect.

The 30 day period with which **sefa** has to decide whether to grant or refuse the request, may be extended for a further period of not more than 30 days if the request is for a large amount of information, or the request requires a search for information held at another office of **sefa** and the information cannot reasonably be obtained within the original 30 day period. **sefa** will notify the requester in writing should an extension become necessary.

18. REMEDIES FOR NON-COMPLIANCE WITH THE ACT

Any requester who is dissatisfied with any decision of **sefa** in respect of a request for access to a record of **sefa** can either lodge an internal appeal to **sefa** or approach the High Court or another court of similar status to seek redress. Should the requester wish to lodge an internal appeal it must be lodged within 60 days of the receipt of the notice that his request was not approved or within 30 days if notice to a third party is required. An internal appeal must be lodged in the prescribed Form B in annexure B.

19. FEES PAYABLE AS PRESCRIBED BY THE ACT

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

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

The fees for reproduction referred to in regulation 7(1) of the Act are as follows:

Type of Reproduction	Prescribed Amount
For every photocopy of an A4-size page or part thereof	R0,60
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0,40
For a copy in a computer-readable form on Compact disc	R40,00
For a transcription of visual images, for an A4-size page or part thereof	R22,00
For a copy of visual images	R60,00
For a transcription of an audio record, for an A4-size page or part thereof	R12,00
For a copy of an audio record	R17,00

The access fees payable by a requester referred to in regulation 7(3) of the Act are as follows:


Type of Reproduction	Prescribed Amount
For every photocopy of an A4-size page or part thereof	R0,60
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0,40
For a copy in a computer-readable form on Compact disc	R40,00
For a transcription of visual images, for an A4-size page or part thereof	R22,00
For a copy of visual images	R60,00
For a transcription of an audio record, for an A4-size page or part thereof	R12,00
For a copy of an audio record	R17,00

For any request that would require more than six hours to access or to prepare for disclosure one third of the access fee is payable as a deposit by the requester. R15,00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.

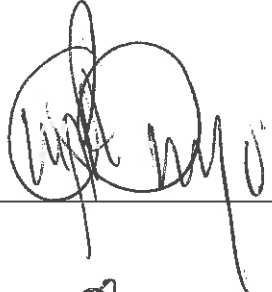
The actual postage is payable when a copy of a record must be posted to a requester.

20. APPROVAL OF THE PAIA MANUAL



Full name	Signature	Date
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NTHABISENG MONGALI		24/2/2015
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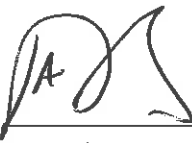
Ms Nthabiseng Mongali
Project Owner & Corporate Secretary

MARIA BOIKANYO		24/2/15
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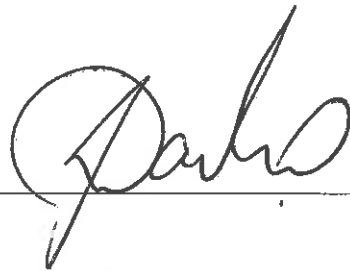
Ms Maria Boikanyo
Head Compliance

 C. RAMODIPA		24/02/2015
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Mr Curatius Ramodipa
Head Internal Audit

 ALROY DIRKS		25/02/2015
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Mr Alroy Dirks
Executive Project Sponsor

THAKHANI MAKHUVHA		27/02/2015
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Mr Thakhani Makhuvha
Chief Executive Officer

GERT GOUWS		18/3/15
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Mr Gert Gouws
Chairman: Enterprise Risk Committee

		20/03/15
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Dr Sizeka Magwentshu-Rensburg
Chairperson: sefa Board of Directors

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 OFFICE USE

Request received by

(state rank, name and surname of information officer/deputy information officer) on (date) at

..... (place)

Request fee (in any): R

Deposit (if any): R

Access fee; R

.....

SIGNATURE OF INFORMATION OFFICER/ DEPUTY
INFORMATION OFFICER

A. Particulars of public body

The Information Officer/Deputy Information Officer:

.....

.....

.....

.....

B. Particulars of person requesting access to the record

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

Full names and surname:

.....

Identity number:

Postal address:

.....

.....

Fax number:

Telephone number:

E-mail address:

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

.....

C. Particulars of person on whose behalf request is made

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

Full names and surname:

.....

Identity number:

D. Particulars of record

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

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

.....

.....

.....

.....

2. Reference number, if available:

3. Any further particulars of record:

.....

.....

.....

E. Fees

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

Reasons 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 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 records 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 soundtrack (audio cassette)		Transcription of soundtrack* (written or printed document)
--	---	--	--

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

	Printed copy of record*		Printed copy of information derived from the record*		
--	-------------------------	--	--	--	--

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

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/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 on 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 B

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:

NOTE: A person who lodges an internal appeal may have to pay an appeal fee.
If an appeal fee is payable, the decision of the internal appeal may be deferred until the fee is paid.

A. Particulars of public body

The Information Officer / Deputy Information Officer

.....
.....

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

<p>(a) <i>The particulars of the person who lodge the internal appeal must be given below.</i></p> <p>(b) <i>Proof of the capacity in which appeal is lodged, if applicable, must be attached.</i></p> <p>(c) <i>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.</i></p>

Full names and surnames:.....

.....

Identity number:

Postal address:

.....

.....

Fax number.....

Telephone number:..... E-mail address:.....

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

.....

C. Particulars of requester

This section must be completed ONLY if a third (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:

	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 APPELLANT