



**THE PRESIDENCY
REPUBLIC OF SOUTH AFRICA**

SECTION 14 MANUAL

In terms of Section 14 of the Promotion of Access to Information Act, 2000 (Act 2 of 2000)

DOCUMENT VERSION CONTROL

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I. FOREWORD BY THE DIRECTOR-GENERAL

The Presidency, in compliance with the Promotion of Access to Information Act (PAIA), 2000 (Act 2 of 2000), has prepared a manual to facilitate the public's access to information held by The Presidency. This manual will provide the public with guidelines for accessing information. Such a process will stimulate and sustain the essential need for fostering informed public participation in the decision-making process of The Presidency and other public bodies. It will also serve as a mechanism for The Presidency in implementing its executive mandate of ensuring the timely and effective implementation of national legislation and the promulgation of that legislation.

The Act was legislated to give meaning to the constitutional imperative stipulating the public's right of access to any information held by the State and that held by another person, requiring the exercise or protection of any rights. The passage of this Act gives substance to the constitutional requirements of transparency, effective governance and accountability by government.

In preparing this manual, The Presidency and government as a whole will be advancing the practice of transparency and good governance. In promoting a transparent government, The Presidency acknowledges that there will be limitations within the overall promotion of good governance through transparency. Such limitations are acknowledged within the provisions of the Act, as it specifies circumstances under which there would be limited or restricted access to government information. These situations would include those:

- aimed at protecting privacy;
- pertaining to commercial confidentiality; and
- relating to the promotion of effective, efficient and good governance.

Application of these limitations will be done in a manner that will balance the right of access with the rights contained in the Bill of Rights in Chapter 2 of the Constitution of the Republic of South Africa of 1996.



R. Cassius Lubisi, PhD
Director-General and Secretary of Cabinet
The Presidency

2. CONSTITUTIONAL MANDATE OF THE PRESIDENCY

The Presidency derives its mandate from the Constitution of the Republic of South Africa of 1996, as amended.

The Constitution is the supreme law of the Republic of South Africa. Along with the Bill of Rights, the Constitution forms the legal foundation of a democratic South Africa and sets out the rights and duties of its citizens, and defines the structure of the government.

The mandate of The Presidency is directly informed by the aforementioned Constitution, specifically:

- The Constitution of the Republic of South Africa, Act 108 of 1996, as amended, is the supreme law of the Republic. Along with the Bill of Rights, the Constitution forms the legal foundation of a democratic South Africa and sets out the rights and duties of its citizens and defines the structure of the government. The Presidency houses the President and the Deputy President of the Republic, and is therefore a unique institution in the Public Service. It is in this constitutional context that the broad parameters of the role and responsibilities of The Presidency are defined.
- The Presidency exists to service the President and the Deputy President in the execution of their constitutional responsibilities and duties, as articulated in Chapter 5 of the Constitution. Chapter 5 of the Constitution defines the President as the Head of State and Head of the National Executive. His primary responsibility is to uphold, defend and respect the Constitution as the supreme law of the Republic as well as to promote the unity of the nation and that which will advance it.
- Section 85 of the Constitution confers the executive authority of the Republic on the President. The Presidency's strategic posture should as a result reflect these functions of the President and the National Executive he leads.

The mandate of The Presidency is to enable the principals in The Presidency to perform their assigned responsibilities and duties.

This constitutional context then defines the broad parameters of the role and responsibilities of The Presidency as an organisation, namely: to service the President and the Deputy President in the execution of their constitutional responsibilities and duties.

The Presidency's strategic posture, as a result, reflects these functions of the President and the National Executive under his leadership. In this regard, The Presidency must ensure that critical strategic and administrative support functions are in place, procedures and mandatory rules are in place and followed, and that skilled staff are recruited and retained to execute the strategy of the organisation in support of the principals.

OUR AIM

The aim of The Presidency is:

- To support the President in executing his Constitutional responsibilities and in leading and galvanising the whole of government and society to implement the electoral mandate;
- To serve as the centre for strategic coordination, leadership and supervision of government in implementing the government programme, so as to ensure that all energies and efforts are properly aligned; and
- To provide oversight to the implementation of the programme of government and to ensure it is achieving its intended outcomes.

In response to the aim of The Presidency and the strategic imperatives of Government; the vision, mission and values of The Presidency are then formulated to provide overall direction and inspiration in meeting and exceeding the objectives of the mandate.

OUR VISION

In support of our aim, The Presidency Strategic Plan reflects the vision of The Presidency as:

Excellence in governance and in providing leadership to the state and society

OUR MISSION

In achieving the above vision, The Presidency describes its mission as follows:

*To provide support to the President in the execution of his Constitutional responsibilities and the electoral mandate, supported by the Deputy President.**

Support is defined as: Strategic, technical and administrative assistance, help and services that provide an enabling environment for the President and Deputy President to execute their respective Constitutional and delegated responsibilities in an effective, efficient and economical manner.

OUR STRATEGIC GOALS

In the approved Strategic Plan, The Presidency has defined three strategic outcome-orientated goals to enable the organisation to effectively focus and prioritise its work in delivering on its mandate and mission. These are:

Strategic Outcome-orientated Goal	Goal Statement
1. Integrated planning and policy coherence in government supported, contributing to the realisation of Vision 2030.	The President and the Deputy President supported to lead integrated planning, coordination and the performance monitoring and oversight of Government’s policies and programmes.
2. Government’s national unity and social cohesion programmes promoted.	The President and the Deputy President supported to exercise their constitutional and delegated responsibilities to promote national unity and social cohesion.
3. South Africa’s role in the regional, continental and international arena advanced.	The President and the Deputy President supported to advance the interests of South Africa in the region and in the international arena through the facilitation and coordination of their respective International Relations programmes.

OUR VALUES

The values and principles that underpin The Presidency’s pursuit of its vision and mission are predicated on the principles of Batho-Pele and aligned to the values and principals presented in Section 195 of the Constitution, as follows:

Presidency Value	What it means in Practice
Dedication	Living this value means that The Presidency will seek to: <ul style="list-style-type: none"> • Demonstrate commitment; • Do what is needed to get the work done; and • Be selfless, resolute, purposeful and steadfast.
Discipline	Living this value means that The Presidency will seek to: <ul style="list-style-type: none"> • Exercise self-control and work with decorum; • Display punctuality, reliability, dependability and a commitment to meet deadlines; • Work with courtesy and respect; and • Seek to make all stakeholders feel valued.
Integrity	Living this value means that The Presidency will seek to: <ul style="list-style-type: none"> • Value openness, honesty, consistency and fairness; • Act in good faith in all day to day activities and display humility; • Have a commitment to ethics, and focus on justice and fairness; and • Exercise care not to disclose confidential information.

Presidency Value	What it means in Practice
Accountability	Living this value means that The Presidency will seek to: <ul style="list-style-type: none"> • Take responsibility and act in a transparent manner; and • Create communication channels for stakeholder engagement.
Service Excellence	Living this value means that The Presidency will seek to: <ul style="list-style-type: none"> • Be results-oriented and cost effective in its work; • Understand customer needs, respond timeously, efficiently and effectively to customer queries and requests; and • Strive for quality and high performance.

3. STRUCTURE OF THE PRESIDENCY

3.1 Background

The Presidency has undergone significant changes to play the national strategic role expected of it. The President, as the Executive Authority, has delegated this responsibility to the Director-General (DG) of The Presidency. The DG's role is to strategically assist in the supervision and coordination of government's programmes. In turn the DG of The Presidency, has delegated his responsibility as the Accounting Officer to the Chief Operations Officer (COO) in terms of the Public Finance Management Act, 1999 (Act 1 of 1999).

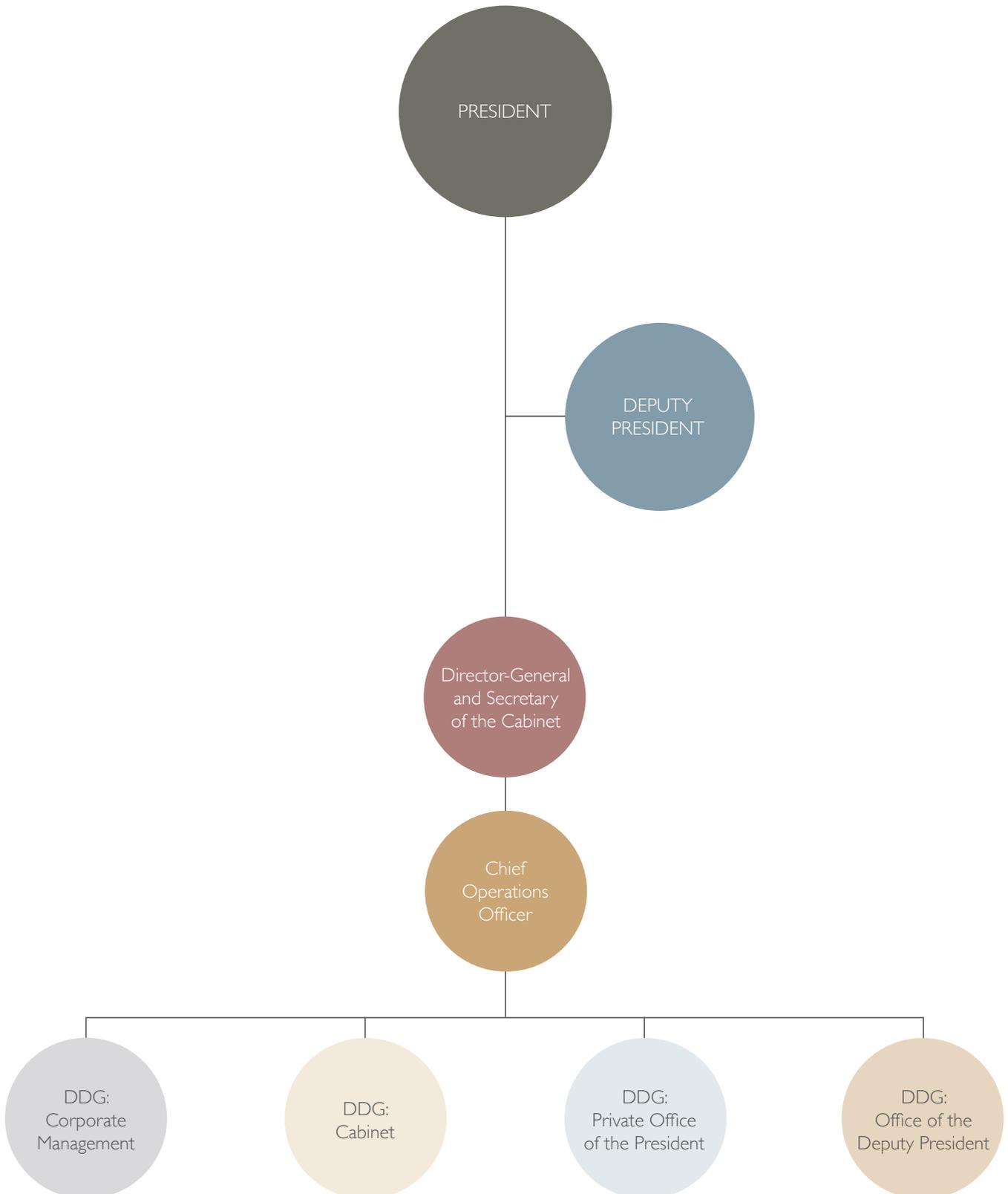
3.2 Leadership of The Presidency

The leadership of The Presidency is composed of the following:

- Mr Jacob Gedleyihlekisa Zuma (President)
- Mr Cyril Ramaphosa, MP (Deputy President)
- Dr Cassius Lubisi (DG)
- Ms Lakela Kaunda (COO)
- Dr Bongani Ngqulunga (DDG): Private Office of the President)
- Mr Busani Ngcaweni (DDG: Office of the Deputy President)
- Ms Lusanda Mxenge (DDG: Cabinet Office)
- Vacant (DDG: Corporate Management)

3.3 Organisational Structure

The organisational structure of The Presidency is as follows:



In terms of its approved budget structure, The Presidency is constituted by the following programmes and sub-programmes:

PROGRAMME 1: ADMINISTRATION

Purpose of the programme

To provide essential strategic, technical and operational support to the President and the Deputy President to lead and oversee the implementation of the government programme/electoral mandate and ensure enhanced service delivery to the people of South Africa.

Sub-programmes

1. **Support Services to the President** – To provide effective and efficient strategic, executive and personal support services to the President in the execution of his Constitutional responsibilities and to lead the work of government.
2. **Support Services to the Deputy President** – To provide support to the Deputy President in the execution of his delegated responsibilities towards the attainment of the electoral mandate and The Presidency's mission.
3. **Management** – To provide leadership, strategic management and administrative support within The Presidency, in fulfilment of its mandate and mission.

PROGRAMME 2: EXECUTIVE SUPPORT

Purpose of the programme

To provide essential strategic and administrative support to enable the Cabinet to foster accountability and policy coherence through integrated planning, policy coordination and the implementation of the strategic agenda of government.

Sub-programme

1. **Cabinet Services** – To provide strategic and administrative support to enable the Cabinet to foster accountability and policy coherence through integrated planning, policy coordination and the implementation of the strategic agenda of government.

4. CONTACT DETAILS OF THE INFORMATION OFFICER AND DEPUTY INFORMATION OFFICER

In terms of the PAIA of 2000, the DG of The Presidency is the Information Officer. The COO has been delegated the responsibilities of the Deputy Information Officer. Their contact details are as follows:

4.1 Information Officer

DG and Secretary of the Cabinet

Dr Cassius Lubisi

Private Bag X1000

Pretoria

0001

Or

Union Buildings

Government Avenue

Pretoria

Tel: 012 300 5354

Fax: 086 687 5354

Email: informationofficer@presidency.gov.za

4.2 Deputy Information Officer

COO

Ms Lakela Kaunda

Private bag X1000

Pretoria

0001

Or

Union Buildings

Government Avenue

Pretoria

Tel: 012 300 5376

Fax: 086 687 2230

Email: InformationOfficer@presidency.gov.za

5. GUIDE OF THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION (SAHRC) ON HOW TO USE THE ACT

The guide on how to use the PAIA of 2000 is available from the SAHRC. Enquiries can be directed to:

SAHRC

PAIA Unit

Research and Documentation Department

Private Bag X2700

Houghton

2041

Tel: 011 877 3600

Fax: 011 403 0682

Email: PAIA@sahrc.org.za

Website: www.sahrc.org.za

6. ACCESS TO RECORDS

The information contained in the manual provides guidance on how the public can gain access to records in the possession of or under the control of The Presidency.

6.1 Purpose of the Act

The purpose of the Act is to give effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights.

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

Any existing recorded information may be requested:

- regardless of form or medium;
- in the possession or under the control of The Presidency or another public body; and
- whether or not it was created by The Presidency.

A requester must be given access to a record if:

- the Act applies to such record;
- the requester complies with all the procedural requirements in the Act relating to the request for access to a record; and
- access to the record is not refused on any ground of refusal as mentioned in the Act.

A complete list of records that can be found in The Presidency is in **Annexure C** of this manual.

6.2 How does one requests access to records

- A requester must use the form that has been printed in the *Government Gazette*. A copy of the form is attached to the manual as **Annexure A**.
- If a requester is unable to read or write or has a disability, then he/she can make the request for the record orally. The Presidency will assist requesters who are unable to read or write or have a disability by filling the prescribed form on their behalf. The requester will then be given a copy of the request. (Form in which access is requested).
- The requester must also indicate if the request is for a copy of the record or if the requester wants to inspect the record at The Presidency's premises.
- Alternatively, if the record is not in the form of a hard copy, it can be viewed in the requested form, where possible.
- If a person asks for access in a particular form then the requester should get access in the manner that has been asked for. This is unless doing so would interfere unreasonably with the running of The Presidency or damage the record or infringe a copyright not owned by the State.
- If a requester is asking for the information on behalf of somebody else, the capacity in which the request is being made should be indicated. To prevent the abuse of the Act, The Presidency reserves the right to ask proof of authority to make the request on behalf of another.

6.3 Where requests should be submitted

- Requests for records should be submitted to the Information Officer or Deputy Information Officer. (Contact details for the officers have been provided).
- For security reasons, requesters who want to deliver the requests to the Union Buildings and/or Tuynhuys will be required to produce positive proof of identity.

6.4 Prescribed fees

The Act provides for two types of fees:

- A request fee which is 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. (The list of these fees can be found as **Annexure B**).
- The prescribed fees shall be paid by cash, postal order or cheque to the cashier in the Union Buildings or Tuynhuys into The Presidency's bank account set aside for PAIA of 2000 requests.
- Where a request is made by post, no cash amounts should accompany the request. Where applicable, the postal requests shall be accompanied by either cheque or postal order.
- Within **five days** of receiving the request, the Information Officer 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 a 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.
- 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, and the request is refused, then the Information Officer concerned must repay the deposit to the requester.

6.5 Granting/Refusal of requests

All requests for access shall be considered, and the granting and refusal thereof shall be in line with the provisions of the Act.

6.6 Appeal

In a case where the request is refused, the requester shall be entitled to lodge an internal appeal against a decision of the Information Officer, with the relevant authority. Details of the Relevant Authority are as follows:

Mr Jeff Radebe, MP
Minister in The Presidency for Planning, Monitoring and Evaluation
Private Bag X1000
Pretoria
0001
Tel: 012 300 5334
Fax: 086 683 5334

6.7 Manner of appeal and appeal fees

An appeal must be lodged in the prescribed form (**Annexure D**) and within the prescribed period. The prescribed periods are as follows:

- within sixty (60) days;
- if notice to a third party is required, within thirty (30) 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.

The appeal must be delivered or sent to the Information Officer of The Presidency at the address provided.

The appeal must identify the subject of the appeal and state the reasons for the internal appeal, and may include any other relevant information known to the appellant.

If, in addition to a written reply, the appellant wishes to be informed of the decision of the internal appeal in any other manner, he/she must state that manner and provide the necessary particulars to be so informed.

The appeal must, if applicable, be accompanied by the prescribed appeal fee, and must specify a postal address or fax number.

If the prescribed appeal fee is payable in respect of an appeal, the decision on the appeal may be deferred until the fee is paid.

7. UPDATING OF THE MANUAL

The Presidency shall, if necessary, update and publish its manual annually or when there are changes in the Administration to ensure its continued application and relevance.

8. AVAILABILITY OF THE MANUAL

This manual is in the interim available in English only, in the following manner:

- Posted onto The Presidency website: www.presidency.gov.za
- Published in the *Government Gazette*
- Submitted to the SAHRC
- Obtainable at both The Presidency and Tuynhuys offices.

Approved



Ms Lakela Kaunda
Deputy Information Officer
Date: 12 September 2017

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 fee (if any): R_____

Access fee: R_____

SIGNATURE OF PAIA ADMINISTRATOR

A. Particulars of public body

*The Information Officer / Deputy Information Officer
The Presidency: RSA
Private Bag X 1000
Pretoria
0001*

Facsimile: (086) 687 2230 **Email:** InformationOfficer@presidency.gov.za

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 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 another person

Full names and surname: _____

Identity number: _____

D. Particulars of record

- (a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.*
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.*

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

2. Reference number, if available: _____

3. Any further particulars of record:

4. How urgent is the record required? Please state reasons for urgency.

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 of R35-00 has been paid*
- (b) You will be notified of the amount required to be paid as the request fee*
- (c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record*
- (d) If you qualify for exemption of the payment of any fee, please state the reason for exemption*

Reason for exemption from payment of fees:

F. Form of access to record

<i>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</i>				
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 the 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 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*	Copy in computer readable form* (stiffy or compact disk)
*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
<i>Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available</i>				
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 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 B

FEES SCHEDULE

Fee for a copy of the manual as contemplated in Regulation 5(c) for every photocopy of an A4-size page or part thereof.	R0-60
Fees for reproduction referred to in Regulation 7(1) are as follows:	
(a) For every photocopy of an A4-size page or part thereof	R0-60
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form.	R0-40
(c) For copy in a computer-readable on (i) floppy disk (ii) compact disk	R5-00 R40-00
(d) For a transcription of visual images (i) For an A4-size page or part thereof (ii) For a copy of visual images	R22-00 R60-00
(e) For a transcription of an audio record (i) For an A4-size page or part thereof (ii) For a copy of an audio record	R12-00 R17-00
Request fee payable by a requester, other than a personal requester, referred to in Regulation 7(2)	R35-00
The access fees payable by a requester referred to in regulation 7(3) are as follows	
(a) For every photocopy of an A4-size page or part thereof	R0-60
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0-40
(c) For copy in a computer-readable on (i) floppy disk (ii) compact disk	R5-00 R40-00
(d) For a transcription of visual images (i) for an A4-size page or part thereof (ii) for a copy of visual images	R22-00 R60-00
(e) For a transcription of an audio record (i) for an A4-size page or part thereof (ii) for a copy of an audio record	R12-00 R17-00
(f) To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour; reasonably required for such search and preparation	R15-00 for each hour
2. For purposes of Section 22(2) of the PAIA, the following applies: a. Six hours as the hours to be exceeded before a deposit is payable b. One third of the access fee is payable as a deposit by the requester	
3. The actual postage is payable when a copy of a record must be posted to a requester	

ANNEXURE C

RECORDS HELD IN THE PRESIDENCY

- National symbols
- National orders
- Press statements
- The Presidency Principals profiles
- Strategic Plans
- Annual Reports
- Budgets
- Financial statements
- Medium Term Expenditure Framework
- Service delivery improvement plan
- Service charters and Standard Operating Procedures
- Policies and manuals
- Unclassified Minutes of meetings and registers
- Performance Management Documents
- Personnel files
- Financial disclosures of the Senior Management Service
- Internal newsletters and magazines
- Records of workshops and conferences
- Contract with suppliers
- Independent Commission for the Remuneration of Public Office Bearers Annual Review
- Register of members of the executive's interests - Public Section
- Annual Review: Salaries and allowances of public office bearers
- Standards and Code of Ethics
- President's Annual Programme
- Deputy President's Annual Programme
- Speeches of the President, Deputy President and Minister
- Responses to Parliamentary Questions
- Branch Operational Plans
- Annual Performance Plan
- Parliamentary Programme
- Tenders and vacancies
- Information relating to training of staff
- Internal newsletters
- Asset Registers

ANNEXURE D

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: Dr Cassius Lubisi (Director-General and Secretary of the Cabinet)
or
The Deputy Information Officer: Ms Lakela Kaunda (Chief Operations Officer)

The Presidency: RSA
Private Bag X 1000
Pretoria
0001
South Africa
Tel: (012) 300 5359
Fax: (086) 683 5359
www.thepresidency.gov.za
informationofficer@po.gov.za

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 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 names and surname: _____

Identity number: _____

Postal address: _____

Fax number: _____

Telephone number: _____

e-mail address: _____

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

C. Particulars of requester

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

Full names and surname: _____

Identity number: _____

D. The decision against which the internal appeal is lodged

<i>Mark the decision against which the internal appeal is lodged with an X in the appropriate box:</i>	
<input type="checkbox"/>	Refusal of request for access
<input type="checkbox"/>	Decision regarding fees prescribed in terms of section 22 of the Act
<input type="checkbox"/>	Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(l) of the Act
<input type="checkbox"/>	Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester
<input type="checkbox"/>	Decision to grant request for access

E. Grounds for appeal

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

State the grounds on which the internal appeal is based:

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

F. Notice of decision on appeal

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

State the manner: _____

Particulars of manner: _____

Signed at _____ this _____ day of _____ 20__.

SIGNATURE OF APPLICANT

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'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:

.....
RELEVANT AUTHORITY

.....
DATE

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