

# MANGAUNG METROPOLITAN MUNICIPALITY ACCESS TO INFORMATION MANUAL

Compiled by the Mangaung Metropolitan Municipality in accordance with  
the provisions of the Promotion of Access to Information  
Act, 2000 (Act no 2 of 2000)

## 1 INTRODUCTION

This Manual has been compiled by the Mangaung Metropolitan Municipality (hereafter “the Municipality”) in terms of the provisions of the Promotion of Access to Information Act, 2000 (Act No 2 of 2000) (hereafter “the Information Act”) with the object to give effect to the constitutional right of access to information, and it will apply to all records of the Municipality as defined in the Information Act.

## 2. DESCRIPTION OF THE MUNICIPALITY’S STRUCTURE

The Municipality is an *organ* of state within the local sphere of government and was established on 18 May 2011 on the day of elections when the Motheo District Municipality (within which it fell ) was disestablished. This resulted in the former Mangaung Local Municipality amalgamating with the former Motheo District Municipality and subsequently being upgraded to become a Metropolitan Municipality as contemplated in section 2(a-e) of the Municipal Structures Act 1998, (Act No 117 of 1998)

The municipality is a municipality with a mayoral executive system combined with a ward participatory system contemplated in section 8(g) Municipal Structures Act, 1998 (Act No 117 of 1998)

The structure of the Municipality consists of a political and administrative structures.

### 2.1 Political Structure

The political structure comprises of the political office bearers, the council and the various committees of which the mayoral committee is the principal committee.

The Executive Mayor is responsible for political supervision of, and in consultation with the City Manager, for the accountability of the administration. He is also responsible for liaison with the local community, the 43 ward committees, other committees of council and Councilors, and political office bearers of other municipalities and in different spheres of government. He presides at meetings of the mayoral committee, consisting of full time councilors and performs the duties and exercise the powers assigned to him in terms of the Local Government: Municipal Structures Act, 1998 (Act No 117 of 1998) (hereafter “the Structures Act”), as well as those powers and functions delegated to him by the council.

- 2 The Speaker presides at meetings of the council and performs the duties and exercises the powers referred to in the Structures Act including any Ceremonial functions, and those powers and functions delegated to him by the council.

### 2.2 Administrative Structure

#### DIRECTORATES

#### OFFICE OF THE CITY MANAGER

#### SUB-DIRECTORATES

Monitoring & Evaluation  
Operations  
Risk Management & Anti –Fraud Unit & Corruption  
CENTLEC(Electricity)  
Information Services  
Intergovernmental, International Relations & Alternative Funding  
Internal Audit  
Integrated Development and Planning  
Institutional Compliance

	<ul style="list-style-type: none"> <li>Research, Knowledge Management &amp; Transformation</li> <li>Provision of Information Management</li> <li>Organizational Planning and Performance Management</li> <li>Shareholder Management</li> <li>Office of the Executive Mayor</li> <li>Office of the Speaker</li> <li>Office of Chief Whip</li> <li>The Council</li> </ul>
<b>CORPORATE SERVICES</b>	<ul style="list-style-type: none"> <li>Customer Relations</li> <li>Corporate Management Support</li> <li>Human Resources Management</li> <li>Human Resources Development</li> <li>Secretariat Services</li> <li>Information Services</li> <li>Legal Services</li> <li>Communication and Technology</li> </ul>
<b>CHIEF FINANCE OFFICER</b>	<ul style="list-style-type: none"> <li>Revenue Management</li> <li>Strategic Support Services</li> <li>Supply Chain Management</li> <li>Budget and Treasury</li> <li>Accounting &amp; Compliance</li> <li>Asset Management</li> </ul>
<b>ENGINEERING SERVICES</b>	<ul style="list-style-type: none"> <li>Water and Sanitation</li> <li>Roads and Storm Water</li> <li>Mechanical Services</li> <li>Project Management Unit</li> <li>Solid Waste Management</li> <li>Fleet Services &amp; Engineering Support</li> <li>Strategic Support Services</li> </ul>
<b>PLANNING &amp; ECONOMIC DEVELOPMENT</b>	<ul style="list-style-type: none"> <li>Town &amp; Regional Planning</li> <li>Land Use Control</li> <li>Environmental management</li> <li>Economic Development</li> <li>Architectural &amp; Survey Services</li> <li>Geographic Information Services</li> <li>Fresh Produce Market</li> </ul>
<b>SOCIAL SERVICES</b>	<ul style="list-style-type: none"> <li>Emergency Management Services</li> <li>Social Development</li> <li>Parks &amp; Cemeteries</li> <li>Disaster Management Services</li> <li>Public Safety</li> </ul>
<b>HUMAN SETTLEMENT</b>	<ul style="list-style-type: none"> <li>Land Development &amp; Property Management</li> <li>Social Housing &amp; Rental</li> <li>BNG Project Management</li> <li>Informal Settlement &amp; Beneficiary Management</li> <li>Implementation Support</li> </ul>

**STRATEGIC PROJECTS &  
SERVICE DELIVERY REGULATION  
PERFORMANCE MANAGEMENT**

Regional Centre Thaba Nchu  
Regional Centre Botshabelo  
Regional Centre Mangaung  
Strategic Projects  
City Services, Performance Monitoring & Evaluation

**3. DESCRIPTION OF THE MUNICIPALITY'S FUNCTIONS**

The Municipality has all the powers and functions assigned to it in terms of the Constitution of the Republic of South Africa, 1996 (Act No 108 of 1996) (hereafter "the Constitution") and in terms of other national and provincial legislation, and has legislative and executive authority in respect of such powers and functions. The Municipality also has the right to do anything reasonably necessary for or incidental to the effective performance of its functions.

**The core functions and powers of the Municipality include the following:**

Air Pollution  
Building regulations  
Billboards and the display of advertisements  
Cemeteries  
Cleansing  
Control of public nuisances  
Child care facilities  
Electricity  
Fencing and fences  
Firefighting Services  
Fresh produce markets.  
Hawking regulation  
Housing  
Local Economic Development  
Local tourism  
Licensing of dogs  
Licensing and control of undertakings that sell food to the public  
Local sport amenities  
Municipal airports  
Municipal Planning  
Municipal health services( Provinces)  
Municipal public works  
Markets  
Municipal parks and recreation  
Municipal roads  
Noise pollution  
Pounds  
Public places  
Refuse removal, refuse dumps and solid waste disposal  
Street trading  
Street lighting  
Storm water management  
Traffic and parking  
Water and sanitation

The council of the Municipality has the right to finance its affairs by charging fees for services and imposing surcharges on fees, rates on property and to the extent authorized by national legislation, other taxes, levies and duties.

#### **4. GUIDE DEVELOPED BY THE HUMAN RIGHTS COMMISSION**

The Human Rights Commission, established in terms of the provisions of section 181 (b) of the Constitution, has in accordance with the provisions of section 10 of the Information Act, compiled a guide containing such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Information Act. This guide was published within 18 months of the Information Act coming into effect. If a person wishes to obtain further information, he or she should contact the Human Rights Commission at :

##### **Head Office**

29 Princess of Wales Terrace,  
Cnr York and St Andrews Street, Parktown, Johannesburg or  
Private Bag 2700  
Houghton,  
**Johannesburg 2041**  
Tel: (011) 484 8300

##### **Regional Office ( Free State )**

1st Floor TAB Building, 50 East Burger Street, Bloemfontein  
PO Box 4245, Bloemfontein, 930Tel: (051) 447 1130/3 Fax: (051) 447 1128  
**Ms Lindiwe Khumalo**  
Contact: Baneoang Pitso  
E-mail: [bpitso@sahrc.org.za](mailto:bpitso@sahrc.org.za)

#### **5. DETAILS OF THE INFORMATION OFFICER AND DEPUTY INFORMATION OFFICERS.**

##### **5.1 The contact details of the Information Officer of the Municipality are listed below:**

<b>Designation</b>	City Manager
<b>Street address</b>	Bram Fischer Building, 5 De Villiers Street, Bloemfontein
<b>Postal Address</b>	PO Box 3704, Bloemfontein, 9300
<b>Telephone Number</b>	051-405 8101
<b>Fax Number</b>	051-405 8108
<b>Electronic mail address</b>	Sibongile.Mazibuko @ mangaung.co.za

**5.2 The contact details of the Deputy : Information Officer of the Municipality are listed below:**

<b>Designation</b>	Manager : Information Services :Sabata Taje
<b>Street address</b>	Bram Fischer Building, 5 De Villiers Street, Bloemfontein
<b>Postal Address</b>	PO Box 3704, Bloemfontein, 9300
<b>Telephone Number</b>	051-405 8967
<b>Fax Number</b>	051-405 8108
<b>Electronic mail address</b>	<a href="mailto:Sabata.Taje@mangaung.co.za">Sabata.Taje@mangaung.co.za</a>

5.3 Any reference hereafter in this document to the Information Officer, also include the Information Services.

**6. DESCRIPTION OF RECORDS HELD BY THE MANGAUNG LOCAL MUNICIPALITY**

**6.1 Legislation**

National legislation  
Provincial legislation  
Municipal by-laws

**6.2 Organization and local government system**

Policies  
Functions  
Creating of new directorates and sub-directorates  
Language Matters  
Computer developments  
Planning and procedure  
Delegation of powers  
Privatization  
Standing resolutions  
Signing powers  
Office instructions  
Local government system  
Establishment and implementation  
Reconstruction and development program

**6.3 Elections**

Policies  
Demarcation  
Voters' Roll  
Nominations  
By-election  
Voting stations  
Election officials  
Election of office bearers  
Revision Court  
Reports and statistics

#### **6.4 Council and Council Matters**

- Policies
- Meetings
- Agendas and minutes
- Member matters

#### **6.5 Finance**

- Policies
- Budget
- Sources of income
- Deposits and guarantees
- Recovering of money
- Trust funds and investments
- Payments
- Loans
- Insurance
- Financial control

#### **6.6 Human Resource Matters**

- Policies
- Conditions of service
- Management of posts
- Remuneration
- Vacancies and appointments
- Training and development
- Human Resource Management
- Equipment
- Personnel evaluation
- Retirement and resignation
- Labour relations
- Safety, loss control and performance

#### **6.7 Land Affairs and Buildings**

- Acquisition of land
- Alienation of land
- Acquisition of buildings
- Maintenance of buildings
- Lease of buildings
- Security at buildings

#### **6.8 Stock, Equipment and Services**

- Policies
- Stock and equipment
- Standard specifications
- Acquisition and maintenance
- Statistics and reports

Disposal  
Asset register  
Services  
Policies  
Provided to the council  
Professional appointments  
Contract appointments  
Communication  
Telephones and cell phones  
Radio masts

#### **6.9 Tenders, Quotations and Contracts**

Policies  
Conditions  
Advertisement  
Specific Tenders & Quotations  
Specific Contracts

#### **6.10 Records Management**

Policies  
Filing system  
Disposal of archives  
Micro filming  
Data processing  
Inspections  
Statements

#### **6.11 Statements and Reports**

Policies  
Internal reports  
External reports

#### **6.12 Publicity and Information**

Policies  
Own publicity and information  
Council emblems  
Provision of information  
Publicity by private persons and bodies  
Advertisement rights  
Advertisements  
Permanent signs

#### **6.13 Festivals and Social Interaction**

Policies  
Festivals  
Social interaction  
Own receptions and functions  
Other receptions and functions  
Awards of honour to members of public

**6.14 Composition and Meetings of Institutions and Other Bodies**

Policies  
Own meetings and gatherings  
External bodies and gatherings  
Agendas, minutes and policy rulings  
National and Provincial  
Regional and Local

**6.15 Legal Matters**

Policies  
Legal opinions  
Civil matters  
Criminal matters  
Damaging of council property  
Motor vehicle accidents

**6.16 Licenses, Certificates, Permits and Exemptions**

Policies  
Licenses  
Certificates  
Permits  
Exemptions

**6.17 Town Planning and Building Control**

Policies  
Planning  
Control of township areas  
Appointment of consulting town engineers  
Register of consent use  
Sinking of boreholes  
Reservation of grounds  
Geological surveys  
Guidelines, structural and town planning schemes  
Township plans  
Establishment of townships  
Control over housing development  
Building control

**6.18 Essential Services**

Water  
Electricity  
Roads and streets  
Sewerage  
Sanitation  
Cemeteries  
Quarries

**6.19 Community Services**

Health  
Diseases and pests  
Investigations  
Education



Child care facilities  
Traffic control  
Library services  
Housing  
Sidings  
Community halls, parks, gardens and open areas  
Conference facilities and theaters  
Sport and recreation  
Transport  
Markets  
Provision and running of firefighting service  
Abattoir  
Pounds  
Welfare  
Research  
Environment conservation  
Religion and churches  
Museums and other monuments  
Protection services  
Security  
Community development

## **7. PROCEDURE TO REQUEST ACCESS TO RECORDS OF MUNICIPALITY**

7.1 If a member of the public wishes to make a request for access to a record of the Municipality in terms of the provision of the Information Act, a written request must be made to the Information Officer on the application form attached hereto as Annexure A.

A person who is illiterate or otherwise unable to make a request for access to a record because of a disability may make an oral request. The Information Officer must assist the requester with putting the request to writing. The Information Officer must also assist a person who requires reasonable assistance free of charge.

The language in which the requester wishes to obtain the record must be stated by the requester. If the record is not available in the language preferred by the requester, access may be granted in the language in which the record is available.

The application should provide sufficient information to enable the Information Officer to:

- identify the records requested (including a description of the record, a reference number and any further particulars on the record); and
- identify the requester, including all contact information.

The information should also enable the Information Officer to identify the form of access required by the requester, for instance ;

- whether the requester wishes to make a copy of a written or printed record or inspect the, record recordings, computer generated
- whether the requester wishes to view or copy visual images which may be photographs, slides, video recordings, images or sketches or obtain a transcription of the image
- whether the requester wishes to listen to a soundtrack or obtain a written or printed transcription of the soundtrack
- whether the requester wishes to obtain a printed copy of a computer or an electronic or machine readable from derived from the aforesaid.

7.2 The application form must be accompanied by the prescribed search fee listed in Annexure C of this manual. A person who is seeking information about himself or herself does not have to pay the initial fee, while a requestor other than a

personal requester has to pay an initial fee of R 35-00 for a record. All requesters, except those who are exempted in terms of section 22 (8) (a) of the Information Act, must pay the required fees to obtain a record.

- 7.3 The requester will be given the required information, if available, within a reasonable time after receipt of the application form and prescribed fee.
- 7.4 The Information Officer may transfer a request where a record is not under the control or in the possession of the Municipality or where the subject matter is more closely connected with the functions of another public body or where the record contains commercial information in which another public body has a greater interest. The request will be transferred as soon as reasonably possible, but in any event within 14 days after the request is received. The Information Officer must notify the requester of the transfer as well as the reasons for the transfer and the period within which the request must be addressed.
- 7.5 If information is no longer available or cannot be found and all reasonable steps have been taken to find such a record, the Information Officer must, by way of an affidavit of affirmation notify the requester accordingly. Access may be deferred where a record is not yet available. The requester will be notified accordingly.
- 7.7 The Information Officer must decide within 30 days whether to grant the request. If the request is granted, a notice shall be sent to the requester stating the following:
- that the access fee, if any, must be paid upon being granted access
  - the form in which access will be given; and
  - that the requester may lodge an internal appeal with the Municipality or an application with a court against the access fee to be paid or the form in which access is to be granted.
- 7.8 If the request is not granted, the notice by the Information Officer must give adequate reasons for the refusal, excluding any reference to the content of the record and stating that the requester may lodge an internal appeal with the Municipality or application with a court against the refusal of the request and the procedure to lodge an internal appeal or application.
- 7.9 The Information Officer may extend the period of 30 days in which to decide on the request if:
- if it is for a large number of records and compliance would unreasonably interfere with the activities of the Municipality;
  - a search of collection of records in an office not situated in the same town or city as the Information Officer is required, and the Information Officer cannot reasonably be expected to complete the request within the initial 30 days;
  - consultations with other departments of the Municipality or with another public body are necessary or desirable and the Information Officer cannot be reasonably be expected to complete the consultations within the initial 30 days; or
  - the requester consents in writing to the extension.

If a period is extended, the Information Officer must within 30 days after the request is received, notify the requester of that extension and the reasons. The notice must state the period of extension as well as adequate reasons for the extensions. The notice must also state that the requester may lodge an internal appeal with the Municipality or an application with a court against the extension and the procedure (including the period) for lodging the application. The notice must also provide information on the procedure to be followed to lodge such an appeal or application.

## **8. DESCRIPTION OF MUNICIPAL SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC AND HOW TO GAIN ACCESS TO THE SERVICES**

The municipal services as set out in 3 are available to members of the public, and information about these services can be obtained from the officer indicated in 5.

## **9 ARRANGEMENT AND PROVISIONS FOR PERSONS TO MAKE REPRESENTATIONS, CONSULT OR OTHERWISE TO PARTICIPATE OR INFLUENCE THE FORMULATION OF POLICY OR THE EXERCISING OF POWERS OR PERFORMANCE OF DUTIES BY THE MUNICIPALITY.**

The Municipality will give adequate public notice of any intention to formulate by-laws and policies on any matter which may affect the public. Written inputs on such proposed policies or by-laws or regarding any other matter concerning the exercise of powers of performance of duties by die Municipality may be submitted to the City Manager or the Mayor at the address set out in paragraph 5.

## **10. DISCRETIONARY REFUSAL OF ACCESS TO RECORDS**

10.1 The Information Officer has the discretion to refuse access of records where a request for access to information would involve disclosure of:

- (a) information supplied in confidence by a third party, the disclosure of which could reasonably be expected to cause prejudice;
- (b) information, the disclosure of which would be likely to impair the security of a building, structure or system, which may be a computer system, means of transport or any other property;
- (c) information regarding 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;
- (d) a record containing the methods, techniques or guidelines for the prevention, detection, curtailment or investigation of a contravention or possible contravention of law or prosecution of an alleged offender;
- (e) 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;
- (f) a record, the disclosure of which could reasonably be expected to:
  - prejudice the investigation of a contravention or possible contravention of the law;
  - reveal or enable a person to identify a confidential source of information related to the enforcement or administration of the law;
  - result in the intimidation or coercion of a witness or a person who may be called as a Witness in Criminal or other proceedings to enforce the law;
  - a contravention of the law; or
  - prejudice or impair the fairness of a trial or the impartiality of adjudication.
- (g) information, the disclosure of which could cause prejudice to the defense, security of international Relations of the Republic of South Africa;
- (h) information, the disclosure of which is likely to materially jeopardize the economic or financial interests of the Republic of South Africa or the ability of the government to manage the economy of the Republic of South Africa effectively; information, which contains trade secrets of the state or a public body or could put a public body at a disadvantage in a contractual or other relations or prejudice a public body in commercial competition;
- (i) information which contains financial, commercial, scientific or technical information, other than trade secrets, the disclosure of which would be likely to cause harm to the commercial or financial interests of the state or a public body;
- (j) information which is a computer program, defined in the Copyright Act, 1978 (Act No 98 of 1978), owned by the state or a public body; likely to serious disadvantage a public body, person carrying out the research or subject matter of the research; or 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 a 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.

## **11 MANDATORY REFUSAL OF A REQUEST FOR ACCESS TO A RECORD**

The Information Officer must refuse access to a record where a request for access to information would involve the unreasonable disclosure of personal information or trade secrets about a third party (including a deceased individual) or any information, other than trade secrets, that can cause harm to the commercial or financial interests of a third party.

Access must also be refused where a request for access to information would involve disclosure of information which is a computer program owned by a private body or where access to the record is prohibited in terms of Section 60 (14) of the Criminal Procedure Act, 1977 (Act No 51 of 1977) or where the information is privileged or where the information can

endanger the life or safety of an individual or the protection of property.

The Information Officer must refuse access to a record where the information would involve the disclosure of information supplied in confidence by a third party and it can reasonably be expected to put the third party at a disadvantage in contractual or other negotiations. Where the information would be a breach of duty of a confidence owed to a third party or where the disclosure of information about research would expose the person or third party carrying out the research or the subject matter of the research causing serious disadvantage, access must be refused.

The Information Officer may refuse a request for access to a record if the request is manifestly frivolous or vexatious or the work involved in processing the request would substantially and unreasonably divert the resources of the Municipality.

## **2. INTERNAL APPEAL AGAINST DECISION OF INFORMATION OFFICER**

If the Information Officer fails to give a decision on a request for access within 30 days or any extended period, the Information Officer is deemed to have refused the request and the requestor may lodge an internal appeal. An internal Appeal must be lodged on the prescribed form as set out in Annexure B within 60 days in terms of the provisions of section 75(1)(a)(i) of the Information Act.

A requester may lodge an internal appeal against a refusal of a request or a decision of the Information Officer with respect to the prescribed fees, or the form of access;

- the extension of period to deal with a request;
- the form of access .

A third party may lodge an internal appeal with the Municipality in terms of Section 72(c) of the Information Act against a decision by the Information Officer to disclose information.

A requester who has lodged an internal appeal and is not satisfied with the result may make an application for appropriate relief to a court, in terms of section 78 of the Information Act within 30 days of the decision on the internal appeal. A requester may not make an application to a court unless the requester has exhausted the prescribed internal appeal procedure.

## **3. PROCEDURE FOR AN INTERNAL APPEAL AND APPEAL FEES**

An internal appeal must be lodged on the prescribed form within a period of 60 days. If a notice to a third party is required, such notice must be given within 30 days after an internal appeal was lodged. It must be posted, faxed or sent by electronic mail to the Information Officer.

The subject matter of the appeal must be identified and the reasons for the appeal must be stated. 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 or she must state that manner and provide the necessary particulars to be so informed.

If applicable the prescribed appeal fee must accompany the form. Late appeals, upon good cause shown, can be allowed.

An internal appeal shall be dealt with by the Speaker of the Municipality in accordance with the provisions of section 74 to 77 of the Information Act.

## **14. GENERAL INFORMATION**

The Information Officer may be contacted for further information not contained in this manual. The Municipality will update and publish this manual at least once a year.

## **15 COMMENCEMENT**

The date of commencement of this Manual is 1 February 20

**ANNEXURE A**

**REQUEST FOR ACCESS TO RECORDS OF THE MANGAUNG METROPOLITAN MUNICIPALITY**

(As contemplated in Section 18(1) of the Promotion of Access to Information Act,2000  
(Act No 2 of 2000) and regulation 6 of the Regulation concerned

**A. PARTICULARS OF PERSON REQUESTING ACCESS TO 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: .....

Postal address: .....

Telephone/cell number: ..... Fax number: .....

Identity number: .....E-mail address: .....

**B. 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.

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

Full names and surname on whose behalf request is made: .....

Identity number: ..... Telephone/Cell number:.....

**C. PARTICULARS OF PUBLIC BODY**

Name of Municipality: .....

Name of information Officer: .....

**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: .....

**E. FEES**

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

If you are prevented by a disability to read view or listen to the record in the form of access provided in 1 – 4 below state your disability and indicate in which form the record is required.

Disability ..... .....	
------------------------------	--

\*Please 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.
- (c) In such a case you will be informed if access will be granted in another form requested.

**1. If the record is in written or printed form:**

Copy of record*		Inspection of records *
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**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*
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**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)	
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**4. If record is held on computer or in an electronic or machine-readable form:**

printed copy of record'*		printed copy information derived from the record*		copy in computer readable form* (floppy or compact disc)
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*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? <b>Postage is payable.</b>	yes	NO
---	-----	----

**Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available.**

In which language would you prefer the record?

**G. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS.**

You will be notified 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 of your request.

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

Signed at ..... on this ..... day of.....20. ....

.....  
**SIGNATURE OF REQUESTER / PERSON ON WHOSE BEHALF REQUEST IS MADE**

**FOR OFFICIAL USE**

Reference number: .....

**1.Receipt of Request**

Request received by .....

(State rank ,name and surname of information officer) on ..... (date). .....

at .....(place)

**2. Fees paid**

Request fee (if any): R.....

Deposit (if any): R .....

Access fee: R.....

**3.Decision on Request**

Request is **\*APPROVED/DISAPPROVED**, subject to the following conditions (if any)

.....  
.....

(\*Delete whichever is not applicable).....

**INFORMATION OFFICER**

**DATE** .....

**ANNEXURE B**

**NOTICE OF INTERNAL APPEAL**

(As contemplated in Section 75 of the Promotion of Access to Information Act 2000  
(Act No. 2 of 2000))[Regulation 8 of the Regulation concerned ]

Ref number
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**A. PARTICULARS OF PUBLIC BODY**

Name of Municipality: .....

Name of Information Officer: .....

**B. PARTICULARS OF APPELLANT /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.
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Full names and surname: .....

Identity number: .....Telephone .....Fax .....

Postal address: .....

E-mail address: .....

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

**C. PARTICULARS OF ORIGINAL REQUESTER**

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

Full names and surname: .....

Identity number: .....Telephone/Cell .....

**D. THE DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED**

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

<input type="checkbox"/>	Refusal of request for access
<input type="checkbox"/>	Decision regarding fees prescribed in terms of section 22 of the Act
<input type="checkbox"/>	Decision regarding the extension of the period within which the request must be dealt
<input type="checkbox"/>	Decision in terms of section 29(3) of the Act to refuse access in the form requested by
<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.

Manner of Notification: .....

Particulars : .....

Signed at.....on this .....day of .....20 .....

**SIGNATURE OF APPELLANT**

**FOR OFFICIAL USE:**

**OFFICIAL RECORD OF INTERNAL APPEAL**

1 Appeal received by.....

(State rank, name and Surname of Information Officer)on .....

2. The notice of Appeal accompanied by the reasons for the information officer's decision and ,where applicable, the particulars of any third party to whom or which the record relates was submitted to the Speaker on .....date for consideration.

**3.OUTCOME OF APPEAL:**

\*The decision of the Information Officer is confirmed /the decision is substituted by

**NEW DECISION:** .....

.....

**SPEAKER**

**DATE**

**RECEIPT OF APPEAL OUTCOME**

This document containing the decision of the Speaker was received by the Information Officer

on .....(date)

.....  
**INFORMATION OFFICER**

.....  
**DATE**

**ANNEXURE C**

**FEES PAYABLE IN TERMS OF THE INFORMATION ACT**

1. Copy of this Manual is available on request

<b>Form of Access</b>	<b>COSTS</b>
<b>2. Request fees</b> (As meant in section 22(1) of the Information Act)	R 35-00
<b>3. Reproduction fees</b> For records meant in section 15 of the Information Act)	R 0-60
Every photocopy of an A4-size or a part thereof	
Every printed copy if an A4-size page or a part thereof held on a computer or in electronic or machine-readable form	R 0-40
A copy in a computer-readable form on:	R 5,00
Stuffy disc	
Compact disc	R 40-00
A transcription of visual images for an A4-size page or part thereof	R 22-00
for a copy of visual images	R 60-00
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
<b>4. Access Fees</b> (For records meant in section 22 of the Information Act)	
Every photocopy of an A4-size page or a part thereof	R 0,60
Every printed copy of an A4-size page or a part thereof held on a computer or in electronic or machine readable form	R 0-40
A copy in a computer-readable form on:	
Stuffy disc	R 5,00
Compact disc	R 40,00
A transcription of visual images for an A4-size page or part thereof	R 22-00
for a copy of visual images	R 60-00
for a transcription of an audio record, for an A4-size page or part thereof	R 12,00
for a copy of an audio record	R 17-00
<b>5. Search fees</b> (As meant in section 22(2) of the Information Act)	
To search for the record, for each hour or part of an hour,	R 15-00
<b>6. Deposit</b>	
A deposit is required if it is expected that the search will exceed six hours.	
One-third of the access fee, calculated in accordance with paragraph 4, is payable by the requester as a deposit.	
<b>7. Postage</b>	
Postage is payable by the requester when a copy of the record must be posted to the requester.	
<b>8. Appeal fees</b>	
Appeal fees of R50-00 is payable when an internal appeal is lodged,.	
<b>All amounts mentioned in Annexure C are exclusive of VAT</b>	

