



PAIA MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended)

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	“DIO”	Deputy Information Officer;
1.2	“GEMS”	Government Employees Medical Scheme
1.3	“IO“	Information Officer;
1.4	“Minister”	Minister of Justice and Correctional Services;
1.5	“PAIA”	Promotion of Access to Information Act No. 2 of 2000(as amended);
1.6	“PO”	Principal Officer;
1.7	“POPIA”	Protection of Personal Information Act No.4 of 2013;
1.8	“Regulator”	Information Regulator;
1.9	“Republic”	Republic of South Africa; and
1.10	“SPN”	Service Provider Network.

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;
- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;

- 2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE GOVERNMENT EMPLOYEES MEDICAL SCHEME (GEMS)

3.1. Chief Information Officer

Name: Dr Stanley Moloabi
Tel: 012 366 4725
Email: po@gems.gov.za
Fax number: 012 362 6413

3.2. Deputy Information Officers

Name: Mr Andre Cowley
Tel: 012 366 4530
Email: andre.cowley@gems.gov.za
Fax Number: 012 362 6413

Name: Ms Gloria Nkadimeng
Tel: 012 366 4570
Email: gloria@gems.gov.za

Fax Number: 012 362 6413

Name: Dr Selaelo Mametja

Tel: 012 366 5046

Email: selaelo@gems.gov.za

Fax Number: 012 362 6413

3.3 Access to information general contacts

Email: po@gems.gov.za

3.4 National or Head Office

Postal Address: Private Bag x 1
Hatfield
0028

Physical Address: GEMS Vutomi House
124 Mercy Avenue
Menlyn Maine Precinct
Waterkloof Glen, PRETORIA

Telephone: 012 366 4500

Email: enquiries@gems.gov.za

Website: www.gems.gov.za

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

4.2. The Guide is available in each of the official languages and in braille.

4.3. The aforesaid Guide contains the description of-

4.3.1. the objects of PAIA and POPIA;

- 4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 4.3.2.1. the Information Officer of every public body, and
 - 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
- 4.3.3. the manner and form of a request for-
 - 4.3.3.1. access to a record of a public body contemplated in section 11³; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - 4.3.6.1. an internal appeal;
 - 4.3.6.2. a complaint to the Regulator; and

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

³ Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁴ Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

- 4.3.6.3. an application with a court against a decision by the Information Officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 4.3.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92¹¹.
- 4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 4.5. The Guide can also be obtained-
 - 4.5.1. upon request from the Information Officer;

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-
(a) any matter which is required or permitted by this Act to be prescribed;
(b) any matter relating to the fees contemplated in sections 22 and 54;
(c) any notice required by this Act;
(d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
(e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

4.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

4.6 A copy of the Guide is also available at GEMS offices in English and any other requested language, for public inspection during normal office hours-

5. CATEGORIES OF RECORDS OF GEMS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Type of the record	Available on Website
Financial records	Annual Report	X
Scheme Rules	Registered GEMS Rules	X
Membership information	Marketing Brochures	X
	Member Guides	X
	Membership Application Forms	X

6. DESCRIPTION OF THE RECORDS OF GEMS WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation	Upon Request/ Website
Certificate of registration	Medical Schemes Act 131 of 1998	Upon request
PAIA Manual	Promotion of Access to Information Act 2 of 2000	On website
PAIA Complaints Form to the Regulator;	Promotion of Access to Information Act 2 of 2000	On website
PAIA Request for access to records Forms (Form 2);	Promotion of Access to Information Act 2 of 2000	On website

6.1 Below is the list of records and information that may be formally requested in terms of PAIA or downloaded from GEMS website

Subject	Categories of records	Download from Website	Available upon request
Medical Schemes Act Records	<ul style="list-style-type: none"> - Certificate of registration; - Board of Trustees meeting minutes; - Board Resolutions; and - Annual Reports. 		X
Trustees and Independent Committee Member Records	<ul style="list-style-type: none"> - Records on the appointment and election of Trustees and Independent Committee Members; - Attendance registers. 		X
Management Records	<ul style="list-style-type: none"> - GEMS policies and procedures; and - Management Reports. 		X
Financial Records	<ul style="list-style-type: none"> - Annual Financial Statements - Auditor's reports - Banking records; - Rental agreements; - Investment reports; - Asset Register; - Invoices; and - Records regarding insurance held by GEMS in respect of movable and immovable property. 		X
Income Tax Records	<ul style="list-style-type: none"> - Documents issued to employees for income tax purposes 		X
Employee Records	<ul style="list-style-type: none"> - Employee headcount; 		X

	<ul style="list-style-type: none"> - Advertised Posts; - Health and Safety records; - Code of conducts and undertaking of confidentiality; - Internal policies and administrative forms; - Organisational structure; - Learning and Development records; - Employee pension fund contribution records; and - Employment Equity Plan and statistics. 		
Service Provider/Suppliers and reimbursement	<ul style="list-style-type: none"> - Supply chain database - Bid evaluation reports - Agreements with Service Provider Network - Details of health care providers participating on the GEMS network; and - GEMS tariff files. 		X
Scheme Rules	Registered GEMS Rules	X	
Membership information	Marketing Brochures	X	
	Member Guides	X	
	Application Forms	X	

7. DESCRIPTION OF THE RECORDS OF GEMS WHICH MAY BE SUBJECT TO THE GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

6.1 The **records listed** in the categories below may be formally requested, but access to parts of these records or the whole record may be refused on legal grounds listed in sections 33 to 46 and sections 62 to 70 of PAIA.

6.2 GEMS further reserves the right to refuse access to records where the processing of the record will result in a substantial and unreasonable diversion of its resources.

6.3 Access will also be refused where requests are clearly frivolous and or vexatious.

6.4 However, the Information Officer or Deputy Information Officer(s) of GEMS may grant a request for access to a record of GEMS, if –

6.4.1 disclosure of the record would reveal evidence of a substantial contravention of, or failure to comply with the law; and

6.4.2 the public interest in the disclosure of the record clearly outweighs the harm contemplated in any of the grounds for refusal of access to records.

Category of Records	On Request Form Only
Security related Information	X
GEMS internal correspondence	X
Records held by Legal Function and Executive Management internal confidential communication	X
Records held by Legal Services Department Executive Management internal confidential communication	X
Research conducted by Service Providers for GEMS or programs subject to contractual exemptions on disclosure	X
Confidential member communications	X
Privileged information held in the course of investigations, conciliation, closed hearings, attorney client information, or third party information	X
Specific Human Resource Personnel information, including, but not limited to files relating to disciplinary process and records, medical information and personal information	X
Asset disclosures and asset protection procedures	X
Service Level Agreements	X
Tender Documentation	X
Agendas and Minutes of Meetings and correspondence	X
Draft reports, policies and discussions documents	X
<ul style="list-style-type: none"> • Research papers and Legal opinions • Enforcement Notices; • settlement between the parties; • Assessment reports; • Information Notices; • Search warrants; and • Subpoenas. 	X
Invoices and proof of payments	X

8. PROCEDURE FOR ACCESS TO RECORDS HELD BY GEMS

8.1 Section 50 of PAIA prescribes the procedure to be followed in making a request for access to information held by GEMS. Section 23(1) of POPIA22 also provides the procedure to access personal information. Manner of access to personal information in terms of section 23 of POPIA should be in accordance with section 18 of PAIA.

8.2 A requester or data subject must use the prescribed form, FORM 2, when requesting access to a record or personal information. Form 2 is annexed hereto.

8.3 A requester is any person making a request for access to a record of GEMS and in this regard, PAIA distinguishes between two types of requester for access to information, i.e. Personal Requester, (data subject) and Other Requester.

8.3.1 A data subject is a requester who, having provided adequate proof of identity, is seeking access to a record containing personal information about the data subject. Subject to the provisions of PAIA and POPIA, GEMS will provide the requested information, or give access to any record with regard to the data subject's personal information within a reasonable time, (at a prescribed fee, if any) in a reasonable manner and format and in a form that is generally understandable.

8.3.2 A person falling in the category of Other Requester is entitled to request access to information pertaining to third parties. However, GEMS is not obliged to grant access prior to the requester fulfilling the requirements for access to information in terms of PAIA and POPIA.

8.4 The Form 2 must be addressed and submitted to the Information Officer by hand, post, per fax or e-mail, which details are set out in paragraph 3 above.

8.5 The requester must provide sufficient information of the record(s) requested in order for the Information Officer or Deputy Information Officer, if any, to identify the record(s). The prescribed form must be filled in with enough particularity to at least enable the Information Officer to identify;

8.5.1 The identity of the requester;

8.5.2 Particulars of record requested;

8.5.3 Type of record;

8.5.4 Form of access; and

8.5.5 Manner of access.

8.6 Some additional important points to remember when completing the request form:

- 8.6.1 Each section of the form contains instructions that should be followed to improve the likelihood of the request being granted with minimal delay being experienced;
 - 8.6.2 If records are requested on behalf of another person, please provide a copy of the mandate authorising you to act on behalf of another person;
 - 8.6.3 A detailed description of the records being requested must be provided to enable the Information Officer or Deputy Information Officer to identify it accurately.
- 8.7 The requester must indicate, as per section 29(2) of PAIA25, the form of access that is required.
- 8.8 The requester must indicate whether the requested record(s) is preferred in any particular language.
- 8.9 The requester should indicate the manner in which he/she wishes to be informed of the decision on the request and the necessary particulars to be informed accordingly.
- 8.10 The requester will receive the information in such manner as indicated. Section 29(3) of PAIA26 indicates that making available the information will depend on whether the request will not interfere unreasonably with the effective administration of the Regulator, be detrimental to the preservation of the record(s) or infringe any copyright not owned by the State.
- 8.11 The requester must indicate, as per section 29(2) of PAIA, the form of access that is required.
- 8.12 The requester must indicate whether the requested record(s) is preferred in any particular language.
- 8.13 The requester should indicate the manner in which he/she wishes to be informed of the decision on the request and the necessary particulars to be informed accordingly.
- 8.14 An oral request for access to a record(s) may be made, if the requester does not have a formal education or has a disability. The Information Officer or Deputy Information Officer will assist the requester to complete the prescribed form on behalf of such requester and provide him/her with a copy of the completed form.
- 8.15 The requester will be notified of the prescribed fee payable, if any, the method of payment and the office to which he/she can make such payment or submit proof of payment before a request for information is processed further. Please note that the requester is exempted from paying an access fee to the Regulator if -
- 8.15.1 the requester is a single person whose annual income, after permissible deductions, such as PAYE and UIF, is less than R14 712 a year, or

- 8.15.2 the requester is married and his/her joint income, after permissible deductions, such as PAYE and UIF, is less than R27 192 per year.
- 8.16 The requester for information will, in terms of Section 25 of PAIA, be processed by the Information Officer within 30 days after receipt of the request or as soon as is reasonably possible, where after the Information Officer will inform the requester of his/her decision, either to grant or reject the request for access to records. The decision must, if it is reasonably possible, be communicated in the manner requested by the requester.
- 8.17 Section 26 of PAIA prescribes the instances where the period of thirty (30) days referenced in Section 25 of PAIA, may be extended once for a further 30 days. The period of 30 days may be extended once for a further period of not more than 30 days, if -
- 8.17.1 the request is for a large number of records or requires a search through a large number of records and compliance with the original period would unreasonably interfere with the activities of GEMS;
 - 8.17.2 the request requires a search for records in, or collection thereof from, an office of the GEMS not situated in the same town or city as the office of the Information Officer and cannot reasonably be completed within the original period;
 - 8.17.3 consultation among divisions of GEMS or with another SPN's necessary or desirable to decide upon the request and such decision-making process cannot reasonably be completed within the original period;
 - 8.17.4 the requester consents in writing to such extension.
- 8.18 If the period has been extended, the information officer must as soon as possible and within 30 days of first receiving the request inform the requester of that extension.
- 8.19 If a request for access to a record has been refused, delayed or granted subject to unreasonable fees or is granted in an unacceptable form, the requester may lodge an internal appeal as per Section 74 of PAIA.
- 8.20 Section 74 of PAIA allows for appeals against the decision of the Information Officer of GEMS.
- 8.21 According to Section 78 of PAIA, a requester or third party referred to in Section 72 may only apply to a Court for appropriate relief in terms of Section 82 of the Act, after having exhausted the internal appeal procedure against a decision of the Information Officer.

9. PROCESSING OF PERSONAL INFORMATION

9.1 Purpose of Processing Personal Information

9.1.1 GEMS process personal information of data subjects under its care in the following ways –

9.1.1.1 Fulfilling or executing its statutory obligations under Medical Schemes Act, through-

9.1.1.1.1 Receiving claims

9.1.1.1.2 Staff administration and job applications

9.1.1.1.3 Keeping of accounts and records

9.1.1.1.4 Procurement processes

9.1.1.1.5 Complying with other legislation such as Basic Conditions of Employment Act

9.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

GEMS may process records relating to suppliers, shareholders, contractors service provider, staff, clients and members:

Categories of Data Subjects	Personal Information that may be processed
Members	Full Names, Addresses, Membership numbers, Identity numbers, employment status and Bank details
Service Providers	Names, Company registration number, VAT numbers, Addresses and Bank details.
Employees / Members / Committee Members	Gender, health records, marital status; race, age, language, education information (qualifications); financial information; employment history; ID numbers; physical and postal address; contact details (contact number(s), email address); criminal records; family members, medical, nationality, ethnic or social origin, physical or mental health, disability, biometric information, employment history, professional affiliation and references.

9.3 The recipients or categories of recipients to whom the personal information may be supplied

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority, Educational Institutions
Credit and payment history, for credit information	Credit Bureaus

9.4 Planned transborder flows of personal information

9.4.1 GEMS has not planned Transborder flows of personal information. However, should it become necessary to transfer personal information to another country for any lawful purposes, GEMS will ensure that anyone to whom it pass personal information is subject to a law, binding corporate rules or binding agreement which provides an adequate level of protection and the third party agrees to treat that personal information with the same level of protection as the Regulator is obliged under POPIA.

9.4.2 Any transfer of personal information cross border shall be with data subject's consent, however should it not be reasonably practicable to obtain data subject's consent, the Regulator shall transfer the personal information if –

9.4.2.1 It will be for the data subject's benefit; and

9.4.2.2 The data subject would have given consent should it have been reasonably practicable to obtain such consent.

9.5 General description of Information Security Measures

9.5.1 GEMS continuously establishes and maintains appropriate, reasonable technical and organisational measures by taking appropriate, reasonable technical and organisational measures to prevent –

9.5.1.1 Loss of, damage to or unauthorised destruction of personal information; and

9.5.1.2 Unlawful access to or processing of personal information.

9.5.2 GEMS has taken reasonable measures, as contained paragraph .5.3 below, to –

9.5.2.1 Identify all reasonably foreseeable internal and external risks to personal information in its possession or under its control;

9.5.2.2 Establish and maintain appropriate safeguards against the risks identified;

9.5.2.3 Regularly verify that the safeguards are effectively implemented; and

9.5.2.4 Regularly ensure that the safeguards are continually updated in response to new risks or deficiencies in previously implemented safeguards.

9.5.2.5

9.5.3 Measures taken by GEMS includes, amongst others –

9.5.3.1 Access control;

9.5.3.2 Data Encryption;

9.5.3.3 Defensive Measures;

9.5.3.4 Robust Monitoring, Auditing and Reporting capabilities;

9.5.3.5 Data backups;

9.5.3.6 Anti-virus and Anti-malware Solutions;

9.5.3.7 Awareness and Vigilance; and

9.5.3.8 Agreements are concluded with Operators to implement security controls.

10. FEES PAYABLE

10.1 The fees for reproduction of a record as referred to in Section 52(3) are as follows:

Description	Fee
For every photocopy of an A4 page or part thereof	R1.10
For Every printed copy of an A4-size page or part thereof	R0.75
For a copy of a compact disc	R70.00
For a transcription of visual images for an A4 size page or part thereof	R40.00
For a copy of visual images	R60.00
For a transcription of an audio record, for an A4-size page or part thereof	R20.00
For a copy of an audio record	R30.00

The request fee payable by a requester other than a personal requester	R50.00
The access fee payable for searching for the record for disclosure for each hour or part of an hour reasonably required for such search.	R30.00
If the Principal Officer is of the opinion that six hours will be exceeded to search, reproduce and or prepare the information requested, a deposit is payable equal to one third of the access fee referred to in paragraph 9.2 above.	
Single persons whose annual income after permissible deductions does not exceed R14 712.00 as well as married persons or persons in a life partnership whose joint annual income after permissible deductions does not exceed R27 902.00 are exempted from paying access fees.	

8. AVAILABILITY OF THE MANUAL

8.1 A copy of the Manual is available-

8.1.1 on www.gems.gov.za ;

8.1.2 Head Office and Regional Offices of the Government Employees Medical Scheme (GEMS) for public inspection during normal business hours; and

8.1.3 to any person upon request and upon the payment of a reasonable prescribed fee.

8.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

9. UPDATING OF THE MANUAL

The Principal Officer of GEMS will on a regular basis update this manual.

Approved by

Dr BOS Moloabi

Principal Officer

Date:

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer
GEMS Vutomi House
124 Mercy Avenue
Menlyn Maine Precinct
Waterkloof Glen,
PRETORIA
(Address)

E-mail address: po@gems.gov.za

Fax number: 012 362 6413

Mark with an "X"

- Request is made in my own name Request is made on behalf of another person.

PERSONAL INFORMATION	
Full Names	
Identity Number	
Capacity in which request is made (when made on behalf of another person)	
Postal Address	
Street Address	

E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable)</i> :			
Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<p><i>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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i></p>			
Description of record or relevant part of the record:			

Reference number, if available	
Any further particulars of record	
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>	
Record is in written or printed form	
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</i>	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	
FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <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>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED	
<i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
a)	A request fee must be paid before the request will be considered.
b)	You will be notified of the amount of the access fee to be paid.
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	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at PRETORIA this 21 day of OCTOBER 2022

Molobi

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name and Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer