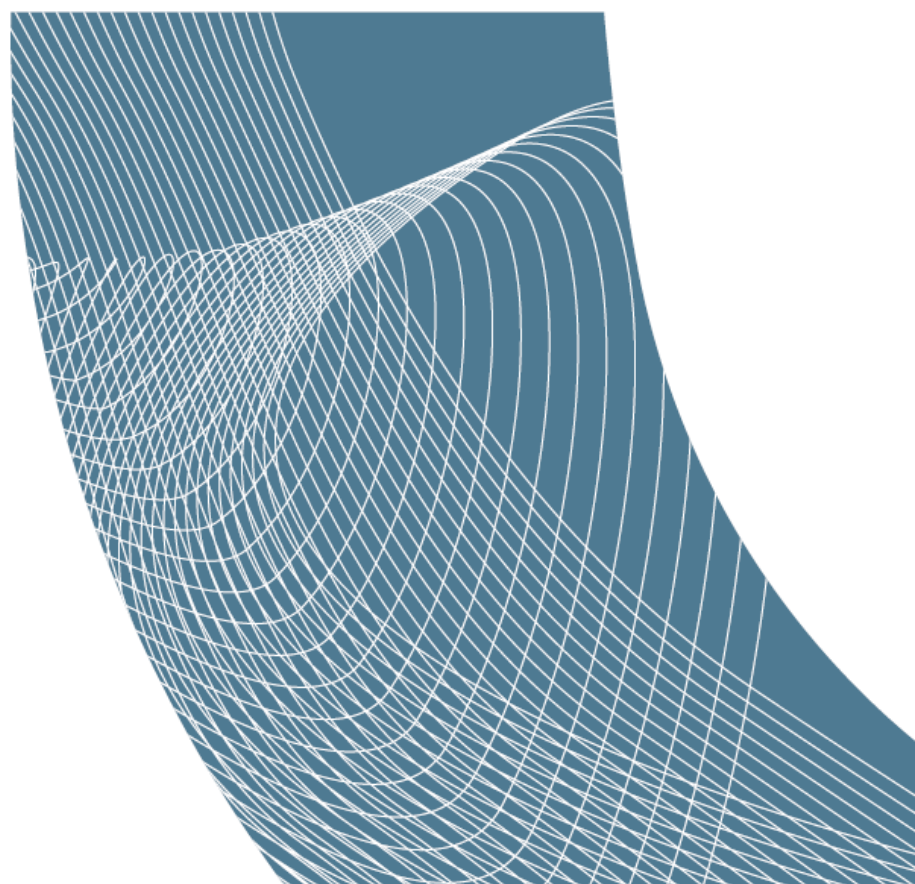
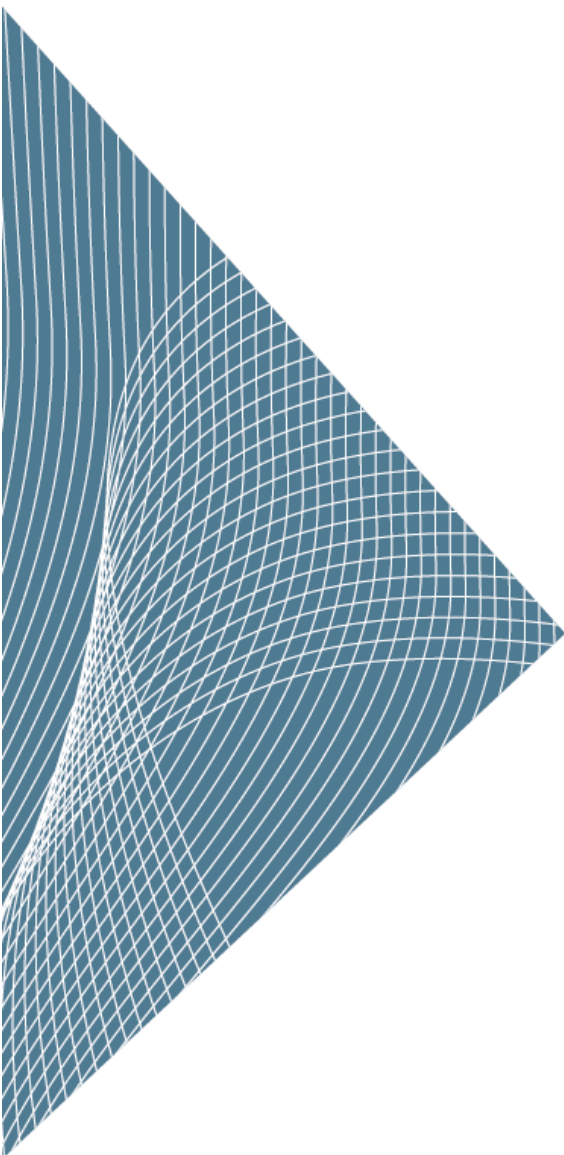




Financial  
Intelligence Centre

# MANUAL ON THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000

Prepared in accordance with  
Section 14 of the  
Promotion of Access Information Act 2000,  
(Act 2 of 2000)  
UPDATED APRIL 2019



## TABLE OF CONTENTS

1) OVERVIEW AND OBJECTIVES OF THE MANUAL .....	3
2) ORGANISATION PROFILE .....	3
3) LEGISLATIVE MANDATE .....	4
4) FUNCTIONS .....	4
5) MISSION .....	5
6) VISION .....	5
7) VALUES .....	5
8) FIC STRUCTURE .....	5
9) INFORMATION OFFICER .....	5
10) DEPUTY INFORMATION OFFICER .....	5
11) FIC'S RECORDS .....	5
11.1 Records available without formal requests .....	5
11.2 Records and information that should be formally requested in terms of PAIA .....	6
11.3 Requests for information with sensitive classification? .....	8
12) REQUEST PROCEDURES .....	8
12.1 How to request for information from the FIC? .....	8
12.2 How long must a requester wait before receiving the information requested? .....	8
12.3 How will a requester be informed of the outcome of the request? .....	9
12.4 Under which circumstances will the request for access to information be refused? .....	9
12.5 What is deemed refusal of a request? .....	9
12.6 What can a requester do if the request for information is refused? .....	10
12.7 What if the request is successful? .....	10
12.8 Fees in respect of public bodies .....	10
12.9 Exemptions from paying the access fee .....	10
13) SERVICES AVAILABLE .....	11
14) GENERAL .....	11
15) HUMAN RIGHTS COMMISSION GUIDE TO PAIA .....	11
16) USEFUL LINKS .....	12
17) ANNEXURE 1: FORM A - REQUEST FOR ACCESS TO RECORDS OF FIC .....	12
18) ANNEXURE 2: FEES IN RESPECT OF PUBLIC BODIES .....	12
19) ANNEXURE 3: PAIA GLOSSARY .....	12

## 1) OVERVIEW AND OBJECTIVES OF THE MANUAL

The Promotion of Access to Information Act 2 of 2000, (PAIA) gives effect to section 32 of the Constitution, which provides that everyone has the right to access information held by the State, as well as information held by another person (or private body) when such privately-held information is required for the exercise and protection of rights.

More broadly, PAIA aims to underline the importance of access to information in a democratic society by fostering a culture of transparency and accountability. PAIA does this by requiring public (government) and private (non-government) bodies to create both a manual describing the type of records they hold, and procedures for others to access that information.

PAIA also sets limits on the types of information that can be accessed i.e. information requested might not be granted under various circumstances.

This manual is compiled in accordance with Section 14 of PAIA and offers an outline of the Financial Intelligence Centre's (FIC) information, which is accessible to the public. This includes:

- a) Structure, functions and objectives of the FIC
- b) Contact details for the FIC
- c) The procedure for requesting information from the FIC
- d) Information that is automatically available through the FIC and its website
- e) Fees payable when requesting access to any of these records.

**Secrecy provisions in the Financial Intelligence Centre Act, 38 of 2001, provide that certain information held by or obtained from the FIC is confidential and is not subject to disclosure, except under limited circumstances.**

PAIA reinforces the confidentiality of this information by providing that it must not be disclosed in terms of the Act, except to the person to whom it relates or that person's authorised representative.

In addition, PAIA provides for confidentiality of various aspects of the FIC's business operations, where this would be appropriate or applicable.

The sections that follow describe the FIC's procedures for requesting access to FIC's records.

This is consistent with the emphasis the FIC places on fostering a culture of transparency, within the ambit of the law, as well as its adherence to the principles of accountability, integrity and responsibility to stakeholders. In light of this, the FIC carries extensive information on its website at [www.fic.gov.za](http://www.fic.gov.za)

## 2) ORGANISATION PROFILE

The FIC is a Schedule 3A public entity, which was established following the promulgation of the Financial Intelligence Centre Act, 38 of 2001 as amended (FIC Act), and started functioning in February 2003 when it received the first suspicious transaction reports. The FIC's creation was spurred by the need to enhance the integrity of the South African financial system while also creating new measures for investigating authorities to pursue criminal activity.

South Africa's anti-money laundering and a terror financing regulatory regime is established through the interaction of the FIC Act together with the Prevention of Organised Crime Act, 121 of 1998 (POCA) and the Protection of Constitutional Democracy against Terrorism and Related Activities Act, 33 of 2004 (POCDATARA).

While providing the law enforcement authorities with useful tools in their pursuit of eliminating crime and corruption, the intention was also for the FIC to play a role in protecting the South African financial system, its institutions and its citizens from being abused by criminals and their networks.

### **3) LEGISLATIVE MANDATE**

As a creature of statute, the FIC receives its mandate from the FIC Act. The principal objective of the FIC is to assist in the identification of the proceeds of unlawful activities and the combating of money laundering activities and the financing of terrorist and related activities.

The other objectives of the FIC are to make information collected by it available to investigating authorities, the intelligence services and the South African Revenue Service to facilitate the administration and enforcement of the laws of the Republic; to exchange information with similar bodies in other countries regarding money laundering activities and similar activities; to supervise and enforce compliance with the Act and its directives; and to facilitate effective supervision and enforcement by supervisory bodies.

### **4) FUNCTIONS**

In order to fulfil its objectives the FIC must:

- 4.1 Process, analyse and interpret information disclosed and obtained by it, in terms of FIC Act;
- 4.2 Inform, advise and cooperate with investigating authorities, supervisory bodies, the South African Revenue Service and the intelligence services;
- 4.3 Monitor and give guidance to accountable institutions, supervisory bodies and other persons regarding the performance by them of their duties and their compliance with the provisions of the FIC Act;
- 4.4 Retain the information referred to in paragraph (a) in the manner and for the period required by the FIC Act;
- 4.5 Annually review the implementation of this Act and submit a report thereon to the Minister of Finance;
- 4.6 Implement a registration system in respect of all accountable institutions and reporting institutions; and
- 4.7 Supervise and enforce compliance with this Act or any directive made in terms of this Act by accountable institutions, reporting institutions and other persons to whom the provisions of this Act apply that—
  - 4.7.1 Are not regulated or supervised by a supervisory body in terms of this Act or any other law;
  - 4.7.2 Are regulated or supervised by a supervisory body in terms of this Act or any other law, if that supervisory body fails to enforce compliance despite any recommendation of the FIC made in terms of section 44(b).

## 5) MISSION

The FIC promotes increasing levels of compliance with the Financial Intelligence Centre Act in an efficient and cost-effective manner, enabling it to provide high-quality, timeous financial intelligence for use in the fight against crime and the protection of national security.

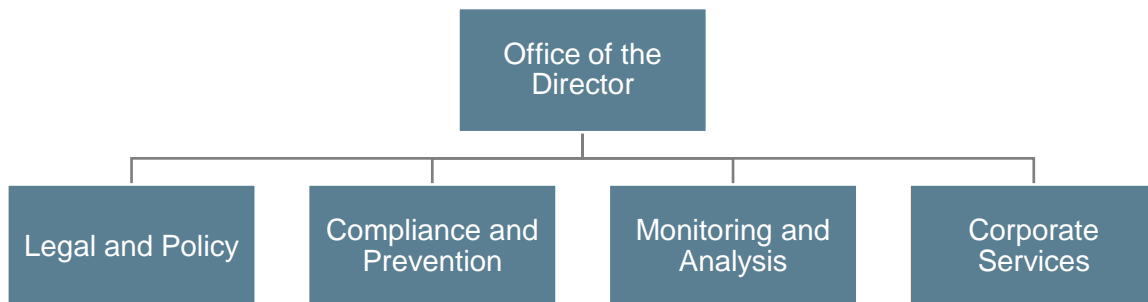
## 6) VISION

The FIC strives for a safer future for all South Africans in which the financial system has integrity and transparency to support economic growth and social development.

## 7) VALUES

The FIC seeks to achieve its mandate through the employment of highly capable staff that is committed to the highest standards of excellence and professional service delivery in the fulfilment of their responsibilities.

## 8) FIC STRUCTURE



## 9) INFORMATION OFFICER

The Director, Advocate Xolisile Khanyile in terms of PAIA, is the Information Officer of the Financial Intelligence Centre. However, it is recommended that the Deputy Information Officer be used as a contact person for purposes of this Manual.

## 10) DEPUTY INFORMATION OFFICER

All requests for information must be directed to the Deputy Information Officer:

Name: Mr Xolile Majjja

Telephone number: 012-641 6000

Fax number: 012- 641 6215

E-mail address: PAIA.Requests@fic.gov.za

Postal Address: Private Bag X177, Centurion, 0046, South Africa

## 11) FIC'S RECORDS

### 11.1 Records available without formal requests

#### 11.1.1 Promotion of Access to Information Manual

#### 11.1.2 Circulars

#### 11.1.3 Annual Reports

#### 11.1.4 Other Documents

- Documents informing anti-money laundering and combating of financing of terrorism legislation and regulations.
- Links to the base documents and conventions of anti-money laundering and the combating of terrorist financing initiatives of various international organisations and bodies.

#### 11.1.5 Information available from the FIC website: [www.fic.gov.za](http://www.fic.gov.za)

- Public Notices to accountable and reporting institutions and other stakeholders
- Information relating to the FIC's registration and reporting system
- User guides on registration and reporting
- Guidance Notes
- Public Compliance Communications
- Directives

#### 11.1.6 General Information pertaining to the FIC:

- Organisational profile
  - Overview
  - Objectives
  - Functions
  - Architecture
- Contact information for the FIC
- Public query feedback form
- Important information e.g.: FIC Disclaimers, Public Notices
- News articles of interest to the FIC
- Media releases per annum
- Frequently Asked Questions (FAQ's)
- Legislation
  - Acts
  - Regulations
  - Exemptions
  - Discussion papers
  - Terror Financing
- What's New (general articles/ press releases/ announcements/ notices)

## 11.2 Records and information that should be formally requested in terms of PAIA

The following information should be formally requested by using the request procedure stipulated in Paragraph 12 below:

Broad categories of information held by the FIC.

### 11.2.1 Compliance and regulatory records

- Compliance profiles
- Compliance Handbook
- Public query information

#### 11.2.2 **Legislative and policy framework records**

- Research papers
- Documents distributed for purposes of meetings with international bodies e.g.: FATF, UN and ESAAMLG
- Legal opinions

#### 11.2.3 **Corporate governance records**

- Organisational and business plans
- Memoranda of understanding
- FIC policies and procedures
- Occupational health and safety plan
- Loss control register
- Evacuation procedures

#### 11.2.4 **Information technology records**

- Incidents and service requests
- Asset issuing and custodian information
- System event logs
- System performance logs
- Systems maintenance check lists
- Monthly operations reports
- Service level agreements
- ICT policies and procedure manuals
- Network maintenance
- System development lifecycle documents

#### 11.2.5 **Financial management records**

- Financial accounting
- Financial reporting
- Contracts and tender administration
- Asset management
- Management accounting

#### 11.2.6 **Human resources management records**

- HR policies and procedures
- Advertised posts
- Learning and development e.g.: skills development and training plans
- Employment equity plan and statistics

#### 11.2.7 **Project management records**

- Project methodology and standards framework
- Project lifecycle information
- Project operations documentation



### 11.2.8 Communications records

- Official external communication records e.g.: media releases
- Website content
- Corporate identity

## 11.3 Requests for information with sensitive classification?

### How will requests for sensitive information be handled?

The Deputy Information Officer will evaluate the request within the statutory and regulatory frameworks and respond to the request accordingly to the requestor.

## 12) REQUEST PROCEDURES

Access to information listed above must be made by following the procedures outlined below:

### 12.1 How to request for information from the FIC?

Complete **Form A**, which is found as **Annexure 1** to this manual. The request must be made in person or by e-mail, fax or post to the Deputy Information Officer listed in Paragraph 10 of this manual. If an acknowledgement of receipt for the request is not received within 14 days, please contact the Deputy Information Officer to ensure that the request has been received.

Some important points to remember when completing the request form:

- 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.
- Where a request is made for records relating to an organisation, it is strongly recommended that the organisation's public officer make or authorise the request.
- 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.
- A detailed description of the records being requested must be provided to enable the Deputy Information Officer to identify it accurately.

If any difficulties are experienced in completing the request form or if a disability prevents the requester from completing it, please do not hesitate to contact the Deputy Information Officer for assistance.

### 12.2 How long must a requester wait before receiving the information requested?

The Deputy Information Officer is required to take a decision on the request within 30 days of receipt of the request, failing which the request is deemed to have been refused.

The Deputy Information Officer may extend the period for taking a decision to 60 days under the following circumstances:

- 12.2.1 If the request is for 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 the FIC;



- 12.2.2 If the requested records are not situated in the same town or city as the FIC offices that the request cannot reasonably be completed within 30 days;
- 12.2.3 Where consultation among the divisions of the FIC or with another entity is necessary or desirable to decide upon the request and which consultation cannot be reasonably completed within 30 days;
- 12.2.4 Where more than one of the circumstances contemplated in paragraphs I, II, and III above exist in respect of the request making compliance with the 30-day period not reasonably possible; or
- 12.2.5 If the requester consents in writing to the extension.

Should the 30-day period be extended, the Deputy Information Officer will notify the requester of the extension as well as provide the requester with the reasons for the extension.

### **12.3 How will a requester be informed of the outcome of the request?**

The requester will be notified of the Deputy Information Officer's decision in the manner specified in the request form.

### **12.4 Under which circumstances will the request for access to information be refused?**

Access to a record is refused on one or more grounds of refusal specified in PAIA, which fall into the following categories: –

- Mandatory protection of privacy of a third party who is a natural person;
- Mandatory protection of certain records of FIC;
- Mandatory protection of commercial information of a third party;
- Mandatory protection of certain confidential information and protection of certain other confidential information of a third party;
- Mandatory protection of safety of individuals and protection of property;
- Mandatory protection of police dockets in bail proceedings and protection of law enforcement and legal proceedings;
- Mandatory protection of records privileged from production in legal proceedings;
- Defence, security and international relations of the Republic;
- Economic interests and financial welfare of the Republic and commercial activities of public bodies;
- Mandatory protection of research information of a third party and protection of research information of a public body;
- Operations of public bodies; and
- Manifestly frivolous or vexatious requests or substantial and unreasonable diversion of resources.

### **12.5 What is deemed refusal of a request?**

If the Deputy Information Officer does not give the decision on a request for access to the requester within the 30-day period or within any extended period, then the Deputy Information Officer will be regarded as having refused the request.

## 12.6 What can a requester do if the request for information is refused?

Should the requester not be satisfied with the decision of the Deputy Information Officer, the requester may apply to court for relief. The said application must be made within 180 days after the decision has been made by the Deputy Information Officer. On hearing such an application the court may grant a just and equitable order including:

- Confirming, amending or setting aside the decision that is the subject of the application;
- Requiring the Information Officer to take some action or to refrain from taking such action as the court considers necessary within the period mentioned in the order;
- Granting an interdict, interim or specific relief, a declaratory order or compensation; or
- Costs.

Such an application may be made at the Magistrates Court.

## 12.7 What if the request is successful?

The requester will be given access to a record if all procedural requirements have been complied with according to PAIA requirements, that is –

- The request is properly documented on the prescribed form;
- Proof of authority to act on another's behalf is furnished, if making the request on another person's behalf;
- The record that is requested is sufficiently described to enable the Deputy Information Officer to identify it; and
- Payment of all required fees.

## 12.8 Fees in respect of public bodies

It may be necessary to pay fees for access to records in terms of PAIA.

These fees are for the following:

### 12.8.1 **Request fee –**

If the request is to access a record containing personal information about the requester, he/she will not be required to pay the request fee. Any other request must be accompanied by the required request fee, which is currently R35.00.

### 12.8.2 **Access fee –**

If the request is granted then an access fee must be paid for the reproduction of records and for time in excess of one hour to search and prepare the records for disclosure. Where the time to prepare the records for disclosure is likely to exceed six hours, a deposit of one third of the anticipated access fee may be required as a deposit.

Please refer to **Annexure 2** below for a complete breakdown of the fees for public bodies.

## 12.9 Exemptions from paying the access fee

The following persons are exempt from paying the access fee contemplated in paragraph 12.8) above:

- (i) A single person whose annual income, after permissible deductions, does not exceed R14 712.00 per annum; and
- (ii) Married persons or a person and his or her life partner whose annual income, after permissible deductions, does not exceed R27 192, 00 per annum.

Further:

- (i) Where the cost of collecting any fee contemplated in paragraph H) exceeds the amount charged, such fee does not apply;
- (ii) The access fee contemplated in paragraph H) does not apply to the personal record of a requester; and
- (iii) the request fee and the access fee contemplated in in paragraph H) do not apply to a record requested by a maintenance officer or maintenance investigator for purposes of a maintenance investigation or inquiry in terms of the provisions of the Maintenance Act, 1998 (Act No. 99 of 1998) or the regulations made under section 44 of that Act.

### **13) SERVICES AVAILABLE**

The FIC provides the following services to the public through the following departments:

- 13.1 Compliance and Prevention (Awareness to identified stakeholders and the public on the requirements of the FIC Act, and monitoring, inspecting and enforcing FIC Act compliance by FIC supervised Accountable and Reporting Institutions).
- 13.2 Communications (Publishing and disseminating information on behalf of the FIC through brochures, media releases and annual reports).
- 13.3 For the purposes of this PAIA Manual, the Deputy Information Officer provides assistance to anyone who may experience difficulties in completing the request form or if a disability prevents the requester from completing the request form.

#### **How to gain access to these services?**

- Visit the FIC website at [www.fic.gov.za](http://www.fic.gov.za)
- Send a request through the Deputy Information Officer at e-mail [PAIA.Requests@fic.gov.za](mailto:PAIA.Requests@fic.gov.za)
- Through official invitations by post, e-mail or fax.

### **14) GENERAL**

#### **Updating and availability of this manual.**

This manual will be updated, if necessary, on an annual basis and will be available in other translations.

This manual will be placed on the FIC's website at [www.fic.gov.za](http://www.fic.gov.za)

A copy will also be lodged with the South African Human Rights Commission.

### **15) HUMAN RIGHTS COMMISSION GUIDE TO PAIA**

Section 10 of the Promotion of Access to Information Act, 2000 stipulates that the South African Human Rights Commission must compile a guide on how to use PAIA. This guide is available from the South African Human Rights Commission.

#### **Please direct any queries to:**

The South African Human Rights Commission: PAIA Unit	Telephone: 011-877 3600
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The Research and Documentation Department  
Private Bag 2700  
Houghton  
2041

Fax: 011-403 0668  
Website: [www.sahrc.org.za](http://www.sahrc.org.za)  
E-mail: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

**16) USEFUL LINKS**

[www.fic.gov.za](http://www.fic.gov.za)

[www.treasury.gov.za](http://www.treasury.gov.za)

[www.sars.gov.za](http://www.sars.gov.za)

[www.saps.gov.za](http://www.saps.gov.za)

[www.nia.gov.za](http://www.nia.gov.za)

[www.npa.gov.za](http://www.npa.gov.za)

[www.fatf-gafi.org](http://www.fatf-gafi.org)

[www.esaamlq.org/](http://www.esaamlq.org/)

[www.egmontgroup.org](http://www.egmontgroup.org)

**17) ANNEXURE 1: FORM A - REQUEST FOR ACCESS TO RECORDS OF FIC**

**18) ANNEXURE 2: FEES IN RESPECT OF PUBLIC BODIES**

**19) ANNEXURE 3: PAIA GLOSSARY**

## ANNEXURE 1

### FORM A

#### REQUEST FOR ACCESS TO THE RECORDS OF FIC

(Section 18(1) of the Promotion of Access to Information Act, 2000) (Act No. 2 of 2000)

[Regulation 6]

#### FOR INTERNAL USE ONLY

Reference number	
Request received by	
Date request received	
Place request received	
Request fee (if any)	
Deposit (if any)	
Access fee	

---

**Signature of  
Information Officer/Deputy Information Officer**

#### A) Particulars of the Information Officer / Deputy Information Officer

The Information Officer/Deputy Information Officer:

**Attention:**

Mr Xolile Majija

Telephone number: 012-641 6000

Fax number: 012- 641 6215

E-mail address: PAIA.Requests@fic.gov.za

Postal Address: Private Bag X177, Centurion, 0047, South Africa

#### B) Particulars of requester (person requesting access to information)

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

<b>Full names and surname</b>	
<b>Postal address</b>	
<b>Identity number</b>	
<b>Fax number</b>	
<b>Telephone number</b>	
<b>E-mail address</b>	
<b>Capacity in which request is made, when made on behalf of another person</b>	

**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.

<b>Full names and surname</b>	
<b>Identity/company number</b>	

**D) Particulars of record**

<p><i>(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.</i></p> <p><i>(b) If the provided space is inadequate, please continue on a separate page and attach it to this form.</i></p> <p><b>Please sign all additional pages.</b></p>
--

<b>1. Full description of the record or relevant part of the record</b>

<b>2. Reference number(s), if available</b>

<b>3. Any further particulars of the record</b>

**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**

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.

<p><b>Mark the appropriate box with an X.</b></p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>(a) Compliance with your request for access in the specified form may depend on the form in which the record is available.</li> <li>(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.</li> <li>(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.</li> </ul>	
Disability	Form in which record is required
_____	_____
_____	_____
_____	_____
_____	_____
<p><b>1. If the record is in written or printed form:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> copy of record*</li> <li><input type="checkbox"/> inspection of record</li> </ul>	
<p><b>2. If record consists of visual images:</b></p> <p>This includes photographs, slides, video recordings, computer-generated images, sketches, etc.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> view the images</li> <li><input type="checkbox"/> copy of the images*</li> <li><input type="checkbox"/> transcription of the images*</li> </ul>	



<p><b>3. If record consists of recorded words or information which can be reproduced in sound:</b></p> <p><input type="checkbox"/> listen to the soundtrack (audio cassette)</p> <p><input type="checkbox"/> transcription of soundtrack* (written or printed document)</p>
<p><b>4. If record is held on computer or in an electronic or machine-readable form:</b></p> <p><input type="checkbox"/> printed copy of record</p> <p><input type="checkbox"/> printed copy of information derived from the record*</p> <p><input type="checkbox"/> copy in computer readable form* (compact disc)</p>
<p>*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></p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>
<p>In which language would you prefer the record?</p> <p>_____</p> <p>Note that <i>if</i> the record is not available in the language you prefer, access may <i>be granted</i> in the language in <i>which</i> the record is available.</p>

**G) Notice of decision regarding request for access**

You will be notified whether your request has been approved or 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.

<p><b>How would you prefer to be informed of the decision regarding your request for access to the record?</b></p> <p><input type="checkbox"/> Postal address</p> <p><input type="checkbox"/> E-mail</p> <p><input type="checkbox"/> Fax</p> <p><input type="checkbox"/> Other. Specify: _____</p>
--

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_

\_\_\_\_\_  
**SIGNATURE OF REQUESTER**

## ANNEXURE 2

### FEES IN RESPECT OF PUBLIC BODIES IN TERMS OF GOVERNMENT NOTICE NO. R. 187 IN GOVERNMENT GAZETTE 23119 OF 15 FEBRUARY 2002

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

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

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

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

4. The access fees payable by a requester referred to in Regulation 7(3) are as follows:

Description		R/C
(a)	For every photocopy of an A4 size paper or part thereof	0,60
(b)	For every printed copy of an A4 size page or part thereof held on a computer or in electronic or machine-readable form	0,40
(c)	For a copy in a computer-readable form on – (i) compact disk	40,00
(d)	(i) For a transcription of visual images, for an A4 size page or part thereof	22,00
	(ii) For a copy of visual images	60,00
(e)	(i) For a transcription of audio records, for an A4 size page or part thereof	12,00
	(ii) For a copy of an audio record	17,00
(f)	To search for and prepare the record for disclosure, R15,00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	
(g)	For purposes of section 22(2) of the Act, the following applies: (i) Six hours as the hours to be exceeded before a deposit is payable; and (ii) One third of the access fee is payable as a deposit by the requester	
(h)	The actual postage is payable when a copy of a record must be posted to a requester	

5. Copies shall be printed in black and white.

## ANNEXURE 3

### PAIA GLOSSARY

<b>Access fee</b>	A fee prescribed for the purpose of reproduction, search and preparation of records and, if applicable, postal fees.
<b>Date of submission</b>	The date on which the requester submits the PAIA Request. The Deputy Information Officer must respond to the request within 30 days of this date.
<b>Deputy Information Officer (DIO)</b>	The individual in the public or private body who is responsible for assisting the Information Officer with the PAIA Request.
<b>Grounds for refusal</b>	The Section(s) of PAIA referred to by the Information Officer or Deputy Information Officer in order to refuse a PAIA Request.
<b>Information Officer (IO)</b>	The individual in the public or private body who is responsible for dealing with a PAIA Request.
<b>Inventory</b>	A complete list of items in the custody of a particular public or private body.
<b>Letter of authorisation</b>	A letter from an individual who requires the requester to submit a PAIA Request on their behalf in terms of PAIA. The letter must state that the individual authorises the requester (and other representatives from the requester's organisation, if necessary) to submit a request to access information in terms of PAIA on their behalf.
<b>PAIA</b>	The Promotion of Access to Information Act 2 of 2000.
<b>PAIA Request</b>	The name given to the document(s) submitted to a public or private body requesting access to information in terms of PAIA.
<b>PAIA Request reference number</b>	The reference number you allocate for an individual PAIA Request, e.g. 0124/FIC/2010. It is advisable to use this reference number throughout all correspondence with the requester, as well as asking them to do the same.
<b>Personal requester</b>	A requester seeking access to a record containing personal information about themselves.
<b>Private body</b>	Generally, any kind of business operation independent from government.
<b>Public body</b>	Generally any section of government, or any organisation that is set up by government, set up by law, or gets its money from government.
<b>Record</b>	Any recorded information irrespective of form or medium.
<b>Requester</b>	An individual seeking or requesting access to records and/or information held by the State and/or public body.
<b>Request fee</b>	The fee that must be paid by the requester before a request can be processed.