



**Standard Operating Procedure –
On How to Request For
Information/Records**





DOCUMENT CONTROL

Version and Amendment Schedule

Version	Version Date	Author	Description
1.0	26 April 2019	Ms Adri Solomon	First Version

Approval and Control Schedule

Approved By	Designation	Responsibility	Signature	Date Approved
Ms A Solomon	Director: Governance, Risk, Compliance and Secretariat	Document Owner		10/7/2019
Mr V Naidoo	Chief Executive Officer	Approving Authority		15/7/19

1. Purpose

- The purpose of this standard operating procedure manual is to provide a detailed explanation of how a request for information will be handled within the QCTO.

2. Scope

- The policy applies to all employees of the QCTO and shall be enforced by management.

3. References

- PAIA Manual
- PAIA Act
- PAIA notice on fees

4. Definitions

- **Chief Information Officer** – means the Chief Executive Officer of the QCTO.
- **Deputy Information Officer** – means the persons duly authorised to ensure that the requirements of the PAIA Act are administered in a fair, objective and unbiased manner.
- **Request** – means a request for access to a record in the QCTO.
- **Form A** – means an official form from the QCTO that a requester should fill when requesting for information.
- **Requester** - means the person requesting for information.

5. Appointment by the Chief Information Officer

- The Chief Information Officer has appointed two Deputy Information Officer to ensure that the requirements of the PAIA Act are administered in a fair, objective and unbiased manner:

6. How to request for information

- A request for information should be made on the prescribed form. (Form A)
- The form should be addressed or emailed to the Chief Information Officer

7. The Request form

- The request form should provide sufficient details to enable the QCTO to identify what is needed

8. Request and access fees

- A requester will be liable to pay applicable fees as determined by the PAIA notice on fees

FORM A

REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY
(Section 18(1) of the Promotion of Access to Information Act, 2000

(Act No. 2 of 2000)
[Regulation 6]

QCTO INTERNAL USE

Reference number:

Request received by.....

Name and surname of information officer/deputy information officer on

..... (date) at

(place)

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

Deposit (if any): R

Access fee: R.....

.....
Signature of information officer/deputy Information Officer

A. Particulars of public body

The Information Officer/ Deputy Information Officer:	QCTO
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B. Particulars of person requesting access to the record

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

Full names and surname:	
Identity number:	
Postal address:	
Fax number:	
Telephone number:	

E-mail address:	
Capacity in which request is made, when made on behalf of another person:	

C. Particulars of person on whose behalf request is made

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

Full names and surname:	
Identity number:	

D. Particulars of record

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

(b) If the provided space is inadequate, please continue on a separate folio and attach it to this form.

The requester must sign all the additional folios.

Description of record or relevant part of the record:	
Reference number, if available:	
Any further particulars of the 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:	
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F. Form of access to record

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

Disability:		Form in which record is required:	
<p>Mark the appropriate box with an X.</p> <p>NOTES:</p> <p>(a) Compliance with your request for access in the specified form may depend on the form in which the record is available.</p> <p>(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.</p> <p>(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.</p>			
1. If the record is in written or printed form:			
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
2. If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc):			
<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images*
<input type="checkbox"/>		<input type="checkbox"/>	transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:			
<input type="checkbox"/>	listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* (written or printed document)
4. If record is held on computer or in an electronic or machine-readable form:			
<input type="checkbox"/>	printed copy of record'	<input type="checkbox"/>	printed copy of information derived from the record*
<input type="checkbox"/>		<input type="checkbox"/>	copy in computer readable form* (stiffy or compact disc)
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.		<input type="checkbox"/> YES	<input type="checkbox"/> 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 with your request.

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

.....
.....

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

.....
SIGNATURE OF REQUESTER
OR PERSON ON WHOSE
BEHALF REQUEST IS MADE