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

PAIA MANUAL

DOCUMENT No. PAM001-1

COMPANY NAME: **PRETORIA VERVOERKONSULTANTE PTY LTD**

COMPANY REGISTRATION No: **82/000811/07**

COMPANY ADDRESS: **42 ELAND STREET, KOEDOESPOORT**

PRETORIA, 0186

COMPANY DIRECTORS/MEMBERS:

NAME: MATTHEUS NICOLAAS HATTINGH
NAME: CATHERINA MARIA MAGDALENA HATTINGH

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P A I A Manual

The **PRETORIA VERVOERKONSULTANTE PTY LTD** PAIA Manual outlines the policies, procedures, objectives, processes for the promotion of access to information including what is shared freely and what records require the formal PAIA process as set out by the Act. This manual is reviewed annually and approved by the Executive Management of the Company.

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PRETORIA VERVOERKONSULTANTE PTY LTD (Hereinafter called **The Company**)

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ACRONYMS, ABBREVIATIONS AND INTERPRETATION

Term	Definition
Access Fee	This Access fee is paid by the requester to the body from which you are requesting the information, to cover the costs of finding and copying the records you require. What can be charged is prescribed by regulation.
Authorised Person	The authorised person is the person who is requesting on behalf of someone else and has been properly authorised in writing to do so.
CEO	Chief Executive Officer
Deemed Refused	If no response is received to a request within the prescribed time, this is defined as a "deemed refusal"
DIO	Deputy Information Officer
Deputy Information Officer (DIO)	The person designated by the Information Officer to assist the requester with their information request and to whom the Information Officer delegates other PAIA powers.
Form 2	Is prescribed by regulation and is used to request access to information held by a private body
Head	Of, or in relation to, a private body means: a) In the case of a natural person, that natural person or any person duly authorised by that natural person. b) In the case of a partnership, any partner of the partnership or any person duly authorised by the partnership. c) In the case of a juristic person- i) The chief executive officer or equivalent officer of the juristic person or any person duly authorised by that officer; or ii) The person who is acting as such or any person duly authorised by such acting person.
IO	Information Officer
Information Officer (IO)	The person authorised to handle PAIA requests,
Information Regulator	The Office of the Information Regulator has been created to monitor and enforce compliance in relation to both POPIA and PAIA and will take over the SAHRC's responsibilities in terms of PAIA in 2021.
Minister	Minister of Justice and Correctional Services
PAIA	The Promotion of Access to Information Act 2 od 2000 (as amended)
Personal Requester	Means a requester seeking access to a record containing personal information about the requester.
POPIA	Protection of Personal Information Act No 4 of 2013
Personal Information	Information about an identifiable individual (refer to our POPIA Manual)
Private Body	a) A natural person who carries or has carried on any trade, business, or profession, but only in such capacity. b) A partnership which carries or has carried on any trade, business, or profession; or c) Any former or existing juristic person but excludes a public body.
Record	Of, or in relation to, a public or private body, means any recorded information: a) Regardless of form or medium; b) In the possession or under the control of that public or private body, respectively; c) whether or not it was created by that public or private body, respectively.
Regulator	Information Regulator, and
Republic	Republic of South Africa
Request for Access	A private body means a request for access to a record of a private body in terms of section 50 of The Act
Requester	a) Any person, including, but not limited to, a public body or an official thereof, making a request for access to a record of that private body or b) A person acting on behalf of the person contemplated in subparagraph
Third-Party	In relation to a request for access to: A record of a private body means any person (including, but not limited to, a public body) other than the requester; but, for the purposes of sections 34 and 63 the reference to 'person' in paragraphs (a) and (b) must be construed as a reference to; natural person'.
Working Days	Means any days other than Saturdays, Sundays, or public holidays, as defined in section 1 of the Public Holidays Act, 1994 (Act 36 of 1994)

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1. BACKGROUND TO THE PROMOTION OF ACCESS TO INFORMATION ACT

The Promotion of Access to Information Act, No 2 of 2000 (as amended) ("the Act") was enacted on 3 February 2000, giving effect to the constitutional right of access to any information held by the state and any information that is held by another person and that is required for the exercise or protection of any rights. Where a request is made in terms of the Act, the body to whom the request is made is obliged to release the information, except where the Act expressly provides that the information may or may not be released. The Act sets out the requisite procedural issues attached to such request. The Act is read in conjunction with the Protection of Personal Information Act 4 of 2003 (as amended).

The purpose of PAIA is to promote the right of access to information, to foster a culture of transparency and accountability in South Africa, and to encourage an open democracy where individuals from all walks of life are empowered to engage with the Government and participate in decisions which affect their lives.

In terms of Section 51 of the Act, all Private Bodies are required to compile a PAIA Manual. Where a request is made in terms of the Act, the body to whom the request is made is obliged to release the information, subject to applicable legislative and/or regulatory requirements, except where the Act expressly provides that the information may or must not be released, The Act sets out the relevant procedure to be adopted when requesting information from a Public or a Private Body.

2. PRETORIA VERVOERKONSULTANTE PTY LTD PAIA MANUAL

PRETORIA VERVOERKONSULTANTE PTY LTD

The Company specialises in applying for permits at the relevant local and cross-border offices on behalf of their clients and services include Abnormal Exemptions, AV Registrations and Bi- and Multi-Lateral permits. The company have several agents throughout Southern Africa and has developed, and implemented The Promotion of Access to Information Act (PAIA) manual to support and promote best practices in protection and sharing information with the qualifying legal guidelines and Acts.

The Company has developed this PAIA manual as set out by section 51 of PAIA as the Act grants:

2.1 A requesters access to records from our Company as set out by the ACT as a private body, if the record is required for the exercise or protection of any rights, if a public body lodges a request, the public body must be acting in the public interest.

2.2 Requests are in terms of the Act shall be made under the prescribed procedures (access to information procedure) at the rates provided as set out by the Act. These forms, procedures, tariffs (where applicable) are set out in this manual on pages 16 and 20 as set out by PAIA.

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2.3 The Company only shares personal information to the requester if personal information is held on behalf of that person, these records are kept in accordance with regulatory requirements and our documented records matrix retention periods.

Third-party requests for any personal information will be subjected to the formal process as set out by the access to information procedure by the Company. All formal requests are to be made to The Information Officer of The Company.

The PAIA Manual of the Company meets the requirements of the PAIA No 2 of 2000 as amended. It addresses the policy commitments to comply with the applicable legal requirement as per PAIA and other non-legal requirements to which it subscribes, to the promotion of access to information.

This PAIA Manual includes definitions, is sectioned from point 1 to 13, and is based on the requirements of section 51 of the Act.

This manual is shared on our website and is also used to guide the Information and Deputy Information Officers through the various requirements to be met, as well as accessible on site in hard copy for any interested parties wanting to view our manual and processes. We ensure records are secure, customer satisfaction, continual improvement in reviewing the manual continuously at a minimum annually.

3. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to:

3.1 Establish the categories of records held by PRETORIA VERVOERKONSULTANTE PTY LTD which are available without a person having to submit a formal PAIA request;

3.2 Ensures a sufficient understanding of how to make a request for access to a record of PRETORIA VERVOERKONSULTANTE PTY LTD, by providing a description of the subjects on which the body holds records and the categories of records held on each subject.

3.3 Know the description of the records of PRETORIA VERVOERKONSULTANTE PTY LTD which are available in accordance with any other legislation;

3.4 Access to the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;

3.5 Know if the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;

3.6 Understand whether PRETORIA VERVOERKONSULTANTE PTY LTD will process personal information, the purpose of the processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;

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3.7 Know the description of the categories of data subjects and of the information or categories of information relating thereto;

3.8 Know the recipients or categories of recipients to whom the personal information may be supplied;

3.9 Understand if PRETORIA VERVOERKONSULTANTE PTY LTD plans to transfer or process personal information outside of the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied and;

3.10 Know whether PRETORIA VERVOERKONSULTANTE PTY LTD has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is processed.

4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF PRETORIA VERVOERKONSULTANTE PTY LTD

4.1 INFORMATION OFFICER

C M M (Magda) Hattingh is the duly authorized person and is head of The Company therefore in terms of PAIA is the Information Officer:

NAME: Pretoria Vervoerkonsultante Pty Ltd
TELEPHONE NUMBER: 012-333-0341/45/47
FAX NUMBER: 012-333-0353/54/56
EMAIL ADDRESS: magdanh@mweb.co.za

4.2 DEPUTY INFORMATION OFFICER & ACCESS TO INFORMATION CONTACT

…… has been appointed and duly authorised as The Deputy Information Officer.

NAME: …….
TELEPHONE NUMBER: ……
FAX NUMBER : …….
EMAIL ADDRESS: ……

The duly authorised responsibilities/duties of both Information Officer and Deputy Information Officer are documented in the required appointment letters.

4.3 HEAD OFFICE

POSTAL ADDRESS P O Box 32319, Totiusdal. 0134
PHYSICAL ADDRESS 42 Eland Street, Koedoespoort, Pretoria, 0186
TELEPHONE NUMBER: 012-333-0341/45/47
FAX NUMBER : 012-333-0353/54/56
EMAIL: magdanh@mweb.co.za
WEBSITE: www.pretoriavervoerkonsultante.co.za

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5. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE REGULATORS PAIA GUIDE

5.1 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.

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

5.3 The aforesaid Guide contains the description of-
The objects of PAIA and POPIA;

5.3.1 The objects of PAIA and POPIA

5.3.2 The postal and street address, phone and fax number and, if available, electronic mail address of-

5.3.2.1 The Information Officer of every public body, and

5.3.2.2 Every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA[1] and section 56 of POPIA[2];

5.3.3 The manner and form of a request for-

5.3.3.1 Access to a record of a public body contemplated in section 11[3]; and

5.3.3.2 Access to a record of a private body contemplated in section 50[4];

5.3.4 The assistance available from the IO of a public body in terms of PAIA and POPIA;

5.3.5 The assistance available from the Regulator in terms of PAIA and POPIA;

5.3.6 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-

5.3.6.1 An internal appeal;

5.3.6.2 A complaint to the Regulator; and

5.3.6.3 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;

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[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.

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5.3.7 The provisions of sections 14[5] and 51[6] requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

5.3.8 The provisions of sections 15[7] and 52[8] providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

5.3.9 The notices issued in terms of sections 22[9] and 54[10] regarding fees to be paid in relation to requests for access; and

5.3.10 The regulations made in terms of section 92[11].

5.4 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.

5.5 The Guide can also be obtained-

5.5.1 Upon request to the Information Officer;

5.5.2 From the website of the Regulator *www.justice.gov.za/inforeg/docs/misc/PAIA-Guide-English_20210905.pdf*

5.5.3 The guide can also be requested in the language of your choice at *www.justice.gov.za/inforeg/docs/forms/InfoRegSA-PAIA-Form01-Reg2.pdf*

5.6 A hard copy of this Guide is available in English, for public inspection during office hours.

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[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."

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6. CATEGORIES OF RECORDS OF PRETORIA VERVOERKONSULTANTE PTY LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS.

Category of records	Types of the Record	Available on Website	Available upon request
Marketing	Brochure		X
	Company Profile		X
	Website	X	
	Public Relations		X
Sales	Services price list		X
	Contact Details	X	X
Financial	Tax Clearance		X
Industrial Relations	BBBEE Certificate	X	X

7. DESCRIPTION OF THE RECORDS OF PRETORIA VERVOERKONSULTANTE PTY LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION.

Category of Records	Applicable Legislation
PAIA Manual	Promotion of Access to Information Act 2 of 2000
POPIA Manual	Protection of Personal Information Act 4 of 2013
BBBEE Certificate	Broad-Based Black Economic Empowerment Act, 2003 (as amended);
SARS Tax Clearance	The Tax Administration **Act** 28 of 2011 ("the TAA")
Safety File	Occupational Health and Safety Act No 85 of 1993
COIDA Membership	The Compensation for Occupational Injuries and Diseases Act 130 of 1993

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8. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY PRETORIA VERVOERKONSULTANTE PTY LTD.

Subjects on which the body holds records	Categories of records
Strategic Documents, Plans, Proposals	- Annual Reports - Business Plan - Strategic Plan - Annual Performance Plan.
Human Resources	- HR Policies and Procedures - Advertised posts - Employees records & Payroll - Skills Development and annual reports - Training certificates - Employment equity reports - Medical certificates - COIDA and Incident reports
Customers/Clients	- Client personal information - Client Applications - Client correspondence - Quotations
Suppliers & External Service Providers	- Suppliers price list - Contact information - SLA's (Agent Agreements) - Contract Agreements
Financials	- Invoicing - Statements - Vat and taxes - Credit applications - Financial Reports and budgets - Payroll, UIF and SDL - Insurance and Assurance
Occupational Health and Safety	- Safety File - COIDA
POPIA	- POPIA Procedure and documentation
PAIA	- PAIA Procedure and documentation

9. PROCESSING OF PERSONAL INFORMATION

9.1 Purpose of Processing Personal Information

The following personal information is processed in our organization:

a) Staff Records – to comply with Labour Relations Act, Basic Conditions of Employment Act, Skills Development Act, Employment Equity Act, The Compensation for Occupational Injuries and Diseases Act 130 of 1993 and also to establish an employment, contractual agreement, staff development, staff administration and job applications.

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b) Client information- to establish transactional, and/or credit agreements, information and receiving and investigations of complaints.
c) Suppliers and External Service Provides- to establish a contractual agreement.
d) Visitors to premises for COVID traceability purposes.

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

Categories of Data Subjects	Personal Information that may be processed
Clients	Name of contact person, name of entity (where applicable), telephone and cellular numbers, fax, email addresses, name of directors/members/shareholders (where applicable), identity numbers physical and postal address of entity, founding documents & registration numbers (where applicable), vat related information (where applicable), banking particulars for debit order purposes, authorised signatories, credit status, complaints and incident reports
Suppliers and External Service Providers (Agents)	Contact person, names of directors/members/shareholders, registration number, tax clearance, COIDA certificate, Vat numbers, address, contact details including email address, bank details, black economic empowerment status (BBBEE), product information and qualifications
Employees	Name, address, next of kin, identity numbers, age, race, gender, home address and contact details, driver's license, bank details, qualifications, medical certificates and well-being, criminal record, references and Curriculum Vitae.

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

9.3.1 Personal information will be shared with the data subject of which relates to their own personal Information.

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied by PRETORIA VERVOERKONSULTANTE PTY LTD
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureau
BBBEE	Operator assisting the Company
Health and Safety Manuals/Files Medicals, and health and safety required certificates of Company and staff	Department of Labour (DOL)

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Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied by PRETORIA VERVOERKONSULTANTE PTY LTD
Employee Training- Workplace Skills Plans, Annual Training Reports, and employment equity	SETA, DOL
Major Workplace Incidents	Department of Labour and COIDA
Financials	Auditing
Administration of Provident, Pension Funds and Medical Aids	Insurance Company
Insurance and Public Liability	Insurance Company
Sending emails	Client job requirements and correspondence
Website, storage and back-ups	ICT

9.4 Planned transborder flows of personal information

Our Companies personal details are supplied transborder for purchasing purposes for product-specific and client requirements.

9.5 Information Security Measures implemented by the responsible party to ensure the confidentiality, integrity and availability of PRETORIA VERVOERKONSULTANTE PTY LTD

All soft copies are kept internally on an internal server, backed up by password-protected one drive/google drive, utilising approved antivirus and anti-malware solutions, regular backups are performed and hard copies are kept in fireproof lockable cabinets, and the key is only held by the Information Officer.

10. FORMAL REQUEST FOR ACCESS TO A RECORD (Formal PAIA request for documentation)

PRETORIA VERVOERKONSULTANTE PTY LTD has developed an access to information procedure to formalise the request for information and record process.

As prescribed by the Information Regulator form 2 is to be documented by the requester of the record and supplied to the private body (PRETORIA VERVOERKONSULTANTE PTY LTD).

Form 2 is downloadable on:
https://www.justice.gov.za/inforeg/docs/forms/InfoRegSA-PAIA-Form02-Reg7.pdf
It is also available in this PAIA Manual on below page 15.
Address your request to the Information Officer or Information Officer as indicated on page 7 of this PAIA manual.

10.1 Provide sufficient details to enable the Company to identify:

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a) The record(s) requested.
b) The requester (and if an agent is lodging the request, proof of capacity, etc.).
c) The form of access required.
d) (i) The post address or fax number of the requester in the Republic;
   (ii) If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
e) The right in which the requester is seeking to exercise or protect with an explanation of the reason, the record is required to exercise or protect the right.

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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

_____
_____
_____
_____

(Address)

E-mail address: _____

Fax number: _____

*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 *(if applicable):*				
Identity Number				
Postal Address				

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Street Address				
E-mail Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			

PARTICULARS OF RECORD REQUESTED

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.)*

Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	

TYPE OF RECORD

*(Mark the applicable box with an "**X**")*

Record is in written or printed form	
Record comprises virtual images *(this includes PRETORIA VERVOERKONSULTANTE PTY LTD's photographs, video recordings, computer-generated images, sketches, etc.)*	
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	

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FORM OF ACCESS *(Mark the applicable box with an "**X**")*	
Printed copy of record *(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)*	
Written or printed transcription of virtual images *(this includes PRETORIA VERVOERKONSULTANTE PTY LTD's photographs, video recordings, computer-generated images, sketches, etc)*	
Transcription of soundtrack *(written or printed document)*	
Copy of record on flash drive *(including virtual images and soundtracks)*	
Copy of record on compact disc drive*(including virtual images and soundtracks)*	
Copy of record saved on cloud storage server	

MANNER OF ACCESS *(Mark the applicable box with an "**X**")*	
Personal inspection of record at registered address of public/private body *(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)*	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format *(including transcriptions)*	
E-mail of information *(including soundtracks if possible)*	
Cloud share/file transfer	
Preferred language *(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)*	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

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.

Indicate which right is to be exercised or protected	

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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 _____ this _____ day of _____ 20 _____

_____

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

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11. PRESCRIBED FEES

The following applies to requests (other than personal requests) for both Public and Private Bodies, PRETORIA VERVOERKONSULTANTE PTY LTD Prescribed fees are set out by Private Body fees.

Fees in Respect of Public Bodies

	Description	***Amount***
1.	The request fee payable by every requester	*R100.00*
2.	Photocopy of A4-size page	*R1.50 per page or part thereof*
3.	Printed copy of A4-size page	*R1.50 per page or part thereof*
4.	For a copy in a computer-readable form on: (i) Flash drive (to be provided by requestor) (ii) Compact disc • If provided by requestor • If provided to the requestor	 *R40.00* *R40.00* *R60.00*
5.	For a transcription of visual images per A4-size page	*Service to be outsources. Will depend on quotation from Service provider*
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	*R24.00*
8.	Copy of an audio record on: (i) Flash drive (to be provided by requestor) (ii) Compact disc • If provided by requestor • If provided to the requestor	 *R40.00* *R40.00* *R60.00*
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	*R100.00* *R300.00*
10.	Deposit: If search exceeds 6 hours	*One third of amount per request calculated in terms of item 2 to 8*
11	Postage, e-mail or any other electronic transfer	*Actual Expense, if any*

Fees in Respect of Private Bodies

	Description	***Amount***
1.	The request fee payable by every requester	*R140.00*
2.	Photocopy of A4-size page	*R2.00 per page or part thereof*
3.	Printed copy of A4-size page	*R2.00 per page or part thereof*
4.	For a copy in a computer-readable form on: (i) Flash drive (to be provided by requestor) (ii) Compact disc • If provided by requestor • If provided to the requestor	 *R40.00* *R40.00* *R60.00*
5.	For a transcription of visual images per A4-size page	*Service to be outsources. Will depend on quotation from Service provider*
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	*R24.00*
8.	Copy of an audio record on: (i) Flash drive (to be provided by requestor) (ii) Compact disc • If provided by requestor • If provided to the requestor	 *R40.00* *R40.00* *R60.00*
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	*R145.00* *R435.00*
10.	Deposit: If search exceeds 6 hours	*One third of amount per request calculated in terms of item 2 to 8*
11	Postage, e-mail or any other electronic transfer	*Actual Expense, if any*

11.1 A requestor is required to pay the prescribed fee before a request will be processed.

11.2 If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid of not more than one-third of the access fee which would be payable if the request were granted).

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11.3 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit.

11.4 Records may be withheld until the fees have been paid.

12. ACCESS TO INFORMATION PROCESS

Once the form 2 requested information is received it is documented in the requested information register and a Management meeting will be held which will include an agenda, date, time and place of meeting, minutes of the meeting is documented on the outcomes of the decision, based on the decision the requester is notified in writing of the decision (based on what grounds of refusal or grant the requested information), following the access to information procedure.

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Doc No: PAF003

Access to Information Flow chart



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A documented master document/record index is documented including the retention period of these documents.

PAIA Management System

Reference No.	PAIA Clause	TITLE & DESCRIPTION
PAM001	50/51	PAIA Manual

Procedures

Reference No.	PAIA Clause	TITLE & DESCRIPTION
PAP001	55-73	Access to Information Procedure

Flow Chart & Forms/Records

Reference No.	PAIA Clause	TITLE & DESCRIPTION
Form 2/Page 15 of PAIA Manual	53/7	Request for Access to a Record
Form 5	10	Complaint form to Regulator downloadable https://www.justice.gov.za/inforeg/
PAF006	55-73	Master Document/Record Index & Retention
IO1001-1	51/10	Letter of Appointment IO
DIO1001-1		Letter of Appointment DIO
External/Page 19 of PAIA Manual	54	Fees prescribed refer page 18
PAF003	55-73	Access to Information Flow Chart
PAF004	55-73	Requested Information Register
PAF005	55-73	Minutes of Meeting relating to PAIA
External		Information Regulator PAIA Guide

13. AVAILABILITY OF PRETORIA VERVOERKONSULTANTE PTY LTD PAIA MANUAL

13.1 A copy of the Manual is available-

13.1.1 On the website at www.pretoriavervoerkonsultante.co.za;

13.1.2 At offices of PRETORIA VERVOERKONSULTANTE PTY LTD for public inspection during normal business hours;

13.1.3 To any person upon request and upon the payment of a reasonable prescribed fee; And

13.1.4 To the Information Regulator upon request.

13.2 A fee for a copy of the Manual, as contemplated by page 18 of this PAIA Manual (Annexure B of the Regulations/prescribed fees), shall be payable per each A4-size photocopy made.

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14. UPDATING OF PRETORIA VERVOERKONSULTANTE PTY LTD PAIA MANUAL

The head of PRETORIA VERVOERKONSULTANTE PTY LTD will regularly update this manual, at a minimum, annually.

Issued by

CATHERINA MARIA MAGDALENA HATTINGH

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Authorised person name and title.

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