



government
printing

Department:
Government Printing Works
REPUBLIC OF SOUTH AFRICA

MANUAL IN TERMS OF SECTION 14 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000

Government Printing Works

Public Web Project

Version 1.1



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1. The Promotion of Access to Information Act

The Promotion of Access to Information Act, 2 of 2002 (PAIA / Act) was legislated to give effect to the constitutional right of access to information held by the state or by any other person, where such information is required for the exercise or protection of a right.

2. Introduction

The Government Printing Works (GPW), a “public body” under paragraph (b)(ii) of the definition of section 1 of the Act, is bound to give effect to the purposes of this legislation and to process a request made in terms of the Act.

The Act requires GPW to compile a manual that provides information on the categories of records it holds. This English version of the GPW Promotion of Access to Information Manual (Manual) exists to comply with this requirement and explain how a request for access to information should be made.

3. The South African Human Rights Commission

The South African Human Rights Commission (SAHRC), established in terms of section 18(b) of the Constitution of South Africa 1996, is the national institution established to entrench constitutional democracy and appointed to administer the Act.

Should you require further information regarding PAIA and / or wish to contact the SAHRC please visit the Commission’s website at <http://www.sahrc.org.za>.

4. Requirements in Terms of Section 14 of the Act

Structure and functions – PAIA section 14(1)(a)

In accordance with Schedule 3 of the Public Service Act, 1994, as amended, Section 7(5)(c), the GPW is classified as a government component. The Department of Home Affairs is the Principal National Department of GPW.

In accordance with the definition of “information officer” in PAIA and Schedule 3 of the Public Service Act, the GPW Information Officer is the Chief Executive Officer of GPW.

GPW is a South African security-printing specialist that deals with the printing of passports, visas, birth certificates, smart card identification documents and examination materials, as well as government stationery and publications. GPW also functions as the publisher and editor of the South African Government Gazette and uses its additional capacity to print non-security printed matter such as posters, annual reports, brochures and high volume standard forms that are used by government departments for administration purposes.



The main business of GPW is to provide goods and services to:

- South African Government Departments, Provincial Institutions and Local Authorities;
- Consumers;
- Non-consumers; and
- Various international natural and juristic persons and governments.

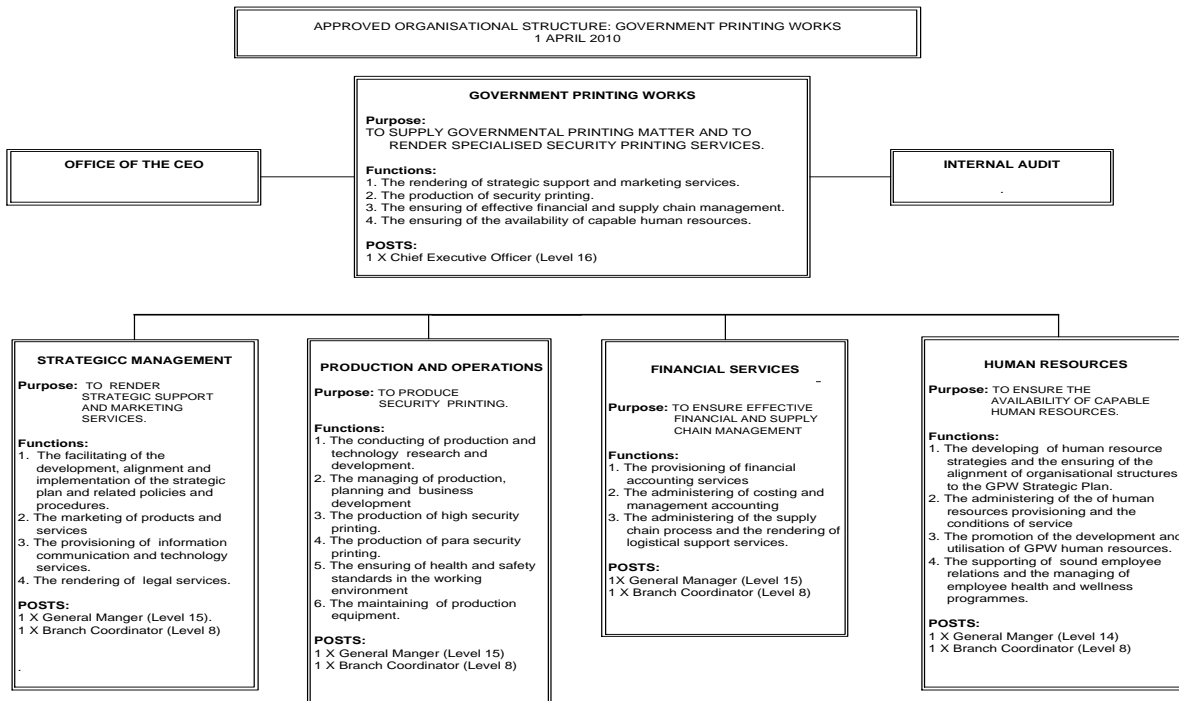
GPW's mission is:

- To provide cost effective and timely security-printing and related services to National Departments, Provincial Institutions and the various agencies of Government of the Republic of South Africa, the creating, replicating and disseminating of Government information products; and
- To provide the public with equitable, timely and reliable access to such information.

GPW's vision is:

- To distinguish itself towards being the Government's printer of preference.

Structure of GPW





Contact Details – PAIA section 14(1)(b)

The Information Officer of GPW is:

GPW Information Officer appointed in terms of PAIA	
Name (Chief Executive Officer who is also the 'Government Printer')	Prof. Mbewu
Physical Address	149 Bosman Street Pretoria 0002
Postal Address	Private Bag X 85 Pretoria 0001
Phone Number	+27(0)12 334 4500
Fax Number	+27(0) 12 323 0009
Email Address	webmaster@qpwonline.co.za webmaster@qpw.gov.za

The Chief Executive Officer, appointed Information Officer in terms of PAIA, has duly authorised the person below to act as Deputy Information Officer to ensure that the requirements of the Act are administered in a fair, objective and unbiased manner.

Authorised Deputy Information Officer	
Name	Prof. Mbewu
Physical Address	149 Bosman Street Pretoria 0002
Postal Address	Private Bag X 85 Pretoria 0001
Phone Number	+27(0)12 334 4500
Fax Number	+27(0)12 323 0009
Email Address	webmaster@qpwonline.co.za webmaster@qpw.gov.za



The Section 10 Guide – PAIA section 14(1)(c)

In accordance with section 10 of the Act, the South African Human Rights Commission has compiled a guide on the use of PAIA. This guide is available from the South African Human Rights Commission. Contact details are provided below.

South African Human Rights Commission	
Physical Address (Commission's Head Office and Gauteng Provincial Office)	2 nd Floor, Braampark Forum 3 33 Hoofd Street Braamfontein
Phone Numbers	
Commission's Head Office	+27(0)11 877 3600
Gauteng Provincial Office	+27(0)11 877 3750
Email Address	PAIA@sahrc.org.za
Website	www.sahrc.org.za

How to request access to information or records from GPW - PAIA section 14 (1)(d)

The person requesting access to information (Requester) must use the prescribed form (Form A below) to make the request.

The request must be addressed to the Deputy Information Officer, using the contact details provided in above.

The Requester must provide sufficient information on the request form to enable the Deputy Information Officer to identify the information requested.

The Requester should choose the preferred form of access (view, obtain a copy, paper or electronic format etc.) and language for the provision of the information as well as state other preferences provided for on the request form.

In the event of a Requester making a request on behalf of another person, the Requester must submit proof of the capacity in which the request is made.

Where access to information has been granted, the Requester must pay an access fee for the reproduction, location, preparation of copies or transcripts of the information and for time reasonably required in excess of the prescribed hours estimated in the Act for these purposes, in order to disclose the information.

The Deputy Information Officer will inform the Requester of his decision to grant or refuse access to the information requested within thirty (30) days following receipt of the request.



In the event that a request for information involves a third party, the Deputy Information Officer may extend the thirty day period mentioned above, by up to but not exceeding a further thirty (30) days in order to give a third party the chance to make representations.

In the event that GPW refuses a Requester access to information, the Requester may approach a competent court to compel GPW to grant access.

Grounds for Refusal of Access to Records – PAIA Part 1 Chapter 4

The Deputy Information Officer *may*, and in some circumstances *must*, refuse a request for information if that information relates to the:

- Protection of the privacy of a third party who is a natural person, even if deceased;
- Protection of certain records of the South African Revenue Services;
- Protection of the commercial information of a third party;
- Protection of the confidential information of third parties, supplied in confidence or protected in terms of an agreement;
- Protection of the safety of individuals and property;
- Protection of police dockets in bail proceedings and law enforcement and legal proceedings;
- Protection of records privileged from production in legal proceedings;
- Protection of records reasonably expected to cause prejudice to the defence, security and international relations of the Republic of South Africa;
- Protection of records relating to the economic interests and the financial welfare of the Republic of South Africa and the commercial interests of public bodies and GPW;
- Protection of research information of a third party, including a public body and GPW;
- Protection of the operations of public bodies and GPW; and
- Manifestly frivolous or vexatious requests or those that would result in a substantial and unreasonable diversion of resources.

The subjects of the records held by GPW and the categories in which these subjects are *not* readily available without a request – PAIA Section 14(1)(d)

Governance, organisation and control

- GPW governance;
- Personal correspondence to or from the Government Printer;
- Appraisal for outstanding work;
- Visits to GPW;
- Work and / or project progress reports;



- Security arrangements and civil protection;
- Unauthorised actions and incidents;
- Record control;
- Rationalisation;
- Departmental manuals; and
- Privatisation and de-regulation.

Finance

- Budget;
- Financial accounting;
- Expenditure;
- Revenue;
- Authorisations;
- Standard stock and financial matters;
- Operations control;
- Publications and financial matters; and
- Financial returns and statistics.

Accommodation

- Head Office, Pretoria; and
- Cape Town office.

Auxiliary services

- Government vehicle transport (trucks, tow-motors, cars. Travelling falls under human resources, below);
- Furniture and equipment;
- Library;
- Post office;
- Welfare, ambulance services and hygiene;
- Refreshment, recreation and municipal services (fire brigade, traffic issues).

Procurement

- Procurement procedures;
- Tender board;



- Tender conditions;
- Securities and suppliers;
- Late deliveries;
- Customs clearing documentation;
- South African Bureau of Standards (SABS) and CKS specifications;
- Testing and inspections;
- Tender enquiries and information;
- Letter quotations; and
- Indent purchases (case files sequentially numbered).

Stock control and inventory

- Standard stock and regulations;
- Inspection, statement verification and reports;
- Catalogues and amendments;
- Delivery arrangements and times;
- Inventory files and capital items;
- Boards of enquiry; and
- Disposal of obsolete items (machinery, equipment, scrap metal etc.)

Meetings, boards, committees and other bodies

- Internal committees (excluding merit assessment and staff advisory committees);
- External committees and boards; and
- Institutions, congresses and conferences;

Reports, submissions, information and publicity (this index refers only to reports etc. not already included in any of the other main indexes)

- Information; and
- Publicity.

Terminology and production

- Machinery, equipment and production;
- Page layout style;
- Technical advice;
- In-house printing facilities; and



- Spoiled printed matter.

Printing and related services

- Government institutions other than central government departments;
- Non-government institutions; and
- Central government departments.

Contract printing

- Enquiries and information
- Period / term contracts (case files sequentially numbered); and
- Ad hoc contracts (case files sequentially numbered);

Departmental forms and face value documents

- Departmental forms; and
- Face value forms.

Stationery

- Deliveries by rail and other suppliers;
- Despatch of stationery;
- Public enquiries;
- Government department enquiries;
- New stock items; and
- New stock items and enquiries from government departments.

Publications

- Copyright administration;
- Information and enquiries;
- Government publications;
- Enquiries and orders from members of the public;
- Enquiries and orders from international customers; and
- Enquiries and orders from government departments and official institutions.

Advertisements

- Tariffs; and
- Publications:



- Government Gazettes, Government Notices;
- Government Gazettes, private legal notices;
- Patent journal; and
- State tender bulletin.

Case files

- Various tender files sequentially numbered.

Restricted files

- These files contain confidential information provided by the public to the Government Printer; and
- Files classified as such in terms of the Minimum Information Security Standard.

Human resource records

Human resource management maintains a separate filing system for GPW's human resource records:

- Legislation and procedures;
- Posts controls;
- Conditions of service and service benefits;
- Staff recruitment and losses;
- Training;
- Personnel evaluations and promotions;
- Horizontal mobility;
- Personnel control;
- Financial matters;
- Record control;
- Accommodation, supplies, services and security measures;
- Journeys and transport;
- Domestic matters;
- Reports, returns, statistics and information; and
- Computerisation matters.

The subjects of the records held by GPW and the categories in which these subjects *are* readily available without a request - PAIA section 14(1)(e)



Records that are automatically available to the public are records of GPW lodged in terms of government requirements with various statutory bodies, records in the booklets and pamphlets published by GPW and records available on GPW's website.

Free publications

- Stationary catalogue;
- Publications catalogue; and
- Tender documents related to tenders published by GPW in the State Tender Bulletin.

Copies of these are available via on <http://www.gpw.gov.za> and <http://www.gpwonline.co.za>

Priced publications

- Government Gazettes;
- Bills and Hansard Reports;
- Provincial Gazettes;
- Tender Bulletins;
- Patent Journals; and
- Monthly abstracts of trade statistics.

Copies of these are available at the selling prices indicated in the various catalogues available on <http://www.gpw.gov.za> and <http://www.gpwonline.co.za> and subject to the terms and conditions of use published on these websites from time to time.

Services that GPW provides to the public and how to gain access to them - PAIA section 14(1)(f)

- The functions of GPW recorded above are such that its customers are mainly government entities and legal organisations. GPW does not deliver printing services to the general public, although copies of some publications are freely available to the public and can be purchased at Publications.

In addition to the services recorded above, GPW is designated by regulation under the Copyright Act, 98 of 1978 to administer copyright pertaining to all government-owned publications.

Contacts for the various GPW services are published on the GPW Websites at:

<http://www.gpw.gov.za> and <http://www.gpwonline.co.za>

Strategic level

- At strategic policy level GPW engages with other government institutions or organisations in drawing up a shared perspective on the development of printed matter and the facilities required to produce such printed matter.

Arrangements allowing involvement in the formulation of policy and performance of functions - PAIA section 14(1)(g)

Legislative level

- After drafting of legislation, Bills are published for open comment by the public prior to promulgation.

Annual report

- GPW's annual report is submitted to parliament and is available to the public.

General

- Any member of the public may write to the Minister of Home Affairs and / or the Government Printer to make enquiries and / or recommendations.

Remedies available to the public in respect of an act or failure to act by GPW - PAIA section 14(1)(h)

In accordance with the provisions of PAIA, the public has the following remedies in respect of an act by or failure to act by GPW:

- Internal appeal (Form B below) against decisions of the Deputy Information Officer in accordance with sections 74 – 77 of the Act; and
- Approach to a competent court in accordance with sections 78 – 82 of the Act.

In addition to the remedies listed above, members of the public whose rights have been adversely affected by administrative decisions of GPW, may seek redress in terms of the Promotion of Administrative Justice Act, 3 of 2000.

Other Information as may be prescribed - Section 14(1)(i)

- No information has been prescribed in terms of this section.

Availability of the Manual - Section 14(3)



This manual has been made available to the Human Rights Commission in accordance with paragraph 4(1) of the Regulations under PAIA. It is also available at <http://www.gpw.gov.za> and <http://www.gpwonline.co.za>

Prescribed Fees in respect of Public Bodies

- The following fees have been prescribed in the Regulations under PAIA and must be paid by a Requester before the GPW Deputy Information Officer can make any record available.
- The fee for the copy of the guide as contemplated in regulations 2(3)(b) and 3(4)(c) is R0.60 for every photocopy of an A4-size page or part thereof.
- 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.
- The fees for reproduction referred to in regulation 7(1) are as follows:

1. For every photocopy of an A4-size page or part thereof	R0.60
2. For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	R0.40
3. For a copy in a computer-readable form on: 3.1. Stiffy disc 3.2. Compact disc	R5.00 R40.00
4. For a transcription of visual images: 4.1. For an A4-size page or part thereof 4.2. For a copy of visual images	R22.00 R60.00
5. For a transcription of an audio record: 5.1. For an A4-size page or part thereof 5.2. For a copy of an audio record	R12.00 R17.00

The request fee payable by a Requester, other than a personal Requester, referred to in regulation 7(2) is R35.00.

The access fees payable by a Requester referred to in regulation 7(3) are as follows:

1. For every photocopy of an A4-size page or part thereof	R0.40
2. For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	R0.40
3. For a copy in a computer-readable form on: 3.1. Stiffy disc 3.2. Compact disc	R5.00 R40.00
4. For a transcription of visual images: 4.1. For an A4-size page or part thereof 4.2. For a copy of visual images	R22.00



	R60.00
5. For a transcription of an audio record;	
5.1. For an A4-size page or part thereof	R12.00
5.2. For a copy of an audio record	R17.00
6. To search for and prepare the record for disclosure, for each hour or part of an hour reasonably required for such search and preparation	R15.00

For purposes of section 22(2) of the Act, the following applies:

Six hours as the hours to be exceed before a deposit is payable; and

One third of the access fee is payable as a deposit by the Requester.

The actual postage is payable when a copy of a record must be posted to a Requester.

Prescribed Form

The following Form A has been prescribed in Regulation 6 passed in terms of the Act and should be completed by a Requester who wants access to the records of a public body.



5. FORM A

REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY

Section 18(1) of the Promotion of Access to Information Act, 2 of 2000

[Regulation 6]

FOR DEPARTMENT USE

Reference number: _____

Request received by: _____

(state rank, name and surname of 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 Deputy Information Officer:



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 the 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.

1. Description of record or relevant part of the record: _____

2. Reference number, if available: _____

3. Any further particulars of record: _____

E. Fees

(a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.

(b) You will be notified of the amount required to be paid as the request fee.

(c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.

(d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

F. Form of access to record



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: _____

Mark the appropriate box with an X.



NOTES:

(a) Compliance with your request for access in the specified form may depend on the form in which the record is available.

(b) Access in the form requested may be refused in certain circumstances. In such case you will be informed if access will be granted in another form.

(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

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

	Copy of record*		Inspection of record
--	------------------------	--	-----------------------------

2. If the record consists of visual images

(this includes photographs, slide, video recordings, computer – generated images, sketches etc.):

view the images copy of the images* transcription of the images*

	View the images		Copy of the images*		Transcription of the images*
--	-----------------	--	---------------------	--	------------------------------

3. If the record consists of recorded words or information which can be reproduced in sound:

Listen to the soundtrack (audio cassette) Transcription of soundtrack* (written or printed document)

	Listen to the sound track (audio)		Transcription of the soundtrack* (written or printed document)
--	-----------------------------------	--	--



4. If the record is held on a computer or in an electronic or machine readable form:

	printed copy of record*		printed copy of information derived from the record*		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.

Yes No

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

In which language would you prefer the record?

G. Notice of decision regarding request for access

You will be notified in writing (this includes by email) 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 / PERSON ON WHOSE BEHALF REQUEST IS MADE



6. FORM B

NOTICE OF INTERNAL APPEAL

(Section 75 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

Section 18(1) of the Promotion of Access to Information Act, 2 of 2000

[Regulation 8]

STATE YOUR REFERENCE NUMBER: _____

A. Particulars of public body

The Deputy Information Officer:

B. Particulars of Requester/third party who lodges the internal appeal

(a) The particulars of the person who lodges the internal appeal must be given below.

(b) Proof of the capacity in which appeal is lodged, if applicable, must be attached.

(c) If the appellant is a third person and not the person who originally requested the information, the particulars of the Requester must be given at C below.

Full names and surname: _____

Identity number: _____

Postal Address: _____



Fax Number: _____

Telephone number: _____

Email Address: _____

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

C. Particulars of Requester

This section must be completed ONLY if a third party (other than the Requester) lodges the internal appeal.

Full names and surname: _____

Identity number: _____

D. The decision against which the internal appeal is lodged

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

	Refusal of request for access
	Decision regarding fees prescribed in terms of section 22 of the Act
	Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act
	Decision in terms of section 29(3) of the Act to refuse access in the form requested by the Requester
	Decision to grant request for access



F. Notice of decision on appeal

You will be notified in writing (this includes email) 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 / PERSON ON WHOSE BEHALF REQUEST IS MADE



FOR DEPARTMENTAL USE

OFFICIAL RECORD OF INTERNAL APPEAL _____

Appeal received on _____ (date)
by _____

(state rank, name and surname of Deputy Information Officer).

Appeal accompanied by the reasons for the information officer's/deputy information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the Deputy Information Officer on (date) to the relevant authority.

OUTCOME OF APPEAL _____

DECISION OF DEPUTY INFORMATION OFFICER CONFIRMED/NEW DECISION SUBSTITUTED NEW DECISION:

DATE _____

RELEVANT AUTHORITY _____

RECEIVED BY THE DEPUTY INFORMATION OFFICER FROM THE RELEVANT AUTHORITY ON _____ (date)