



*Auditing to build public confidence*

A U D I T O R - G E N E R A L  
S O U T H A F R I C A

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## Auditor-General of South Africa

### Promotion of Access to Information Act (PAIA) manual (2013)

Prepared in terms of section 14 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (PAIA)

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## 1. INTRODUCTION

- 1.1 The right of access to information is entrenched in section 32 of the Constitution of the Republic of South Africa. Section 32 provides that everyone has the right of access to any information held by the state or held by any other person, which is to be used for the protection or exercise of any right. The PAIA is the law that gives effect to section 32 of the Constitution. This act is regulated by the South African Human Rights Commission (SAHRC), was approved by Parliament on 2 February 2000 and came into effect on 9 March 2001.
- 1.2 The purpose of the act is to promote transparency, accountability and good governance by empowering and educating the public to:  
  

<sup>35</sup><sub>17</sub> understand and exercise their rights  
<sup>35</sup><sub>17</sub> understand the functions and operations of public bodies  
<sup>35</sup><sub>17</sub> effectively scrutinise and participate in decision-making by public bodies that affects their rights.
- 1.3 According to the act, any person can demand records from public and private bodies without giving a reason. Public and private bodies currently have 30 days to respond (reduced from 60 days before March 2003 and 90 days before March 2002) to the request.
- 1.4 Organisations are required to compile a manual to serve both as an index of records held by public bodies and as a guide for requesters. The manual describes the procedure to be followed when requesting records. Section 32 of the PAIA requires every information officer to submit annually (reporting period 1 April – 31 March) a report on certain statistics relating to the PAIA and submit it to the SAHRC outlining the number of requests made and how they were dealt with.
- 1.5 The AGSA embraces this opportunity to incorporate the act's guidelines into its policies and procedures not only from a legal standpoint, but also as an opportunity to encourage open communication in the organisation. To help us comply, a process for handling requests within the AGSA is explained in the manual.
- 1.6 Forms for requests are attached in appendix A of this manual.
- 1.7 The AGSA's approved file plan can be consulted as an index when requesting information from the organisation.
- 1.8 This manual is published in accordance with section 14 of the PAIA. It contains a description of the structure, functions and services of the AGSA and the availability of its records as a public body.

## 2. PURPOSE

The purpose of this manual is to:



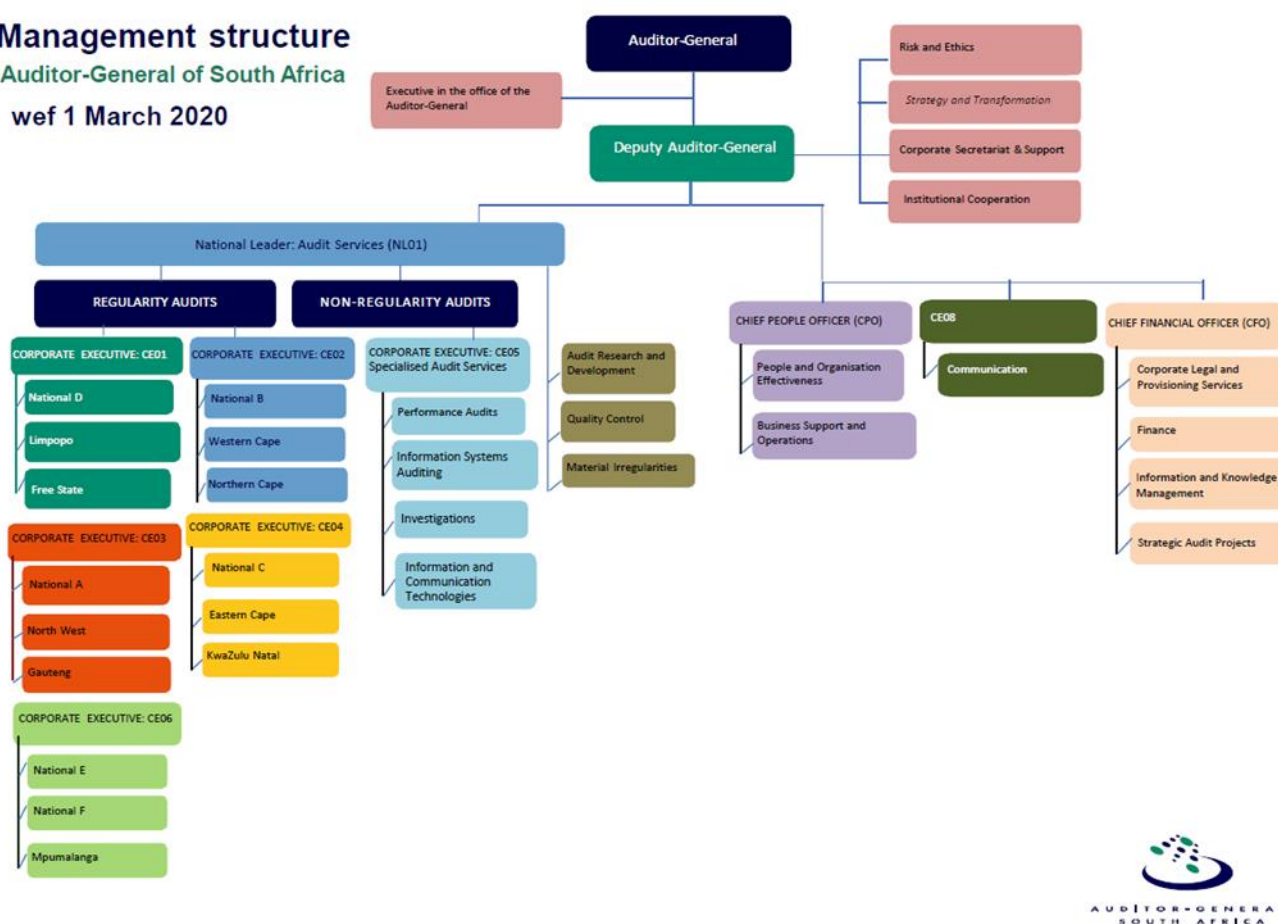
- 2.1 identify the structure and functions of the AGSA and describe the organisation's records system in order to facilitate the implementation of the PAIA
- 2.2 inform a person on how to obtain access to records held by the AGSA, thereby giving effect to section 14 of the PAIA.

### 3. THE STRUCTURE, FUNCTIONS AND SERVICES OF THE AGSA

#### Management structure

Auditor-General of South Africa

wef 1 March 2020



#### 3.1 Legislative mandate

The AGSA has a constitutional mandate and as the Supreme Audit Institution (SAI) of South Africa, it exists to strengthen our country's democracy by enabling oversight, accountability and governance in the public sector, thereby building public confidence. The role of the AGSA is defined in section 188 of the Constitution. The Constitution stipulates that the AGSA is the external auditor of all national and provincial state departments and administrations, all municipalities and any other institution or accounting entity required by national or provincial legislation to be audited by the AGSA. Section 188 of the Constitution places a specific responsibility on the AGSA, namely to audit and report on the accounts, financial statements and financial management of

- a) all national and provincial state departments and administrations
- b) all municipalities

- c) any other institution or accounting entity required by national or provincial legislation to be audited by the auditor-general (AG).

The Constitution further allows the AGSA to audit and report on the accounts, financial statements and financial management of:

- a) any institution funded from the National Revenue Fund or a provincial revenue fund or by a municipality
- b) any institution that is authorised in terms of any law to receive money for a public purpose.

In addition to the requirements of the Constitution, the AGSA shall, among others, perform the duties specified in the Public Audit Act, 2004 (Act No. 25 of 2004) (PAA). In terms of section 13(3)(b) of the PAA, the AGSA may issue directives on the standards for audits. These directives are issued annually in the form of a government notice. All public sector audits must be conducted in terms of the directives and reference should be made to the relevant government notice in all documentation in addition to ISA 2.

An audit, as stated in section 1(1) of the PAA, is defined as the examination or investigation, in accordance with any applicable audit standards, of those aspects to be reported on in terms of section 20 or 28 of the act.

The AG is appointed by the President, on the recommendation of the National Assembly, for a non-renewable term of between five and 10 years.

The statutory mandate for the functions of the AGSA is enshrined in the Constitution and the PAA. The PAA, which repealed both the Auditor-General Act, 1995 (Act No. 12 of 1995) and the Audit Arrangements Act, 1992 (Act No. 122 of 1992), establishes and assigns functions to the AG as well as his/her duties regarding the administration thereof. The PAA defines the AGSA as the supreme and independent audit institution of the Republic, subject only to the Constitution and the law. The PAA also states that the AG is empowered to perform his/her functions without fear, favour or prejudice. The AG is in overall control of and accountable for his/her administration.

## 3.2 Audit Services

### 3.2.1 Regularity Auditing

Regularity auditing comprises both financial auditing and the consideration and testing of compliance with laws and regulations. The audit approach followed at the AGSA is a combination of a risk-based and a transaction cycle approach.

#### *a) Financial audit*

Section 20(2)(a) of the PAA requires that an audit **report must reflect such** opinions and statements as may be required by any legislation applicable to the auditee which is the subject of the audit, but **must reflect at least an opinion or conclusion on –**

Whether the annual financial statements of the auditee fairly present, in all material respects, the financial position at a specific date and results of its operations and cash flow for the period which ended on that date in accordance with the applicable financial framework and legislation.

The objective of a financial audit is to enable the auditor to express an opinion on the fair presentation in the financial statements in accordance with an applicable financial reporting framework and/or statutory requirements. An audit of financial statements is an assurance engagement. An 'assurance engagement' means an engagement in which an auditor expresses a conclusion designed to enhance the degree of confidence of the intended users, other than the responsible party, about the outcome of the evaluation or measurement of a subject matter against a criterion.

The auditor should determine whether the financial reporting framework adopted by management in preparing the financial statements is acceptable, taking into account the nature of the auditee.

#### *b) Compliance with laws and regulations*

Section 20(2)(b) of the PAA requires that an audit **report must reflect such opinions and statements as may be required by any legislation applicable to the auditee which is the subject of the audit, but must reflect at least an opinion or conclusion on the auditee's compliance with any applicable legislation relating to financial matters, financial management and other related matters.**

This aspect of regularity auditing should not be confused with tests of controls that the auditor performs to establish the adequacy and reliability of an entity's accounting and internal control system. It is, however, accepted that non-compliance with laws, rules and regulations will have an impact on the accounting and internal control system, and vice versa.

Auditors must not provide opinions (in a legal sense) on a public sector entity's compliance with laws and regulations other than the general assurance provided as a result of the annual audit.

This principle is supported, among others, by ISA 250, which states:

*Whether or not an act constitutes non-compliance is a legal determination that is ordinarily beyond the auditor's professional competence. The auditor's training, experience, and understanding of the entity and its industry may provide a basis for recognition that some acts coming to the auditor's attention may constitute **non-compliance with laws and regulations. The determination as to whether or not a particular act constitutes or is likely to constitute non-compliance is generally based on the advice of an informed expert qualified to practice law, but ultimately can only be determined by a court of law.***

### **3.2.2 Auditing of performance information**

Section 20(2)(c) of the PAA requires the AGSA to prepare a report on the audit to reflect an opinion or conclusion on the reported information relating to the performance of the auditee against predetermined objectives.

The PAA requirements related to the auditing of performance information are applicable to the whole sphere of government as reflected in section 4 of the PAA, including national, provincial and local government, public entities – those the AGSA opts to audit and opts not to audit – and other institutions funded with public monies or institutions that receive money for public purposes.

During 2003 a study was conducted and a strategy, which includes an approach to phase in performance information audits, was developed. As part of the strategy a stretch target of seven years was proposed. The AG and executive committee (Exco) in 2003 agreed on the strategy, approach and underlying principles for auditing performance information. It is therefore anticipated

that an audit opinion or conclusion can only be expressed by the AG after the implementation of the strategy and approach.

*General Notice No. 808* issued in *Government Gazette No. 28954* of 23 June 2006 states that “until further information is published in this respect no separate opinion on performance against predetermined objectives should be included in the audit reports”. Conclusions in this regard will be reached as part of the financial audit process. Reporting will be in respect of material shortcomings in the process of reporting against predetermined objectives that may come to the attention of the auditor during the audit and that may impact on public interest.

#### *a) Financial management*

In terms of the Constitution, the mandate of the AGSA requires that financial management be audited.

There have been several developments in the coverage of financial management within the AGSA over the past few years. This has culminated in an approach where all entities are evaluated against a capability model.

### **3.2.3 International auditing**

The AGSA has, for a period of more than 10 years, engaged in international audits. In addition to the reappointment as a member of the Board of External Auditors of the United Nations, the AGSA was appointed as the external auditor of the United Nations Industrial Development Organization, the Special Court for Sierra Leone, as well as the International Centre for Genetic Engineering and Biotechnology. Each engagement included a number of separate audits. In addition to those engagements, the office rationalised its international auditing activities to include the audit of the Department of Foreign Affairs, the African Renaissance and International Cooperation Fund in this portfolio. The International Division was created in June 2001 and comprised a small permanent establishment, complemented by a large pool of staff selected from the office countrywide. This was a unique division in that it reflected the office as a whole.

### **3.2.4 Special audits**

A special audit, as contemplated in section 5(1)(d) of the PAA, is defined as a detailed review and/or analysis, in accordance with any applicable audit standards, of those aspects to be reported on in terms of section 20 or 29 of the act. A special audit may be performed where the AGSA –

<sup>35</sup><sub>17</sub> considers it to be in the public interest

<sup>35</sup><sub>17</sub> receives a complaint relating to such institution or its affairs

<sup>35</sup><sub>17</sub> receives a request relating to such institution or its affairs

<sup>35</sup><sub>17</sub> deems it appropriate.

A special audit will result in an audit report (as contemplated in section 20 of the act) or a special report (as contemplated in section 29 of the act).

### **3.2.5 Institutional Cooperation**

The Institutional Cooperation Business Unit (ICBU) supports audit business units in managing the relationship with their constitutional stakeholders.



### 3.3 Internal Operations and Audit Support

This portfolio was established to provide specialist advisory services to support effective decision-making for the organisation.

The portfolio is based on a service delivery model that is designed to achieve:

<sup>35</sup><sub>17</sub> an efficient and cost-effective capacity

<sup>35</sup><sub>17</sub> a responsive output-based capability

<sup>35</sup><sub>17</sub> streamlined and enhanced processes.

The International Operations and Audit Support portfolio is divided into the following three sub-portfolios:

#### 3.3.1 Non-Regularity Audits

##### Information Systems Auditing

Information Systems Auditing (ISA) plays an important role in the activities of the audit office. Most of the more than 1 300 entities audited annually by the AGSA use computerised information systems that vary considerably in size and complexity. The role of ISA is to support the functional audit components to efficiently and effectively discharge their responsibilities in the information systems environment by undertaking information systems auditing research and development and providing training, coordination, quality assurance and specialised information systems audits and support.

##### Performance Auditing

###### Category 1

A category 1 performance audit is conducted by means of a value-for-money approach. The principle of integrated auditing comprises the integration of the value-for-money assertion into the regularity audit process. The auditing of economic procurement and efficient utilisation of resources is therefore done during systems evaluation and transaction testing as part of the routine audit process.

Section 20(3) of the PAA provides that the AG may report on whether the auditee's resources were procured economically and utilised efficiently and effectively.

###### Category 2

A category 2 performance audit is defined as a performance audit conducted according to the guideline for the planning and execution of and reporting on performance audits in the public sector, but is not conducted on one of the approved performance auditing themes. The focus area will be determined during the planning phase of the audit.

**Category 3**

A category 3 performance audit is defined as a performance audit conducted according to the guideline for the planning and execution of and reporting on performance audits in the public sector, but is conducted on one of the transversal themes.

**Investigations**

Investigation, as contemplated in section 5(1)(d) of the PAA, is defined as an independent and objective process where procedures are performed in accordance with AG guidelines to facilitate the prevention, detection and investigation of maladministration, improbity and probity in the accounts, financial statements and financial management of an institution referred to in section 4(1) and section 4(3) of the act, and which may result in legal proceedings for adjudication. An investigation may be performed where the AGSA –

<sup>35</sup><sub>17</sub> considers it to be in the public interest

<sup>35</sup><sub>17</sub> receives a complaint relating to such institution or its affairs

<sup>35</sup><sub>17</sub> receives a request relating to such institution or its affairs

<sup>35</sup><sub>17</sub> deems it appropriate.

This may result in a report (as contemplated in section 20 of the PAA) or a special report (as contemplated in section 29 of the PAA).

**3.3.2 Technical Support and Learning**

*Audit Research and Development*

*Quality Control*

*People and Organizational Effectiveness*

**3.3.3 Communications and Technology**

*Information and Communications Technology*

*Information and Knowledge Management*

*Communication*

**3.3.4 Internal Operations**

*Business Support and Operations*

*Finance*

*Corporate Legal and Provisioning Services*

**3.4 Corporate Office**

The DAG portfolio looks into corporate services of the office. It comprises the following business units:

*Risk and Ethics*

*Corporate Secretariat and Support*

*Strategy and Transformation*

## 4. The section 10 guide on how to use the act – section 14(1)(c)

The South African Human Rights Commission (SAHRC) has, in terms of section 10 of the PAIA, compiled a guide on how to use the PAIA. This guide will be made available at the commission and our offices. Any queries relating to the guide should be directed to the commission at:

The South African Human Rights Commission  
PAIA Unit  
Research and Documentation Department  
Postal address: Private Bag 2700  
Houghton, 2041  
Telephone: (011) 484 8300  
Fax: (011) 484 0582  
Website: [www.sahrc.org.za](http://www.sahrc.org.za)  
Email: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

## 5. Access to records held by the AGSA

- 5.1 Certain records, excluding records with restricted access, are automatically available without a person having to request them through the PAIA (see paragraph 6.1 of this manual).
- 5.2 Other records maintained by the AGSA must be requested from the information officer in terms of the procedures defined in sections 17 to 32 of the PAIA.
- 5.3 Access to the AGSA records is provided in designated areas such as the boardrooms, library, etc. under the supervision of the records manager.

## 6. Categories of AGSA records

### 6.1 Automatic access & disclosures – section 15(1)(a), Regulation 5 A

All information available on our website <http://www.agsa.co.za> is voluntarily disclosed.

<sup>35</sup><sub>17</sub> Activity reports (discontinued)

<sup>35</sup><sub>17</sub> Annual reports of the AGSA

<sup>35</sup><sub>17</sub> Audit reports on national departments and public entities

<sup>35</sup><sub>17</sub> Audit reports on provincial departments and public entities

<sup>35</sup><sub>17</sub> Budget and strategic plans of the AGSA

<sup>35</sup><sub>17</sub> Corporate communication publications

<sup>35</sup><sub>17</sub> General reports on provincial audit outcomes

<sup>35</sup><sub>17</sub> General reports on national audit outcomes

<sup>35</sup><sub>17</sub> General reports on local government audit outcomes

<sup>35</sup><sub>17</sub> Quarterly reports of the AGSA on the submission of financial statements by municipalities (section 133 reports)

<sup>35</sup><sub>17</sub> Special reports

<sup>35</sup><sub>17</sub> Special reports of the AGSA on the delays in tabling annual reports (section 65 reports)

<sup>35</sup><sub>17</sub> Specialised audit reports (including information systems audits, performance audits and

special investigations)

<sup>35</sup><sub>17</sub> Stakeholder and public affairs information

## 6.2 The following documents are not automatically available – section 33

According to the PAIA these documents should be made available on request from members of the public following certain procedures required by the act and at certain times disclosure may be refused:

### 6.2.1 Operational information and agreements relating to the following categories:

<sup>35</sup><sub>17</sub> AGSA's internal investigation files

<sup>35</sup><sub>17</sub> Directives, resolutions and instructions of Exco

<sup>35</sup><sub>17</sub> Agreements with any of the AGSA stakeholders be it any individual, government or administration

<sup>35</sup><sub>17</sub> Rental agreements, title deeds, mortgage bonds and notarial bonds relating to movable and immovable property

<sup>35</sup><sub>17</sub> Memorandums of understanding

### 6.2.2 Financial and accounting records relating to the following categories:

<sup>35</sup><sub>17</sub> Bank account records

Books of account and financial statements

<sup>35</sup><sub>17</sub> Annual budget and corporate plan

<sup>35</sup><sub>17</sub> VAT, SITE and PAYE records

<sup>35</sup><sub>17</sub> Accounting records

<sup>35</sup><sub>17</sub> Asset registers

<sup>35</sup><sub>17</sub> Tender and bid documentation

<sup>35</sup><sub>17</sub> Service level agreements with suppliers

### 6.2.3 Human resource records relating to the following categories:

<sup>35</sup><sub>17</sub> Personnel files

<sup>35</sup><sub>17</sub> Contracts, conditions of service and other agreements

<sup>35</sup><sub>17</sub> Statutory employee records

<sup>35</sup><sub>17</sub> Pension fund records of the pension fund established

<sup>35</sup><sub>17</sub> Medical scheme records

<sup>35</sup><sub>17</sub> Budget and budget projections

<sup>35</sup><sub>17</sub> Employee wellness records

<sup>35</sup><sub>17</sub> Employee payments and benefits

<sup>35</sup><sub>17</sub> Correspondence with internal and external parties

<sup>35</sup><sub>17</sub> Minutes of staff, Exco and Audit Committee meetings

## 7. How to submit a request for information to the AGSA

Requests for access to records of the AGSA may be submitted to head office, 300 Middel Street, Brooklyn, Pretoria, or to any of the provincial/regional offices. The request must be submitted on the prescribed form. A copy of the form is attached as appendix C. All relevant parts must be completed.

Request forms will be available at head office and all provincial/regional offices.



Once completed, the form must be forwarded to a deputy information officer. The names, addresses and contact details of all deputy information officers are listed in appendix B.

In terms of the act, where the records requested do not contain personal information of the requester, a request fee is payable by the requester before the request can be dealt with. A further access fee is payable before access to the relevant records is granted.

## 8. The remedies available if the provisions of the act are not complied with – section 14(1)(h)

Any requester dissatisfied with any decision of the AGSA in respect of a request for access to a record of the office may approach the High Court or another court of similar status to seek redress. The act does not make provision for internal appeals within the AGSA. The courts will thus have to be approached in instances where the requester wishes to appeal against any finding of the office.

## 9. Public interest

The AG may, in the public interest, report on any matter within the functions of the AGSA (section 5(3)). The PAA gives the AG the discretion not only to report on certain matters if the AG considers them to be in the public interest, but also to decide what the public interest would be in a particular context. In the first instance, the AG has a narrow discretion (is it in the public interest or not?), while in the second instance the AG has a wide discretion (what constitutes the public interest in this case?).

In the context of the PAA, it is not prudent to define public interest as a finite set of factors. These factors differ in terms of the particular context, and an attempt at an all-encompassing definition will, firstly, be too wide, and secondly, almost certainly fail to be all-encompassing.

In view of the fact that the AG has to determine the public interest during reporting in the context of the PAA, at least the following criteria should be considered in each instance when a value judgement is made:

<sup>35</sup><sub>17</sub> The interests, including the constitutional rights (if any), of the affected party (or auditee). It should be considered whether a violation of a constitutional right is likely, and if so, whether such violation would be justifiable (and in the public interest) under the circumstances

<sup>35</sup><sub>17</sub> The interests of the state

<sup>35</sup><sub>17</sub> The national interest

<sup>35</sup><sub>17</sub> Strategic interests (if applicable), including the long-term effect of the action/decision

<sup>35</sup><sub>17</sub> The interest of the public (or portion of the public)

<sup>35</sup><sub>17</sub> Economic interests (if applicable)

<sup>35</sup><sub>17</sub> Legal interests, including legislative provisions and the Constitution

<sup>35</sup><sub>17</sub> Whether the interest of the affected party should carry more weight than the interest of the public. In other words, the interest of the individual should be weighed in the context of the collective interest

<sup>35</sup><sub>17</sub> Whether the public would be better served if the action is performed, as opposed to a continuation of the status quo

<sup>35</sup><sub>17</sub> The materiality of public resources. Materiality of activities is determined based on the level of expenditure, revenue, assets, liabilities, commitments or contingencies relative to those of the particular agency, sector or at an entire government level.

In terms of section 5(3) of the PAA, where the AG has the discretion to submit a report or not, an additional requirement is to consider the proven facts of the matter (without speculation or assumptions).

Each of the above factors should be documented as evidence that the AG had applied his/her mind to the matter at hand.

## Appendix A: Contact details of the AGSA information officer and deputy information officers

### Information officer and deputy information officers appointed in terms of section 17(l) of the act

The deputy auditor-general serves as the information officer. The IKM BU is delegated the responsibility of coordinating the PAIA activities within the AGSA. Request for information can be made to the contact details below: Moreover, every provincial auditor and every business executive has been appointed as a deputy information officer to manage the requests for information in accordance with the requirements of the act.

#### AGSA head office contact details

<b>Postal address</b>	PO Box 446 Pretoria, 0001	<b>Street Address</b>	Lefika House 300 Middel Street Brooklyn, Pretoria
<b>Email</b>	<a href="mailto:PAIA-POPI@agsa.co.za">PAIA-POPI@agsa.co.za</a>		

#### Information officer

#### Deputy Auditor-General

<b>Name</b>	Tsakani Ratsela		
<b>Telephone</b>	(012) 426 8000		
<b>Email</b>	<a href="mailto:PAIA-POPI@agsa.co.za">PAIA-POPI@agsa.co.za</a>	<b>Website address</b>	<a href="http://www.agsa.co.za">www.agsa.co.za</a>

#### Deputy information officers: Specialised Audit Services

<b>Name</b>	Ms Fezeka Baliso – BE: <b>ICBU (APAC and Constitutional)</b>
<b>Telephone</b>	(012) 426 8000
<b>Email</b>	<a href="mailto:PAIA-POPI@agsa.co.za">PAIA-POPI@agsa.co.za</a>

<b>Name</b>	Ms Gomotsegang Machele – Acting BE: <b>Information Systems</b>
<b>Telephone</b>	(012) 426 8000
<b>Email</b>	<a href="mailto:PAIA-POPI@agsa.co.za">PAIA-POPI@agsa.co.za</a>

<b>Name</b>	Kevish Lachman – BE: <b>Performance Auditing</b>
<b>Telephone</b>	012 426 8000 (012) 422 8000
<b>Email</b>	<a href="mailto:PAIA-POPI@agsa.co.za">PAIA-POPI@agsa.co.za</a>

<b>Name</b>	Ms Aletta van Tromp – BE: <b>Investigations</b>
<b>Telephone</b>	(012) 426 8000
<b>Email</b>	<a href="mailto:PAIA-POPI@agsa.co.za">PAIA-POPI@agsa.co.za</a>

Name Ms Aletta van Tromp – Acting BE: **Material Irregularities**  
 Telephone (012) 426 8000  
 Email [PAIA-POPI@agsa.co.za](mailto:PAIA-POPI@agsa.co.za)

#### Deputy information officers: Audit business units

Name Ms Corne Myburgh – BE: **National A**  
 Telephone (012) 426 8000  
 Email [PAIA-POPI@agsa.co.za](mailto:PAIA-POPI@agsa.co.za)

Name Mr Polani Sokombela – BE: **National B**  
 Telephone 012 426 8000

Email [PAIA-POPI@agsa.co.za](mailto:PAIA-POPI@agsa.co.za)

Name Mr Lourens van Vuuren – BE: **National C**  
 Telephone 012 426 8000

Email [PAIA-POPI@agsa.co.za](mailto:PAIA-POPI@agsa.co.za)

Name Mr Andries Sekgetho – BE: **National D**  
 Telephone 012 426 8000  
 Email [PAIA-POPI@agsa.co.za](mailto:PAIA-POPI@agsa.co.za)

Name Ms Zolisa Zwakala – BE: **National E**  
 Telephone (012) 426 8000  
 Email [PAIA-POPI@agsa.co.za](mailto:PAIA-POPI@agsa.co.za)

Name Ms Kgabo Komape – BE: **National F**  
 Telephone (012) 426 8000  
 Email [PAIA-POPI@agsa.co.za](mailto:PAIA-POPI@agsa.co.za)

#### Deputy information officers: Provincial auditors

Name	Ms Shereen Noble – BE: <b>Eastern Cape</b>	
Telephone	(043) 709 7200	
Email	<a href="mailto:PAIA-POPI@agsa.co.za">PAIA-POPI@agsa.co.za</a>	
Postal address	PO Box 13252 Vincent 5217	Street address 69 Frere Road Vincent East London 5247

Name	Mr Luthando Mbandazayo Acting BE: <b>Free State</b>	
Telephone	(051) 409 0100	
Email	<a href="mailto:PAIA-POPI@agsa.co.za">PAIA-POPI@agsa.co.za</a>	
Postal address	Private Bag X 315 Bloemfontein 9301	Street address ABSA Forum Building 2nd Floor 19 Donald Murray Avenue Brandwag, Bloemfontein

Name Mr Dumisani Cebekhulu – BE: **Gauteng**  
 Telephone (011) 703 7817



Email [PAIA-POPI@agsa.co.za](mailto:PAIA-POPI@agsa.co.za)  
Postal address PO Box 91081  
Auckland Park 2006

Street address 61 Central Street  
Houghton,  
2198

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Name	Ms Ntombifuthi Mhlongo – BE: <b>KwaZulu-Natal</b>		
Telephone	(033) 264 7518		
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## Appendix B

Form A: Request for access to records of public body

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

(Regulation 2)

### FOR DEPARTMENTAL USE

Reference number:

Request received by:

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(State rank, name and surname )

on (date) \_\_\_\_\_ at (place) \_\_\_\_\_.

Request fee (if any): R \_\_\_\_\_ Deposit (if any): R \_\_\_\_\_

Access fee: R \_\_\_\_\_

\_\_\_\_\_  
Signature

**A. Particulars of information officer/deputy information officer:**

Name and surname:

State Rank:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**B. Particulars of person requesting access to the record**

*(a) The particulars of the person who requests access to the record must be recorded below.*

*(b) Furnish an address and/or fax number in the Republic to which information must be sent.*

*(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: \_\_\_\_\_ Telephone: \_\_\_\_\_ Email:

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) Indicate(yes) if record is requested in terms of PAIA\_\_\_\_\_or POPI\_\_\_\_\_.*

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

*(c) 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:





to be posted to you? A postal fee 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 whether your request has been approved or declined. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.*

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

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

\_\_\_\_\_  
Signature of requester/person on whose behalf request is made

## Appendix C – FEES IN RESPECT OF PUBLIC BODIES

### PART II OF NOTICE 187 IN THE GOVERNMENT GAZETTE 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:
  - (a) For every photocopy of an A4-size page or part thereof: R0,60
  - (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form: R0,40
  - (c) For a copy in a computer-readable form on –
    - (i) stiffy disc: R5,00
    - (ii) compact disc: R40,00
  - (d) (i) A transcription of visual images, for an A4-size page or part thereof: R22,00  
(ii) A copy of visual images: R60,00
  - (e) (i) A transcription of an audio record, for an A4-size page or part thereof: R12,00  
(ii) A copy of an audio record: R17,00
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:
  - A
    - (a) For every photocopy of an A4-size page or part thereof: R0,60
    - (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form: R0,40
    - (c) For a copy in a computer-readable form on –
      - (i) stiffy disc: R5,00
      - (ii) compact disc: R40,00
    - (d) (i) A transcription of visual images, for an A4-size page or part thereof: R22,00  
(ii) A copy of visual images: R60,00
    - (e) (i) A transcription of an audio record, for an A4-size page or part thereof: R12,00  
(ii) A copy of an audio record: R17,00
    - (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.
  - B For purposes of section 22(2) of the act, the following applies:
    - (a) Six hours as the hours to be exceeded before a deposit is payable.
    - (b) One third of the access fee is payable as a deposit by the requester.
  - C The actual postage is payable when a copy of a record has to be posted to a requester.