



PAIA MANUAL

**Prepared in terms of section 14 of the
Promotion of Access to Information Act
2 of 2000 (as amended)**



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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	“AGSA”	Auditor-General of South Africa
1.2	“DAG”	Deputy auditor-general
1.3	“DIO”	Deputy information officer
1.4	“IO”	Information officer
1.5	“Minister”	Minister of Justice and Correctional Services
1.6	“PAA”	Public Audit Act 25 of 2004 (as amended)
1.7	“Paia”	Promotion of Access to Information Act 2 of 2000 (as amended)
1.8	“Popia”	Protection of Personal Information Act 4 of 2013
1.9	“Regulator”	Information Regulator

2. PURPOSE OF PAIA MANUAL

This Paia manual is useful for the public to:

- 2.1 check the nature of the records which may already be available at the Auditor-General of South Africa (AGSA), without the need to submit a formal Paia request;
- 2.2 have an understanding of how to make a request for access to a record of the AGSA;



- 2.3 access all the relevant contact details of the persons who will assist the public with the records they intend to access;
- 2.4 know all the remedies available from the AGSA regarding a request for access to the records, before approaching the Regulator or the courts;
- 2.5 provide the description of the services available to members of the public from the AGSA, and how to gain access to those services;
- 2.6 understand how to use Paia, as updated by the Regulator and how to obtain access to it;
- 2.7 know whether the AGSA will process personal information;
- 2.8 understand the purpose of the AGSA's processing of personal information, and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.9 be aware of the recipient or categories of recipients to whom the personal information may be supplied;
- 2.10 know whether the AGSA has planned to transfer or process personal information outside the Republic of South Africa; and
- 2.11 know whether the AGSA has appropriate security measures in place to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. ESTABLISHMENT OF THE AUDITOR-GENERAL OF SOUTH AFRICA

Chapter 9 of the Constitution of the Republic of South Africa, 1996 (Constitution) establishes the Auditor-General as one of the state institutions supporting constitutional democracy. The Constitution entrenches our independence by directing that we are



subject only to the Constitution and the law. The Constitution requires the AGSA to be impartial and to exercise its powers and perform its functions without fear, favour or prejudice.

3.1. Objectives/Mandate

The Auditor-General of South Africa has a constitutional mandate and, as the supreme audit institution of South Africa, exists to strengthen our country's democracy by enabling OVERSIGHT, ACCOUNTABILITY and GOVERNANCE in the public sector through auditing, thereby building public confidence.

4. STRUCTURE AND FUNCTIONS OF THE AUDITOR-GENERAL OF SOUTH AFRICA

4.1. Structure

The management structure of the AGSA is accessible [here](#)

The narrative of the management structure of the AGSA is as follows:

Roles	Responsibilities
Auditor-general	The auditor-general has overall control of and is accountable for the administration. There is an executive serving in the office of the auditor-general.
Deputy auditor-general (DAG)	<p>The DAG is:</p> <ul style="list-style-type: none"> • the head of the administration who must perform the function of the office in accordance with the direction of the auditor-general. • responsible for the management of the administration, including the organisation, control and management of all staff. The head of audit: National, head of audit: Provincial, head of specialised audits, chief people officer and chief financial officer, chief technology officer and chief risk officer report to the DAG. <p>The following business units report directly to the DAG:</p> <ul style="list-style-type: none"> • Communication • Strategy



	<ul style="list-style-type: none"> • Corporate Secretariat
Head of audit: National	<p>The head of audit: National is responsible for regularity audit at national level and audit support.</p> <ul style="list-style-type: none"> • Audit business units: National A–F and audit support (Technical Audit Support; Reporting and Methodology; Institutional Cooperation and Audit Risk Intelligence) report to various heads of portfolio who, in turn, report to the head of audit: National
Head of audit: Provincial	<p>The head of audit: Provincial is responsible for regularity audit at provincial level.</p> <ul style="list-style-type: none"> • Audit business units: nine provincial offices (Eastern Cape, Free State, Gauteng, KwaZulu-Natal, Limpopo, Mpumalanga, Northern Cape, North-West and Western Cape) report to various heads of portfolio who, in turn, report to the head of audit: Provincial.
Head of specialised audits	<ul style="list-style-type: none"> • Specialised audit services: Performance Audit, Information System Audit, Investigations and Integration and Innovation all report to the head of specialised audits.
Chief financial officer	<p>The following business units report directly to the chief financial officer:</p> <ul style="list-style-type: none"> • Procurement • Finance • Information Knowledge Management • Strategic Audit Projects
Chief people officer	<p>The following business units report directly to the chief people officer:</p> <ul style="list-style-type: none"> • Business Support and Operations • People and Organisational Effectiveness
Chief technology officer	<p>The following business units report directly to the chief technology officer:</p> <ul style="list-style-type: none"> • Information and Communication Technology • Digital Transformation
Chief risk officer	<p>The following business units report directly to the chief risk officer:</p> <ul style="list-style-type: none"> • Quality Management • Corporate Legal Services • Risk & Ethics



4.2 Functions

The AGSA has a constitutional mandate and, as the supreme audit institution of South Africa, exists to strengthen the country's democracy by enabling oversight, accountability and governance in the public sector, thereby building public confidence. Section 188(1) of the Constitution, read with section 4(1) of the Public Audit Act 25 of 2004 (PAA), places a specific responsibility on the AGSA, namely to audit and report on the accounts, financial statements and financial management of:

- all national and provincial state departments and administrations;
- all constitutional institutions;
- the administration of Parliament and each provincial legislature;
- all municipalities;
- all municipal entities; and
- any other institution or accounting entity required by national or provincial legislation to be audited by the AGSA.

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

- any institution funded from the National Revenue Fund or a provincial revenue fund or by a municipality; and
- 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 must, among other things, perform the duties specified in the PAA and other legislation. In terms of section 13(3)(b) of the PAA, the AGSA may issue directives on the standards for auditing. These directives are issued from time to time in the form of a notice in the *Government Gazette*.

The Constitution entrenches the AGSA's independence by directing that the AGSA is subject only to the Constitution and the law. The Constitution requires the AGSA



to be impartial and to exercise its powers and perform its functions without fear, favour or prejudice.

The AGSA is accountable to the National Assembly and must report on its activities and the performance of its functions to the National Assembly at least once a year.

5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE AUDITOR-GENERAL OF SOUTH AFRICA

5.1. Chief information officer

Name: Tsakani Maluleke
 Tel.: 012 426 8000
 Email: paia-popi@agsa.co.za
 Fax number: N/a

5.2. Deputy information officer *(NB: If more than one deputy information officer is designated, please provide the details of every deputy information officer of the body designated in terms of section 17(1) of Paia)*

Name: Vonani Chauke
 Tel.: 012 426 8028
 Email: paia-popi@agsa.co.za
 Fax number: N/a

5.3 Access to information general contacts

Email: paia-popi@agsa.co.za

5.4 National / Head office

Postal address: PO Box 446
 Pretoria



0001

Physical address: Lynnwood Bridge Office Park
4 Daventry Road
Lynnwood Manor

Telephone: 012 426 8000

Email: paia-popi@agsa.co.za

Website: www.agsa.co.za

5.5 Provincial offices – Table 1

Province	Street address
Eastern Cape	Infinity place, 14 St Helena Street, Beacon Bay East London 5247
Free State	ABSA Forum Building 2nd Floor 19 Donald Murray Avenue Brandwag, Bloemfontein
Gauteng	Waverley Office Park 39 Scott Street, Waverley Johannesburg
KwaZulu-Natal	460 Town Bush Road Block B Cascades Pietermaritzburg
Limpopo	32 Dimitri Crescent Platinum Park Bendor X 68 Polokwane



Mpumalanga	12 Nel Street Nelspruit
North-West	124 Kock Street Rustenburg
Northern Cape	Block 1, Montrio Corporate Park 10 Oliver Road Monuments Heights Kimberley 8300
Western Cape	19 Park Lane Century City Cape Town

To request for information in the custody of AGSA, a requester must complete this [Paia request form](#). A requester may physically deliver a request for a record at the AGSA regional offices as listed in table 1 or send it to paia-popi@agsa.co.za.

6. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE AUDITOR-GENERAL OF SOUTH AFRICA

The AGSA does not have internal appeal procedures for Paia requests. As such, the information officer's decision is final. A requester who is aggrieved by the information officer's decision to refuse a request for access or taken in terms of section 22, 26(1) or 29(3) of Paia, is entitled, within 180 days of being notified of such a decision, to submit a complaint, alleging that the decision was not in compliance with Paia, to the Information Regulator in the prescribed manner and form for appropriate relief in terms of section 77A of Paia.

7. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

7.1. The Regulator has, in terms of section 10(1) of Paia, 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.



- 7.2. The guide is available in each of the official languages.
- 7.3. The aforesaid guide contains a description of–
- 7.3.1. the objects of Paia and Popia;
 - 7.3.2. the postal and street address, phone and fax number, and electronic mail address (if available) of:
 - 7.3.2.1. the information officer of every public body; and
 - 7.3.2.2. every deputy information officer of every public and private body designated in terms of section 17(1) of Paia¹ and section 56 of Popia²;
 - 7.3.3. the manner and form of a request for:
 - 7.3.3.1. access to a record of a public body contemplated in section 11³; and
 - 7.3.3.2. access to a record of a private body contemplated in section 50⁴;

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.



- 7.3.4. the assistance available from the information officer of a public body in terms of Paia and Popia;
- 7.3.5. the assistance available from the Regulator in terms of Paia and Popia;
- 7.3.6. 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:
 - 7.3.6.1. a complaint to the Regulator;
 - 7.3.6.2. 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;
- 7.3.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 7.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

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 7.3.7 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.



7.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and

7.3.10. the regulations made in terms of section 92¹¹.

7.4. Members of the public can inspect or make copies of the guide from the offices of the public or private bodies, including the office of the Regulator, during normal working hours. The guide can also be obtained:

7.4.1. upon request to the information officer;

7.4.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

8. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY THE AUDITOR-GENERAL OF SOUTH AFRICA

Subjects on which the body holds records	Categories of records held on each subject
Legislation and legal administration	Documents such as acts, bills, regulations, white papers, etc., as well as legal opinions and interpretations.
Organisation and control	Documents related to determining the AGSA's goals and objectives, such as strategic planning, control systems,

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.”



Subjects on which the body holds records	Categories of records held on each subject
	meetings, transformation, security, risk management, etc.
Information services	Documents related to the provision and management of the AGSA's information resources, such as library, records management, information management, knowledge management, information technology, etc.
Internal and external communication	Documents related to the systematic planning, implementation, monitoring and revision of publication and marketing strategy.
Financial management and procurement	Documents related to raising, allocating, using and accounting for the AGSA's financial resources, such as planning, budgeting, accounting, analysis and reporting, as well as those related to the acquisition, maintenance and management of consumable assets.
Human capital	Documents related to human resource matters, such as organisational development, conditions of service, recruitment, performance management, training, etc.
Facilities management	Documents related to administering travel arrangements and providing transport, as well as those related to planning, designing and managing buildings, grounds, and postal and telecommunication services.
International and national relations	All functions related to national and international relations, such as agreements and statutes.
Auditing	Documents related to regularity auditing, performance auditing, investigations, information system auditing, audit research and development, and quality control.



9. CATEGORIES OF RECORDS OF THE AUDITOR-GENERAL OF SOUTH AFRICA WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category	Document type	Available on website	Available upon request
Organisation and control	<ul style="list-style-type: none"> - Annual reports of the AGSA - Budget and strategic plans of the AGSA - Reporting and good practice 	X	
External communications	<ul style="list-style-type: none"> - Corporate communication publications - Speeches - Public awareness - Directive in the <i>Government Gazette</i> 	X	
Auditing	<ul style="list-style-type: none"> - General reports on national and provincial audit outcomes - General reports on local government audit outcomes - Special audit reports (performance audits and investigations reports) 	X	
Audit methodology	<ul style="list-style-type: none"> - Audit guidelines FAQs - Handy guides - Public audit manual - Technical memos - Training material - Working papers – dormant entity audits 	X (If you do not have login details to access this information you are	



Category	Document type	Available on website	Available upon request
	<ul style="list-style-type: none"> - Working papers – reasonable assurance - Working papers – small audits 	advised to follow the Paia process. Only identified external stakeholders can access the AGSA information via extranet)	

10. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE AUDITOR-GENERAL OF SOUTH AFRICA AND HOW TO GAIN ACCESS TO THOSE SERVICES

10.1 Powers, duties and function

The auditor-general, in consultation with the oversight mechanism, determines the standards to be applied in performing audits, the nature and scope of such audits, and the procedures for handling complaints when performing such audits.

Complaints against the AGSA in terms of section 13(1)(c) of the PAA should be addressed in writing to:

Senior Manager: Complaints: Auditor-General of South Africa
 Physical address: Lynnwood Bridge Office Park, 4 Daventry Road, Lynnwood Manor; PO box 446, Pretoria, 0001
 Email: Ethics@agsa.co.za

More importantly, the auditor-general may issue specific directives or notices in terms of the PAA. Any enquiry related to such a directive or notice should be addressed to the following office:



Business Unit Leader: Audit Research and Development, Auditor-General of South Africa

Telephone: 012 426 8000

Fax: 012 426 8333

Email: ARDSupport@agsa.co.za

11. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY AUDITOR-GENERAL OF SOUTH AFRICA

Not applicable

12. PROCESSING OF PERSONAL INFORMATION

12.1 Purpose of processing

When conducting its functions and duties under the PAA and other legislation, the AGSA processes personal information (as defined in the Protection of Personal Information Act 4 of 2013).

Where it is required under Popia, the AGSA requires the consent of a data subject when collecting personal information.

The AGSA processes personal information for purposes of:

- fulfilling its statutory and contractual obligations to its employees;
- supporting and managing its employees;
- verifying the identity of visitors to its offices;
- providing physical security for its employees and the protection of its assets;
- verifying information provided by service providers and potential service providers;
- assessing tender applications and bid documents;
- verifying information provided by employment applicants;
- complying with its legislative and regulatory obligations.



12.2 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
Natural persons	Names and surname; contact details (contact number(s), fax number, email address); residential, postal or business address; unique identifier / identity number and confidential correspondence; biometric information of persons (in the form of security photographs and CCTV video footage); personal opinions, views and preferences; confidential and private correspondence sent to the AGSA or using the AGSA communications systems.
Juristic persons	Names of contact persons; name of legal entity; physical and postal address; contact details (contact number(s), fax number, email address); registration number; financial, commercial, scientific or technical information and trade secrets; location information; online identifier and other assignments to persons.
Employees	Gender, pregnancy, marital status, race, age, language, educational information (qualifications); financial information; employment history, ID number, physical and postal address; contact details(contact number(s), fax number, email address); criminal behaviour, well-being and their relatives (family members); medical, gender, sex, nationality, ethnic or social origin, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, biometric information of the person.



12.3 The recipients or categories of recipients to whom the personal information may be supplied

Category of personal information	Recipients or categories of recipients
Gender, race, financial information	Statutory bodies (such as the Department of Labour and the South African Revenue Service)
Names, financial information, ID numbers,	Suppliers of benefits to employees (such as medical schemes, pension fund administrators and other financial institutions)
Names, ID numbers, contact numbers	Family, associates and representatives of data subjects
Employment history, names, ID number	Current, past and prospective employers of data subjects
Educational information, employment history	Recruitment agencies
Identity number, names, contact numbers	Clients of the AGSA, in relation to the AGSA's engagement with these clients
Credit and payment history, for credit information	Credit vetting agencies
Qualifications, for qualification verifications, identity number	Background verification companies
Car registration number, names, employee identity number	Physical security companies
Names, identity numbers, contact details	National Archives and Records Service of South Africa (in respect of information that qualifies as a 'public record' in terms of the National Archives and Records Service of South Africa Act 43 of 1996)
Identity number and names, for criminal checks	The South African Police Service and courts, where required.



12.4 Planned transborder flows of personal information

The Auditor-General of South Africa has not planned transborder flows of personal information.

12.5 General description of information security measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

The AGSA secures personal information in its possession and control through technical and organisational safeguards which it has implemented to protect the integrity and confidentiality of personal information in accordance with generally accepted information security practices and procedures. This may, include:

- i. Data Encryption,
- ii. Firewalls;
- iii. Access control;
- iv. Oath of secrecy for employees,
- v. Third parties non-disclosure agreement;
- vi. Physical access control;
- vii. Secure hardware and software; and
- viii. Confidentiality and data privacy clauses in agreements concluded with suppliers and service providers.

13. AVAILABILITY OF THE MANUAL

13.1 This manual is made available in the following official languages:

13.1.1 English

13.1.2 Afrikaans

13.1.3 isiZulu



13.1.4 Sesotho

13.2 A copy of this manual or the updated version thereof, is also available:

13.2.1 on (www.agsa.co.za);

13.2.2 at the AGSA head office for public inspection during normal business hours;

13.2.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

13.2.4 to the Information Regulator upon request.

13.3 A fee for a copy of the manual, as contemplated in annexure B of the Regulations relating to the Promotion of Access to Information Act, 2021 published under GNR 757 in *Government Gazette* 45057 dated 27 August 2021, shall be payable per each A4-size photocopy made.

14. UPDATING OF THE MANUAL

The AGSA will, if necessary, update and publish this manual annually.

Issued by

Auditor-General