PROMOTION OF ACCESS TO INFORMATION (PAIA) MANUAL

REF: M/01/2019: Records Management
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SECTION 1

1. INTRODUCTION


1.2 The purpose of this Act is to give effect to the constitutional right of access to any information held by the state and any information held by another person and that is required for the exercise or protection of any rights.

1.3 The Act aims to foster a culture of transparency and accountability in the public and private sector by giving effect to the right of access to information and actively promote a society in which the person of South Africa have effective access to information to enable them to more fully exercise and protect their rights.

1.4 In terms of section 14(1) of this Act, "the Information officer of a public body concerned must compile in at least three official languages a manual" that provides information regarding the subjects and categories of records held by such a body.

1.5 This manual is intended to fulfil such a requirement.

1.6 The manual provides an overview of records held by the Department of Health and the processes that needs to be adopted to access such records.

1.7 All requests for access to information (other than information freely available to the public) should be directed to the information officer as provided for in section 3 of this manual.
SECTION 2

2. THE FUNCTIONS AND THE STRUCTURE OF THE DEPARTMENT OF HEALTH

2.1 FUNCTIONS OF THE DEPARTMENT OF HEALTH

- To provide Health Care Services

2.2 THE STRUCTURE OF THE DEPARTMENT

The MEC is the Political Head of the Department and the administrative wing of the Department is headed by the HOD, who is also the Department’s accounting officer. The Department consists of 6 (six) branches as indicated below:-

1. Health Support
2. Finance
3. Clinical Support
4. Corporate Services
5. 3 x District Management namely Nkangala, Gert Sibanda and Ehlanzeni
6. 1 x Head Office at Riverside
7. The Department has 33 Hospitals and 289 Clinics including CHC facilities, 3x EMS base Stations, One medical supply Depot
Diagram 1: Departmental Structure:

ORGANISATIONAL STRUCTURE

MEC for Health: Ms SJ Mandzini

CD: Hospital Services Ms M Mohale

CD: Clinical Support Services Vacant

A/CD: Primary Health Care Ms D Mdulli

CD: Districts
1. Mr MJ Motlamme -Nkangala
2. Ms N Hlatshwayo - Gert Siband
3. Mr D Mdulli - Ehlazeni

CD: Strategic Health Programmes Vacant

A/CD: Infrastructure Management Mr E Mokwane

D: Internal Audit & Risk Management Mr E Mbokodo

CD: Financial Management Vacant

CD: Corporate Services Vacant

DDG: Clinical Health Services Ms S E Motau

DDG: District Health Services Vacant

CD: HIV & AIDS, STI and TB Ms I Makwetla

CD: HRM & D Mr JR Nkosi

CD: Integrated Health Planning Ms MN Shabangu

DDG: National Health Insurance Vacant
### SECTION 3.

#### 3.1 CONTACT DETAILS (SECTION 14(1)(b))

<table>
<thead>
<tr>
<th>DESIGNATION</th>
<th>OFFICIALS</th>
<th>ADDRESS</th>
<th>EMAIL ADDRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>INFORMATION OFFICER</td>
<td>DR S Mohangi Head of Department</td>
<td>Riverside Government Complex Indwe Building: Block Number 3 MBOMBELA</td>
<td><a href="mailto:SeveraM@mpuhealth.gov.za">SeveraM@mpuhealth.gov.za</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tel: 013 766 3031</td>
<td><a href="mailto:Paia@mpuhealth.gov.za">Paia@mpuhealth.gov.za</a></td>
</tr>
<tr>
<td>DEPUTY INFORMATION OFFICER (CLINICAL RECORDS)</td>
<td>MS S Motau Deputy Director General - Clinical</td>
<td>Riverside Government Complex Indwe Building: Block Number 3 MBOMBELA</td>
<td><a href="mailto:SiphoMo@mpuhealth.gov.za">SiphoMo@mpuhealth.gov.za</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tel: 013 766 3287</td>
<td></td>
</tr>
<tr>
<td>DEPUTY INFORMATION OFFICER (ALL OTHER RECORDS)</td>
<td>Mr J Chimanzi Chief information Officer</td>
<td>Riverside Government Complex Indwe Building: Block Number 3 MBOMBELA</td>
<td><a href="mailto:JChimanzi@mpuhealth.gov.za">JChimanzi@mpuhealth.gov.za</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tel: 013 766 3223</td>
<td></td>
</tr>
</tbody>
</table>
THE SECTION 10 GUIDE ON HOW TO USE THE ACT [Section 14(1)(c)]

The South African Human Rights Commission is to compile a guide, in an easily comprehensible form and manner, as may be required by a person who wishes to exercise any right contemplated in the Act.

This guide will be available in all the official languages from the South African Human Rights Commission.

Any enquiries regarding this guide should be directed to:
The South African Human Rights Commission

33 Hoofd Street
Braampark, Forum 3
Braampark, Johannesburg
2017

The PAIA Unit
Telephone: 011 877 3600/3694
paia@sahrc.org.za
SECTION 4

ACCESS TO RECORDS HELD BY THE DEPARTMENT OF HEALTH, MPUMALANGA PROVINCE (SECTION 14(1)(D))

4.1 AUTOMATIC DISCLOSURES (Section 14(1)(e))

The following are categories of records generated by the Department, which are available without a person having to request access in terms of the Act:

- Acts and Regulations
- Annual Performance Plans
- Annual Reports
- Approved Departmental Structure
- Brochures
- Budget speeches
- Circular for advertisement of posts
- Circular for advertisement of Tenders
- Departmental file plans
- Adverts
- Employment equity reports
- Labour Relations Agreements
- Library material
- MEC's Speeches
- News Letters
- Promotion of Access to Information Manual
- Public Service Application Forms (Z83)
- Quarterly reports
- Service Standards and Norms
- Staff contact details
- Strategic Plans

These automatic disclosures are available in the departmental internet site or on request to the

DEPARTMENT OF HEALTH,
DEPUTY INFORMATION OFFICER,
RIVERSIDE GOVERNMENT COMPLEX
INDWE BUILDING, BLOCK 3
SECOND FLOOR
NELSPRUIT
1200
### 4.2 RECORDS THAT MAY BE REQUESTED [Section 14(1)(d)]

<table>
<thead>
<tr>
<th>SUBJECT</th>
<th>RECORDS CATEGORIES</th>
</tr>
</thead>
</table>
| 1. Communication | - See automatic disclosure list (4.1) for most items  
| | - generated by this function |
| 2. Communicable diseases, epidemiology, expanded programme on immunisation, environmental health and occupation a health | - Disease Surveillance reports  
| | - Environmental impact assessment reports |
| 3. District Health Services | - District Health Plans  
| | - Intergovernmental relations files  
| | - Comprehensive Reports on HIV & AIDS, STIs and TB  
| | - Statistics on CCMT and ART |
| 4. HIV/AIDS/STIS/TB | - Organizational Structures  
| | - Human Resources Development and Training Reports  
| | - Human resource management Recruitment Reports |
| 5. Human resource development and training | - Health Information Management Reports  
| | - Records management Services  
| | - IT infrastructure Reports |
| 6. Human Resource Management | - Primary Health Care Reports  
| | - Patient files and reports  
| | - Code of conduct  
| | - Statistics  
| | - Disciplinary cases  
| | - Lawsuits/litigation files |
| 7. Information and records management | - Reports on Maternal Health, child Health  
| | - Nutrition and educational Reports  
| | - Nursing student files  
| | - Nursing services Nursing Care Services Reports and Files |
| 8. Information technology/information systems | - Medicines Consumption statistics  
| | - Building plans  
<p>| | - Infrastructure reports |
| 9. Integrated primary health care services |
| 10. Labour relations |
| 11. Legal Services |
| 12. Mother and child, women's health nutrition |
| 13. Nursing Education |
| 14. Pharmaceutical services |
| 15. Physical facilities planning and coordination |</p>
<table>
<thead>
<tr>
<th>SUBJECT</th>
<th>RECORDS CATEGORIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>16. Private-public partnership (PPP)</td>
<td>• PPP project files</td>
</tr>
<tr>
<td>17. Provisioning and contract management</td>
<td>• Specifications and tender contracts</td>
</tr>
<tr>
<td>18. Risk management</td>
<td>• Awards</td>
</tr>
<tr>
<td>19. Community Health workers services</td>
<td>• Anti-fraud and corruption investigation files</td>
</tr>
<tr>
<td>20. Strategic management and planning</td>
<td>• Grant Administration Reports and statistics</td>
</tr>
<tr>
<td>21. Transformation and transversal services</td>
<td>• Strategic Planning Reports</td>
</tr>
<tr>
<td>22. Transport and logistical support services</td>
<td>• Quality assurance reports</td>
</tr>
<tr>
<td>23. Emergency Medical Services</td>
<td>• Transport and Maintenance Reports</td>
</tr>
<tr>
<td></td>
<td>• EMS reports</td>
</tr>
</tbody>
</table>

Please note that requester of information will be required to sign a non-disclosure agreement on accessing information requested and Granted.
SECTION 5

HOW TO GAIN ACCESS TO RECORDS NOT AUTOMATICALLY DISCLOSED

5.1 TELEPHONIC AND EMAIL REQUESTS

Informal telephonic and EMAIL requests are permitted by the Department. Any such request made to the Deputy Information Officer(s) at the telephone number OR email given in this Manual will be attended to unless the Deputy Information Officer indicates that the provisions of the Act must be carried out – in this case the request will commence with the completion of FORM A and payment of request and access fees if applicable.

5.2 VOLUNTARY ACCESS

Information that is automatically available – automatically available meaning without having to complete FORM A and paying the requester’s fee – will be made available either at the offices of Health Mpumalanga or in the manner requested, should this be reasonable and possible. The manner of access will include:

5.2.1 Perusal with copying of material if needed and at the prescribed fee for copies;
5.2.2 Access to visual, audio-visual material with transcription, dubbing, copying or both, if required.

5.3 REQUEST PROCEDURES SECTION 14(1) (d)

a) A Requester must be given access to a record of if the requester complies with the following:

5.3.1 The requester complies with all the procedural requirements in the Act relating to the request for access to that record; and

5.3.2 Access to that record is not refused on any ground of refusal mentioned in the Act.

b) Nature of the request

5.3.3 A requester must complete the form similar to the one printed in the Government gazette (Government Notice R 187 -15 February-FORM A; (attached at the end of the Manual).
5.3.4 The requester must indicate the form or manner of access sought as prescribed by section 29;

5.3.5 The Department will endeavour to give access in the form requested unless this would tamper with the smooth running of the Department;

5.3.6 Giving access will give due consideration to preservation of material, infringement of copyright and request or access fees as prescribed must be paid before a request is processed and, search and preparation fees are also payable before access is given;
5.3.7 A requester representing another must give details of the capacity in which they act; s18 (2) (f)

5.3.8 A requester who cannot read nor write or needs assistance in completing a request form may present the request orally and the Deputy Information Officer is obliged to assist such a requester. 18(3)

5.4 GROUNDS FOR REFUSAL

5.4.1 If the Information Officer fails to give the decision on a request for access to the requester concerned within 30 days after the request is received, the Information Officer is, regarded as having refused the request.

5.4.2 The Information Officer may refuse a request for access to a record if the work involved in processing the request would substantially and unreasonably divert the resources of the Department.

5.4.3 The Information Officer may refuse a request to access a record if such access contravenes confidentiality of another person.

5.4.4 If a record does not exist

5.5 MANDATORY DISCLOSURE IN THE INTEREST OF THE PUBLIC

Despite any other provision in PAIA, the Information Officer must grant a request for access to a record if:

5.5.1 The disclosure of the record would reveal evidence of—
- a substantial contravention of, or failure to comply with the law; or
- an imminent and serious public safety or environmental risk; and

5.5.2 The public interest in the disclosure of the record clearly outweighs the harm contemplated in the provision in question.

5.6 RECORDS THAT CANNOT BE FOUND OR DO NOT EXIST

5.6.1 If all reasonable steps have been taken to find a record requested and there are reasonable grounds for believing that the record is in Departments Possession but is lost or damaged or does not exist. Then the Deputy Information Officer must by way of an affidavit notify the requester that it is not possible to give access to that record.

5.6.2 The affidavit must give a full account of all steps taken to find the Record in question or to determine whether the record exists, including Communicating with every person who conducted the search on behalf of the Information Officer.
5.7 PAYMENT OF FEES IN TERMS OF THE REQUEST

5.7.1 A requester who seeks information on records about himself or herself or next of
kin or if the information is about a deceased individual, is exempted from paying request
and access fees but shall pay fees for copies and postage

5.7.2 A requester who seeks information on records about another person must produce
consent, proof of identity and an affidavit or power of attorney in order for such request
to be processes.

5.7.3 Request Fees

5.7.3.1 Every other requester, who is not a personal requester, must pay the required
request and access fee:
5.7.3.2 The information officer must notify the requester (other than a personal
requester) by notice, requiring the requester to pay the prescribed fee before further
processing the request;
5.7.2.3 The request payable to public bodies is R35.00.

5.7.2.4 After the information officer has made a decision on the request, the
requester must be notified of such a decision in the way in which the
requester wanted to be notified in.

5.7.2.5 If the request is granted, then a further access fee must be paid for the search,
preparation and reproduction and for any time that has exceeded the prescribed hours
to search and prepare the record for disclosure.

5.8 PAYMENT METHOD

Every requester who is not a personal requester must pay the required request Fee. The
requester must deposit the request fee into Departmental bank account (details of which will
be given to the requester). The proof of the deposit slip must be forwarded to the relevant
Deputy Information Officer before any request can be processed or records can be accessed.

DETAILS OF BANK ACCOUNT:

Bank: STANDARD BANK
Account Holder: Department of Health
Account Number: 032895518
Branch Code: 052852
Swift code: SBZAZA JJ

It is important to note the provisions of section 22(1) of the Act to the effect that no request
may be processed unless a request fee is paid. See attached fee schedule prescribed by PAIA
at the end of the Manual.
6. SERVICES OFFERED BY THE DEPARTMENT TO THE PUBLIC

6.1 NATURE OF SERVICES

PROGRAMME 1: ADMINISTRATION

Purpose

The purpose of this programme is to provide the overall management of the Department, and provide strategic planning, legislative, communication services and centralised administrative support through the MEC’s office and administration.

List the sub-programmes

- Office of the MEC
- Recruitment and Selection
- Conditions of Service and Remuneration
- Practice and Administration
- Organizational Strategy and Planning
- Planning Information and PMDS
- Employee Health and Wellness
- Labor Relations
- Transformation and Transversal Programs
- Occupational Health Services
- Records Management
- Financial Management
- Legal Services
- Communications
- Internal Audit
- Integrated Health Planning
- Information Technology

List the strategic objectives

- Re-alignment of human resource to Departmental needs
- Strengthening Health Systems Effectiveness

PROGRAMME 2: DISTRICT HEALTH SERVICES (DHS)
Purpose

The purpose of the programme is to render comprehensive Primary Health Care Services to the community using the District Health System model.

The purpose of the programme is to render level 1 health services in district hospitals.

List the sub-programmes

- District Management
- Health Programmes
- Primary Health Care
- Health Care Support
- Clinical Support Services
- HIV/AIDS and TB

List the strategic objectives

- Improve health care outcomes

PROGRAMME 3: EMERGENCY MEDICAL SERVICES

Purpose

The purpose of Emergency Medical Services is to provide pre-hospital medical services, inter-hospital transfers, Rescue and Planned Patient Transport to all inhabitants of Mpumalanga Province within the national norms of 15 minutes in urban and 40 minutes in rural areas.

List the sub-programmes

- Emergency Transport
- Planned Patient Transport

List the strategic objectives

- Improve access to health care services
PROGRAMME 4: PROVINCIAL HOSPITAL SERVICES

Purpose

The purpose of this program is to render level 1 and 2 health services in regional hospitals and to render TB specialized hospital services.

List the sub-programmes

- Regional Hospital Services
- TB Specialised Hospital Services

List the strategic objectives

- Improved quality of health care

PROGRAMME 5: TERTIARY HOSPITAL SERVICES

Purpose

The purpose of the programme is to render tertiary health care services and to provide a platform for training of health care workers and to conduct research.

List the sub-programmes

- Tertiary Hospitals

List the strategic objectives

- Improved quality of health care

PROGRAMME 6: HEALTH SCIENCE AND TRAINING

Purpose

The purpose of the Health Sciences and Training programme is to ensure the provision of skills development programmes in support of the attainment of the identified strategic objectives of the Department.

List the sub-programmes

- Nursing Training College.
- EMS Training College Health.

List the strategic objectives

- Improve quality of health care
PROGRAMME 7: HEALTH CARE SUPPORT SERVICES (HCSS)

Purpose

The Health Care Support Service programmes aim to improve the quality and access of health care provided through:
- The availability of pharmaceuticals and other ancillaries.
- Rendering of credible forensic health care which contributes meaningfully to the criminal justice system.
- The availability and maintenance of appropriate health technologies. Improvement of quality of life by providing needed assistive devices.
- Coordination and stakeholder management involved in specialized care.
- Rendering in-house services within the health care value chain.

There are three directorates within programme 7 namely:

List the sub-programmes

- Laundry Services
- Health Technology Services
- Forensic Services
- Pharmaceutical Services

List the strategic objectives

- Improve quality of health care

PROGRAMME 8: HEALTH FACILITY MANAGEMENT (HFM)

Purpose

The purpose of the programme is to build, upgrade, renovate, rehabilitate and maintain health facilities.

List the sub-programmes

- Infrastructure Management.
- Hospital Revitalisation.
- Facilities Management.

List the strategic objectives

- Improved health facility planning and accelerate infrastructure delivery.
- Re-alignment of human resource to Departmental
7. THE REMEDIES AVAILABLE IF THE PROVISIONS OF THIS ACT ARE NOT COMPLIED WITH [SECTION 14(1)(H)]

Where a requester is not satisfied with any decision taken by the Information Officer or Deputy Information Officer in the Department of Health, A Requester May appeal to the MEC of Health:

Honourable MEC
SJ Manzini
Riverside Government Complex
Indwe Building Block 3, second floor
Nelspruit
1200

8. UPDATING OF THE MANUAL (Section 14(2))

The Department may, if necessary, update and publish its manual referred to in subsection (1) of Section 14, at intervals of not more than a year.

9. PRESCRIBED FEES FOR THE DEPARTMENT

PART II OF NOTICE 187 IN THE GOVERNMENT GAZETTE ON THE 15 FEBRUARY 2002 PRESCRIBES FEES IN RESPECT OF THE GOVERNMENTAL BODIES AS FOLLOWS:

9.1 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.

The fees for reproduction referred to in regulation 9.1 are as follows:

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>Rands</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) For every photocopy of an A4-size page or part thereof</td>
<td>R0,60</td>
</tr>
<tr>
<td>(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine – readable form</td>
<td>R0,40</td>
</tr>
<tr>
<td>(c) For a copy in a computer-readable form on:</td>
<td></td>
</tr>
<tr>
<td>i) compact disc</td>
<td>R40,00</td>
</tr>
<tr>
<td>ii) Email – PDF format</td>
<td>R5,00</td>
</tr>
<tr>
<td>(d) i) for a transcription of visual images, for an A4-size page or part thereof</td>
<td>R22,00</td>
</tr>
<tr>
<td>ii) For a copy of visual images</td>
<td>R60,00</td>
</tr>
<tr>
<td>e) i) For a transcription of an audio record, for an A4-size page or part thereof</td>
<td>R12,00</td>
</tr>
<tr>
<td>ii) For a copy of an audio record</td>
<td>R17,00</td>
</tr>
</tbody>
</table>
9.2 The request fee payable by every requester, other than a personal requester, referred to in regulation 7(2) is R35, 00

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

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>Rands</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) (a) For every photocopy of an A4-size page or part thereof</td>
<td>R0,60</td>
</tr>
<tr>
<td>(b) For every printed copy of an A4-size page or part thereof held on computer or in electronical machine – readable form</td>
<td>R0,40</td>
</tr>
<tr>
<td>(c) For a copy in a computer-readable form on:</td>
<td></td>
</tr>
<tr>
<td>i) email - PDF</td>
<td>R5,00</td>
</tr>
<tr>
<td>ii) Stiffy disc</td>
<td>R40,00</td>
</tr>
<tr>
<td>(d) i) for a transcription of visual images, for an A4-size page or part thereof</td>
<td>R22,00</td>
</tr>
<tr>
<td>ii) For a copy of visual images</td>
<td>R60,00</td>
</tr>
<tr>
<td>(e) i) For a transcription of an audio record, for an A4-size page or part thereof</td>
<td>12,00</td>
</tr>
<tr>
<td>ii) For a copy of an audio record</td>
<td>R17,00</td>
</tr>
<tr>
<td>(f) To search for and prepare the record for disclosure, R15, 00 for each hour or part of an hour, excluding the first hour, reasonable required for such search and preparation.</td>
<td>R15 per hour</td>
</tr>
<tr>
<td>(g) Access fees for medical reports and copies of medical records will be published and gazetted in terms of hospital ordinance Act no 4 of 1999 yearly</td>
<td>Government gazette</td>
</tr>
</tbody>
</table>

### Postage Fees are as follows:

<table>
<thead>
<tr>
<th>Envelope Size</th>
<th>Ordinary mail</th>
<th>Fast mail</th>
<th>Registered mail</th>
</tr>
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<tbody>
<tr>
<td>Small</td>
<td>R5,00</td>
<td>R7,00</td>
<td>R20,00</td>
</tr>
<tr>
<td>Medium</td>
<td>R7,30</td>
<td>R12,25</td>
<td>R23,00</td>
</tr>
<tr>
<td>Large</td>
<td>R11,00</td>
<td>R17,00</td>
<td>R27,00</td>
</tr>
<tr>
<td>Cylinder rolled records</td>
<td>R18,00</td>
<td>R26,00</td>
<td>-</td>
</tr>
</tbody>
</table>
10. PRESCRIBED FORM FOR ACCESS TO A RECORD OF THE DEPARTMENT
See annexure B

ANNEXURE B OF NOTICE 187 IN THE GOVERNMENT GAZETTE ON THE 15 FEBRUARY 2002 FORM A

REQUEST FOR ACCESS TO RECORD OF THE DEPARTMENT

(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: ________________________________
Name: ____________________________________________
Rank: ____________________________________________
Date: ____________________________________________
Place: ____________________________________________
Request fee (if any): R________________________
Deposit (if any): R______________________________
Access fee: R______________________________
SIGNATURE OF:

INFORMATION OFFICER/DEPUTY INFORMATION OFFICER

A. Particulars of the Department

The Information Officer/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 recorded below.
(b) Furnish and 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.

Surname and Full names, Identity number, Postal address, telephone number, fax.
Numbered, E-mail address, capacity in which a request is made.

C. Particulars of person on whose behalf a request is made

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

PROMOTION OF ACCESS TO INFORMATION (PAIA) MANUAL

Page 21
Full Names Surname

Identity number

Capacity in which request is made/relationship to original requester of record, when made on behalf of another person:

D. 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 hereunder, state your disability and indicate in which form the record is required.
Mark the appropriate box with an "X"

<table>
<thead>
<tr>
<th>Disability:</th>
<th>Form in which records is required</th>
</tr>
</thead>
</table>

(a) 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.

(b) 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. Description of record or relevant part of the record, Reference number, if available, any further particulars of record or estimated time when a records could have come into existence.

E. Fees

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

(b) 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.

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

(d) 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.

1. If the record is in written or printed form

<table>
<thead>
<tr>
<th>Copy of record</th>
<th>Inspection of Records</th>
</tr>
</thead>
</table>

2. If record consists of visual images-

(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)
3. If the record consists of recorded words or information which can be reproduced in sound-

<table>
<thead>
<tr>
<th>Listen to the soundtrack (audio cassette/Compact Disk)</th>
<th>Transcription of soundtrack* (written or printed document)</th>
</tr>
</thead>
</table>

4. If record is held on computer or in an electronic or machine-readable form-

<table>
<thead>
<tr>
<th>printed Copy of a Record</th>
<th>printed Copy of information derived from a record</th>
<th>Copy in computer readable form</th>
</tr>
</thead>
</table>

(PDF or compact Disk)

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? | Yes | No |

A postal fee is payable.

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/denied. 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 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 WHO'S BEHALF REQUEST IS MADE

PROMOTION OF ACCESS TO INFORMATION (PAIA) MANUAL
11. MONITORING OF THE MANUAL

The Promotion of Access to Information (PAIA) Manual will be monitored by all officials of
the Department and reported to record management unit.

12. REVIEW OF THE MANUAL

The Promotion of Access to Information (PAIA) Manual will be reviewed after five year cycle
or when a need arises

13. APPROVAL OF THE MANUAL

[Signature]

DR S. MOHANGI
HEAD: HEALTH

Effective date 11/07/19