



the gpaa

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Department:  
Government Pensions Administration Agency  
REPUBLIC OF SOUTH AFRICA

# **MANUAL IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000 (Act No. 2 of 2000)**

**Version: 0.1**

## PART 1

### INTRODUCTION

The Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (“PAIA”) came into operation on 9 March 2001, giving effect to the constitutional right of access to any information held by any public or private body that is required for the exercising or protection of any rights.

Where a request is made in terms of PAIA, the body to which the request is made is obliged to release the information, except where PAIA expressly provides that the information may not be released. PAIA sets out the required procedure to make such a request.

Section 14 of PAIA requires public bodies to compile a manual that would assist a person or organization to obtain access to information held by the public body and stipulates minimum requirements which a manual must comply with. The purpose of this Manual is to outline the procedures to be followed in accessing information held by the GPAA in accordance with PAIA.

This manual is intended to foster a culture of transparency and accountability within the GPAA by giving effect to the right to information that is required for the exercising and protection of an individual or organisation’s rights. In order to promote effective governance of public bodies, it is necessary to ensure that everyone is empowered with the rights to know in terms of PAIA.

However, PAIA also recognizes that such right to access to information cannot be without justifiable limitations as follows:

- the reasonable protection of privacy;
- commercial confidentiality; and
- effective, efficient and good governance



**PART 2**

**GUIDE ON HOW TO USE PAIA BY THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION**

The South African Human Rights Commission (“the Commission”) has, in terms of Section 10 of PAIA, developed a guide on how to use PAIA to access information held by public and private bodies and provides the contact details of Information Officers in National, Provincial and Local Government. The guide on how to use PAIA is available from South African Human Rights Commission. Queries can be made at:

South African Human Rights Commission  
PAIA Unit

The Research and Documentation Unit

Postal address: Private Bag X 2700, Houghton, 2041

Telephone: (011) 877 3600

Fax: (011) 403 0625

Website: [www.sahrc.org.za](http://www.sahrc.org.za)

E-mail: [info@sahrc.org.za](mailto:info@sahrc.org.za)

### PART 3

#### KEY CONTACT DETAILS FOR ACCESS TO INFORMATION ENQUIRIES

In terms of the PAIA, the Chief Executive Officer of a public body is automatically designated as the Information Officer. The GPAA's Chief Executive Officer's details are as follows:

**Information Officer:**

Mr Krishen Sukdev

**Personal Assistant**

Ms Antigane Naidoo

Tel: 012 319 1007

email: Antigane.Naidoo@gpaa.gov.za

Requesters are required to address all requests to the relevant Deputy Information Officer at the contact details below.

**Deputy Information Officer**

Ms Esti de Witt

Tel: (012) 319 1270

email: Esti.deWitt@gpaa.gov.za>

**Personal Assistant (to Esti de Witt)**

Ms Marinda Smith

Tel: 012 319 1006

email: marinda.smith@gpaa.gov.za>

**Deputy Information Officer**

Mr Kith Moloji

Tel: 012 319 1048

email: [Kith.Moloji@gpaa.gov.za](mailto:Kith.Moloji@gpaa.gov.za)>

**Deputy Information Officer**

Mr Lukhanyo Lange

Tel: 012 319 1405

email: [lukhanyo.lange@gpaa.gov.za](mailto:lukhanyo.lange@gpaa.gov.za)

**Contact details of the GPAA Offices :**

<b>Head Office</b>	011 319 1007
<b>Toll free number</b>	0800 117 669
<b>Fax</b>	0800 117 669
<b>E-mail address</b>	<a href="mailto:enquiries@gpaa.gov.za">enquiries@gpaa.gov.za</a>
<b>Postal address</b>	Private Bag X63  Pretoria
<b>Physical Address</b>	34 Hamilton Street  Acadia  Pretoria

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**Regional and Satellite Offices**

<b>Johannesburg</b>	2nd Floor, Lunga House, Marshall Street (Corner Marshall and Eloff - Gandhi Square Precinct), Marshalltown
<b>Bisho</b>	No. 12, Global Life Office Center, Circular Drive
<b>Pietermaritzburg</b>	3rd Floor, Brasfort House, 262 Langalibalele Street
<b>Kimberley</b>	11 Old Main Street
<b>Bloemfontein</b>	No.2 President Brand Street
<b>Polokwane</b>	87(a) Bok Street
<b>Mafikeng</b>	Office No.4/17, Mega City, Mmabatho
<b>Cape Town</b>	21st Floor, No.1 Thibault Square, LG Building
<b>Nelspruit</b>	Block A, Ground Floor, 19 Hope Street, Ciliata Building
<b>Durban</b>	8th Floor, Salmon Grove Chambers, 407 Anton Lembede Street (former Smith Street)
<b>Port Elizabeth</b>	Ground Floor, Kwantu Towers,

Sivuyile Mini-Square,  
next to City Hall

**Mthatha**

2nd Floor, PRD Building,  
Corner Sutherland and Madeira Streets



## PART 4

### THE MANDATE OF THE GPAA

The GPAA reports to the Minister of Finance, as its Executive Authority, and its mandate is to administer pensions on behalf of GEPF and National Treasury in respect of Post-Retirement Medical Subsidies, Military Pensions, Special Pensions, Injury on Duty payments and other functions.

The GPAA's mandate is derived from the overall mandate of GEPF and National Treasury's, which are its primary clients. The provision of services is regulated by service level agreements (SLAs). The funds and schemes that are currently administered by the GPAA in terms of the administration agreement are as follows:

- the Government Employees Pensions Law of 1996 on behalf of GEPF's Board of Trustees;
- the Temporary Employees Pension Fund Act , 1979) (Act No. 75 of 1979) on behalf of National Treasury;
- the Associated Institutions Pension Fund Act , 1963 (Act No.41 of 1963) on behalf of National Treasury;
- Post-Retirement Medical Subsidies as provided for and regulated by PSCBC resolutions on behalf of National Treasury;
- Military Pensions in terms of the Military Pensions Act , 1976 (Act No. 84 of 1976) on behalf of National Treasury;
- Injury on Duty payments in terms of the Compensation for Occupational Injuries and Diseases Act , 1993 (Act No.130 of 1993) on behalf of National Treasury; and
- Special Pensions in terms of the Special Pensions Act, 1996 (Act No. 69 of 1996) on behalf of National Treasury.

The GPAA's financial affairs are governed by the Public Finance Management Act, 1999 (Act No. 1 of 1999), while its human resources fall under the ambit of the Public Service Act, 1994 (Proclamation No. of 1994).

## **OBJECTIVES OF THE GPAA**

The Vision of the GPAA is: to be the leading, people-centric benefits administrator in government. The Mission is to serve clients by paying clients accurately and timeously. The Values of the GPAA are Transparency, Respect, Integrity, Courtesy, Service excellence

The GPAA's goals and objectives are:

- to pay the right amount as per legal entitlement, as prescribed by legislation and rules;
- to pay the right person who is the lawful member or beneficiary.
- to pay benefits at the right time as per legislation;
- to employ the right people that are competent, performance driven and caring; and
- to administer funds at the right cost - an economically acceptable cost of administration per member.

## **THE STRUCTURE OF THE GPAA**

The GPAA is headed by a Chief Executive Officer. It consists of a National Office situated in Pretoria and 12 (twelve) Regional and Satellite Offices depicted below:

- Johannesburg
- Bisho
- Pietermaritzburg
- Kimberly
- Bloemfontein
- Polokwane
- Mafikeng
- Cape Town
- Nelspruit
- Durban

- Port Elizabeth
- Mthatha

The GPAA executes its functions through two Programmes:

- Programme 1 - Support Services
  - Programme 1.1 Corporate Services
  - Programme 1.2 Financial Services
  - Programme 1.3 Business Enablement
  - Programme 1.4 Strategic Support
  - Programme 1.5 Internal Audit
- Programme 2 - Benefit Administration
  - Programme 2.1 Special, Military and Other
  - Programme 2.2 Government Employees
  - Programme 2.3 Client Relations

## **ORGANOGRAM OF THE GPAA**

The Organogram is attached as Annexure to this Manual

## PART 5

### HOW TO REQUEST ACCESS TO RECORDS HELD BY THE GPA

PAIA provides that a requester must be given access to a record of a public body if the requester complies with the procedural and substantive requirements in the PAIA and its Regulations, and provided that the request for access to the record is not refused in terms of any ground for refusal contemplated in PAIA.

#### What information are the requesters entitled to access?

- A **record** is defined in PAIA to mean recorded information, regardless of form or medium, in the possession or under the control of the relevant body, whether or not it was created by that body.
  
- **Personal information** is defined in PAIA as information about an identifiable individual, including, but not limited to-
  - ✓ information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the individual;
  - ✓ information relating to the education or the medical, criminal or employment history of the individual or information relating to financial transactions in which the individual has been involved;
  - ✓ any identifying number, symbol or other particular assigned to the individual;
  - ✓ the address, fingerprints or blood type of the individual;
  - ✓ the personal opinions, views or preferences of the individual, except where they are about another individual or about a proposal for a grant, an award or a prize to be made to another individual;
  - ✓ correspondence sent by the individual that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;

- ✓ the views or opinions of another individual about the individual;
- ✓ the views or opinions of another individual about a proposal for a grant, an award or a prize to be made to the individual, but excluding the name of the other individual where it appears with the views or opinions of the other individual; and
- ✓ the name of the individual where it appears with other personal information relating to the individual or where the disclosure of the name itself would reveal information about the individual, but excludes information about an individual who has been dead for more than 20 years.

### **Who can request a record?**

- A person requesting information under PAIA is termed a 'requester'. A requester may be:
  - ✓ a natural person (the person does not need to be a South African citizen or resident in South Africa);
  - ✓ a juristic person (such as a company or association); or
  - ✓ a person acting on behalf of a natural or juristic person.

The following steps must be considered before submitting a request:

### **Step 1: When is a requester NOT entitled to use the PAIA to request access?**

- Records requested for the purpose of criminal or civil proceedings are excluded from the ambit of PAIA if they are requested after the commencement of those proceedings and the production of, or access to, the record is provided for in any other law. Any record obtained in contravention of the exclusion is not admissible as evidence in the proceeding unless the court is of the opinion that the exclusion of the record would be detrimental to the interests of justice.
- The GPAA may refuse to accede to a request for access to a record if the request is manifestly frivolous or vexatious; or the work involved in processing the request would substantially and unreasonably divert the resources of the GPAA.

### **Step 2: Does the information requested exist in the form of a record?**

- PAIA only applies to records which are in existence at the time of the GPAA receiving a request.
- PAIA does not compel anyone to create a record which is not yet in existence at the time the request is made, for instance, PAIA cannot be used to obtain reasons for a decision taken by the GPAA if such reasons are not in the form of a record.

### **Step 3: Is the record in the possession or under the control of the GPAA?**

- The GPAA is a large organisation and the search records requested may involve substantial time, resources and expenses.
- PAIA provides that the record requested must be in the possession, or under the control, of, the GPAA. However, for the purposes of PAIA, a record in possession or under the control of:
  - ✓ a GPAA official; or
  - ✓ an independent contractor engaged by the GPAA, is regarded as being a record of that public body .

### **Step 4: Form of Request**

- A requester must make the request for access to a record on the prescribed form (**Form A**) which must be submitted to the Information Officer or Deputy Information Officer by hand, by post, per fax or per e-mail. Form A is attached to this Manual, as Annexure 1.
  - ✓ The requester must indicate the form or manner of access required.

- ✓ The GPAA will endeavour to provide information in the form indicated where possible.
  - ✓ A 30 (thirty) working day time frame is permitted for a response to the request where this is necessary. These 30 (thirty) days may further be extended to another 30 (thirty) working days on notification to the requester.
- If a requester is unable to complete the form because of illiteracy or a disability, they may make the request to a public body orally. In the event that a request is made orally the information officer must fill out the form and provide a copy to the requester.
  - If the request is made **on behalf of another person**, the requester must submit **proof of the capacity in which the requester is making the request**, to the reasonable satisfaction of the Information Officer / Deputy Information Officer. If a requester is illiterate or disabled and cannot make a request on the prescribed form then the request may be made orally. The Information Officer / Deputy Information Officer must reduce the oral request to writing on the prescribed form and provide a copy thereof to the requester.

### **Transfer of a request**

- When The GPAA receives a request that should have been made to another public body, the GPAA can to either:
  - ✓ assist the requester to make the request to the appropriate body; or
  - ✓ transfer the request to the correct body -  
whichever will result in the request being dealt with earlier.
- Despite the election to either transfer the request or assist the requester to make the request to the appropriate body, a mandatory obligation to transfer a request is placed on the Information Officer of the GPAA to transfer the request as soon as reasonably possible, but within 14 (fourteen) days of the request being received, where:
  - ✓ the record requested is in the possession of another public body;

- ✓ the subject matter of the requested record is more closely connected with the functions of another public body; or
  - ✓ the record contains commercial information in which another public body has a greater commercial interest.
- An information officer is also obliged to transfer a request where it does not hold the record requested and where it is unsure which public body does hold the record or where the subject matter of the record is not closely connected with the functions of the body and it is not sure which body the subject matter is more closely connected with. In those circumstances the information officer must transfer the request to the public body for which the record was originally created or received by. Such a transfer must also occur as soon as reasonably possible but within 14 (fourteen) days of the request being received.
- When transferring the request, the GPAA must notify the requester of the transfer, the reasons for the transfer and the period in which the request must be dealt with immediately upon transferring the request.

### **Request in respect of a third Party**

- A third party is any natural or juristic person, other than the requester and includes, in respect of requests made to public bodies, the government of any foreign state, an international organisation or an organ of that government or organisation.

**Note:** However, where a request has been made for access to records of a public body, a third party does not include any other public body.

- If a requester requests access to a record of a public body that might be exempt from disclosure for one of the reasons set out below, the relevant Information Officer of the GPAA must take all reasonable steps to inform the relevant third party of the request. The circumstances in which third party notification must occur are where:



- ✓ the record contains personal information of the third party and might be exempt from release under section 34 (public bodies) or section 63 (private bodies);
  - ✓ the record contains information which was obtained or is held by the South African Revenue Service for the purposes of enforcing legislation concerning the collection of revenue and might be exempt from release under section 35 (public bodies only);
  - ✓ the record contains commercial information of the third party and might be exempt from
    - ✓ release under section 36 (public bodies) or section 64 (private bodies);
    - ✓ the record contains information supplied in confidence by a third party and might be exempt from release under section 37 (public bodies) or section 65 (private bodies);
- The third party is entitled to make written or oral representations to the body regarding why the request should be refused or to give written consent for the disclosure of the record to the requester. The third party has 21 (twenty-one) days from the date they received notice of the request to make such representations.
- If a third party consents to access being given, the public body must provide access unless one of the other grounds for refusal apply to the record. If a third party makes representations as to why access should be refused, any such representations are not determinative of access, but must be given due regard by the officer considering a request.

**Note:** Therefore, a public body cannot refuse access to a record just because a third party has objected to its release. The officer of the body must still consider whether the basis and/or threshold for refusal in the relevant section has been met.

### **Special requirements for access to medical records**

- the GPAA also administers the pensions benefits in terms of the Military Pensions Act, 1976 (Act No. 84 of 1976) which requires GPAA to have Medical Reports made by medical practitioners regarding the Pensioners or Members.
- PAIA makes special provision for access to records that have been created by health practitioners. The purpose of the special requirements is to ensure that a requester does not receive information about their physical or mental health or well-being that may cause them serious harm without ensuring that any support structures that may be necessary to help the requester deal with the information are in place.
- Accordingly, PAIA allows an official of a public body that believes the disclosure of a medical record to a requester might cause serious harm to their physical or mental health or well-being to consult with a health practitioner before providing access to the record.
- The health practitioner must be nominated by the requester. If the health practitioner believes that the disclosure of the record would cause serious harm to the requester, the public or private body may only give the requester access to the record if the requester establishes (to the satisfaction of the official) that provision has been made for counselling or other arrangements as are reasonable practicable to limit, alleviate or avoid the harm.
- The person responsible for any such counselling or arrangements must be given access to the record before the requester.

## FEE FOR MAKING A REQUEST

- The Information Officer / Deputy Information Officer to whom a request for access is made, must, by notice, require the requester, other than a personal requester, to pay the prescribed **request fee** (currently R 35.00), before further processing the request. A personal requester is a person who requests access to a record containing information about the personal requester.
- A personal requester, that is, a requester who requests access to a record containing personal information, is not required to pay the request fee. Any other requester will be required to pay such fee, subject to the exemptions listed below.
- All payments must be made in the form of cash or cheque to the Finance Business Unit of the GPAA or by deposit into the GPAA's banking account provided below.

Bank: ABSA  
Branch: Pretoria Volkshuis Centre  
Branch Code: 632005  
Type of Account: Cheque Account  
Account no: 40 7881 1263  
PAIA reference: GPAAPAIA

Proof of payment must be sent to the Deputy Information Officer at the contact details above.

## PART 6

### CONSIDERING THE REQUEST –GROUNDS FOR REFUSAL

- Subject to the provisions of the PAIA, access to records requested from the GPAA will only be given if –
  - ✓ All the procedural requirements set out in PAIA relating to a request are met; and
  - ✓ Access to the requested record(s) is not refused in terms of any ground for refusal set out in PAIA.
  
- The grounds of refusal includes mandatory protection of –
  - ✓ **Commercial** information of a **third party**;
  - ✓ Certain **confidential** information;
  - ✓ **Safety** of individuals, and **protection** of property;
  - ✓ Records **privileged** from production in **legal proceedings**;
  - ✓ **Economic interests and financial welfare** of the **Republic** and commercial activities of public bodies;
  - ✓ **Research** information of **third party**, and **protection of research** information of a public body; or
  - ✓ Certain information regarding the **operations of public bodies**.
  
- Period of time applicable
  - ✓ the information officer to whom the request is made or transferred, must, as soon as reasonably possible, but in any event within 30 days, after the request is received decide whether to grant the request; and notify the requester of the decision .
  - ✓ If the request for access is granted, the requester must be notified of:
    - the access fee (if any) to be paid upon access;
    - the form in which access will be given; and
    - that the requester may lodge an internal appeal or an application with a court, as the case may be, against the access fee to be paid or the form of access granted, and the procedure for lodging the internal appeal or application, as the case may be.
  - ✓ If the request for access is refused, the requester must be notified of :

- adequate reasons for the refusal, including the provisions of PAIA relied upon;
  - exclude, from such reasons, any reference to the content of the record; and
  - inform the requester that she or he may lodge an internal appeal or an application with a court, as the case may be, against the refusal of the request, and the procedure (including the period) for lodging the internal appeal or application, as the case may be.
- ✓ The information officer of the GPAA may extend the period of 30 days once for a further period of not more than 30 days, if-
- the request is for a large number of records or requires a search through a large number of records and compliance with the original period would unreasonably interfere with the activities of the public body concerned;
  - the request requires a search for records in, or collection thereof from, an office of the public body not situated in the same town or city as the office of the information officer that cannot reasonably be completed within the original period;
  - consultation among divisions of the public body or with another public body is necessary or desirable to decide upon the request that cannot reasonably be completed within the original period;
  - the requester consents in writing to such extension.
- ✓ If a period is extended the information officer must, as soon as reasonably possible, but in any event within 30 days, after the request is received or transferred, notify the requester of that extension.
- The notice must state the period of the extension; adequate reasons for the extension, including the provisions of PAIA relied upon;and
  - that the requester may lodge an internal appeal or an application with a court, as the case may be, against the extension, and the procedure (including the period) for lodging the internal appeal or application, as the case may be.
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- ✓ If an information officer fails to give the decision on a request for access to the requester concerned, the information officer is, for the purposes of this Act, regarded as having refused the request.

## **REMEDIES AVAILABLE IN RESPECT OF ACTS OR FAILURE TO THE ACT**

- A requester (or third party, where applicable) may seek relief by lodging an internal appeal against a decision of the information officer

- A requester (or third party, where applicable) who has exhausted internal appeal procedure may seek relief from any court ,within 30 days, with appropriate jurisdiction in respect of the following decisions of the Information Officer:
  - ✓ refusal or partial refusal of the request for access;
  - ✓ the amount of fees required to be paid; and
  - ✓ the extension of the period which the information will be furnished.
  
- All legal processes must be served on the Information Officer who dealt with the request.

## PART 7

### RECORDS HELD /GENERATED BY THE GPAA

- The GPAA maintains records on the following categories and subject matters. However, please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be granted. All requests for access will be evaluated on a case by case basis in accordance with the provisions of the PAIA.

### RECORDS AUTOMATICALLY AVAILABLE FROM THE GPAA (SECTION 15(1)(a))

- **The information uploaded to the GPAA website**
  - ✓ Information booklets
  - ✓ Pamphlets
  - ✓ Posters
  - ✓ Newsletters
  - ✓ Claim Forms
  - ✓ Other marketing and informative materials relating to the functions and services of the GPAA
  - ✓ Judgments - available on an individual basis
  - ✓ Statutory records
  - ✓ Media releases/statements
  - ✓ Strategic plans
  - ✓ Annual reports
  - ✓ Statutory reports
  - ✓ Tenders (Outcome and Request For Proposal/List of bidders)

**Note: Provided that any draft as proof of a record listed above is not automatically available.**

## RECORDS THAT MAY BE REQUESTED

The subjects and categories of records listed below are **not** automatically available from the GPAA and **any request for access to such a record will have to be made in terms of PAIA.**

<b>PROGRAMME</b>	<b>TYPE OF RECORD</b>
<b>OFFICE OF THE CHIEF EXECUTIVE OFFICER:</b>	Statutory records (not publicly available); Draft media releases/statements; Parliamentary Questions; Delegation of Authority;
<b>CORPORATE SECRETARIAT</b>	Meeting minutes and Resolutions of the Committees (e.g EXCO,MANCO, Audit Committee, Risk Management Committee,) Submissions Audio recording of meetings Attendance Registers Declarations of Interest Registers
<b>MARKETING AND COMMUNICATIONS BUSINESS UNIT:</b>	Staff Newsletter; Internal Communiqués; Draft Media Statements ; Focused Communications Plans for different unit; and Content updates for website and intranet etc.
<b>PROGRAMME 1</b>	
<b>PROGRAMME 1.1 CORPORATE SERVICES</b>	<b>Human Resources Business Unit:</b> Human Resources policies and procedures Personnel files Training records Statutory records Job profiles Salary information Workplace and employer-employee agreements Performance scorecards Employment contracts



	<p>Psychometric assessment reports  Performance assessment feedback and results  Employees disciplinary reports  Employees wellness reports  Reports from other business units including Executive Summaries and criminal verification reports  CCMA and Labour Court records pertaining to labour disputes  Job evaluation results  Leave reports</p> <p><b>.Employee Relations Business Unit:</b>  Disciplinary hearing notices  Appeal hearing outcome  Appeal application  Notice-Incapacity investigation  Notice regarding representation  Notice of suspension  Grievance form  Procedure to defer/bank sick leave  Pleadings</p> <p><b>Employee Wellness Services Business Unit:</b>  Medical reports of employees;  Employee Wellness Services record;  Intervention reports; and  Employee Wellness policies.</p> <p><b>Facilities management</b>  Administrative documents:  Executive Summaries;  Memos; and  Database of information, e.g. Leases.</p> <p><b>Compliance documents:</b>  Policies, procedures and processes  Workflows.</p> <p><b>Security Services documents:</b></p>
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	<p>Occurrence books  Access control register  Application form for access  Key control register  Key control inventory register  Work Schedule  Security policy  Access control procedure  Occupational Health and Safety Act Policy  Fire arm control procedure  Fire fighting and prevention procedure</p>
<p><b>PROGRAMME 1.2 FINANCIAL SERVICES</b></p>	<p><b>Finance</b>  Budget Statements  Budget submissions  Expenditure Reports  Financial Delegations  Annual Financial Statements  Audit queries  Records of revenue received  Bank Statements  Tax compliance</p> <p><b>Supply Chain Management</b>  Monthly Reports  Bids / Tender Documents  Audit queries  Asset Management Policy  Asset Management Monthly Reports</p> <p><b>Actuarial:</b>  Valuation reports-outstanding claims liability;</p>

	Valuation reports –GEPF Valuation reports –medical subsidy
<b>PROGRAMME 1.3: BUSINESS ENABLEMENT</b>	<b>Information Communication and Technology</b>  The ICT division comprises of the following Business Units: Application Support Services, Business Support Services Infrastructure Services and Governance, Risk and Security. ICT Strategy Project Management Charter Project Management Process Architecture policy Architecture charter Health Checks (system availability) Master System Plan System design documents ICT policies, procedures and standards Record of internal calls Processes
<b>PROGRAMME 1.4 STRATEGIC SUPPORT</b>	Strategic Planning and Monitoring  Communications and Marketing  Communication strategy  Annual Performance Plans  Annual Reports  Business Plans  Intergovernmental relations  Operations Support
<b>PROGRAMME 1.5 GOVERNANCE</b>	<b>Internal Audit reports</b>  Internal Audit reports Internal Audit policies and procedures Internal Audit Manual Internal Audit Service Level Agreements Internal Audit Code of Ethics Internal Audit Charter

	<p>Internal Audit Committee Charter Internal Audit Business Unit Structure</p> <p><b>Fraud and Forensics Business Unit:</b></p> <p>Fraud and Prevention Plan Whistle Blowing Policy Contracts with service providers Assessor's reports Forensic Reports Investigation Dockets.</p> <p><b>Legal:</b></p> <p>Litigation reports Legislation reports Complaints Reports PAIA Reports Compliance Reports Contracts Legal Advice memos Legal Opinions Policies and procedures</p> <p><b>Enterprise-wise Risk Management</b></p> <p>Strategic risk register Risk Management Framework Risk Management Charter Risk Management Plan Operational/Strategic assessment reports IT risk assessment reports</p>
<b>PROGRAMME 2</b>	
<b>PROGRAMME 2.1 SPECIAL MILITARY AND OTHER</b>	<p>Application forms Members Records Pensioner Records Beneficiaries' Records Application Forms Medical Reports Medical Appeal Board and the Appeal</p>

	Tribunal Minutes and Resolutions Special Pensions Appeal Board Minutes and Resolutions (Provided that there are exclusions in respect of confidential personal information)
<b>PROGRAMME 2.2 GOVERNMENT EMPLOYEES BENEFITS</b>	Application forms Members Records Pensioner Records Beneficiaries' Records
<b>PROGRAMME 2.3 CLIENT RELATIONS</b>	Client Liaison Officers reports Outreach Programmes Plans and Reports Call Centre Reports Walk in Centre Reports Mobile offices Reports

## PART 9

### UPDATING OF MANUAL

the GPAA may, if necessary update and publish its manual as referred to in section 14(2) of PAIA, at intervals not more than a year.

### AVAILABILITY OF MANUAL

A copy is made available to every place of legal deposit as defined in section 6 of The Legal Deposits Act, 1997 (Act No. 54 of 1999) and the South African Human Rights Commission.

The manual is to be published and made available on the GPAA website:  
[www.gpaa.gov.za](http://www.gpaa.gov.za)

At the office of the public body, in this case, the Reception of the GPAA.

## 13 PRESCRIBED FEES

For purpose of section 22(2) of PAIA the following applies:

Description	Amount(R)
The request fee payable by every requester, other than a personal requester, referred to in regulation 7(2)	35.00
Copy of the manual as contemplated in Regulation 5(c) (for every photocopy of an A4-sized page or part thereof)	0.60
<b>The fees for reproduction referred to in Regulation 7(1) are as follows:</b>	
1. For every photocopy of an A4-sized page or part thereof	0.60
2. For every printed copy of an A4-sized page or part thereof held on a computer or in electronic or machine-readable form	0.40

3. For a copy in a computer-readable form on:	
a. Stiffy disc	5.00
b. Compact disc (readable form)	40.00
4. For a transcription of visual images:	
a. For an A4-sized page or part thereof	22.00
b. For a copy of visual images	60.00
5. For a transcription of an audio record:	
a. For an A4-sized page or part thereof	12.00
b. For a copy of an audio record	17.00
<b>The access fees payable by a requester referred to in Regulation 7(3) are as follows:</b>	
1. For every photocopy of an A4-sized page or part thereof	0.60
2. For every printed copy of an A4-sized page or part thereof held on a computer or in electronic or machine-readable form	0.40
3. For a copy in a computer-readable form on:	
a. Stiffy disc	5.00
b. Compact disc	40.00
4. For a transcription of visual images, for an A4-size page or part thereof	22.00
5. For a copy of visual images	60.00
6. For a transcription of an audio record:	12.00
a) For an A4-sized page or part thereof	17.00
b) For a copy of an audio record	
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	
The actual postage is payable when a copy of a record must be posted to a requester. Postage cost depends on the relevant tariff in terms of postage destination.	

**NOTE: FORMS USE TO REQUEST INFORMATION THROUGH PAIA ARE ON THE NEXT PAGE**

**FORM A**

**REQUEST FOR ACCESS TO RECORDS OF**

Section 18(1) of PAIA

**[Regulation 10]**

**A. Particulars of the GPAA**

**B. Physical address:**

34 Hamilton Street

Pretoria

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

- |  |
|--|
| <p>(a) <i>The particulars of the person who requests access to the record must be given below.</i></p> <p>(b) <i>The address and/or fax number in the Republic to which the information is to be sent must be given.</i></p> <p>(c) <i>Proof of the capacity in which the request is made, if applicable, must be attached.</i></p> <p>d) <i>Reasons for accessing records</i></p> |
|--|

Full names and surname:.....

Identity number: .....

Postal address:.....



Fax number: .....Telephone number: .....

E-mail address: .....

Reasons for accessing records:

.....  
.....

**D. 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: .....

Postal address:.....

Fax: .....Tel:.....

Email:.....

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

.....

**E. 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:**

.....  
.....

**F. 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: .....

.....  
 .....

**G. 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.*

Disability:	Form in which record is required:
<p>Mark the appropriate box with an <b>X</b>.</p> <p>NOTES:</p> <p>(a) Compliance with your request in the specified form may depend on the form in which the record is available.</p> <p>(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.</p> <p>(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.</p>	

<b>1. If the record is in written or printed form:</b>			
<input type="checkbox"/> copy of record*		<input type="checkbox"/> inspection of record	
<b>2. If record consists of visual images</b>			
(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):			
<input type="checkbox"/> view the images	<input type="checkbox"/>	<input type="checkbox"/> copy of the images*	<input type="checkbox"/> 3. transcription of the images*
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>			
<input type="checkbox"/> listen to the soundtrack (audio cassette)	<input type="checkbox"/>	<input type="checkbox"/> transcription of soundtrack* (written or printed document)	

<b>4. If record is held on computer or in an electronic or machine-readable form:</b>			
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?  <b>Postage is payable.</b>			YES NO

**H. Particulars of right to be exercised or protected**

*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. Indicate which right is to be exercised or protected: .....
2. Explain why the record requested is required for the exercise or protection of the aforementioned right: .....

**I. 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 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? E.g. by fax/email/post and give particular information.

Signed at this day .....of(month)..... 20-----

-----

SIGNATURE OF REQUESTER / PERSON  
ON WHOSE BEHALF REQUEST IS MADE

**FORM B**

**NOTICE OF INTERNAL APPEAL**

**GOVERNMENT PENSIONS ADMINISTRATION AGENCY**

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

[Regulation 8]

STATE YOUR REFERENCE NUMBER:  ----- _____
--

**A. Particulars of GOVERNMENT PENSIONS ADMINISTRATION AGENCY**

The Information Officer/Deputy Information Officer:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

<p><i>(a) The particulars of the person who lodge the internal appeal must be given below.</i></p> <p><i>(b) Proof of the capacity in which appeal is lodged, if applicable, must be attached.</i></p> <p><i>(c) If the appellant is a third person and not the person who originally requested the information, the particulars of the requestor must be given at C below.</i></p>
---

Full names and surname: -----

Identity number: -----

Postal address:-----

----- Fax number:

-----

Telephone number: -----

E-mail address:-----

Capacity in which an internal appeal on behalf of another person is lodged:

\_\_\_\_\_  
\_\_\_\_\_

**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:-----

Postal address:-----

-----

-----

Fax number: -----

Telephone number: -----

E-mail address:-----

**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 PAIA
	Decision regarding the extension of the period within which the request must be dealt with in terms of section 26 (1) of PAIA
	Decision in terms of section 29 (3) of PAIA to refuse access in the form requested by the requester
	Decision to grant request for access

**D. Grounds for appeal**

*If the provided space is inadequate, please continue on a separate folio and attach it to this form. **You must sign all the additional folios.***

State the grounds on which the internal appeal is based: -----  
 -----  
 -----  
 -----

State any other information that may be relevant in considering the appeal: -----  
 -----  
 -----  
 -----

**Notice of decision on appeal**

*You will be notified in writing of the decision on your internal appeal. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.*

State the manner:-----  
 -----



Particulars of manner: -----  
-----  
-----

Signed at-----this-----day -----20-----

-----  
SIGNATURE OF APPELLANT

**FOR OFFICIAL USE:**

**OFFICIAL RECORD OF INTERNAL APPEAL:**

Appeal received on------(date)by -----  
------(state rank, name and surname  
of information officer/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 information officer/deputy information officer  
on------(date) to the relevant authority.

**OUTCOME OF APPEAL:**

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

NEW DECISION: -----  
-----  
-----  
-----  
-----

RELEVANT AUTHORITY:----- DATE:-----

RECEIVED BY THE INFORMATION OFFICER/DEPUTY INFORMATION OFFICER  
FROM THE RELEVANT AUTHORITY ON (date):-----  
-----

## FORM D

## VOLUNTARY DISCLOSURE AND AUTOMATICALLY AVAILABLE RECORDS AND ACCESS TO SUCH RECORDS (Revised 2015/16 Section 15 of PAIA)

## [Regulations 5A]

DESCRIPTION OF RECORDS IN TERMS OF 15(1)(a) THE ACT	MANNER OF ACCESS TO RECORDS(electronic e.g. website)	CONTACT PERSON
<b>FOR INSPECTION IN TERMS OF SECTION 15(1)(a)(i):</b>		
Not applicable for now		
<b>FOR PURCHASING IN TERMS OF SECTION 15(1)(a)(ii):</b>		
Not applicable for now		
<b>FOR COPYING IN TERMS OF SECTION 15(1)(a)(ii):</b>		
<b>STRATEGIC PLANS</b>		
<b>YEAR</b>		
	Available for free on <a href="http://www.gppa.gov.za">www.gppa.gov.za</a>	Download
<b>ANNUAL PERFORMANCE PLAN</b>		
<b>YEAR</b>		
	Available for free on <a href="http://www.gpaa.gov.za">www.gpaa.gov.za</a>	Download
<b>BUSINESS PLANS</b>		
<b>YEAR</b>		
<b>ANNUAL REPORTS</b>		
<b>YEAR</b>		
	Available for free on <a href="http://www.gpaa.gov.za">www.gpaa.gov.za</a>	Download
<b>LEGISLATION</b>		
<b>OTHER REPORTS</b>		
<b>TENDERS</b>		
New tenders	available for free on <a href="http://www.gpaa.gov.za">www.gpaa.gov.za</a>	Download

Bidders	available for free on <a href="http://www.gpaa.gov.za">www.gpaa.gov.za</a>	Download
Closed tenders	available for free on <a href="http://www.gpaa.gov.za">www.gpaa.gov.za</a>	Download
Awarded tenders	available for free on <a href="http://www.gpaa.gov.za">www.gpaa.gov.za</a>	Download