



RECREATION AVIATION ADMINISTRATION OF SOUTH AFRICA
ACCESS TO INFORMATION MANUAL

*Section 14 Manual in terms of the Promotion of Access to Information Act,
2000*

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1. Introduction

This information manual (“the Manual”) is published in terms of Section 14 of the Promotion of Access to Information Act No. 2 of 2000 (hereinafter referred to as PAIA or the “Act”).

Section 32(1) of the Constitution of the Republic of South Africa, 1996 (Act 108 of 1996) determines that everyone has a right to access any information held by the State, and any information that is held by another person and that is required to for the exercise of or protection of any rights.

Further, section 32(2) of the Constitution provides for the enactment of national legislation to give effect to this fundamental right. PAIA was enacted and enjoys the status of national legislation and gives effect to the constitutional right of access to information. PAIA was promulgated in 2000, and came into operation in March 2001.

The objects of the Act as set out in section 9 are the following:

- “(a) to give effect to the constitutional right of access to information held by the State, and any information that is held by any other person and that is required for the exercise or protection of any rights;*
- (b) to give effect to the right of access to information subject to the justifiable limitations, including but not limited to limitations aimed at the reasonable protection of privacy, commercial confidentiality and effective, efficient and good governance, and in a manner which balances that right with any other rights, including the rights in the Bill of Rights in chapter 2 of the Constitution.”*

PAIA requires public and private bodies to compile manuals that provide information on types and categories of record held by such public or private bodies. RAASA NPC is a public body under paragraph (b) (ii) of the definition of “public body” in section 1 of the Act. In terms of section 8 of PAIA, a public body can either be a public body or a private body in relation to a record of that body.

2. Purpose

The purpose of this Manual is to set out the procedures to be followed and criteria that have to be met for anyone (the “requester”) to request access to records in the possession or under the control of Recreation Aviation Administration of South Africa (RAASA NPC).

The provision of any information in addition to that specifically required by Section 14 of PAIA does not create any contractual right or entitlement to receive such information, other than in terms of the Act.

3. Availability of this Manual

This Manual can be accessed at our website at www.raasa.co.za or by requesting a copy by e-mail from the relevant Information Officer/ Deputy Information Officer as provided for in paragraph 6 below.

4. RAASA NPC’s Structure and Objects

Postal address: RAASA
 Postnet Suite 118
 Private Bag X1037
 Germiston
 14000
 South Africa

Tel: +27 11 082 1000

Fax: +27 86 5773526

E-mail: info@raasa.co.za

Web address: www.raasa.co.za

Information Officer	Neil de Lange Chief Executive Officer for RAASA NPC neil@raasa.co.za
Deputy Information Officer(s)	Willem Grobbelaar willem@raasa.co.za Gwen Makhaya gwen@raasa.co.za

7. Official Guide on how to use the Act

Section 10 of PAIA requires the Human Rights Commission (SAHRC) to compile a guide containing information reasonably required by a person wishing to exercise or protect any right in contemplated by PAIA. The guide must contain the following information:

- The objects of the Act;
- Particulars of the information officer and deputy information officer (appointed in terms of section 17(1)) of every public body;
- Particulars of every private body, in so far as this is practicable;
- The manner and form of a request for access to information held by a body;
- Assistance available from both the information officers and the Human Rights Commission in terms of the Act;
- All remedies in law regarding acts, omissions, rights and duties, including how to lodge an internal appeal and a court application.

A guide to the Act and the rights of requesters is available from the SAHRC, and the contact details are as follows:

Postal address: South African Human Rights Commission
 Promotion of Access to Information Act Unit

Research and Documentation Department

Private Bag X 2700

Houghton

2041

Tel: +27 11 877 3600

Fax: +27 11 403 0682

Physical Address: 33 Hoofd Street

Braampark Forum 3

Braamfontein

2198

Website: www.sahrc.org.za

E-mail: PAIA@sahrc.org.za

Should you have any queries in this regard, please contact the SAHRC directly.

8. How to Request Access to a Record of RAASA NPC

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

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

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

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

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

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

8.7. Notwithstanding the above, a Requester who seeks access to a record containing his personal information is not required to pay the requested fee.

8.8 The Requester must indicate if the request is for a copy of the record or if the requester wants to inspect the records at RAASA NPC's office.

8.9. Access to the aforesaid information will only be granted to the requestor in a manner requested, unless such manner would unreasonably interfere with the running and operation of RAASA NPC or damage

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

- Protection of the privacy of a third party who is a natural person, even if deceased;
- Protection of commercial information of a third party;
- Protection of confidential information of third parties, supplied in confidence or protected in terms of an agreement;
- Protection of safety of individuals and property;
- Protection of records privileged from production on legal proceedings;

9. Access to Records

9.1 Automatic

The following information is available without a formal request on RAASA NPC's website:

- Recreation Aviation Statistics
- Register of Directors
- Forms and Requirements
- Publication of RAASA NPC's designation in the government gazette
- Fees
- Recreation Aviation Circulars
- RAASA NPC's designated functions
- Civil Aviation Regulations: Part 44, 62 and 68

9.2 Records held by RAASA NPC

RAASA NPC 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 Act.

9.2.1 Internal records

The following are records pertaining to RAASA NPC's own affairs:

- Financial records;
- Operational records;
- Marketing records;

- Internal correspondence;
- Statutory records;
- Internal policies and procedures; and
- Employee records

10 Remedies in terms of PAIA

Any Requester that is dissatisfied with any decision of RAASA NPC in respect of a request for access to a record of RAASA NPC can:

- Appeal internally (Form B below) against the decision of the Deputy Information Officer in accordance with sections 74 – 78 of PAIA; and
- Approach a competent court in accordance with sections 78 – 82 of PAIA.

FORM A
PRESCRIBED FORM FOR ACCESS TO INFORMATION
REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY

FOR OFFICE USE

Reference number: _____

Information Officer/ Deputy Information Officer: _____

Request fee (if any): R_____

Deposit (if any)_____

Signature of Information Officer/Deputy Information Officer

A. Particulars of RAASA NPC

The Deputy Information officer:

B. Particulars of a person requesting access to the record

- | |
|--|
| C. (a) The particulars of the person who requests access to the record must be given below.
D. (b) The address and/or fax number in the Republic to which the information is to be sent must be given.
E. (c) Proof of the capacity in which the request is made, if applicable, must be attached. |
|--|

Full names and surname:

Identity number: _____

Postal address:

Fax number: _____

Telephone number: _____

E-mail address: _____

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

C. Particulars of person on whose behalf request is made

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

Full names and surname:

Identity number: _____

D. Particulars of record

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

(b) If the provided space is inadequate, please continue on a separate folio and attach it to this form.

The requester must sign all the additional folios.

1 Description of record or relevant part of the record:

2 Reference number, if available:

3 Any further particulars of record:

E. Fees

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

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

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

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

Reason for exemption from payment of fees:

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 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 X.</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 for the record, if any, will be determined partly by the form in which access is requested.</p>	

1. If the record is in written or printed form:			
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
2. If record consists of visual images: this includes photographs, slides, video recordings, computer-generated images, sketches, etc)			
<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images"
<input type="checkbox"/>		<input type="checkbox"/>	transcription of images*
3. If record consists of recorded words or information which can be reproduced in sound:			
<input type="checkbox"/>	listen to the soundtrack audio cassette	<input type="checkbox"/>	transcription of soundtrack* written or printed document
4. If record is held on computer or in an electronic or machine-readable form:			
<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record
<input type="checkbox"/>		<input type="checkbox"/>	copy in computer readable form* (floppy, stifty or compact disc)
If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.		<input type="checkbox"/> Yes	<input type="checkbox"/> No

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 _____ on this _____ day of _____
20____

Signature of requester / person on whose behalf request is made

Form B
NOTICE OF INTERNAL APPEAL

(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 public body

The Information Officer/Deputy Information Officer:

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

(a)

The particulars of the person who lodge the internal appeal must be given below.

(b)

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

(c)

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

Full names and surname: _____

Identity number: _____

Postal address: _____

_____ Code: _____

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: _____

D. The decision against which the internal appeal is lodged

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

<input type="checkbox"/>	Refusal of request for access
<input type="checkbox"/>	Decision regarding fees prescribed in terms of section 22 of the Act
<input type="checkbox"/>	Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act
<input type="checkbox"/>	Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester
<input type="checkbox"/>	Decision to grant request for access

E. 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:

F. 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 of _____ 20__

SIGNATURE OF APPELLANT

FOR OFFICE 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/NEW
DECISION SUBSTITUTED

NEW DECISION: _____

DATE: _____

RELEVANT AUTHORITY _____

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

Fees for Records of Public Body

PART I

FEES IN RESPECT OF GUIDE

1. The fee for a copy of the guide as contemplated in regulations 2 (3) (b) and 3(4)(c) is R0,60 for every photocopy of an A4-size page or part thereof.

Part II

FEES IN RESPECT OF PUBLIC BODIES

1. The fee for a copy of the manual as contemplated in regulation 5(c) is R0,60 for every photocopy of an A4-size page or part thereof.

2. The fees for reproduction referred to in regulation 7(1) are as follows:

	R
(a) For every photocopy of an A4-size page or part thereof	0,60
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,40
(c) For a copy in a computer-readable form on—	
(i) stiffy disc	5,00
(ii) compact disc	40,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	22,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	12,00
(ii) For a copy of an audio record	17,00

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

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

	R
(1) (a) For every photocopy of an A4-size page or part thereof	0,60

- (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form 0,40
- (c) For a copy in a computer-readable form on—
- (i) stiffy disc 5,00
 - (ii) compact disc 40,00
- (d) (i) For a transcription of visual images, for an A4-size page or part thereof 22,00
- (ii) For a copy of visual images 60,00
- (e) (i) For a transcription of an audio record, for an A4-size page or part thereof 12,00
- (ii) For a copy of an audio record 17,00
- (f) To search for and prepare the record for disclosure, R15,00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.

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

- (a) Six hours as the hours to be exceeded before a deposit is payable; and
- (b) one third of the access fee is payable as a deposit by the requester.

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

PART III

FEES IN RESPECT OF PRIVATE BODIES

1. The fee for a copy of the manual as contemplated in regulation 9(2) (c) is R1,10 for every photocopy of an A4-size page or part thereof.

2. The fees for reproduction referred to in regulation 11(1) are as follows:

- | | R |
|--|------|
| (a) For every photocopy of an A4-size page or part thereof | 1,10 |
| (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form | 0,75 |
| (c) For a copy in a computer-readable form on— | |
| (i) stiffy disc | 7,50 |

(ii) compact disc	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii) For a copy of an audio record	30,00

3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11 (2) is R50,00.

4. The access fees payable by a requester referred to in regulation 11 (3) are as follows:

	R
(1) (a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on—	
(i) stiffy disc	7,50
(ii) compact disc	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii) For a copy of an audio record	30,00
(f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.	

(2) For purposes of section 54 (2) of the Act, the following applies:

(a) Six hours as the hours to be exceeded before a deposit is payable; and

(b) One third of the access fee is payable as a deposit by the requester.

(3) The actual postage is payable when a copy of a record must be posted to a requester.