



**STATE BANK OF INDIA
SOUTH AFRICA**

**PROMOTION OF ACCESS TO INFORMATION
(PAIA) MANUAL**

**Prepared in terms of section 51 of the
Promotion of Access to Information Act 2 of 2000 (as amended)**

State Bank of India
South Africa Operations
PAIA- 2023-2024

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1. LIST OF ACRONYMS AND ABBREVIATIONS

SBISA	State Bank of India South Africa
CH & CEO	Country Head & Chief Executive Officer
IO	Information Officer
DIO	Deputy Information Officer
PAIA	Promotion of Access to Information Act No. 2 of 2000 (as Amended)
POPIA	Protection of Personal Information Act No.4 of 2013
RSA	Republic of South Africa
Regulator	Information Regulator
SOP	Standard Operating Procedure
Regulation	Promotion of Access to Information Regulation

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- Check the categories of records held by SBISA which are available without a person having to submit a formal PAIA request;
- Have a sufficient understanding of how to make a request for access to a record of the SBISA, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- Know the description of the records of the SBISA which are available in accordance with any other legislation;
- Access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- Know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- Know if the SBISA will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- Know the description of the categories of data subjects and of the information or categories of information relating thereto;
- Know the recipients or categories of recipients to whom the personal information may be supplied;
- Know if the SBISA has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- Know whether the SBISA has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE SBISA

3.1. Information Officer

Name	Mr. Ashutosh Kumar
Email	ceo.rsa@statebank.com
Tel	+27 011 778 4507

3.2. Deputy Information Officer

Name	Mr. Kirti Kumar
Email	mgrbanking.rsa@statebank.com
Tel	+27 011 778 4504

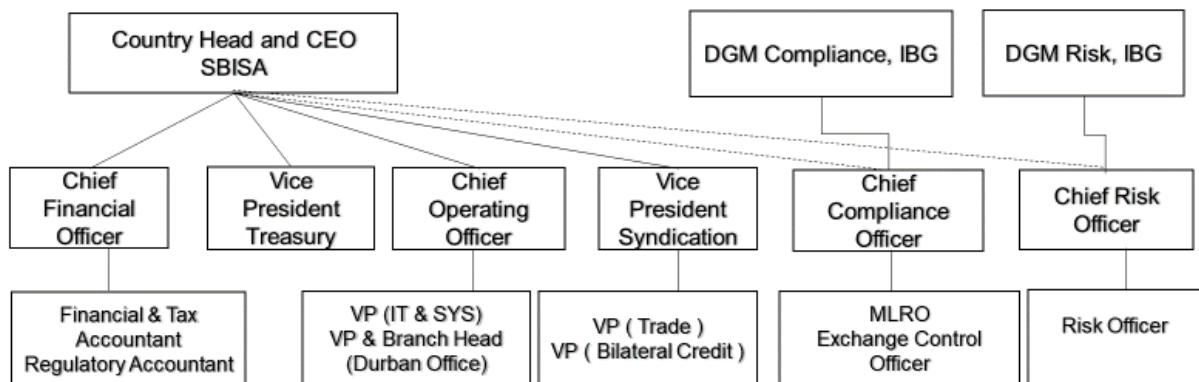
3.3 Access to information general contacts

Email	mgrbanking.rsa@statebank.com
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3.4 Office Address

Postal Address	PO Box 2538, Saxonworld, 2132
Physical Address	11Cradock Avenue, 3 rd Floor, Rosebank Mall Offices, Johannesburg
Telephone	+27 011 778 4500
Email	mgrbanking.rsa@statebank.con
Website	za.statebank

SBISA ORGANOGRAM



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

The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA (**Guide on how to use the Promotion of Access to Information Act 2 of 2000 as amended -OCT 2021**), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

- The Guide is available in each of the official languages and in braille.
- The aforesaid Guide contains the description of-
 - the objects of PAIA and POPIA;
 - the postal and street address, phone and fax number and, if available, electronic mail address of-
 - the Information Officer of every public body, and
 - every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
 - the manner and form of a request for-
 - access to a record of a public body contemplated in section 11; and
 - access to a record of a private body contemplated in section 50;
 - the assistance available from the IO of a public body in terms of PAIA and POPIA;
 - the assistance available from the Regulator in terms of PAIA and POPIA;
 - all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - an internal appeal;
 - a complaint to the Regulator; and
 - an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
 - the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
 - the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
 - the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
 - the regulations made in terms of section 92.
- Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

- The Guide can also be obtained-
 - upon request to the Information Officer by submitting Form 1 (as per regulation 3) available on regulator website.;
 - from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).
- A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-
 - English & Afrikaans

5. CATEGORIES OF RECORDS OF THE SBISA WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

The following categories of records are available automatically without a person having to request access by completing the request form. The details of such records are mentioned below. These records are available to the Regulator on SBISA website and also for inspection at the SBISA Office during normal working hours.

Category of records	Types of the Record	Available on Website	Available upon request
Products and Services	Information on Products and Services Forex Conversion Rates Interest Rates Banking Service Charges Contact Details of SBISA	Yes	By email or by Phone
Financial Results	Pillar 3 Disclosures	Yes	By email or by Phone
Policies	Privacy Notice PAIA Manual Complaint Handling and Redressal Policy Code of Conduct and Ethics Policy	Yes	By email or by Phone
Corporate Governance	Corporate Governance: SBI Organisational Structure @ South African Branch	Yes	By email or by Phone

6. DESCRIPTION OF THE RECORDS OF SBISA WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Details of the records that are available under legislations of RSA are mentioned below:

Category of Records	Applicable Legislation
Banking licence	Banks Act 94 of 1990 Compensation for Occupational Injuries and Diseases Act 130 of 1993 (Section 1 &18)
NCR licence	National Credit Act 34 of 2005
Over the Counter Derivative Product licence	Financial Sector Conduct Authority 37 of 2002
FAIS licence	Financial Advisory and Intermediary Services Act 37 of 2002
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Risk Management and Compliance Program (RMCP)	Financial Intelligence Centre ACT 38 of 2001
Market Conduct Policy along with FAIS procedure Manual	Financial Advisory & Intermediary Services Act, 37 of 2002
Data Privacy Policy	Protection of Personal Information Act 4 of 2013
FATCA and CRS Policy	US Foreign Account Tax Compliance Act, 2010 and Public Notices 508 and 509 published in Government Gazette No. 37778 of 27 June 2004. Standard for Automatic Exchange of Financial Account Information (Organisation for Economic Corporation (“OECD”) Common Reporting Standards)
Record Management Policy & Data Retention Policy	Financial Intelligence Centre Act, 2001 (Act 38 of 2001) Financial Advisory and Intermediary Services Act (Act 37 of 2002) General Code of conduct for Authorised Financial Services Providers and Representatives National Credit Act (Act No. 34 of 2005) and the National Credit Regulations

	<p>Companies Act (no. 71 of 2008) as read with the Companies Amendment Act, no. 3 of 2011 and the Companies Regulations, 2011</p> <p>Basic Conditions of Employment Act (75 of 1997)</p> <p>Employment Equity Act (no. 55 of 1998)</p> <p>Labour Relations Act (no. 66 of 1995)</p> <p>South African Revenue Service requirements</p> <p>Protection of Personal Information Act, 2013</p> <p>Administration of Estates Act 66 of 1965</p> <p>Constitution of the Republic of SA Act 108 of 1996</p> <p>Administration of Estates Act 66 of 1965</p>
<p>Employee Records</p> <p>Employment Equity Plan</p> <p>Quarterly Employment Statistic Data</p> <p>Workspace Skill Plan</p> <p>Unemployment Insurance Fund Data</p>	<p>Unemployment Insurance Act 63 of 2001</p> <p>Compensation for Occupational Injuries and Diseases Act 130 of 1993</p>

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY THE SBISA

SBISA has under its control or in its possession the following categories of records under the subjects described below. The categories of records are not exhaustive and are subject to amendment from time to time. A request made for access to these records will not be automatically granted, but will be evaluated in accordance with the provisions of the Act, any other legal requirements and SBISA’s policies.

Subjects on which the SBISA holds records	Categories of records
Strategic Documents (Policies and Procedures)	<ul style="list-style-type: none"> • Annual Financial Reports • Recovery Plan • Credit Policy • Outsourcing Policy • Compliance Policy • AML/KYC Policy • ALM Policy • ICAAP • Forex Trading Policy • Market Risk Management Policy • Transaction Monitoring Policy • DR & BC Policy • Fraud Management Policy

	<ul style="list-style-type: none"> • IT Policy • IS Policy • Risk Appetite Statement • Anti-Bribery, Gift & Hospitality Policy • Emergency and relief arrangement policy • ORM Policy • Investment Policy
Human Resources	<ul style="list-style-type: none"> • HR Policy • Succession Planning Policy • Employees records • SBISA Vacation policy
Accounting	<ul style="list-style-type: none"> • Books of account and financial statements • Account Statements of Office Accounts
Client records	<ul style="list-style-type: none"> • KYC Data of clients • Account Opening Forms • Account statements
Credit	<ul style="list-style-type: none"> • Credit Proposals • SOP of Retail credit • All credit records and agreements, in respect of each clients, including declined applications
Trade Finance	<ul style="list-style-type: none"> • Records of Letters of Credit opened/issued/advised • Records of Bank Guarantees Issued • Records of Import documents/bills • Records of Export documents/bills • Records of Buyers' Credit documents/bills • Records of Inland bills
Transactions	<ul style="list-style-type: none"> • Transactions Instructions • Record of Transactions. • Transaction Vouchers
Operations	<ul style="list-style-type: none"> • Sop for Walk in And Non- Face to Face Fin Transactions • SOP for Update on Personal Particulars • SOP on VISA Expired accounts • SOP on Inoperative/Dormant accounts • SOP on Risk Review of accounts • SOP on Back Office Operations • SOP for Trade Finance • SOP for Handling of payments as per NPSD directive
Compliance and Exchange Control	<ul style="list-style-type: none"> • SOP for sharing of policies

	<ul style="list-style-type: none"> • SOP on BA Returns • SOP for handling of Regulatory examinations • Inspection manual • SOP for Foreign Loan Process • SOP for Advance Payments Process • SOP for Reporting of Cross-Border Transactions • SOP of Trade related Transactions • Inspections and Audit reports
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8. PROCESSING OF PERSONAL INFORMATION

8.1 PURPOSE OF PROCESSING PERSONAL INFORMATION

SBISA collects personal or other information to:

- Meet responsibilities to customers, employees and other natural or juristic persons;
- Comply bank's policies.
- Comply various laws and regulations
- Follow client instructions;
- Inform clients of new services; and
- Make sure SBISA business (products and services) suits clients' needs.

8.2 DESCRIPTION OF THE CATEGORIES OF DATA SUBJECTS AND OF THE INFORMATION OR CATEGORIES OF INFORMATION RELATING THERETO

The categories of data subjects and the description of the nature or categories of the personal information processed at SBISA are mentioned below:

Categories of Data Subjects	Personal Information that may be processed
Individual Deposit Clients	Name, address, identity numbers, employment status, bank details, Income and its source, credit history, Transactional data
Corporate Deposit Clients	Name, Address, registration details, VAT number, bank details, credit history, Transactional data
Individual Loan Clients	Name, address, identity numbers, employment status, bank details, Income and its source, credit history, Transactional data
Corporate Loan Clients	Name, Address, registration details, VAT number, bank details, credit history, Transactional data

Service Providers	Names, registration number, vat numbers, address, trade secrets and bank details, credit history, Transactional data
Employees	Name, Address, qualifications, gender, race, nationality, identity number, family details, credit history, and bank details, Transactional data

8.3 THE RECIPIENTS OR CATEGORIES OF RECIPIENTS TO WHOM THE PERSONAL INFORMATION MAY BE SUPPLIED

The personal information processed at SBISA may be disseminate for the following purposes.

- Any regulatory authority (like the SARB, FIC, FSCA, NCR) and the regulators they appoint for the various financial sectors
- Comply with any regulation passed under the relevant legislation; or any legal process
- Protect and defend SBI's rights and property
- Protect public interest
- Third party service providers in order to uphold contractual obligations or service customers.

The category of personal information which may be disseminated and the recipient or category of recipients of the personal information are mentioned below:

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus
All personal Information on request	Any Regulator (like the SARB, FIC, FSCA, NCR etc)
All personal Information on request	LAW Enforcement agencies in RSA (e.g. DPCI, SAPS, SIU etc), Legislative or Statutory body of RSA (e.g. SARS).

SBISA does not transfer personal information about a data subject to a third party who is in a different jurisdiction unless:

- The third-party recipient is subject to similar laws as South African legislation with regards to the processing of personal information;
- The data subject consents to the transfer;
- The transfer is necessary to fulfil the performance of a contract between the data subject and SBISA; or
- The transfer is for the benefit of the data subject however it was not reasonably practical to obtain the consent of the data subject at the time, but it is likely that the data subject would have given consent.

8.4 PLANNED TRANSBORDER FLOWS OF PERSONAL INFORMATION

All the personal information/ data processed by SBISA are stored in the Centralised Data Centre located in India. SBISA's IT setup is in-sourced to bank's Internal IT department in India and shall not in any way infringe on mandate of access to data. However, all the physical records are stored in RSA. The details of the country in which personal information is stored and categories of personal information are listed below:

Categories of Data Subjects	Categories of Personal information	Country in Which information is stored
Individual Deposit Clients	Name, address, identity numbers, employment status, bank details, Income and its source, credit history, Transactional data	INDIA
Corporate Deposit Clients	Name, Address, registration details, VAT number, bank details, credit history, Transactional data	INDIA
Individual Loan Clients	Name, address, identity numbers, employment status, bank details, Income and its source, credit history, Transactional data	INDIA
Corporate Loan Clients	Name, Address, registration details, VAT number, bank details, credit history, Transactional data	INDIA
Service Providers	Names, registration number, vat numbers, address, trade secrets and bank details, credit history, Transactional data	INDIA
Employees	Name, Address, qualifications, gender, race, nationality, identity number, family details, credit history, and bank details, Transactional data	INDIA

8.5 GENERAL DESCRIPTION OF INFORMATION SECURITY MEASURES TO BE IMPLEMENTED BY THE RESPONSIBLE PARTY TO ENSURE THE CONFIDENTIALITY, INTEGRITY AND AVAILABILITY OF THE INFORMATION

SBISA provides utmost importance to protect the personal information processed by it to avoid unauthorized access and use. SBISA continuously review its security controls and processes to ensure that its clients' personal information is secure. The following procedures are in place in order to safeguards confidentiality and integrity of under the care of SBISA:

Confidentiality, integrity, authenticity and non-repudiation of secret/confidential information are maintained through appropriate encryption and cryptographic techniques when information is stored in information systems, media/devices or accessed/transmitted over networks in line with Bank's IS Policy. For Key Management, proper SOP is in place.

The following processes, procedures and systems are in place to prevent loss of, damage to, or unauthorised destruction of personal information; and unlawful access to or processing of personal information. This includes applying the privacy impact assessment process.

SBISA'S archived client information is stored on site which is governed by Data Privacy Policy.

SBISA'S third-party service providers are required to sign a service level agreement guaranteeing their commitment to the protection of personal information.

Information security incidents are managed with *INFORMATION SECURITY INCIDENT MANAGEMENT* section of the IS policy, which makes sure that security Incidents and weakness are identified, reported, handled, and mitigated. There are security awareness programs conducted for all the employees to make them aware and sensitise towards Information Security.

Where personal information is considered (including where amnesty for removal has been granted by the National Credit Regulator) to be no longer needed for any purpose, SBISA ensures that this information is destroyed or permanently de-identified, if reasonable to do so. Exceptions to this include, but are not limited to, instances where the personal information is required by a particular record retention law, or required for some other lawful purpose.

Consent to process client information is obtained from clients (or a person who has been given authorisation from the client to provide the client's personal information) during the introductory/on-boarding stage of the relationship.

9. CONSIDERATIONS BEFORE SUBMITTING A REQUEST

Before a formal request for access is submitted by a client or third party, the following need to be considered:

Is the requestor of the information submitting the request for the exercise or protection of his/her legitimate rights?

The exercise of your rights is subject to justifiable limitations, including the reasonable protection of privacy, commercial confidentiality and effective, efficient and good governance. This legislation may not be used for access to a record for criminal or civil proceedings or requested after the commencement of such proceedings.

Is the information that is required in record form, and under the control of State Bank of India?

This Act only applies to records that have already been created, at the date of the request, and that are under the control of State Bank of India. State Bank of India is not obliged to retrieve any records on behalf a third party that are no longer under its control, even where State Bank of India created the record.

Does the requestor of the information have a legitimate right to access the record?

A request may only be made to exercise the requestor's own right. Or where the request is made on behalf of another person, the requestor must submit proof of his/her capacity to act on behalf of the person in whose name the request is made. For example, a power of attorney must be submitted with the request where a legal representative makes the request on behalf of his/her client.

9.1 REQUEST PROCEDURE

If the requestor of the information is satisfied that he/she is entitled to make a request for access to records under this Act, the procedure outlined below must be followed:

Request form

No application will be considered unless it is completed on the request form (Form 2) in Annexure 1 to this manual. The completed form may be submitted to the Information Officer or the Deputy Information Officer by using the details described in clause 3 above.

It should be ensured that sufficient information is provided to enable us to establish:

- The record requested;
- The proof of identity of the requestor
- The form of access required, if the request is granted; and
- The contact details of the requestor

Definition of rights

A full description of the rights which the requestor of the information seeks to protect in line with the considerations outlined in clause 5.1 above must be provided.

Payment of the prescribed fees:

There are two types of fees:

- Request fee: R50
- Access fee: This is calculated by taking into account reproduction costs, search and preparation costs, as well as postal costs.

The requestor will be notified where the Information Officer requires a deposit (calculated from the access fee) and subsequent balance of the access fee. The information Officer will release the record on full payment. Where a deposit has been taken and the request has subsequently been refused, the Information Officer will refund the deposit to the requestor.

Deposits paid by a requestor will be refunded if the request is refused.

9.2 TIMELINES FOR CONSIDERATION OF THE REQUEST

- Requests will be processed within 30 days, unless the request contains considerations that are of such a nature that an extension of the 30-day time limit is needed.
- Should an extension be needed, the person requesting the information will be notified, together with reasons explaining why the extension is necessary.

9.3 GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

The main grounds on which State Bank of India could refuse access to records (as per Chapter 4 {section 33-46} of the Promotion of Access to Information Act, 2 of 2000) relate to the mandatory protection of:

- a. the privacy of a third party who is a natural person;
- b. the commercial information of a third party;
- c. certain confidential information of a third party;
- d. the safety of individuals and safety of property;
- e. records privileged from production in legal proceedings;
- f. commercial information of State Bank of India, which may include without limitation –
 - i. trade secrets;
 - ii. financial, commercial, scientific or technical information; the disclosure of which could likely harm the financial or commercial interests of State Bank of India;
 - iii. information that, if disclosed, could put State Bank of India at a disadvantage in negotiations or commercial competition; and
 - iv. computer programs and related information technology software that are owned by State Bank of India and that are protected by copyright; and
 - v. research information compiled by State Bank of India or a third party, if disclosure would expose the third party, the researcher or the subject matter of the research to serious disadvantage.

- g. Requests for access to records that are clearly frivolous or vexatious, or that involve an unreasonable diversion of resources, will be refused.

10. REMEDIES AVAILABLE TO A REQUESTOR ON REFUSAL OF ACCESS

State Bank of India does not have any internal appeal procedures that may be followed after a request to access information has been refused. The decision made by the Information Officer or deputy Information Officer is final. In the event that the requestor of the information is not satisfied with the outcome of his/her request, he/she is entitled to apply to Information Regulator or a court of competent jurisdiction to take the matter further.

Any complaints can be lodged with the Information Regulator on Form 5 (complaint form), in terms of Regulation 10 which can be found on the website of the Information Regulator under the “Forms” section.

Queries and complaints can also be directed to:

The Information Regulator (South Africa)	
Email:	enquiries@infoeregulator.org.za PAIAComplaints@infoeregulator.org.za
Telephone	+27 (0)10 023 5200
Physical address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001.
Postal address	P.O Box 31533, Braamfontein, Johannesburg, 2017
Website:	https://www.infoeregulator.org.za/contact.html

11. AVAILABILITY OF THE MANUAL

A copy of the Manual is available-

1. On SBISA website za.statebank
2. At SBISA office for public inspection during normal business hours;
3. to any person upon request and upon the payment of a reasonable prescribed fee; and
4. to the Information Regulator upon request.

A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

12. UPDATING OF THE MANUAL

The CEO/Chief Operating Officer of SBISA will on a regular basis update this manual.

13. ANNEXURE 1

FORM 1

REQUEST FOR A COPY OF THE GUIDE

[Regulations 3]

TO: The Information Officer

Full names:			
In my capacity as (mark with "x"):	Information officer		Other
Name of *public/private body (if applicable)			
Postal Address:			
Street Address:			
E-mail Address:			
Facsimile:			
Contact numbers:	Tel.(B):		Cellular:

Hereby request the following copy (ies) of the Guide:

Language (mark with "X")	No of copies	Language (mark with "X")	No of copies
<input type="checkbox"/> Sepedi		<input type="checkbox"/> Sesotho	
<input type="checkbox"/> Setswana		<input type="checkbox"/> siSwati	
<input type="checkbox"/> Tshivenda		<input type="checkbox"/> Xitsonga	
<input type="checkbox"/> Afrikaans		<input type="checkbox"/> English	
<input type="checkbox"/> isiNdebele		<input type="checkbox"/> isiXhosa	
<input type="checkbox"/> isiZulu			

Manner of collection (mark with "x"):

Personal collection	Postal address	Facsimile	Electronic communication (Please specify)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Signed at _____ this _____ day of _____ 20 _____

Signature of requester

14. ANNEXURE 2

FORM 2
REQUEST FOR ACCESS TO RECORD
 [Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

(Address)

E-mail address:

Fax number:

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

PERSONAL INFORMATION									
Full Names									
Identity Number									
Capacity in which request is made <i>(when made on behalf of another person)</i>									
Postal Address									
Street Address									
E-mail Address									
Contact Numbers	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%; padding: 2px;">Tel. (B):</td> <td style="width: 35%; padding: 2px;"></td> <td style="width: 15%; padding: 2px;">Facsimile:</td> <td style="width: 35%; padding: 2px;"></td> </tr> <tr> <td style="padding: 2px;">Cellular:</td> <td colspan="3" style="padding: 2px;"></td> </tr> </table>	Tel. (B):		Facsimile:		Cellular:			
Tel. (B):		Facsimile:							
Cellular:									
Full names of person on whose behalf request is made <i>(if applicable)</i> :									
Identity Number									
Postal Address									

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<p><i>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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i></p>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(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)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED	
<i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	

Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>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.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: <i>(State Rank, Name And Surname of Information Officer)</i>	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer