



# **INFORMATION MANUAL**

**AS REQUIRED BY SECTION 14 OF THE PROMOTION  
OF ACCESS TO INFORMATION ACT**

## **PART 1**

### **INTRODUCTION:**

The Promotion of Access to Information Act of 2000 (Act No.2 of 2000) (PAIA) gives effect to the right of access to information as provided for in section 32 of the Constitution, subject to justifiable limitations, including, but not limited to, limitations aimed at the reasonable protection of privacy, commercial confidentiality, and effective, efficient and good governance.

The purpose of the PAIA is to foster a culture of transparency and accountability in both the public and private sectors by affording any person the right of access to information to enable them to exercise and protect all of their rights to the full extent required.

This Manual has been compiled in accordance with the PAIA which prescribes that a public body must provide details of the records held by such a public body so that requests for information may be accommodated. This Manual serves as a guide on how a requester of information may request access to that information (record) held by the Road Accident Fund (RAF).

The purpose of this Manual is to set out 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 the RAF.

Set out below is the procedure to be followed when lodging a request for access to a record held by the RAF as well as the contact details of the RAF's Information Officer and Deputy Information Officer who are responsible for managing such requests.

### **2. AVAILABILITY OF THIS MANUAL**

This Manual can be accessed on the RAF website at <http://www.raf.co.za/About-us/pages/promotion-of-access-to-information.aspx> or by requesting a copy by e-mail from the relevant Information Officer, as provided for below. The manual may also be obtained from the South African Human Rights Commission.

## **PART 2**

### **SECTION 10 GUIDE ON HOW TO USE THE ACT:**

In addition to this Manual requesters are advised that the South African Human Rights Commission (SAHRC) also published a guide, in terms of section 10 of the PAIA, which guide explains how to make a request for access to a record. This guide is available at the SAHRC's offices, the contact details of which are furnished below:

The PAIA Unit (Promotion of Access to Information) at the South African Human Rights Commission

The Research and Documentation Department

Private Bag X2700

HOUGHTON

2014

Telephone : +27 11 484 8300

Fax : + 27 11 484 0582/1360

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

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

### PART 3

#### CONTACT DETAILS OF THE INFORMATION OFFICER AND DEPUTY INFORMATION OFFICER:

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

Designation : **Information Officer** (Chief Executive Officer)

Postal Address	: Road Accident Fund	Physical Address	: Road Accident Fund
	Private Bag X 178		420 Witch Hazel Street
	Centurion		Centurion
	0046		0046

Telephone : 012 621 1632 Fax : 012 621 1649

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

Designation : **Deputy Information Officer** (Manager: Complaints )

Postal Address	: Road Accident Fund	Physical Address	: Road Accident Fund

Private Bag X 178

420 Witch Hazel Street

Centurion

Centurion

0046

0046

Telephone : 012 621 1853 Fax : 012 621 1640

E-mail : PAIAUnit@raf.co.za

The Chief Information Officer, in terms of section 17 of PAIA, has delegated to the Deputy Information Officer the duties set out in the aforementioned section to manage request for information made in terms of PAIA. The PAIA Practitioner provides administrative assistance to the Deputy Information Officer.

## **PART 4**

### **RAF VISION:**

To provide the highest standard of care to road accident victims to restore balance in the social system.

### **RAF MISSION:**

To provide appropriate cover to all road users within the borders of South Africa; to rehabilitate persons injured, compensate for injuries or death and indemnify wrongdoers, as a result of motor vehicle accidents in a timely, caring and a sustainable manner; and to support the safe use of our roads.

### **RAF CORE VALUES:**

#### **Ubuntu**

- We care for and support our customers.
- We care for and support each other.

### Solution Focused

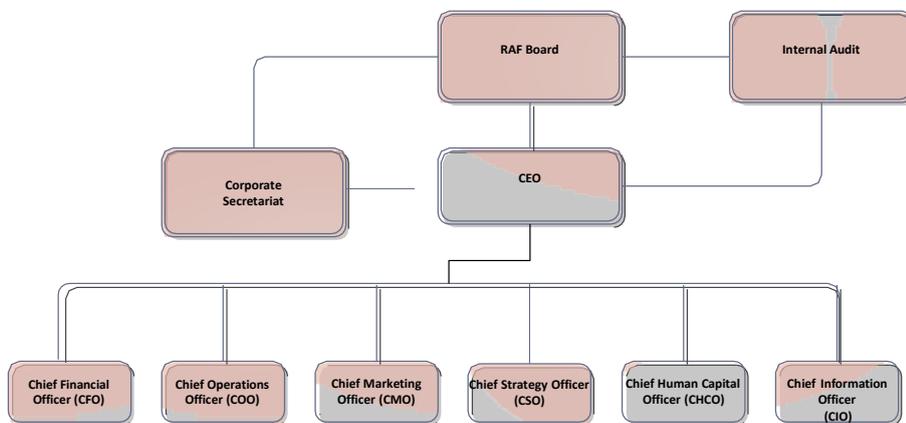
- We offer solutions
- We take responsibility for our actions

### Pride in what we do

- We commit and demonstrate integrity, honesty, consistency and fairness in our actions and decisions.
- We model the highest standards of personal and professional behaviour.

### STRUCTURE AND FUNCTIONS:

Below is a schematic diagram of the high level structure of the Road Accident Fund



The Internal Audit function reports directly to the Board. The Corporate Secretariat is responsible for providing secretariat support services to the executive team and the Board of the RAF. The RAF delivers on its core mandate through Operations and the Strategy Office. These divisions are supported by the Financial Services, Marketing, Human Capital, Information and Communication Technology divisions.

RAF has its head office in Centurion and regional offices in Menlyn (Pretoria); KwaZulu-Natal (Durban); Western Cape (Cape Town); Gauteng (Johannesburg); (Eastern Cape) East London and Satellite offices across the country.

The RAF is a juristic person established in terms of section 2 (1) of the Road Accident Fund Act, Act No. 56 of 1996, and comprise of the Board, Executive Management, General Managers, Senior Managers, Managers and Staff Members.

## PART 5

### SOUTH AFRICAN HUMAN RIGHTS COMMISSION (“SAHRC”) GUIDE ON THE ACT

A guide to the PAIA and the rights of requesters is available from the SAHRC or from their website: [www.sahrc.org.za](http://www.sahrc.org.za).

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

The South African Human Rights Commission: PAIA Unit; The Research and Documentation Department; Postal address: Private Bag x 2700, Houghton, 2041; Telephone: +27 11 484 484 0582; Website: [www.sahrc.org.za](http://www.sahrc.org.za); E-mail: [paia@sahrc.org.za](mailto:paia@sahrc.org.za)

## HOW TO REQUEST ACCESS TO RECORDS HELD BY RAF

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 Act and Regulations, and provided that the request for access to the record is not refused in terms of any ground for refusal contemplated in the Act.

The following steps must be considered before submitting a request:

Step 1: Are you entitled to use the PAIA to request access?

- I. Please take note of section 7 (1) of the PAIA which states:  
“This Act does not apply to a record of a public body or a private body if-  
(a) That record is requested for the purpose of criminal or civil proceedings;  
(b) So requested after the commencement of such criminal or civil proceedings, as the case may be; and  
(c) The production of or access to that record for the purpose referred to in paragraph (a) is provided for in any other law.”
- II. If section 7 (1) applies, you may not bring a request in terms of the PAIA. You must use the rules and procedures for discovery of information of the relevant legal forum and proceedings you are involved in. The RAF reserves the right to claim all expenses and other damages incurred as a result of a requester submitting a request in contravention of section 7(1)
- III. Please have regard to section 45 of the PAIA which entitles the RAF to refuse a request for access to a record if:  
(a) The request is manifestly frivolous or vexatious; or  
(b) The work involved in processing the request would substantially and unreasonably divert the resources of RAF.

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

- I. Please note that PAIA only applies to records which are in existence at the time of the RAF receiving your request.
- II. PAIA does not compel anyone to create a record which is not yet in existence at the time the request is made, for instance, the Act cannot be used to obtain reasons for a decision taken by the RAF if such reasons are not in the form of a record.
- III. If you are not sure whether the record exists, please indicate that in the relevant request form.

Step 3: Is the record in the possession or under the control of RAF?

- I. RAF is a large organisation and the search records requested may involve substantial time, resources and expenses.

- II. PAIA provides that the record requested must be in the possession, or under the control of, the RAF. However, for the purposes of the PAIA, a record in the possession or under the control of:
  - (a) An RAF official; or
  - (b) An independent contractor engaged by RAF, is regarded as being a record of that public body II as referred to earlier, section 45(b) of the PAIA entitles the RAF to refuse a request for access to record if the work involved, in processing the request, would substantially and unreasonably divert the resources of RAF.

Step 4: Should you bring the request in terms of Chapter 2 or 3 of the PAIA?

- I. RAF will generally qualify as public body where the records relate or are relevant to the exercise of public power or the performance of a public function in terms of any legislation.

Step 5: Form of Request

- I. 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 below, as Annexure 1.
- II. If you wish to type in your information into an MS Word version of the request form, please send an email to the relevant PAIA Practitioner or Deputy Information Officer requesting that a copy be emailed to you.
- III. 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.

## **CONSIDERING YOUR REQUEST**

Subject to the provisions of the PAIA, access to records requested from RAF 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 are outlined in Part 2 of the Chapter 4 and Part 3 of the Chapter 4 and 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

The RAF may also refuse requests that are manifestly frivolous or vexatious or that will lead to a substantial and unreasonable diversion of resources.

## PART 7

### PAYMENT OF FEES

The PAIA sets out two types of fees, namely:

- Request fee; and
- Access fee.

These fees are to be paid prior to RAF accessing the request for information.

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.

The fees for reproduction of this Manual and records are listed in Annexure 2.

The request fee is payable by every requester, other than a personal requester is listed in Annexure 2.

The access fees payable by a requester referred to section 22(7), unless exempted under section 22(8), of the PAIA are listed in Annexure 2.

In terms of section 22 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 requester whose request for access to a record which has been granted must pay, where applicable, the prescribed **access fee** for the reproduction and time taken to search for and prepare the record.

All payments must be made in the form of cash or cheque to the Finance Department of the RAF or by deposit into RAF's banking account provided below.

Bank: Standard Bank

Branch: Menlyn

Branch Code: 01-23-45

Type of Account: Cheque

Account no: 420-239-189

REFERENCE:

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

**RECORDS IN THE POSSESSION OF THE ROAD ACCIDENT FUND, WHICH ARE AUTOMATICALLY AVAILABLE (SECTION 15(1) (a))**

The categories of records listed below are automatically available from the RAF without the requester having to request access in terms of the PAIA:

- The information uploaded to the RAF web-site;
- Information booklets;
- Pamphlets;
- Posters;
- Newsletters;
- Claim Forms;
- Other marketing and informative materials relating to the functions and services of RAF;
- Court Pleadings(after litigation) - available on an individual basis;
- Court Orders - available on an individual basis;
- Judgments - available on an individual basis;
- Statutory records;
- Media releases/statements;
- Strategic plans;
- Annual reports;
- Statutory Quarterly report, FSB return, Annual Report (Finance: Reporting) Banking details and bank accounts (Finance: Treasury);
- Discharge forms (completed);
- Board Notices in respect of the statutory adjustment of the R160 000 cap; and
- Tenders/Quotations.

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

#### **RECORDS THAT MAY BE REQUESTED (SECTION 14(1) (d))**

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

#### **OFFICE OF THE CHIEF EXECUTIVE OFFICER:**

- Statutory records (not publicly available);
- Corporate Governance manuals;
- Records of contracts: Employment contract executives and Senior Managers;
- Draft media releases/statements;
- Requisition forms;
- Organisational policies and procedures;
- Parliamentary Questions;
- Executive Summaries;
- Executive Management Leave records;
- Delegation of Authority;
- Strategic plans;
- Draft annual reports; and
- Service Level Agreements, Memoranda of Understanding and other agreements and contracts.

#### **CORPORATE SECRETARY:**

- Meeting minutes for the following Committees: Board Committees (Audit Committee, Risk Management Committee, Remuneration Management Committee, Transport Committee and Claims Committee);
- Resolutions from the Board Committee, Executive Committee, Procurement Control Committee, Transformation Committee, NOM Steering Committee,
- Meeting minutes for the following: Executive Committee, Procurement Control Committee, Transformation Committee, NOM Steering Committee;
- Delegation of Authority;
- Policies submitted to Board for approval;
- Audio recording of meetings;
- Annual work plan for Board Committees;
- Terms of Reference for Committees;
- Minute books of meetings of Committees;
- Attendance Registers;
- Declarations of Interest Registers;
- Action lists from Committee meetings;
- The Corporate Secretariat, in its capacity of Public Officer, keeps formal record of all statutory reports and returns;
- Internal and external correspondence with the Board; and
- Legal and other opinions.

#### **FINANCE:**

- Finance Policy;
- Policy Control Framework;
- Record of payments in Payroll (Finance: Payroll / Remunerations);
- Budgets (Finance: Budgets & Planning);
- Financial Statements (Finance: Accounting) other than audited Annual Financial Statements;
- Statutory Quarterly report, FSB return, Banking details and bank accounts;
- Finance Treasury;
- Creditor's statements and invoices (Finance: Accounting);
- Fixed asset register (Finance: Accounting and Facilities Management);
- Property lease agreements (Finance: Procurement and Facilities Management);
- Bank statements for all branches (Finance: Treasury);
- Records of payments to creditors (Finance: Accounting) and claims (Finance Treasury); and
- Insurance claim files (Finance: Actuarial and insurance).

#### **HUMAN RESOURCES:**

- HR policies and procedures;
- Personnel files;
- Training records;
- Statutory records;
- Job profiles;
- Salary information;
- Workplace and employer-employee agreements;
- Performance scorecards;
- Employment contracts;

- Psychometric assessment reports;
- Performance assessment feedback and results;
- Employees disciplinary reports;
- Employees wellness reports;
- Fraud reports;
- Reports from other business units including Executive Summaries and criminal verification reports;
- REMCO reports and salary benchmark reports;
- CCMA and Labour Court records pertaining to labour disputes;
- Legal opinions;
- Job evaluation results;
- Telephone reports; and
- Leave reports.

#### **EMPLOYEE RELATIONS:**

- EAP Supervisor, Manager referral form;
- Disciplinary hearing notice;
- Warning-Action short dismissal;
- Appeal hearing outcome;
- Appeal application;
- Intoxication assessment;
- Notice-work performance;
- Notice-Incapacity investigation;
- Notice regarding representation;
- Notice of suspension;
- Grievance form;
- Procedure to defer/bank sick leave;
- Pleadings;
- Affidavits; and
- Legal opinions.

#### **EMPLOYEE WELLNESS SERVICES:**

- Medical reports of employees;
- Employee Wellness Services record;
- Intervention reports; and
- Employee Wellness policies.

#### **INFORMATION COMMUNICATION AND TECHNOLOGY: (ICT)**

The ICT division comprises of the following departments: 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 within Business Support;
- Equipment standards (Architecture);
- Licensing agreements; and
- Service Level Agreements with suppliers.

## **MARKETING AND COMMUNICATIONS**

- Draft Annual Reports;
- Strategic Plan;
- Annual Performance Plan;
- Road Ahead – Staff Newsletter;
- Internal Communiqués;
- Draft Media Statements;
- Focused Communications Plans for different units; and
- Content updates for website and intranet, etc.

## **INTERNAL AUDIT:**

- Internal Audit reports;
- Internal Audit policies and procedures;
- Internal Audit Manual;
- Internal Audit Service Level Agreements;
- Internal Audit Induction Pact;
- Internal Code of Ethics;
- Internal Audit Charter;
- Internal Audit Committee Charter;
- Internal Department Structure; and
- Office rules.

## **FACILITIES MANAGEMENT:**

### **Administrative:**

- Executive Summaries;
- Memos; and
- Database of information, e.g. Leases.

### **Compliance:**

- Policies, procedures and processes; and
- Workflows.

### **Security Services:**

- Occurrence book;
- Access control register;
- Application form for ID card/enrolment;
- Acknowledgement of debt for cards or keys;
- Application form for access to server room;
- Application form for access to executive suite;
- Key control register;
- Key control inventory register;
- Work Schedule;
- Fire equipment inspection;
- Security policy;
- Access control procedure;
- Records management policy;
- Occupational Health and Safety Act Policy;
- Fire arm control procedure;
- Fire fighting and prevention procedure;
- Locks and control procedure;
- Contingency plan;
- Communication security procedure;
- Operational emergency plan;
- Personnel Security Procedure;
- Z204 form (applications for security vetting); and
- Minimum Information Security Standard Document.

### **PROCUREMENT:**

- Supply Chain Management Policy;
- Delegation of Authority Framework;
- Tenders/Quotations/Request for Quotations (RFQ's);
- Contracts with service providers.

### **ACTUARIAL:**

- Limited reinsurance policies;
- Unlimited reinsurance policies;
- Short term all assets insurance policies;
- Short term motor insurance policies;
- Rent-A-captive insurance policies;
- Directors and officers insurance policies;
- Valuation reports-outstanding claims liability;
- Valuation reports –pension fund; and
- Valuation reports –post retirement medical subsidy scheme.

## **STRATEGY OFFICE**

### **Legal, Compliance and Regulation Department:**

- Register of reported staff claims;
- Registers of matters referred to Legal, Compliance and Regulation;
- Board Notices in respect of the statutory adjustment of the R 219 820 changed quarterly cap (drafts);
- Litigation reports;
- Legislation reports;
- Complaints Reports;
- PAIA Reports;
- Compliance Reports;
- Contracts;
- Legal Advice memos;
- Legal Opinions; and
- Policies and procedures.

### **Project Management Office:**

- Project Register;
- Business Case;
- Scope Document;
- Scope Change Request;
- Change Request Form;
- Project Initiation Document;
- Project Plan;
- Project meeting minutes;
- Project Steercom minutes;
- End project report;;
- Risk Assessment;
- Risk Register;
- Issues Register;
- Consultant Contracts; and
- Consultant Invoices.

### **Forensics Department:**

- Fraud and Prevention Plan;
- Whistle Blowing Policy;
- Contracts with service providers;
- Assessor's reports;
- Forensic Reports;
- Investigation Dockets; and
- Pleadings.

## **OPERATIONS:**

### **Undertakings:**

- Undertakings certificates;
- Invoices/Accounts;
- Quotations;
- Motivation letters;
- Progress reports from medical service providers;
- Claim files (hospital records-rays reports, any medical reports(ambulance report),clinical notes from medical providers, all medical legal reports, copy of Identity of the patient, birth certificate in case of a child and similar documents);
- Case management reports-pre settlement; and
- Case profiles-pre-settlement.

**Documents relating to claims lodged on behalf of claimants:**

- Claim forms (Completed);
- MVA Hospital records;
- Police accident reports;
- Claimants consent to inspect records;
- Claimants affidavit;
- Employee certificates;
- Hospital / medical accounts;
- Accident sketch plans;
- X-rays;
- Actuarial reports; and
- Medico-legal reports.

**Medical:**

- Medical policies and procedures;
- Bill reviews;
- Medical opinions;
- Case management reports;
- Claim files;
- Hospital accounts;
- Curatorship letters;
- Case profiles;
- All medical legal reports;
- X-ray reports;
- Joint minutes between experts; and
- Statutory undertaking records;

**Records obtained by the Fund:**

- Insured drivers statements;
- Witness statements;
- Police and hospital accounts;
- Medical expert reports;
- Court pleadings (pending and continuing cases);

- Letters from attorneys;
- Letters from claimants` attorneys; and
- Tax documentation of claimants.

**Records generated by the Fund:**

- Medical/legal reports;
- Assessors` reports;
- Letters to attorneys;
- Letters from Fund to claimants` attorneys;
- Computer generated expenditure reports;
- Legal opinions;
- Offer letters to attorneys;
- Undertakings certificates; and
- Discharge forms (completed).
- Contractual undertakings.

**Cost:**

- Service Level Agreement;
- Writ register;
- Directives;
- Executive summary;
- Address book;
- Claims system;
- Payment system;
- Legal cost system;
- Bills of cost: party & party (Plaintiff) and Attorney & Client (Panel Attorneys);
- Panel Attorneys files;
- Allocation on system;
- Payment history reports;
- Offer;
- Trigger document;
- Expenditure Authorization reports;
- Batch reports; and
- Register of requested/authorized payments.

**Recourse:**

- Payment records;
- Reports;
- Correspondence between RAF, attorneys and debtors;
- Pleadings(pending and continuing cases);
- Legal opinions;
- Assessors reports; and
- Court orders (pending and continuing cases).

**Patient Outreach Programme:**

- Case Management;
- Medical Assessment;

- Case Management reports;
- Case Profiles;
- Medico-legal reports;
- Undertaking Certificates;
- Medical accounts;
- Banking Indemnity forms;
- Care givers appointment contracts;
- Suppliers quotations;
- Hospital records; and
- Affidavits.

## **PART 6**

### **REMEDIES AVAILABLE IF THE PROVISIONS OF THE ACT ARE NOT COMPLIED WITH**

A requester (or third party, where applicable) may seek relief from any court 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;
- 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 BY THE RAF**

RAF 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.

#### **Internal Records**

The following are records pertaining to RAF's own affairs:

- Financial records;
- Operational records;
- Intellectual property;
- Marketing records;
- Internal correspondence;
- Statutory records;
- Internal policies and procedures; and
- Records held by officials of RAF.

#### **Employee Records**

- "Employee" refers to any person who works for or provides services to or on behalf of RAF and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting any work or services for the RAF. This includes, without limitation,

heads of departments, managers, all permanent, temporary and part-time staff, as well as contract workers. Personnel records include the following:

- Any personal records provided to the RAF by their personnel;
- Any records a third party has provided to the RAF about any of their personnel;
- Conditions of employment and other personnel-related contractual and quasi-legal records;
- Internal evaluation records; and
- Other internal records and correspondence.

### **Work related records**

Work related information includes the following:

- Any records a third party has provided to RAF; and
- Records generated by or within RAF pertaining to work or services, including transactional records.

### **Other parties**

Records are kept in respect of other parties, including, without limitation, contractors, suppliers, departments, service providers. Alternatively, such other parties who may possess records which can be said to belong to RAF.

The following records fall under this category:

- Personnel, work or service related records which are held by another party as opposed to being held by the RAF; and Records held by the RAF pertaining to other parties, including financial records, correspondence, contractual records, records provided by the other party, and third parties have provided about the contractors / suppliers.

### **UPDATING MANUAL**

The manual shall be updated annually.

**ANNEXURE 1: REQUEST FORM PUBLIC BODIES**

**FORM A**

**REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY**

(Section 18(1) of the Promotion of Access to Information Act, 2000)

(Act. No. 2 of 2000)

[Regulation 6]

**FOR DEPARTMENT USE**

Reference number:

Request received by \_\_\_\_\_ (state rank,

Name and surname of information officer/deputy information officer) on (date)

at \_\_\_\_\_ (place).

Request fee (if any): R .....

Deposit (if any): R.....

Access fee: R.....

\_\_\_\_\_ SIGNATURE OF INFORMATION OFFICER/DEPUTY

INFORMATION OFFICER

**A. Particulars of public body**

The Information Officer/Deputy Information Officer:

Designation : **Deputy Information Officer** (Manager: Complaints)

Postal Address : Road Accident Fund                      Physical Address : Road Accident Fund

Private Bag X 178

420 Witch Hazel Street

Centurion

Centurion

0046

0046

Telephone : 012 621 1853

Fax : 012 621 1640

E-mail : BoipeloMo@raf.co.za

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

The particulars of the person who requests access to the records must be given below.

The address and/or fax number in the Republic to which the information is to be sent must be given.

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 requests for information are made on behalf of another person.

Full names and surname: -----

Identity number: -----

**D. Particulars of record**

Provide full particulars of the records 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 folio and attach it to this form. The requester must sign all the additional folios.

Description of record or relevant part of the records:

Reference number, if available:

Any further particulars of record:

**E. Fees**

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.

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

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.

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 records in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.

Disability : _____  -----	Form in which records is required : _____  -----
---------------------------------	--

Mark the appropriate box with an **X**.

NOTES:

Compliance with your request for access in the specified form may depend on the form in which the record is available.

Access in the form requested may be refused in certain circumstances. In such case you will be informed if access will be granted in another form.

The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:

Copy of record\*                      Inspection of record

2. If the record consists of visual images

(this includes photographs, slide, video recordings, computer – generated images, sketches, etc.):

View of images    copy of the images\*                      transcription of images\*

3. If the record consists of recorded words or information which can be reproduced in sound:

Listen to the soundtrack                      Transcription of soundtrack\*

(audio cassette)                      (written or printed document)

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

Printed copy                      printed copy of                      copy in computer

of record\*                      information derived                      readable form\*

From the record\*                      (stiffy or compact disc)

\*If you requested a copy or transcription of a record (above), do                      | YES | NO |

you wish the copy or transcription to be posted to you?

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.

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In which language would you prefer the record?

**G. Notice of decision regarding request for access**

You will be notified in writing 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?

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Signed at ----- this ----- day of -----

-----  
SIGNATURE OF REQUESTER / PERSON ON  
WHOSE BEHALF REQUEST IS MADE

## ANNEXURE 2: FEES IN RESPECT OF PUBLIC BODIES

### A. Reproduction Fees

Reproduction refers to the costs of reproducing the record	R
The fee of a copy of the RAF's Section 14 PAIA Manual for every photocopy of an A4-size page or part thereof	0.60
For every photocopy of an A4-size page or part thereof	0.60
For every photocopy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0.40
For a copy in a computer readable form on stiffer disc	5.00
For a copy in a computer readable form on compact disc	40.00
For a transcription of visual images, for an A4-size page or part thereof	22.00
For a copy of visual images	60.00
For a transcription of an audio record, for an A4-size page or part thereof	12.00
For a copy of an audio record	17.00

### B. Access Fees

Access fees relate to the time spent searching for and preparing a record	R
For every photocopy of an A4-size page or part thereof	0.60
For every photocopy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0.40
For a copy in a computer readable form on stiffer disc	5.00

For a copy in a computer readable form on compact disc	40.00
For a transcription of visual images, for an A4-size page or part thereof	22.00
For a copy of visual images	60.00
For a transcription of an audio record, for an A4-size page or part thereof	12.00
For a copy of an audio record	17.00
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. Six hours as the hours to be exceeded before a deposit is payable; and one third of the access fee is payable as a deposit by the requester.	
The actual postage is payable when a copy of a record must be posted to a requester.	