

PAIA Workshop Guide

A guide to requesting information in terms of the
Promotion of Access to Information Act 2 of 2000 (PAIA)



ACKNOWLEDGEMENTS

The material in this PAIA Workshop Guide was developed by the South African History Archive (SAHA) through its *Freedom of Information Project: Capacity Building in the Community-based Sector*.

SAHA's *Freedom of Information Project: Capacity Building in the Community-based Sector* is part of a long-term strategy aimed at building the capacity of individuals and organisations to understand and utilise the Promotion of Access to Information Act 2 of 2000 (PAIA) as a strategic advocacy tool.

The PAIA Workshop Guide was developed with the financial support of the Ford Foundation. SAHA thanks the Ford Foundation for its support as the key donor for the *Freedom of Information Project: Capacity Building in the Community-based Sector*.

SAHA gives permission for the PAIA Workshop Guide to be used and reproduced, with acknowledgement, by all those seeking to better understand and utilise PAIA.

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The process of developing this PAIA Workshop Guide was informed by a consultative process involving members of the Khulumani Support Group (Khulumani), Tshwaranang Legal Advocacy Centre (TLAC) and organisations from the TLAC Paralegal Forum, Black Sash, groundWork, South Durban Community Environmental Alliance (SDCEA) and the Vaal Environmental Justice Alliance (VEJA) whose involvement and subsequent feedback from the FOIP Capacity Building Project has informed the contents of this resource.

Khulumani is a non-government organisation that empowers survivors of apartheid-era violations by building their advocacy skills and supporting their efforts to become self-reliant.

TLAC is a non-government organisation that uses the law as a tool for social change for women who are survivors of gender-based violence.

Black Sash is a non-government human rights organisation that has been working for justice and equality in South Africa for over 50 years.

groundWork is a non-government organisation focussing on issues of environmental justice and development in Southern Africa.

VEJA is an alliance of environmental organisations, groups, institutions, agencies and individuals acting in the Vaal Triangle challenging all forms of environmental degradation by local industry.

SDCEA is an environmental organisation based in the South Durban Basin organising across historical racial divisions to speak out for environmental justice.

SAHA also thanks the Human Rights Commission and the Public Protector for their expert input into the pilot workshops.

It is SAHA's intention that this PAIA Workshop Guide will stimulate and contribute to the excellent work of its partners in the National PAIA Civil Society Network.



The Freedom of Information Project: Capacity Building in the Community-based Sector commenced in April 2008. For further information please contact:

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CHAPTER 3

Records Management

QUESTIONS TO BE ANSWERED IN THIS CHAPTER:

- Introducing records management
- Creating a new PAIA request number
- Justifying your PAIA request
- Creating a new record: Recording a PAIA request in a log book
- Creating a new record: Recording the PAIA request dates in a diary
- Creating a new record: Recording an “overview” of each of your PAIA requests
- Creating a new record: PAIA log book, file and diary contacts
- Creating a new record: Recording all PAIA request telephone calls
- Telephone conversation: A role play
- Creating a new record: Your final checklist!
- The power of PAIA: A quiz

INTRODUCING RECORDS MANAGEMENT

Good records management is key to the successful use of PAIA. You need to find organised ways of dealing with all the communication you send and receive while submitting a request. During the PAIA process you will use many forms of communication such as telephone conversations; forms; emails; log books and a PAIA diary. You should be responsible for your own records management, but a central person in your organisation might also be tasked with generally administering your systems. All important communication needs to be managed in a way that allows for quick and easy access.

Organised adj. 3.a. Formed into a structured whole; systematically ordered and arranged; having a formal organisational structure to arrange, coordinate and carry out activities.

Good records management does not only assist in using PAIA, but also in ensuring transparency in your own organisation. If you have clear systems in place, then it is easier for other people to pick up what you are doing – after all, what if someone in charge of a request leaves your organisation, or passes the request on to you to deal with? If you have set up organised systems it will make it far easier to pick up what is going on.

Transparent 2.b. Easily seen through, recognized, understood or detected; manifest, evident, obvious, clear.

Creating a new PAIA request number

Your first step when you have a request you want to make, is to give it a reference number; this is like giving it its own 'name'. Each new request you send should be given its own unique request number to make tracking its progress easier. You should make a file for each request so that a request's information is kept together in one place. Here is an example of the request reference number 0049/DEA/2009:

No. **0049** = the number of the request where 0001 is the first PAIA request to be submitted in that year, 0002 the next, and so on.

Dept. **DEA** = the acronym (or shorthand) that refers to the Public or private body to whom the PAIA request is being submitted. In this case it refers to the Department of Environmental Affairs.

Year **2009** = the year in which the PAIA request is submitted.

From the request reference number, we can see that this PAIA request was made to the Department of Environmental Affairs, and was the 49th PAIA request made in the year 2009.

If the last PAIA request that you submitted was number 0052/DOD/2008 and your new PAIA request is to be submitted to the South African Police Service (and it is the year 2008), then that new request reference number would be: 0053/SAPS/2008. You might also place the year first when creating request numbers to make filing and sorting PAIA request numbers into years easier.

NOTE: Not all public and private bodies will use your reference number in their own correspondence regarding your PAIA request. They may use their own reference number system, e.g. 00006.GR.961. You should therefore try and use both reference numbers when speaking to them, so that they can easily keep track of the communications in their system.

Justifying your PAIA request

When you create a PAIA request, you should be aware of why you are asking for the information in your request. By keeping track of this on paper, you can ensure that:

- a) You clearly think through the type of information you are requesting; and
- b) At a later date any other person can review this sheet which may be of help if the request ends up in court.

You should then file this sheet in your request file so that it is easily accessible in future.

WHAT IS THE SUBJECT OF YOUR REQUEST?

Request: _____



WHY DO YOU WANT THIS INFORMATION? WHAT WILL IT HELP REVEAL OR EXPLAIN?

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

Creating a new record: Recording a PAIA request in a log book

You have a unique number request reference. Now you need to have a book. A log book keeps all the request reference numbers so that you can easily tell what the next number of your next request should be. You should therefore log each of your PAIA requests in your 'log book'. Here is an example of a page from a logbook:

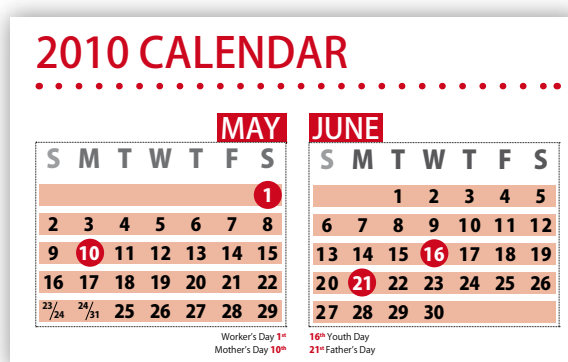
DATE	REQUEST REFERENCE NUMBER	SUBJECT
11/10/2008	0019/DOJ/2008	Records concerning the work of the TRC unit, including work plans; number of victims and survivors; the provinces where the unit assisted and Annual Budget Reports.
17/10/2008	0020/PRE/2008	All policies and/or draft policies on community reparations and plans to roll out projects as part of their commitment to community reparations.
12/11/2008	0021/DHA/2008	Records detailing the total number of RDP houses allocated in Gauteng in 2006-2007.

NOTE: You can now easily see that your next new request will start with 0022.

You can copy the columns into your own log book. You must remember to record every single request that you make in the logbook.

Creating a new record: Recording the PAIA request dates in a diary

Now that you have made a request and logged it, you need to note down the dates applicable to the request. As we saw earlier when dealing with PAIA timeframes, there are a lot of dates you need to take note of, for instance the date you submit the request, the date a few days before a response is due so you follow up with the body concerned, and the date 30 days after you submitted the request so that you know when you should have received a response.



To keep track of all these dates you should get a diary for PAIA, or a calendar. This diary should only be used for your PAIA requests. Keeping a PAIA diary up to date will make it easier to keep track of each and every PAIA request.

Creating a new record: Recording an “overview” of each of your PAIA requests

You have recorded your request in a diary, a log book and created a file for the PAIA request. It is a good idea to create an overview sheet for the top of each request's file. You should also set aside a filing cabinet to keep all your different PAIA files together.

The overview sheet is a summary of everything which has happened to a request.

Here is an example of an overview sheet:

PAIA REQUEST OVERVIEW	
Request: 0049/DEA/2009	
Who submitted this request:	Gabi
Date of original submission:	25 September 2009
Which information officer and deputy information officer was it submitted to:	Dr Ayanda Ntsaluba
Information officer and/or deputy contact details:	(012) 328 6004 (Fax) (012) 351 0857 (Tel)
What is the subject of the request:	The document outlining the amount of emissions coming from the FBGO factory next to the Alexandra township in Joburg
Was it to a public or private body:	Public: Dept of Environmental Affairs
When a response is due:	25 October 2009
Was the appeal transferred and when:	No
If transferred, to which information officer:	
What was the response:	Refused
If it was refused, on what grounds was this done:	On the grounds it constitutes private commercial information
Date of submission of appeal:	25 October 2009
Subject of appeal – on what grounds was the appeal by you submitted:	Public interest override
When a response to the appeal is due:	25 November 2009
Were the records provided: Yes/No/Only in part:	Yes
Where the records are kept:	SAHA offices
Number of pages of record:	312
Date file closed:	05 November 2009
NOTES SECTION:	
25 Sep 09: Request submitted 20 Oct 09: Received fax saying request was refused 30 Oct 09: Contacted by DEA and told Appeal successful 5 Nov 09: Sent a copy of documents to community leader in Alexandra 5 Nov 09: Closed file 30 Sep 09: Phoned and confirmed receipt 25 Oct 09: Submitted Appeal 3 Nov 09: Received documents – sent by DEA	

You can see from the example of the completed overview sheet the entire story of the file at a quick glance. It also serves as a second place to note significant dates and times! Remember to always pay particular attention to any promised deadlines. A blank copy of this overview sheet is in Appendix F – you can therefore photocopy clean versions of it for your own PAIA request files.

Creating a new record: PAIA log book, file and diary contacts

It is important to write all your contact details (and your organisations contact details) on to the inside of the PAIA log book, diary and file so that if you misplace them they can be easily returned to you. Ensure that the information you provide is correct and current. Think of including:

- Your name
- Your organisations name
- The address of where the file must be returned
- All relevant telephone and fax numbers.

Writing these details in each of your records management books helps to ensure that they cannot be lost.

Creating a new record: Recording all PAIA request telephone calls

When you telephone people in regard to your PAIA request, you should take note of each and every conversation. For instance, you should always call after submitting a PAIA request to make sure it was received, or to remind the IO and/or DIO of an upcoming deadline in keeping with the time frames. Most importantly, you need to call *before you have even submitted your request* to get the contact details of the IO and DIO – once you have both of their names you should try and communicate with both through the whole process. To help you keep a record of all telephone conversations, here is a list of ‘short hands’ of words you can use so that you can quickly draw up a record:



YOU: What is your name if you are calling, or receiving a phone call?

CAL: This is short for caller – what is the name of the other person? This can either be the person who called you, or who you called.

TEL: What telephone number will you be calling?

RES: What was the result of the call?



When you make or receive a call, you should log all your necessary information and give as much detail as possible. Remember:

- It is important that people who read your file later are able to know exactly what happened.
- Don't feel shy about asking someone who has called you to hold on while you get a "Phone call log" (see below) or so that you can find the file they are calling about.
- You should always have the file of the request you are talking about with you while you talk about it.
- It is also a good idea to keep a stack of phone call log sheets right next to the phone so that you can grab one quickly.
- Always remember to ask for the name and number of the person you are talking to.
- Even log those calls made which were not answered.

While you can draw up a new call sheet for each telephone call, I would suggest drawing up a one page "Phone call log". With every new file that you open you then print (or draw up) a "Phone call log" and place it in the file to record all future telephone conversations you have in relation to a particular request. There should be a "Notes" column where you write any information that was important that you learnt because of the phone call. Below is an example of what a phone call log will look like when it is being used for a specific request. Remember: there is nothing wrong with drawing one up by hand – you need to develop systems, after all, that are easy for you and your organisation to use. Here is an example of a phone call sheet:

PAIA request 0049/DEA/2009	
Date: 30/09/09	
Time: 10:40am	
YOU: Thabo	
CALL: Amanda Selepi	
TEL: (012) 351 0203	
RES: She answered. She confirmed the request had been received and had been forwarded to legal services to an S De Wet.	

You should remember to fill in a call on the PAIA phone call sheet even for phone calls that resulted in no answer, or resulted in you being transferred.

If you have access to a computer, you might also want to create a phone call log which would keep all the phone call information on one spreadsheet as an additional option. Here is an example of a phone call log sheet:

PHONE CALL LOG					
Request 0049/DEA/2009					
DATE & TIME	YOU	CALLER (CAL)	TELEPHONE NUMBER (TEL)	RESULT OF THE CALL (RES)	NOTES
30/09/09 10:40AM	Thabo	Amanda Selepi	(012) 351 0203	She answered	She confirmed the request had been received and forwarded to legal services to an S De Wet.
01/10/09 4:25PM	Thabo	Amanda Selepi	(012) 351 0203	Tried to call - but no answer	Switchboard told me to call Sbusiso instead on 1398.
01/10/09 4:30PM	Thabo	Sibusiso Ndou	(012) 351 1398	No answer.	
02/10/09 10:05AM	Thabo	Sibusiso Ndou	(012) 351 1398	No answer.	
05/10/09 9:45AM	Thabo	Sibusiso Ndou	(012) 351 1398	I answered - he called.	In response to my calls, he assured me they were reviewing it and promised to have a response to me by 20 December 09 to make sure they are within the 30 day period.

Take particular note in the example above of how the deadline was recorded in the notes column. This note allows you to easily follow up on any promises made to you. Also take note of any new telephone number extensions that were given, as it is always best to try and get a person's direct line rather than having to go through a switchboard. A blank copy of this phone call log is in Appendix G.

TELEPHONE CONVERSATION: A ROLE PLAY



To practice what we have learnt about recording a telephone conversation, you will need to take out some pieces of paper. Below is series of background stories, followed by an example of a telephone conversation that might follow it.

Choose two people to role play each character and pick a name for them as well. Then write out what you think the phone call log would look like. The two characters should read the conversation. Once you have heard what they have to say, draw up an example of what the PAIA phone call sheet would look like using the example that was shown earlier to guide you.

EXAMPLE 1: A call using a direct line

You have created a request with the reference number 0049/DEA/2009 (although the Department of Environmental Affairs has referred to it as GR-1 1-9). You submitted the request on 25 September 2009, but by 22 October 2009 have still received no response. You therefore decide to call the information officer of the DEA, whose number is in the request file as (012) 351 0857, on 22 October at 11:00 am.

The phone call: **YOU:** Hello, is this Dr Ayanda Ntsaluba speaking?

CAL: Yes it is.

YOU: Hello Dr. I am Thabo from SAHA. I have previously spoken to your assistant Amanda about this, but on 25 September 2009 I submitted a PAIA request to your office – Amanda confirmed the receipt. Our reference number is 0049/DEA/2009, but you have the reference number GR-1 1-9 – are you aware of the request I am talking about?

CAL: Please hang on a second while I look on the computer for the file?

YOU: Of course.

..... **PAUSE**

CAL: Hello again Thabo, I have the file. What would you like to know?



YOU: Well Dr, in terms of PAIA we should be receiving a response from you by 25 October but we have not yet heard anything. I was calling to remind you of the deadline, but also to remind you that you have the right to extend this deadline by another 30 days if it is needed. Can you tell me whether you will be extending the deadline?



CAL: Well, I am afraid I am unfamiliar with the file – can I get back to you about the extension?

YOU: Of course. Can I expect to hear from you before 25 October in this regard?

CAL: Yes. I assure you I will get back to you by, in fact, 24 October 2009.

YOU: Thank you so much, we will speak then. My direct line is (011) 717 1941.

CAL: Excellent, I have written it down. Goodbye.

YOU: Goodbye.



..... **THE END OF THE CALL**

Once you have drawn up a PAIA phone sheet, exchange it with the person sitting next to you. Comparing your answers, see whether you were able to note down all the main points.

Here is an example of what it could look like:

PAIA request 0049/DEA/2009
Other Ref: GR-11-9

Date: 22/10/09
Time: 11:00am

YOU: Thabo
CALL: Dr Ayanda Ntsaluba
TEL: (012) 351 0857

RES: He answered. I informed him that a response is due 25 Oct and asked whether an extension would be taken. He confirmed he had the file, but had not viewed it so no decision has been made. He has promised me a response on my direct line by 24 October 2009.

EXAMPLE 2: A call that gets transferred

Let us now repeat the exercise using a different example. Again, choose two people to role play each character and pick a name for them as well. Then write out what you think the phone call log would look like. The two characters should read the conversation. Once you have heard what they have to say, draw up an example of what the PAIA phone call sheet would look like using the example that was shown earlier to guide you.

The background story:

You have created a request with the reference number 0051/NAR/2009 (it is a request for a Security Legislation Directorate file of an individual which you are submitting to the National Archives of South Africa). You are trying to find the names and contact details of the information officer and deputy information officer. The number you call is (012) 325 5467, which is the number of the switchboard, and you call on 1 December 2009 at 8.45am.

The phone call:

YOU: Hello. Can you please put me through to your information officer or deputy information officer?

CAL: I am afraid I do not know who that is; can I put you through to the Communications department?

YOU: Yes, but may I just have that person's name and extension in case I get cut off?

CAL: Of course: it is Tania Swart on 5468. Please hold while I put you through.

..... **PAUSE AS YOU ARE SWITCHED TO A NEW PERSON**



CAL: Hello?

YOU: Hello – is this Ms Swart?

CAL: Yes it is, how may I help?

YOU: I was put through to you by the switchboard. I am trying to get the contact details of the National Archives' information officer and deputy information officer. Do you perhaps have them?



CAL: Yes, of course. Our information officer is Dr Dominy and his extension is 5423. The deputy information officer is Gerrit Wagener, and his extension is 5424.

YOU: Thank you. Would you mind also providing me with their fax numbers?

CAL: Of course. Dr Dominy's is (012) 325 5555 and Mr Wagener's is (012) 325 5544.

YOU: Excellent, thank you so much. Could you perhaps transfer me through to either of them so that I can confirm these details?

CAL: I am sorry, but they are both away on a conference today. May I suggest calling them tomorrow?

YOU: Yes, thank you so much for your assistance. Goodbye.

CAL: Goodbye.

..... **THE END OF THE CALL**

Once you have drawn up a PAIA phone sheet, exchange it with the person sitting next to you. Comparing your answers, see whether you were able to note down all the main points.

Here is an example of what it could look like:

PAIA request 0051/NAR/2009

Date: 01/12/09

Time: 08:45am

YOU: Thabo

CALL: NAR switchboard

TEL: (012) 325 5467

RES: Switchboard answered. I was transferred to Tania Swart (Communications department) on ext 5468. She provided the contact details for the information officer and deputy information officer as:

Information officer – Dr Dominy (Tel) (012) 325 5423

(Fax) (012) 325 5555

Deputy information officer – Gerrit Wagener (Tel) (012) 325 5424

(Fax) (012) 325 5544

Both are out of their offices today. It was suggested I call back on 2 December 2009 to confirm their contact details.

Electronic Databases

We have been dealing largely with paper filing systems in considering records management. However, filing cabinets are increasingly being superseded by electronic systems and databases. It is not essential to have electronic systems to keep good records. However, if you or your organisation is interested in finding out more about such databases you can contact the South African History Archive, or other members of the PAIA Civil Society Network, to ask for further details and we will happily share with you what we have learnt about managing electronic systems.

Contacts:

South African History Archive

Telephone: +27 (011) 717 1941

Email: info@saha.org.za

Freedom of Expression Institute

Telephone: +27 (011) 482 1913

Email: fxi@fxi.org.za

Open Democracy Advice Centre

Telephone: +27 (021) 461 3096

Email: odac@opendemocracy.org.za

Creating a new record: Your final checklist!

Here is a checklist to help you to follow all the steps in creating a new PAIA record.

CHECKLIST FOR PAIA RECORD KEEPING	
TASK	COMPLETED?
FIND YOUR LOG BOOK	
1. Create a unique request reference number using your log book	
2. Record the new Request in the log book	
TAKE OUT YOUR PAIA DIARY	
3. Make a note of the day you submitted, as well as when 30 days will have passed from when you first submitted	
4. Remember to record any other significant dates which you might receive	
TAKE OUT A NEW FILE	
5. Label the file with the unique reference number	
TAKE A NEW OVERVIEW SHEET	
6. Fill in all the details you can into the overview sheet and keep it in the file	
7. Record every new development on your overview sheet	
TAKE OUT A NEW PHONE SHEET	
8. For every new phone call, received by you or made by you, write a phone record	
9. Insert each new phone record into the relevant file, alongside your overview sheet	

THE POWER OF PAIA: A QUIZ



You have been learning about PAIA. You should:

1. Understand the freedom of information environment;
2. Be able to submit a PAIA request to a public or private body;
3. Understand how to manage your PAIA records.




To help practice this, let's do a quiz of everything we have discussed. Contestants should all stand in a semi-circle with the quiz master standing in front. Each contestant will get three 'tickets'.

The quiz master then will ask the first question on the question card to the contestant nearest to her/him on the left hand side. The quiz master will then ask the next question to the next contestant to the left of the first contestant and so on. Once the quiz master has asked each contestant a question the quiz master then returns to the start of the semi-circle and begins again.

Each contestant gets three lives represented by their three tickets – each time you get a question wrong, you must hand in a ticket. Once you have handed in all your tickets you should sit down. The last person standing will be declared the winner. Remember, some of these questions are a lot harder than others, so there is some luck involved in who wins. Also note, there are some questions, addressing chapter 4 on recourse and redress.

QUIZ QUESTIONS

Photocopy and 



TRUE OR FALSE: It is possible to have a successful democracy without providing information to citizens of a country?

A. False. Information is the oxygen of democracy.



TRUE OR FALSE: It is impossible for South Africa to develop to its full potential if corruption exists in its public institutions.

A. True.



TRUE OR FALSE: South Africans have a constitutional right to ask for information from a public body?

A. True.

Q TRUE OR FALSE: South Africans do not have a legal right to ask for information from a private body?

A. *False (South Africans do have a right to ask for information from a private body).*

Q TRUE OR FALSE: The right to access information is written in South Africa's Constitution?

A. *True.*

Q What section of South Africa's Constitution sets out our right to access information?

A. *Section 32.*

Q TRUE OR FALSE: The Constitution is the only law which sets out South Africans' right to access information?

A. *False – PAIA sets out this right.*

Q What word starting with a P is an acronym for South Africa's Act that deals specifically with our right to access information?

A. *PAIA*

Q What is the full name of the Act?

A. *The Promotion of Access to Information Act 2 of 2000 (will accept answer without 'Act 2 of 2000')*

Q TRUE OR FALSE: South Africa is the first country in Africa to enact a law on access to information?

A. *True*

Q What day is it today?

A. *(Will accept answer with correct day).*



Name one other African country that has adopted a freedom of information law?

A. Accept: Ethiopia, Uganda, Angola or Zimbabwe (however Zimbabwe's Act acts more to suppress the media than to promote access to information).



What 'S' was the first country in the world to enact a freedom of information law?

A. Sweden.



The 'SAHRC' stands for which government institution supporting democracy and supporting the implementation of PAIA?

A. South African Human Rights Commission.



What is the name of South Africa's President who has been serving as such since 2009?

A. Jacob Zuma



Which national government department would you submit a PAIA request to if you wanted to know about statistics on the number of domestic violence cases were reported in 2006-2007?

A. SAPS (the South African Police Service).



What is the title for the position of the person to whom you must submit a PAIA request to when asking for information from a national public body ?

A. The information officer (accept deputy information officer, Director-General).



What is 6 x 11?

A. 66



How long does the IO or DIO have before she/he must notify you of the response to your PAIA request: is it 30, 60 or 90 days?

A. 30 days.

Q In some situations the period with which the DIO/IO has to deal with the PAIA request may be extended. What is the maximum period of time that the response due date can be extended by: is it 30, 60 or 90 days?

A. 30 days.

Q Which country hosted the 2010 Soccer World Cup?

A. South Africa

Q In terms of PAIA is a doctor considered to be a public or a private body?

A. Private: Anyone in any kind of profession is considered to be a private body in terms of PAIA.

Q In terms of PAIA is the National Prosecuting Authority (NPA) considered to be a public or private body?

A. Public.

Q What is the name of the Form that must be completed when submitting a PAIA request to a private body?

A. Form C.

Q In terms of PAIA, would you be able to access records that contain personal information about me if you did not have my permission?

A. No (section 34: Third party exemption).

Q TRUE OR FALSE: When submitting a PAIA request to a public body you must demonstrate why you want to access the information being requested?

A. False.

Q What additional information must you provide when submitting a PAIA request to a private body?

A. You must state which right you are protecting or exercising by asking for this information.
E.g. The Right of Access to Adequate Housing or the Right to Fair Labour Practices.

Q Beginning with 'T' what was the court-like body assembled in South Africa after the end of apartheid where public hearings were held in order for victims and perpetrators to give testimony about their experiences during apartheid?

A. The TRC: Truth and Reconciliation Commission.

Q I submitted a PAIA request to the Department of Housing on 1st June 2008. It's now 20th August 2008 and I haven't heard back from the Department of Housing. Has the Department of Housing acted appropriately in terms of its responsibilities under PAIA?

A. No. 'It should have responded in 30 days

Q TRUE OR FALSE: PAIA states that it can be applied to public and private bodies but private bodies aren't obliged to cooperate.

A. False: private bodies are legally obliged to cooperate with PAIA: if they fail to meet their responsibilities they are breaking the law.

Q What organisation do I work for?

A. The South African History Archive (accept SAHA or other correct answer).

Q How much is the request fee that must be paid for the purpose of gaining access to records held by a public body: is it R35, R50 or R65?

A. R35.

Q How much is the request fee that must be paid for the purpose of gaining access to records held by a private body: is it R35, R50 or R65?

A. R50.

Q Is anyone exempt from paying request fees?

A. Yes.

Q Who is exempt from paying request fees?

A. Personal requesters; or

B. Person earning a low wage / whose annual salary is less than a stipulated amount.

(will accept either or both answers)

Q Personal requesters are exempt from paying access fees. True or False?

A. False *(they are only exempt from paying request fees).*

Q If the records requested in a PAIA request are believed to be held in a different government department to the one that the PAIA request was originally submitted to the PAIA request must be transferred to the relevant government department. Whose responsibility is it to transfer the PAIA request?

A. The DIO/IO.

Q Within how many days must the DIO/IO transfer a PAIA request to the relevant government department – is it 14, 20 or 30?

A. 14 days.

Q What is the name of the form that must be completed when submitting a PAIA request to a public body?

A. Form A.

Q Can PAIA help me to access my human rights?

A. Yes.

Q TRUE OR FALSE: A person living and working in Sandton has more of a right to access information in terms of PAIA than a person who is unemployed and homeless?

A. False. Every person has an equal right to access information in terms of PAIA.

Q When submitting a PAIA request to a private body who must you submit the PAIA request to? Who is given the responsibility of information officer in a private body?

A. The Head of the private body (accept CEO or Managing Director).

Q What 'E' is the operating language of the South African government?

A. English.

Q If I submit a PAIA request to the Department of Defense for records that contain sensitive information about South Africa's international relations with Zimbabwe am I likely to be given the records?

A. No. (section 41).

Q What is the name given to the principles that outline the government's commitment "to continually improve the lives of the people of South Africa by a transformed public service, which is representative, coherent, transparent, efficient, effective, accountable and responsive to the needs of all."

A. Batho Pele.

Q What does the 'I' in PAIA stand for?

A. Information.

Q What is the name of the person standing to your left?

A. Will be on their name tag!!

Q Who would you submit your internal appeal to if you were challenging a decision by the Ministry of Defence and Military Veterans?

A. The Minister of Defence (The name of the current Minister of Defence is an acceptable answer).

Q Must an information officer refuse you your own personal information?

A. No.

Q Must you go to court within 60 days, 110 days or 180 days after your internal appeal has been refused?

A. 180 days.

Q What does ODAC stand for?

A. The Open Democracy Advice Centre.

Q In what South African city is Parliament based?

A. Cape Town.

Q Do you have to try and write everything on the request form, or can you add additional information in a supplement?

A. You can add additional information in a supplement.

Q TRUE OR FALSE: good records management is an essential step for assisting your PAIA request?

A. *True.*

Q If a PAIA request is 0013/DOJ/2010, what year was it submitted in?

A. *2010*

Q If a PAIA request is 0010/DEA/2009, what department was it submitted to?

A. *The Department of Environmental Affairs.*

Q If a PAIA request is 0050/NAR/2009, what department was it submitted to?

A. *The National Archives of South Africa (National Archives is acceptable).*

Q TRUE OR FALSE: you have to have a computer to have good records management?

A. *False: well-kept paper records can be as effective.*

Q What is the animal the South African rugby team is named after?

A. *The springbok.*

Q What does the 'P' in PAIA stand for?

A. *'Promotion'.*

Q Can an information officer or deputy information officer extend the time in which they have to respond to your request if they give a reason?

A. *Yes – they can get an extra 30 days.*



What is the flower the South African cricket team is named after?

A. The protea.



What is the name of the awards hosted by the Open Democracy Advice Centre and the South African Human Rights to Commission to reward consistent and successful PAIA implementation by public bodies?

A. The Golden Key Awards.



Are the information and deputy information officers required to assist you in completing your PAIA request forms?

A. Yes.



In what South African city is Table Mountain?

A. Cape Town.



What entity starting with the letter P is tasked alongside the South African Human Rights Commission with overseeing PAIA?

A. The Public Protector.



To what department would you submit a request to find out about the national environmental policy for reducing carbon emissions?

A. The Department of Environmental Affairs.