



Province of the
EASTERN CAPE
HEALTH

PAIA MANUAL

**Prepared in terms of section 14 of the
Promotion of Access to Information Act
2 of 2000 (as amended)**

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	"DIO"	Deputy Information Officer
1.2	"Department"	Eastern Cape Department of Health
1.3	"Guide"	Information Regulator's Guide to PAIA
1.4	"HOD"	Head of Department
1.5	"IO"	Information Officer (Who is also the Head of the Eastern Cape Department of Health)
1.6	"Manual"	Eastern Cape Department of Health's PAIA Manual
1.7	"MEC"	Member of Executive Council: Health
1.8	"National Health Act"	National Health Act No. 61 of 2003
1.9	"PAIA"	Promotion of Access to Information Act No. 2 of 2000
1.10	"Personal information"	Information relating to an identifiable natural person, and where it is applicable, an identifiable, existing juristic person as set out in sections 1 of PAIA and POPIA
1.11	"PFMA"	Public Finance Management Act No.1 of 1999
1.12	"POPIA"	Protection of Personal Information Act No.4 of 2013
1.13	"Record"	Any recorded information, regardless of form or medium, in the possession or under the control of the Department, whether or not it was created by the Department or not, as contemplated in section 1 of PAIA.
1.14	"Regulator"	Information Regulator
1.15	"Requester"	Any person making a request for access to a record of that public body or a person acting on behalf of the person making a request for access to a record

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the nature of the records which may already be available at the Department, without the need for submitting a formal PAIA request;
 - 2.2 have an understanding of how to make a request for access to a record of the Department;
 - 2.3 access all the relevant contact details of the persons who will assist the public with the records they intend to access;
 - 2.4 know all the remedies available from the Department regarding requests for access to the records, before approaching the Regulator or the Courts;
 - 2.5 know the description of the services available to members of the public from the Department, and how to gain access to those services;
 - 2.6 have a description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
 - 2.7 know if the Department 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;
 - 2.8 know if the Department 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
-
- 2.9 know whether the Department has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. ESTABLISHMENT OF THE DEPARTMENT

The Department is an Eastern Cape provincial department as referred to in section 7 (2) (b) and column 1 of Schedule 2 of the Public Service Act, 1994 (Proclamation No. 103 of 1994).

The mission, vision and values of the Department

3.1. The vision of the Department is:

Optimal health outcomes for the people of the Eastern Cape Province.

3.2. The mission of the Department is:

To attain universal health coverage for the people of the Eastern Cape Province, through Primary Health Care approach which utilises resources efficiently to enable present and future generations to achieve optimal health outcomes and quality.

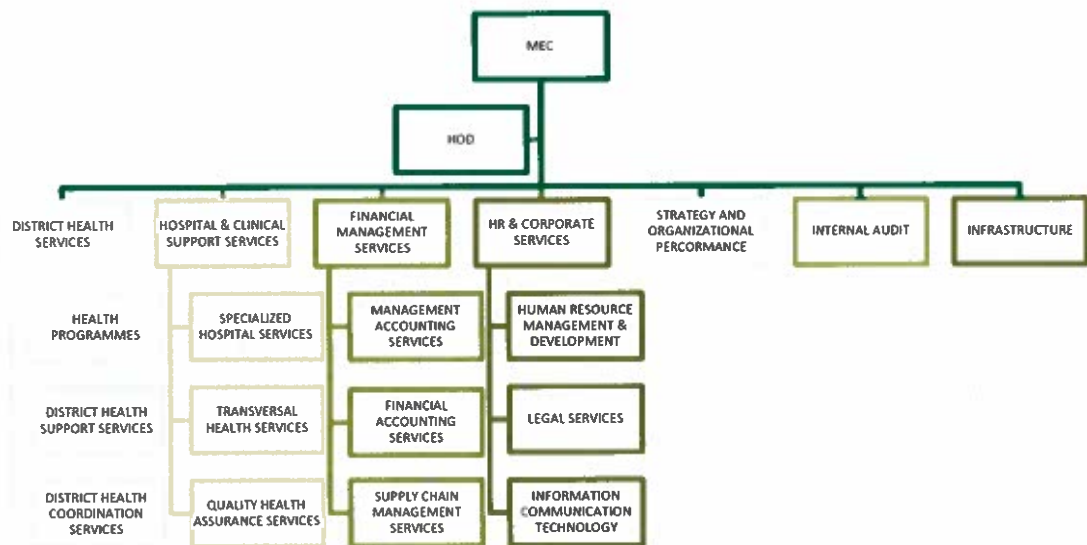
3.3. The Department's activities are anchored on the following values:

- Equity of both distribution and quality of services
- Service excellence
- Customer and patient satisfaction
- Fair labour practices
- High degree of accountability
- Transparency (maintaining confidentiality code)
- Respect



4. STRUCTURE OF THE DEPARTMENT AND FUNCTIONS

4.1. Structure



A list of Department institutions is provided in Schedule 1.

4.2 Governance Structures

- Risk Management Committee
- Audit Committee
- National Health Council
- Provincial Health Council
- Mental Health Review Board
- Eastern Cape Aids Council

4.3 Functions

The Department is the provincial department responsible for health in the Eastern Cape Province, created in terms of the Constitution of the Republic of South Africa, 1996 and the Public Service Act, 1994 to provide health services. It is thus mandated to ensure that:

- the Constitution, national and provincial laws, rules, regulations as well as policies applicable in the public sector as a whole are executed and adhered to effectively.



5. GENERAL CONTACT INFORMATION FOR THE DEPARTMENT

HEAD OFFICE	
Physical Address	Eastern Cape Department of Health 13 th Floor Dukumbana Building Independence Avenue Bhisho Eastern Cape
WEBSITE	http://www.echealth.gov.za

6. KEY CONTACT DETAILS FOR PAIA REQUESTS

The details of the Information Officer, and Deputy Information Officers are as follows:

INFORMATION OFFICER	CONTACT DETAILS
Dr M Xamlashe Head of Department(Acting)	Email: paia.info@echealth.gov.za
DEPUTY INFORMATION OFFICERS	Physical Address:
Ms. M Nokwe DDG: District Health Services	PAIA Office King Entertainment Centre Aquarium Road Esplanade Quigney East London Eastern Cape
Ms. N Mavuso DDG: Human Resources & Corporate Services	

- 6.1. The Department receives PAIA requests through a centralised electronic system (paia.info@echealth.gov.za).
- 6.2. When a requester cannot send an email, and the postal services are utilised, it is imperative that registered mail must be used. The address to be used for postal deliveries must be the Head Office postal address as reflected in paragraph 5 above. It is essential that the proof of registered mail must be retained and provided upon request.
- 6.3. Operating Hours
- 6.3.1. The PAIA Offices of the Department are open for receiving PAIA correspondence only on working days from 08:30 – 15:00.
- 6.3.2. Email requests received outside of these hours will be deemed to have been received on the next official working day.



7. HOW TO MAKE A REQUEST FOR ACCESS TO INFORMATION

7.1. The Procedure

- 7.1.1. A requester must fill out **Form 2⁴** attached as **Appendix A** and submit it, duly completed, together with all required annexures, to the Information Officer or the Deputy Information Officer at paia.info@echealth.gov.za.
- 7.1.2. Each request may only contain 1 person of interest and one health facility. Requests with more than 1 facility and/or person of interest will not be considered.
- 7.1.3. If a requester informs the Information Officer that he or she wishes to make a request for access to a record, reasonable assistance as is necessary to enable the requester to comply with the procedural requirements, must be rendered at health facilities, Sub-District Offices, District Offices and Head Office. It is the responsibility of the requester, where he/she has been assisted, to retain copies of all documents.
- 7.1.4. Records may only be made available to requesters where such records are not subject to the refusal grounds as provided for under Chapter 4 of PAIA⁵.
- 7.1.5. If a request is made on behalf of somebody else, the capacity and proof of the requester's authority must be indicated to the reasonable satisfaction of the Information Officer⁶, and such mandate should be in writing and duly signed.

⁴ Form 2 was published in the 27 August 2021 PAIA Regulations in GG No. 45057 and has replaced the previous form used.

⁵ Privacy of third party who is natural person (section 34 of PAIA), commercial information of third party (section 36 of PAIA), certain confidential information and protection of certain other confidential information of third party (section 37 of PAIA), safety of individuals, and protection of property (section 38 of PAIA), protection of police dockets in bail proceedings, and protection of law enforcement and legal proceedings (section 39 of PAIA), protection of records privileged from production in legal proceedings (section 40 of PAIA), economic interests and financial welfare of Republic and commercial activities of public bodies (section 42 of PAIA), protection of research information of third party, and protection of research information of public body (section 43 of PAIA), operations of public bodies (section 44 of PAIA), manifestly frivolous or vexatious requests, or substantial and unreasonable diversion of resources (section 45 of PAIA).

⁶ Section 18 (2) (f) of PAIA.

- 7.1.6. The Information Officer must make a decision and notify a requester of the decision within 30 days after the Department having received the request.⁷
- 7.1.7. The Information Officer may extend the period of 30 days once for a further period of not more than 30 days. The Department must notify the requester of such extension and the reasons therefore.⁸
- 7.1.8. Once a request is processed by the Department, the release of records *via* email supports the initiative of the centralized electronic management of PAIA in the Department.

7.2. **Required attachments:**

A requester must be given access to records of the Department if that request complies with **all the procedural requirements**⁹, provided that access to that record is not refused on any of the grounds as provided in Chapter 4 of PAIA¹⁰.

- 7.2.1. Completed **Form 2 (Appendix A)**.
- 7.2.2. If the request is made on behalf of another person or a juristic person, then duly signed written proof of the requester's authority.
- 7.2.3. Certified copies of the following identification documents must be attached, where applicable:
- 7.2.3.1. ID of Patient or interested person; and/or
 - 7.2.3.2. Where the patient or interested person is a minor, ID of the parent or legal guardian; and/or birth certificate of the minor
 - 7.2.3.3. Where a third party is requesting on behalf of someone else, the ID of the person making the request.

⁷ Section 25 of PAIA.

⁸ Section 26 of PAIA.

⁹ Section 11 (1) (a) of PAIA.

¹⁰ See Footnote 6 above for the grounds on which the Department can refuse access to information.

7.2.4. Where the request is for medical records, the following information is to be provided to assist the Department to trace the relevant medical records:

7.2.4.1. The folder number for the patient specifically relating to the incident/s for which the medical records are being requested;

7.2.4.2. The dates pertaining to the medical records being requested;

7.2.4.3. The discharge summary (where applicable).

7.2.5. Proof of payment of the request fee of R100.00 must accompany the completed Form 2.

7.2.6. The department may request additional documentation not listed in this manual, but deemed necessary for the processing of a request for information.

7.3. **Fees**

7.3.1. A non-refundable **request fee** of R100.00¹¹ (or as may be amended from time to time by way of written notice) is payable in respect of each and every request for access to information and internal appeal, where applicable, submitted to the Information Officer.

7.3.2. When the Department receives a request, the requester must be notified, using **Form 3 (Appendix B)** whether the request is being granted or not and if the request is granted, the requester must be notified to pay the prescribed **access fee deposit (if any)** as set out in **Appendix C**¹², before further processing the request¹³

7.3.3. Exemption may be granted in respect of requesters who meet the criteria for exemption as determined by PAIA¹⁴. This exemption does not apply in respect of persons that are legally represented.

¹¹ Section 22 of PAIA read with regulations 7 and 8 and Annexure B of the 27 August 2021 PAIA Regulations.

¹² Published as Annexure B in 27 August 2021 PAIA Regulations.

¹³ Section 22 (1) of PAIA.

¹⁴ GNR 991 of 14 October 2005 issued under section 22 (8) of PAIA.



- 7.3.4. Access to a copy of the records will be withheld until all the applicable fees have been paid in full. There is an exception for prior exempted requesters in this regard.
- 7.3.5. A requester who is dissatisfied with the fees charged may lodge an internal appeal against such decision, as set out in paragraph 8.1 below.
- 7.3.6. Fees must be paid into the Department's bank account. **The deposit must be correctly referenced**, and proof of each payment must be submitted to the Department.
- 7.3.7. In summary therefore, every request must be accompanied with the proof of payment of the R100.00 **request fee**. If a record requires to be reproduced, the Department will communicate with the requester informing him/her about the **access fee** to be paid.¹⁵
- 7.3.8. The bank details for the Department PAIA fees:

Bank:	Standard Bank
Branch Name:	King Williams Town
Account Name:	ECPG: Health
Account Number:	273021389
Branch Code:	632005
Type:	Current
Reference number	: PAIA (<u>Initial and Surname of Data Subject and Name of Health Facility / Business Unit concerned</u>¹⁶)

Proof of Payment : paia.info@echealth.gov.za

¹⁵ In terms of section 22(2)(b) of PAIA and Annexure B of the 27 August 2021 PAIA Regulations, a deposit may be required where more hours than prescribed will be required to search for and prepare the records.

¹⁶ The patient's name and surname must be used as payment reference when depositing the request or access fee for medical records. The name of the interested person or organisation must, in the alternative where relevant, be used as the payment reference in all other requests for records. The names of attorneys or third parties as payment reference does not assist the tracking for compliance purposes.



7.4. Matters that do not constitute a PAIA Request

- 7.4.1. Requests that oblige the Department or its officials to create new records, answer questions, provide explanations, generate new medical opinions, or prepare reports where such records do not already exist.
- 7.4.2. Requests for the correction, amendment, or expungement of personal information.
- 7.4.3. General complaints, service delivery complaints, or dissatisfaction with treatment, unless access to a specific existing record is formally requested in terms of PAIA.
- 7.4.4. Labour-related grievances and disciplinary matters arising from employment disputes, unless access to a specific existing record is formally requested in terms of PAIA.

8. REMEDIES AVAILABLE

These remedies are only available to persons who have been refused access to records that have been requested in terms of the Promotion of Access to Information Act. These remedies cannot be sought by for administrative action that is not in terms of PAIA (e.g. delays and refusals in completion of forms for claiming against the Road Accident Fund)

8.1. Internal appeal

- 8.1.1. Where a requester is dissatisfied with the outcome of a request for access to information, the requester may lodge an internal appeal against the decision of the Information Officer by completing and delivering **Form 4 (Appendix D)** within 60 days to the Information Officer.
- 8.1.2. An internal appeal may be lodged against any one of the following decisions of the Information Officer:
 - 8.1.2.1. Refusing a request for access¹⁷;
 - 8.1.2.2. Fees charged¹⁸;
 - 8.1.2.3. Extension of period to deal with a request¹⁹; and
 - 8.1.2.4. Access in a particular form²⁰.

¹⁷ Section 74 (1) (a) of PAIA.
¹⁸ Section 74 (1) (b) read with section 22 of PAIA.
¹⁹ Section 74 (1) (b) read with section 26 (1) of PAIA.
²⁰ Section 74 (1) (b) read with section 29 (3) of PAIA.



- 8.1.3. The requester must pay the prescribed internal appeal fee (where applicable) when lodging the appeal.²¹ The decision on the internal appeal may, however, be deferred until the fee is paid.²²
- 8.1.4. A requester lodging an internal appeal must provide proof that the related request was previously submitted through the official channels.
- 8.1.5. As soon as reasonably possible, but within 10 working days after receipt of an internal appeal, the Information Officer must submit the internal appeal to the MEC of Health.²³
- 8.1.6. The MEC must make a decision on the internal appeal within 30 days after the internal appeal was received by the Information Officer
- 8.1.7.

8.2. Complaint to the Information Regulator

- 8.2.1. A requester may submit a complaint to the Information Regulator by duly completing and delivering **Form 5 (Appendix E)**, but only after that requester exhausted the internal appeal procedure against a decision of the Information Officer of the Department.²⁴

8.3. Approach Court

- 8.3.1. Although the Department recommends that requesters try to resolve disputes about access to information without approaching the courts, a requester may, if still aggrieved, approach a court after the internal appeal process.

²¹ Section 75 (3) (a) of PAIA.

²² Section 75 (3) (b) of PAIA.

²³ Section 75 (4) read with section 1 of PAIA.

²⁴ Section 77A of PAIA.



9. THE INFORMATION REGULATOR GUIDE

9.1. The Regulator has, in terms of section 10 (1) of PAIA, updated and made available the revised Guide on how to use PAIA ("Guide"), 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.

9.2. The Guide is available in each of the official languages.

9.3. The aforesaid Guide contains the description of-

9.3.1. the objects of PAIA and POPIA;

9.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

9.3.2.1. the Information Officer of every public body, and

9.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA²⁵ and section 56 of POPIA²⁶;

9.3.3. the manner and form of a request for-

9.3.3.1. access to a record of a public body contemplated in section 11²⁷,
and

9.3.3.2. access to a record of a private body contemplated in section 50²⁸;

9.3.4. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;

9.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;

²⁵ Section 17(1) of PAIA- For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.

²⁶ Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.

²⁷ Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record, and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

²⁸ Section 50(1) of PAIA- A requester must be given access to any record of a private body if-

- a) that record is required for the exercise or protection of any rights;
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
- c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part



- 9.3.6. 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-
- 9.3.6.1. an internal appeal;
- 9.3.6.2. a complaint to the Regulator; and
- 9.3.6.3. 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;
- 9.3.7. the provisions of sections 14²⁹ and 51³⁰ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 9.3.8. the provisions of sections 15³¹ and 52³² providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 9.3.9. the notices issued in terms of sections 22³³ and 54³⁴ regarding fees to be paid in relation to requests for access; and
- 9.3.10. the regulations made in terms of section 92³⁵.

²⁹ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

³⁰ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

³¹ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access.

³² Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access.

³³ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

³⁴ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

³⁵ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

- 9.4. Members of the public can inspect or make copies of the Guide from the offices of the public or private bodies, including the office of the Regulator, during normal working hours. The Guide can also be obtained-
- 9.4.1. upon request to the Information Officer;
 - 9.4.2. from the website of the Regulator (<https://info regulator.org.za>).



10. SUBJECTS ON WHICH THE DEPARTMENT HOLDS RECORDS

Subjects on which the body holds records	Categories of records held on each subject
Administrative and Strategic Documents, Plans, Proposals	Strategic Plan, Annual Performance Plan. Operational Plans, Service Delivery Improvement Plans, Annual Reports, Policy Speech.
Clinical Documents	- Provincial Health Institutions Records - Provincial Private Health Facilities Records - Provincial Licensing Records - Provincial Health Policies and Guidelines - ECDOH Patient Records (which are available only to the patient and are not available to third parties with-out the relevant patient's written consent and authority) - Nursing Schools and Colleges' Records and Documents; - ECDOH Health Programmes; - ECDOH Guidelines & Procedures; - ECDOH Materials on Health Promotion; - ECDOH Research Reports; - Hospital Fees Manual; - Eastern Cape Patient Charter; - In-house Training Manuals; - Medical Research Material; - Research Reports.
Human Resources and Corporate	- HR Policies and Procedures; - Advertised Posts; - Learning and Development e.g.: Skills Development and Training Plans; - Employment Equity Plan and Statistics; - ECDOH Newsletters; - Employees' Records; - Vacancies; - Corporate Information; - Media Statements;



Subjects on which the body holds records	Categories of records held on each subject
	- Speeches and Messages.
Finance Service Document	- Financial Statements; - Audit Report; - Budgets; - Tender Awards; - Hospital Fees Manual; - Close Bid Registration.
Legal Services Documents	- Internal publications, reports, agendas, minutes of meetings, correspondence, departmental information, corporate communication, marketing and communication plans, email archives, corporate manual of official policies, internal directorates, medical institutions; - Legal Documents e.g. contracts, opinions and records relating to litigation, selected reports, other records relating to the work of the Eastern Cape Department of Health Legal Services; - Legal agreements and documents relating to litigation; - Trademarks; - Government Gazettes; - CCMA, Labour Court, and criminal and civil cases, review proceedings, reports, disciplinary and grievances hearings, reports, tape recordings; - Intellectual property management documents policies; - Litigation statistics, litigation education manuals, minutes of meetings, agendas; - Legislation; - Labour related resolutions memorandum, litigation correspondence; - Policies of the Eastern Cape Department of Health.

11. RECORDS OF THE DEPARTMENT WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS*

The records on the website the Eastern Cape Department of Health <https://www.echealth.gov.za> are available for viewing or downloading without a person having to make such a request in terms of the said Act.

Category	Document Type	Available on Website	Available upon request
Tender documents	- Tender advert - Bid closing register	Available	Available
Legislation /Regulations	-		Available
Strategic Documents (Plans and Reports)	- Strategic Plans	Available	Available
	- Operational Plans	Available	Available
	- Departmental Speeches	Available	Available
	- Departmental News Headlines		Available
	- Annual Reports	Available	Available
	- Annual Performance Plans		Available
Records Management	- Electronic Documents Library		Available
	- Events Calendar	Available	Available
	- Electronic Media Gallery	n/a	Available
	- Vacancies	Available	Available
	- Eastern Cape Department of Health Contact Details	Available	Available
Human Resources and Corporate	- Bursaries	Available	Available
	- Career Opportunities	Available	Available
	- Vacancies	Available	Available
Clinical	- Hospitals and Healthcare information	Available	Available
	- Diseases and conditions information	Available	Available
	- Eastern Cape Department of Health Forms	Available	Available

* Section 15(2) of PAIA read with Regulation 4.(4) of the PAIA 27 August 2021 Regulations indicates that a requester may request a copy of a record automatically available and must be provided with such a copy, upon payment of the fee for reproduction.



12. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC AND HOW TO GAIN ACCESS TO THOSE SERVICES

The Department's services and general functions are set out in the National Health Act No. 61 of 2003 (hereinafter referred to as the National Health Act). These functions and services include the following:

SERVICES AVAILABLE TO THE PUBLIC ³⁷	
1.	Provide specialised hospital services;
2.	Plan and manage the provincial health information system;
3.	Participate in interprovincial and intersectoral co-ordination and collaboration;
4.	Co-ordinate the funding and financial management of district health councils;
5.	Provide technical and logistical support to district health councils;
6.	Plan, co-ordinate and monitor health services and must evaluate the rendering of health services;
7.	Co-ordinate health and medical services during provincial disasters;
8.	Conduct or facilitate research on health and health services;
9.	Plan, manage and develop human resources for the rendering of health services;
10.	Plan the development of public and private hospitals, other health establishments and health agencies;
11.	Control and manage the cost and financing of public health establishments and public health agencies;
12.	Facilitate and promote the provision of comprehensive primary health services and community hospital services;
13.	Provide and co-ordinate emergency medical services and forensic pathology, forensic clinical medicines and related services, including the provision of medico-legal mortuaries and medico-legal services;
14.	Control the quality of all health services and facilities;
15.	Provide health services contemplated by specific provincial health service programmes;
16.	Provide and maintain equipment, vehicles and health care facilities in the public sector;

³⁷ Section 25(2) of the National Health Act.



SERVICES AVAILABLE TO THE PUBLIC³⁷

- | |
|--|
| 17. Consult with communities regarding health matters; |
| 18. Provide occupational health services; |
| 19. Promote health and healthy lifestyles; |
| 20. Promote community participation in the planning, provision and evaluation of health services; |
| 21. Provide environmental pollution control services; |
| 22. Ensure health systems research; and |
| 23. Provide services for the management, prevention and control of communicable and non-communicable diseases. |

13. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY THE DEPARTMENT

13.1. Public participation and involvement are important factors in the Department's functioning and services. The National Health Act makes legislative provision for various forms of participation and involvement in the exercise of powers or performance of duties by the Department.

13.2. The participation and involvement start at individual level in that a health care user has the right to participate in any decision affecting his or her personal health and treatment.³⁸

13.3. Provision is made for district health councils, which consist of, *inter alia*, members of the metropolitan or district councils situated in the health district in question, nominated by the relevant council and members of each local municipality council within the health district, nominated by the members of the relevant council.

13.4. The Eastern Cape Provincial Consultative Forum is also a participation mechanism and consultative body which must promote and facilitate interaction, communication

³⁸ Section 8 read with section 1 of the National Health Act. User is defined as the person receiving treatment in a health establishment, including receiving blood or blood products, or using a health service. Provision is made for parent or guardian participation and for family participation where a user is incapable of taking decisions.

and the sharing of information on provincial health issues between representatives of the provincial department and provincial and municipal organisations, which must also include relevant stakeholders.³⁹

13.5. The Eastern Cape Provincial Health Council consists of, *inter alia*, councillors from the metropolitan and district municipalities in the province⁴⁰ and advises the MEC on policy concerning the health of the population in the Eastern Cape; proposed legislation; norms and standards for the establishment of health establishments; guidelines for the management of health districts; implementation of national and provincial health policy and other matters as determined by the MEC.⁴¹

13.6. Legislation also makes provision for clinic committees & hospital boards that are oversight structures and are eyes and ears of the MEC in health care establishments. These assist in ensuring the health establishments are managed appropriately and feedback is given to communities.

³⁹ Section 28 of the National Health Act.
⁴⁰ Section 27 of the National Health Act.
⁴¹ Section 27 (1) of the National Health Act.



14. PROCESSING OF PERSONAL INFORMATION

14.1. Purpose of processing

The Department processes personal information related to the functions and activities of the Department, which are set out in paragraph 12 above.

14.2. Description

A description of the categories of data subjects and of the information or categories of information relating thereto is set out in the table below:

Categories of Data Subjects	Personal Information that may be processed
Natural Persons	Name and surname; contact details (contact telephone number(s), fax number, email address); residential, postal and/or business address; unique identifying number; location information; race; gender; sex; pregnancy; marital status; national, ethnic or social origin; colour; sexual orientation; age; physical or mental health; well-being; disability; religion; conscience; belief; culture; language; birth; confidential correspondence; education; medical, financial, criminal or employment history including which may be required in the Health Patient Registration System.
Juristic Persons	Names of contact persons; name of legal entity; physical and postal address; contact details (contact number(s), fax number, email address); registration number; financial, commercial, scientific or technical information and trade secrets.
Employees	Gender, pregnancy; marital status; race; age, language, educational information (qualifications); financial information; employment history; ID number; physical and postal address; contact details (contact number(s), fax number, email address); criminal behaviour; well-being and their relatives (family members); race; medical; gender; sex; nationality; ethnic or social origin; sexual orientation; age; physical or mental health; well-being; disability; religion; conscience; belief; culture; language; biometric information of the person as is required in public service prescripts and policies.



14.3. Recipients

The recipients or categories of recipients to whom the personal information may be supplied is set out in the table below:

Category of personal information	Recipients or Categories of Recipients
Identity numbers, names, addresses, employment and educational history for criminal checks	South African Police Services and other law enforcement agencies
Qualifications, for qualification verifications	South African Qualifications Authority
Identity numbers, names, addresses, and medical records	Suppliers and service providers (including legal representatives in litigation matters) with whom the Department has a contractual relationship to have access to personal information
Medical records	Research and academic institutions
Employee information	Banks and other financial institutions, pension fund administrators, trade unions

14.4. Transborder flow

14.4.1. The Department does not plan transborder flow of personal information.

Should it, however, become necessary to transfer personal information to another country for any lawful purposes, the Department will ensure that anyone to whom it passes personal information is subject to a law, binding corporate rules or a binding agreement which provides an adequate level of protection, and the third party agrees to treat that personal information with the same level of protection as the Department is obliged to under POPIA.

14.4.2. Any transborder flow of personal information shall be with the data subject's consent or if the transfer is necessary for the conclusion or performance of a contract concluded between the Department and a third party in the interest of the data subject. However, should it not be reasonably practicable to obtain the data subject's consent, the Department shall transfer the personal information if the transfer if it will be for the data subject's benefit and the data subject would have given consent should it have been reasonably practicable to obtain such consent.



14.5. Information Security Measures

14.5.1. The Department continuously establishes and maintains appropriate, reasonable technical and organisational measures by taking measures to prevent:

14.5.1.1. loss of, damage to or unauthorised destruction of personal information; and

14.5.1.2. unlawful access to or processing of personal information.

14.5.2. The Department has taken reasonable measures, as referred to in paragraphs 14.5.1 and 14.5.3, to:

14.5.2.1. identify all reasonably foreseeable internal and external risks to personal information in its possession or under its control;

14.5.2.2. establish and maintain appropriate safeguards against the risks identified;

14.5.2.3. regularly verify that the safeguards are effectively implemented; and

14.5.2.4. ensure that the safeguards are continually updated in response to new risks or deficiencies in previously implemented safeguards.

14.5.3. Measures taken by the Department include:

14.5.3.1. Access Control;

14.5.3.2. Data Encryption;

14.5.3.3. Defensive Measures;

14.5.3.4. Robust Monitoring, Auditing and Reporting Capabilities;

14.5.3.5. Data Backups;

14.5.3.6. Anti-virus and Anti-malware Solutions;

14.5.3.7. Awareness and Vigilance; and

14.5.3.8. Agreements concluded with Operators to implement security controls.

15. AVAILABILITY OF THE MANUAL

15.1. This Manual will be available in the following three official languages-

15.1.1. English;

15.1.2. Xhosa; and

15.1.3. Afrikaans.

15.2. The Xhosa and Afrikaans versions of this manual are being translated and are expected to become available as soon as possible, whereafter it will be published on the Department's website.

15.3. The English version of this Manual is immediately available as follows-

15.2.1. on <http://www.echealth.gov.za/index.php>;

15.2.2. at the Head Office for public inspection during normal business hours;

15.2.3. to any person upon request and upon the payment of a reasonable prescribed fee; and

15.2.4. to the Information Regulator upon request.

15.4. A fee for a copy of the Manual, as contemplated in **Appendix C** shall be payable per each A4-size photocopy made.



16. UPDATING OF THE MANUAL

The Department shall review and update this Manual at least once a year, and republish it where necessary, to ensure that it remains current and aligned with applicable legislation and internal procedures.

Issued by

DR M XAMLASHE

**HEAD OF DEPARTMENT (INFORMATION OFFICER)(Acting)
EASTERN CAPE DEPARTMENT OF HEALTH**

24.08.2026

DATE

SCHEDULE 1

TERTIARY HOSPITALS

DISTRICT	NAME OF HOSPITAL	TELEPHONE NUMBER
BUFFALO CITY METRO	Frere Tertiary Hospital	043 709 2360
NELSON MANDELA METRO	Livingstone Tertiary Hospital	041 405 2275/6
OR TAMBO	Nelson Mandela Academic Hospital	047 502 4410

REGIONAL HOSPITALS

DISTRICT	NAME OF HOSPITAL	TELEPHONE NUMBER
BUFFALO CITY METRO	Cecilia Makiwane Hospital (CMH)	043 708 2300
OR TAMBO	Mthatha Regional Hospital	047 502 4074
NELSON MANDELA METRO	Dora Nginza Regional hospital	041 406 4211
ALFRED NZO	Oliver Adelaide Tambo Regional Hospital	039 2510 2360
OR TAMBO	St. Elizabeth Regional Hospital	039 253 5013

CHRIS HANI	Frontier Regional Hospital	045 808 4202
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PSYCHIATRIC HOSPITALS

DISTRICT.	NAME OF HOSPITAL	TELEPHONE NUMBER
CHRIS HANI	Komani Psychiatric Hospital	045 858 8400 045 858 8189
AMATHOLE	Tower Psychiatric Hospital	046 645 5010 046 645 5067
SARAH BAARTMAN	Fort England Psychiatric Hospital	046 602 2300 046 602 2315
NELSON MANDELA METRO	Elizabeth Donkin Psychiatric Hospital	041 506 6209 041 506 6200 041 506 6149

DISTRICT HOSPITALS

DISTRICT	HOSPITAL	PHONE NO.
BCM	Bisho Hospital	040-6352950/58
	Grey Hospital (RSDP)	043-6433300
	Nompumelelo Hospital(RSDP)	040-6733321/22
AMATHOLE	SS Gida Hospital	040-6580043

DISTRICT	HOSPITAL	PHONE NO.
	Cathcart Hospital	045-8431029
	Stutterheim Hospital	043-6831313
	Butterworth Hospital (RSDP)	047-401 9000/62
	Tafalofefe Hospital	047-498 8900
	Madwaleni Hospital (RSDP)	047- 573 8902
	Bedford Hospital	046-6850043
	Fort Beaufort Hospital	046-6451111
	Victoria Hospital (RSDP)	040-6531141/
	Adelaide Hospital	046-6840066
	Komga Hospital	043-8311013
	New Haven Hospital	043-7263225
JOE GQABI	Cloete Joubert Hospital	045-9710091
	Empilisweni Hospital (RSDP)	051-6110037
	Umlamli Hospital	051 611 0079
	Aliwal North Hospital (RSDP)	051-633 7700

DISTRICT	HOSPITAL	PHONE NO.
	Steynsburg Hospital	04888 40241
	Bugersdorp Hospital	051-653 1881
	Maclear Hospital	045-9321028
	Jamestown Hospital	051-6410911
	St. Francis Hospital	051 633 2741
	Lady Grey Hospital	051 603 0093
	Taylor Bequest (M/Fletcher) (RSDP)	039-257 0007
CHRIS HANI	Cala Hospital	047-877 0129
	Elliot Hospital	045-9311321
	Glen Grey Hospital (RSDP)	047-8780018
	Dordrecht Hospital	045-9431195
	Cradock Hospital (RSDP)	048-8812123
	Wilm Stahl Hospital	049-8421111
	All Saints Hospital (RSDP)	047-548 4000
	Mjanyana Hospital	047 547 1001/
	Cofimvaba Hospital (RSDP)	047-8748001

DISTRICT	HOSPITAL	PHONE NO.
	Hewu Hospital	040-8410754
	Indwe Hospital	045-9521190
	Martjie Venter Hospital	045-846 0053
	Molteno Hospital	045-9670089
	Sterkstroom Hospital	045-9660268
CACADU	Port Alfred Hospital	046-6044000
	Settlers Hospital (RSDP)	046-6025000
	Midlands Hospital (RSDP)	049-8077700
	Andries Vosloo (RSDP)	042-2431313
	Aberdeen Hospital	049-8460497
	BJ Vorster Hospital	042-2880210
	Humansdorp Hospital (RSDP)	042-2004201
	SAWAS Hospital	049-8360588
	Sundays Valley	042-2300406
	Willowmore Hospital	044-923 1148
O.R TAMBO	Nessie Knight Hospital	047- 5532000

DISTRICT	HOSPITAL	PHONE NO.
	St. Lucys Hospital	047-5326259
	Canzibe Hospital	047-568291
	Isilimela Hospital	047-5642805/6
	St. Barnabas Hospital (RSDP)	047-5551010/11/12
	Bambisana Hospital	039-2537259
	Dr Malizo Mpehle (RSDP)	047 542 6323
	Zitulele Hospital (RSDP)	047-5738940/41
	Holy Cross Hospital (RSDP)	039-2523000/1
ALFRED NZO	Madzikane ka Zulu (RSDP)	039-255 8200/3
	Mount Ayliff Hospital	039-254 0245/30
	Sipetu Hospital	039 - 255 0077
	Taylor Bequest(RSDP)	039-7374134
	Greenville Hospital	039-2513007/9
NELSON MANDELA METRO		
	Uitenhage Hospital (RSDP)	041-9951111



List of Fixed PHC Facilities

Facility Name	Type
Afsondering Clinic	Clinic
Elukholweni Clinic	Clinic
Isilindini Clinic	Clinic
Likhetlane Clinic	Clinic
Madlangala Clinic	Clinic
Magadla Clinic	Clinic
Maluti CHC	Community Health Centre
Matatiele Comm Clinic	Clinic
Mpharane Clinic	Clinic
Mt Hargreaves Clinic	Clinic
Mvenyane Clinic	Clinic
Mzongwana Clinic	Clinic
Ntlola Clinic	Clinic
Nyaniso Clinic	Clinic
Paballong Clinic	Clinic
Queen's Mercy Clinic	Clinic
Rolweni Clinic	Clinic
Shepherds Hope Clinic	Clinic
Thabachicha Clinic	Clinic
Umtumase Clinic	Clinic
Amadiba Clinic	Clinic
Amandengane Clinic	Clinic
Amantshangase Clinic	Clinic
Baleni Clinic	Clinic
Daliwonga Clinic	Clinic
Greenville Gateway	Clinic
Hlamandana Clinic	Clinic
Imizizi Clinic	Clinic
Isikelo Clinic	Clinic
Kanyayo (Bizana) Clinic	Clinic
Makwantini Clinic	Clinic
Malongwana Clinic	Clinic
Meje Clinic	Clinic
Mfundambini Clinic	Clinic
Mngungu Clinic	Clinic
Mpetsheni Clinic	Clinic
Ndela Clinic	Clinic
Ntlenzi Clinic	Clinic
Qasa Clinic	Clinic
Qobo Clinic	Clinic



List of Fixed PHC Facilities

St Patrick's Gateway	Clinic
Tsawana Clinic	Clinic
Dungu Clinic	Clinic
Matubeni Clinic	Clinic
Mfundisweni Clinic	Clinic
Mnceba Clinic	Clinic
Ndawenzima Clinic	Clinic
Ntshentshe Clinic	Clinic
Qaqa Clinic	Clinic
Sebeni Clinic	Clinic
Sigidi Clinic	Clinic
Tabankulu CHC	Community Health Centre
Zulu Clinic	Clinic
Cancele Clinic	Clinic
Dundee Clinic	Clinic
Lubaleko Clinic	Clinic
Lugangeni Clinic	Clinic
Luyengweni Clinic	Clinic
Machibini Clinic (Kwab)	Clinic
Mangqamzeni Clinic	Clinic
Mapheleni Clinic	Clinic
Mhlotsheni Clinic	Clinic
Mkemane Clinic	Clinic
Mntwana Clinic	Clinic
Mpoza Clinic (Mt Frere)	Clinic
Mt Ayliff Gateway	Clinic
Mt Frere Gateway	Clinic
Mwaca Clinic	Clinic
Ntlabeni Clinic	Clinic
Ntsizwa Clinic	Clinic
Qwidlana Clinic	Clinic
Rode Clinic	Clinic
Tela Clinic	Clinic
Tshungwana Clinic	Clinic
Amabele Clinic	Clinic
Burnshill Clinic	Clinic
Cata Clinic	Clinic
Cathcart Clinic	Clinic
Cumakala 1 Clinic	Clinic
Cumakala 2 Clinic	Clinic
Daliwe Clinic	Clinic
Donnington Clinic	Clinic



List of Fixed PHC Facilities

Ethembeni Clinic	Clinic
Frankfort Clinic	Clinic
Gxulu Clinic	Clinic
Kati-Kati Clinic	Clinic
Kubusi Clinic	Clinic
L Zingcuka Clinic	Clinic
Lenye Clinic	Clinic
Masinedane Clinic	Clinic
Mgwali Clinic	Clinic
Ntaba ka Ndoda Clinic	Clinic
Philani Clinic (KWT)	Clinic
Rabula Clinic	Clinic
SS Gida Gateway	Clinic
St Matthew's Clinic	Clinic
Stutterheim Clinic	Clinic
Wartburg Clinic	Clinic
Zalara Clinic	Clinic
Cwili Clinic	Clinic
Komga Clinic	Clinic
Mooiplaas Clinic	Clinic
Soto Clinic	Clinic
Badi Clinic	Clinic
Bolotwa Clinic (Idutywa)	Clinic
Bomvana Clinic	Clinic
Fort Malan Clinic	Clinic
Gwadana Clinic	Clinic
Gwadu Clinic	Clinic
Hobeni Clinic	Clinic
Idutywa Ngabara Clinic	Clinic
Idutywa Village CHC	Community Health Centre
Jingqi Clinic	Clinic
Keti Clinic	Clinic
Kotyana Clinic	Clinic
Kwa-Mkholoza Clinic	Clinic
Lota Clinic	Clinic
Mahasana Clinic	Clinic
Melitafa Clinic	Clinic
Mpame Clinic	Clinic
Mpozolo Clinic	Clinic
Mqhele Clinic	Clinic
Msendo Clinic	Clinic
Nkanya Clinic	Clinic



List of Fixed PHC Facilities	
Nqabara Clinic	Clinic
Nqabeni Clinic	Clinic
Nqadu Clinic (Mbhashe)	Clinic
Nyhwara Clinic	Clinic
Qwaninga Clinic	Clinic
Soga Clinic	Clinic
Sundwana Clinic	Clinic
Taleni Clinic	Clinic
Vukukhanye Gateway	Clinic
Willowvale CHC	Community Health Centre
Xhora CHC	Community Health Centre
Butterworth Gateway	Clinic
CL Bikitsha Clinic	Clinic
Gcaleka Clinic	Clinic
Gqunge Clinic	Clinic
Grainvalley Clinic	Clinic
Hebe-Hebe Clinic	Clinic
Highview Clinic	Clinic
Ibika Clinic	Clinic
Kotana Clinic	Clinic
Macibe Clinic	Clinic
Mgcwe Clinic	Clinic
Mnyibashe Clinic	Clinic
Mpukane Clinic	Clinic
Mqambeli Clinic	Clinic
Ncizele Clinic	Clinic
Ndabakazi Clinic	Clinic
Ngqusi Clinic	Clinic
Nozuko Clinic	Clinic
Nqamakwe CHC	Community Health Centre
Nqancule Clinic	Clinic
Ntseshe Clinic	Clinic
Qina Clinic	Clinic
Qolora-By-Sea Clinic	Clinic
Springs Clinic	Clinic
Tafalofefe Gateway	Clinic
Tanga Clinic	Clinic
Tutura Clinic	Clinic
Tyali Clinic	Clinic
Zazulwana Clinic	Clinic
Bhele Clinic	Clinic
Glenmore Clinic	Clinic



List of Fixed PHC Facilities	
Gwabeni Clinic	Clinic
Hamburg Clinic	Clinic
Horton Clinic	Clinic
Jaji Clinic	Clinic
Jama Clinic	Clinic
Matomela Clinic	Clinic
Mtombe Clinic	Clinic
Mtyholo Clinic	Clinic
Ndwayana Clinic	Clinic
Ngqwele Clinic	Clinic
Nier Clinic	Clinic
Nompumelelo Gateway	Clinic
Norah Clinic	Clinic
Peddie Ext Clinic	Clinic
Pikholi Clinic	Clinic
Punzana Clinic	Clinic
Qeto Clinic	Clinic
R Mbelekana Clinic	Clinic
Tyata Clinic	Clinic
Wesley Clinic	Clinic
A Mandla Clinic	Clinic
Adelaide Gateway	Clinic
Amathole Basin Clinic	Clinic
Balfour Clinic	Clinic
Bedford Clinic	Clinic
Bezuidenhoutville Clinic	Clinic
Debe Nek Clinic	Clinic
Fort Beaufort Gateway	Clinic
Gilton Clinic	Clinic
Gxwederha Clinic	Clinic
Healdtown Clinic	Clinic
Hillside Clinic (Nkon)	Clinic
Kolomana Clinic	Clinic
L Regu Clinic	Clinic
Lulama Kama Clinic	Clinic
Melani Clinic	Clinic
Mgwalana Clinic	Clinic
Middledrift CHC	Community Health Centre
Msobomvu Clinic	Clinic
Mxhelo Clinic	Clinic
Mzamomhle Clinic (Bed)	Clinic
N Makhenyane Clinic	Clinic



List of Fixed PHC Facilities

Newtown Clinic	Clinic
Njwaxa Clinic	Clinic
Perksdale Clinic	Clinic
Qibira Clinic	Clinic
Rwarwa Clinic	Clinic
Seymour Clinic	Clinic
Sheshegu Clinic	Clinic
Thozamile Madakana Clinic	Clinic
U Ncera Clinic	Clinic
Victoria Gateway	Clinic
War Mem Clinic	Clinic
Washington Clinic	Clinic
Zigodlo Clinic	Clinic
Zihlahleni Clinic	Clinic
Alphendale Clinic	Clinic
Amahleke Clinic	Clinic
Aspiranza Clinic	Clinic
Beacon Bay Clinic	Clinic
Berlin Clinic	Clinic
Bhisho Gateway	Clinic
Braelyn Clinic	Clinic
Braelyn Ext Clinic	Clinic
Breidbach Clinic	Clinic
Bulembu Clinic	Clinic
Cambridge Clinic	Clinic
Central Clinic (EL)	Clinic
Chris Hani Clinic	Clinic
D Village CHC	Community Health Centre
Dimbaza CHC	Community Health Centre
Drake Road Clinic	Clinic
Empilweni Gompo CHC	Community Health Centre
Fezeka NU 3 Clinic	Clinic
Fort Grey Clinic	Clinic
Frere Gateway	Clinic
Ginsberg Clinic	Clinic
Gompo A Ndende Clinic	Clinic
Gompo B Jwayi Clinic	Clinic
Gompo C Jabavu Clinic	Clinic
Gonubie Clinic	Clinic
Greenfields Clinic	Clinic
Grey Gateway	Clinic
Ilita Clinic	Clinic



List of Fixed PHC Facilities	
Imidange Clinic	Clinic
Jafta Clinic	Clinic
John Dube Clinic	Clinic
Kwelera Clinic	Clinic
Luyolo NU 9 Clinic	Clinic
Masakhane Clinic (Zwe)	Clinic
Masele Clinic	Clinic
Masiphile Clinic	Clinic
Mdingi Clinic	Clinic
Mncotsho Clinic	Clinic
Moore Street Clinic	Clinic
Mpongo Clinic	Clinic
Mt Coke CHC	Community Health Centre
Mxalanga Clinic	Clinic
Ncera Clinic	Clinic
Ndevana Clinic	Clinic
Needs Camp Clinic	Clinic
Newlands Clinic	Clinic
Nobuhle NU 8 Clinic	Clinic
Noncampa Clinic	Clinic
Nontyatyambo CHC	Community Health Centre
NU 12 Clinic	Clinic
NU 13 Clinic	Clinic
NU 16 Clinic	Clinic
NU 17 Clinic	Clinic
Openshaw Clinic	Clinic
Pakamisa Clinic	Clinic
Peelton Clinic	Clinic
Pefferville Clinic	Clinic
Petros Jobane Clinic	Clinic
Philani NU 1 Clinic	Clinic
Pirie Clinic	Clinic
Potsdam Clinic	Clinic
Qurhu Clinic	Clinic
Shornville Clinic	Clinic
Sinebhongo Clinic	Clinic
Sweetwaters Clinic	Clinic
Tamara Clinic	Clinic
Tembisa NU 7 Clinic	Clinic
Thembaletshu Clinic (Buff)	Clinic
Tshabo Clinic	Clinic
Tshatshu Clinic	Clinic



List of Fixed PHC Facilities

Twecu Clinic	Clinic
Tyutyu Clinic	Clinic
Tyutyu Village Clinic	Clinic
Welcomewood Clinic	Clinic
Zanempilo Clinic (EL)	Clinic
Zanempilo Clinic (Zwel)	Clinic
Zikhova Clinic	Clinic
Zingisa NU 5 Clinic	Clinic
Zwelitsha Zone 5 Clinic	Clinic
Agnes Rest Clinic	Clinic
Bengu Clinic (Emala)	Clinic
Boomplaas Clinic	Clinic
Dordrecht Clinic	Clinic
Guba Clinic	Clinic
Hlala Uphilile Clinic	Clinic
Lanti Clinic	Clinic
Machubeni Clinic	Clinic
Maqashu Clinic	Clinic
Matyantya Clinic	Clinic
Mhlanga Clinic	Clinic
Mkapusi Clinic	Clinic
Mt Arthur Clinic	Clinic
Ndonga Clinic	Clinic
Ngonyama CHC	Community Health Centre
Nompumelelo Clinic	Clinic
Philani Clinic (Ema)	Clinic
Qoqodala Clinic	Clinic
Queen Nonesi Clinic	Clinic
Rodana Clinic	Clinic
Rwantsana Clinic	Clinic
Swartwater Clinic	Clinic
Tsembeyi Clinic	Clinic
Vaalbank Clinic	Clinic
Xonxa Clinic	Clinic
All Saints Gateway	Clinic
Bokleni Clinic	Clinic
Clarkebury Clinic	Clinic
Cwecweni Clinic	Clinic
Elucwecwe Clinic	Clinic
Eluhewini Clinic	Clinic
Gqaga Clinic	Clinic
Gubenxa Clinic	Clinic



List of Fixed PHC Facilities	
Lahlangubo Clinic (Ngcobo)	Clinic
Manzana Clinic	Clinic
Mdanjelwa Clinic	Clinic
Mgudu Clinic	Clinic
Mhlopekazi Clinic	Clinic
Mjanyana Clinic	Clinic
Mnyolo Clinic	Clinic
Ngcobo CHC	Community Health Centre
Nkwenkwana Clinic	Clinic
Ntsimba Clinic	Clinic
Qebe Clinic	Clinic
Qumanco Clinic	Clinic
Sinqumeni Clinic	Clinic
Tora Clinic	Clinic
Z Dalasile CHC	Community Health Centre
Zabasa Clinic	Clinic
Zadungeni Clinic	Clinic
Bacclesfarm Clinic	Clinic
Cimezile Clinic	Clinic
Didimana Clinic	Clinic
Ekuphumleni Clinic	Clinic
Eluxolweni Clinic	Clinic
Engojini Clinic	Clinic
Ezibeleni Clinic	Clinic
Fransbury Clinic	Clinic
Gardens Clinic	Clinic
Gwatyu Clinic	Clinic
Hackney Clinic	Clinic
Haytor Clinic	Clinic
Hofmeyer Clinic	Clinic
Hukuwa Clinic	Clinic
Ilinge Clinic	Clinic
Kamastone Clinic	Clinic
KB Siswana Clinic	Clinic
Kleinbulhoek Clinic	Clinic
L Ngcana Clinic	Clinic
Lahlangubo Clinic (Qtown)	Clinic
Lesseyton Clinic	Clinic
Machibini Clinic (Qtown)	Clinic
Masakhe Clinic	Clinic
Mitford Clinic	Clinic
Molteno Clinic	Clinic



List of Fixed PHC Facilities	
Nceduluntu Clinic	Clinic
New Rest Clinic	Clinic
Nomonde Clinic	Clinic
Nomzamo CHC	Community Health Centre
Oxton Clinic	Clinic
Parkvale Clinic	Clinic
Philani Clinic (Queen)	Clinic
Pricesdale Clinic	Clinic
Rocklands Clinic	Clinic
Sada Clinic	Clinic
Shiloh Clinic	Clinic
Springgrove Clinic	Clinic
Sterkstroom Clinic	Clinic
Tarkastad Clinic	Clinic
Tentergate Clinic	Clinic
Thornhill CHC	Community Health Centre
Tsitsikamma Clinic	Clinic
Tylden Clinic	Clinic
Whittlesea CHC	Community Health Centre
Yonda Clinic	Clinic
Zingquthu Clinic	Clinic
Zola Clinic	Clinic
Zweledinga Clinic	Clinic
Banzi Clinic	Clinic
Bilatye Clinic	Clinic
Bolotwa Clinic (Cofim)	Clinic
Gqogqora Clinic	Clinic
Isikhoba Clinic	Clinic
Khuze Clinic	Clinic
Ku Bengu Clinic	Clinic
Kuyasa CHC	Community Health Centre
L Mncuncuzo Clinic	Clinic
Lower Seplan Clinic	Clinic
Lubisi Clinic	Clinic
Luthuli Clinic	Clinic
Magwala Clinic	Clinic
Mahlubini Clinic	Clinic
Mawusheni Clinic	Clinic
Mbulukweza Clinic	Clinic
Mcambalala Clinic	Clinic
Mtingwevu Clinic	Clinic
Ncora Clinic	Clinic



List of Fixed PHC Facilities

Ngceza Clinic	Clinic
Ngqwaru Clinic	Clinic
Ngxabangu Clinic	Clinic
Nququ Clinic	Clinic
Ntshingeni Clinic	Clinic
Ntsitho Clinic	Clinic
Plumstead Clinic	Clinic
Qamata Clinic	Clinic
Qitsi Clinic	Clinic
Qombolo Clinic	Clinic
Qumanco J Tribal Clinic	Clinic
Qwilqwili Clinic	Clinic
Sabalele Clinic	Clinic
St Mark's Clinic	Clinic
Tsakana Clinic	Clinic
Tsomo Village Clinic	Clinic
U Mncuncuzo Clinic	Clinic
Xume Clinic	Clinic
Baroda Clinic	Clinic
Fish River Clinic	Clinic
High Street Clinic	Clinic
Kwanonzame New Clinic	Clinic
Kwanonzame Old Clinic	Clinic
Lingelihle Clinic	Clinic
Michausdal Clinic	Clinic
Middelburg Clinic	Clinic
Midros Clinic	Clinic
Philani Clinic (Crad)	Clinic
Askeaton Clinic	Clinic
Beestekraal Clinic	Clinic
Elliot Clinic	Clinic
Manzimahle Clinic	Clinic
Mcewula Clinic	Clinic
Mhlwazi Clinic	Clinic
Ncedolwethu Clinic	Clinic
Nyalasa Clinic	Clinic
Qhiba Clinic	Clinic
Sifonondile Clinic	Clinic
Tembelihle Clinic	Clinic
Thembaletu Clinic (Sakhis)	Clinic
Tsengiwe Clinic	Clinic
U Lafuta Clinic	Clinic



List of Fixed PHC Facilities

Bethania Clinic	Clinic
Empilisweni Clinic	Clinic
Gqaghala Clinic	Clinic
Hlangalane Clinic	Clinic
Hlankomo Clinic	Clinic
Katkop Clinic	Clinic
Kungisizwe Clinic	Clinic
Lower Tsitsana Clinic	Clinic
Maclear Clinic	Clinic
Mangoloaneng Clinic	Clinic
Mqokolweni Clinic	Clinic
Ncembu Clinic	Clinic
Ngxaza Clinic	Clinic
Queen Noti Clinic	Clinic
Seqhobong Clinic	Clinic
Sonwabile Clinic	Clinic
St Augustine's Clinic	Clinic
T Bequest Gateway (Elu)	Clinic
Ugie Clinic	Clinic
Ulundi Clinic	Clinic
Umnga Flats Clinic	Clinic
Bensonvale Clinic	Clinic
Bluegums Clinic	Clinic
Esilindini Clinic	Clinic
Herschel Clinic	Clinic
Hillside Clinic (Senqu)	Clinic
Hlomendlini Clinic	Clinic
Macacuma Clinic	Clinic
Masibulele Clinic	Clinic
Musong Clinic	Clinic
Ndofela Clinic	Clinic
Palmietfontein Clinic	Clinic
Pelandaba Clinic	Clinic
Robert Mjobo Clinic	Clinic
Sonwabo Zandile Clinic	Clinic
St Michael's Clinic	Clinic
Sterkspruit Town Clinic	Clinic
Sunduza Clinic	Clinic
Umlamli Gateway	Clinic
Wittebergen Clinic	Clinic
Zenethemba Clinic	Clinic
Aliwal North Block H Clinic	Clinic



List of Fixed PHC Facilities	
Burgersdorp Clinic	Clinic
Eureka Clinic	Clinic
Hilton Clinic	Clinic
Jamestown Clinic	Clinic
Khayamnandi Clinic	Clinic
Maletswai Clinic	Clinic
Mzamomhle Clinic (Alb)	Clinic
Poly Clinic	Clinic
Thembisa Clinic	Clinic
Venterstad Clinic	Clinic
Ikamvelihle Clinic	Clinic
Kwamagxaki Clinic	Clinic
Kwazakhele CHC	Community Health Centre
Kwazakhele Clinic	Clinic
Lunga Kobese Clinic	Clinic
Max Madlingozi Clinic	Clinic
Motherwell CHC	Community Health Centre
Motherwell NU 11 Clinic	Clinic
Motherwell NU 2 Clinic	Clinic
Motherwell NU 8 Clinic	Clinic
N Brighton Clinic	Clinic
Soweto Clinic	Clinic
Thanduxolo Clinic	Clinic
Tshangana Clinic	Clinic
Veepaas Clinic	Clinic
Wells Estate Clinic	Clinic
Zwide Clinic	Clinic
Du Preez Street Clinic	Clinic
Edamini Clinic	Clinic
Gustav Lamour Clinic	Clinic
Isolomzi Clinic	Clinic
Joe Slovo Clinic	Clinic
L Bam CHC	Community Health Centre
Lukhanyo Clinic	Clinic
Mabandla Clinic	Clinic
Masakhane Clinic (NMMM)	Clinic
Middle Street Clinic	Clinic
Nomangesi Jayiya Clinic	Clinic
Park Centre Clinic	Clinic
Rosedale CHC	Community Health Centre
Silvertown Clinic	Clinic
Algoa Park Clinic	Clinic



List of Fixed PHC Facilities	
Booyens Park Clinic	Clinic
Central CHC	Community Health Centre
Central Clinic (PE)	Clinic
Chatty Clinic	Clinic
Gelvandale Clinic	Clinic
Govan Mbeki Clinic	Clinic
Gqebera CHC	Community Health Centre
Helenvale Clinic	Clinic
Korsten CHC	Community Health Centre
Kwadwesi Clinic	Clinic
L Grange Clinic	Clinic
Missionvale Clinic	Clinic
New Brighton CHC	Community Health Centre
Schauderville Clinic	Clinic
Walmer 14th Clinic	Clinic
West End CHC	Community Health Centre
Bala Clinic	Clinic
Bodweni Clinic	Clinic
Flagstaff Clinic	Clinic
Goso Forest Clinic	Clinic
Holy Cross Gateway	Clinic
Khanyayo (H Cross) Clinic	Clinic
KTC Clinic	Clinic
Lusikisiki Village Clinic (Qauk)	Clinic
Magwa Clinic	Clinic
Malangeni Clinic	Clinic
Mantlaneni Clinic	Clinic
Mbadango Clinic	Clinic
Mbotyi Clinic	Clinic
Mpoza Clinic (Lusi)	Clinic
Nkoko Clinic	Clinic
Palmerton Clinic	Clinic
Qaukeni Clinic	Clinic
St Elizabeth's Gateway	Clinic
Xopozo Clinic	Clinic
Xurana Clinic	Clinic
Baziya CHC	Community Health Centre
Bityi Clinic	Clinic
Civic Centre Clinic (Mtha)	Clinic
Efata Clinic	Clinic
Hlabatshane Clinic	Clinic
Jalamba Clinic	Clinic



List of Fixed PHC Facilities

Kambi Clinic	Clinic
Lutubeni Clinic	Clinic
Mahlungulu Clinic (KSD)	Clinic
Mapuzi Clinic	Clinic
Maxwele Clinic	Clinic
Mbekweni CHC	Community Health Centre
Mpeko Clinic	Clinic
Mpindweni Clinic	Clinic
Mpunzana Clinic	Clinic
Mqanduli CHC	Community Health Centre
Mqhekezweni Clinic	Clinic
Mthatha Gateway	Clinic
Ncambele Clinic	Clinic
Ndibela Clinic	Clinic
Ngangelizwe CHC	Community Health Centre
Ngcengane Clinic	Clinic
Ngcwanguba CHC	Community Health Centre
Ngqungqu Clinic	Clinic
Ngqwarha Clinic	Clinic
Ngwenya Clinic	Clinic
Nosekeni Nongaphi M Clinic	Clinic
Nqwathi Clinic	Clinic
Ntlangaza Clinic	Clinic
Ntshabeni Clinic	Clinic
Ntshela Clinic	Clinic
Nzulwini Clinic	Clinic
Phakamile Clinic	Clinic
Qokolweni Clinic	Clinic
Qunu Clinic	Clinic
Sangoni Clinic	Clinic
Sitebe Clinic	Clinic
SOS Clinic	Clinic
Stanford Terrace Clinic	Clinic
Tabase Clinic	Clinic
Tshezi Clinic	Clinic
Tyelebana Clinic	Clinic
U Xongora Clinic	Clinic
Wilo Clinic	Clinic
Xhwili Clinic	Clinic
Zidindi Clinic	Clinic
Zitatele Clinic	Clinic
Zitulele Gateway	Clinic



List of Fixed PHC Facilities	
Zwelebhunga Clinic	Clinic
Zwelichumile Clinic	Clinic
Caba Clinic	Clinic
Ezingcuka Clinic	Clinic
Gura Clinic	Clinic
Kalankomo Clinic	Clinic
L Gungululu Clinic	Clinic
Langeni Clinic	Clinic
Lotana Clinic	Clinic
Mahlungulu Clinic (Mhlo)	Clinic
Mbalisweni Clinic	Clinic
Mbokotwana Clinic	Clinic
Mdeni Clinic	Clinic
Mdyobe Clinic	Clinic
Mhlahlane Clinic	Clinic
Mhlakulo CHC	Community Health Centre
Mjika Clinic	Clinic
N Knight Gateway	Clinic
Ngwemnyama Clinic	Clinic
Nxotwe Clinic	Clinic
Qanqu Clinic	Clinic
Qolombane Clinic (Qum)	Clinic
Qumbu CHC	Community Health Centre
Shawbury Clinic	Clinic
Sidwadweni Clinic	Clinic
St Lucy's Gateway	Clinic
Tina Falls Clinic	Clinic
Tsilitwa Clinic	Clinic
Tsolo Clinic	Clinic
Buntingville Clinic	Clinic
Canzibe Gateway	Clinic
Cwele Clinic	Clinic
Double Falls Clinic	Clinic
Libode Clinic	Clinic
Lujizweni Clinic	Clinic
Lwandile Clinic	Clinic
Makhotyana CHC	Community Health Centre
Malusi Clinic	Clinic
Mampondomiseni Clinic	Clinic
Mangcwanguleni Clinic	Clinic
Maganyeni Clinic	Clinic
Mgwenyane Clinic	Clinic



List of Fixed PHC Facilities	
Mtakatye Clinic	Clinic
Ndanya Clinic	Clinic
Ngcolora Clinic	Clinic
Ngqeleni Clinic	Clinic
Nkanga Clinic	Clinic
Nkanunu Clinic	Clinic
Nkumandeni Clinic	Clinic
Nolita Clinic	Clinic
Nontsikelelo Biko Clinic	Clinic
Nqanda A Clinic	Clinic
Ntapane Clinic	Clinic
Ntibane Clinic	Clinic
Nyandeni Clinic	Clinic
Old Bunting Clinic	Clinic
Pilani Clinic	Clinic
St Barnabas Gateway	Clinic
Bambisana Gateway	Clinic
Bomvini Clinic	Clinic
Buchele Clinic	Clinic
Caguba Clinic	Clinic
Gqubeni Clinic	Clinic
Isilimela Gateway	Clinic
Kohlo Clinic	Clinic
Ludalasi Clinic	Clinic
Lutshaya Clinic	Clinic
Majola Clinic	Clinic
Mantusini Clinic	Clinic
Mevana Clinic	Clinic
Mtambalala Clinic	Clinic
Mzintlava Clinic	Clinic
Ngcoya Clinic	Clinic
Ntafufu Clinic	Clinic
Phahlakazi Clinic	Clinic
Port St Johns CHC	Community Health Centre
Qandu Clinic	Clinic
Tombo CHC	Community Health Centre
Aeroville Clinic	Clinic
B Ngwentle Clinic	Clinic
Bhongweni Clinic	Clinic
Gracey Clinic	Clinic
Union Street Clinic	Clinic
Vera Barford Clinic	Clinic



List of Fixed PHC Facilities	
Baviaans Clinic	Clinic
Brug Straat Clinic	Clinic
Graaff-Reinet Day Hosp	Community Health Centre
Horseshoe Clinic	Clinic
Kroonvale Clinic	Clinic
Kwazamukucinga Clinic	Clinic
Masakhane Clinic (Aberdeen)	Clinic
Nieu-Bethesda Clinic	Clinic
Rietbron Clinic	Clinic
Umasizakhe Clinic	Clinic
Willowmore Clinic	Clinic
Wongalethu Clinic	Clinic
Andrieskraal Clinic	Clinic
Humansdorp Clinic	Clinic
Imizamo Yetho Clinic	Clinic
Kruisfontein Clinic	Clinic
Loerie Clinic	Clinic
Masakhane Clinic (Hankey)	Clinic
Pellsrus Clinic	Clinic
St Francis Bay Clinic	Clinic
Thornhill Clinic	Clinic
Weston Clinic	Clinic
Clarkson Clinic	Clinic
Joubertina CHC	Community Health Centre
Kareedouw Clinic	Clinic
Krakeel Clinic	Clinic
Louterwater Clinic	Clinic
Misgund Clinic	Clinic
Sanddrif Clinic	Clinic
Twee Riviere Clinic	Clinic
Woodlands Clinic	Clinic
Anglo African Str Clinic	Clinic
Joza Clinic	Clinic
Kwa-Nonzwakazi Clinic	Clinic
M Terrace Clinic	Clinic
NG Dlukulu Clinic	Clinic
Raglan Road Clinic	Clinic
Raymond Mhlaba Clinic	Clinic
Settlers Day Hosp	Community Health Centre
Virginia Shumane Clinic	Clinic
Alexandria Clinic	Clinic
Kenton-On-Sea Clinic	Clinic



List of Fixed PHC Facilities	
Kwa-Nonqubela Clinic	Clinic
Marselle Clinic	Clinic
Nkwenkwezi Clinic	Clinic
Nolukhanyo Clinic	Clinic
P Alfred Clinic	Clinic
Pal 1 Clinic	Clinic
Pal 2 Clinic	Clinic
Station Hill Clinic	Clinic
Addo Clinic	Clinic
Bergsig Clinic	Clinic
Kirkwood Clinic	Clinic
Kwazenzele Clinic	Clinic
Lukhanyiso Clinic	Clinic
Moses Mabida Clinic	Clinic



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APPENDIX A – FORM 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 Deputy 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 (when made on behalf of another person):			
Postal Address:			
Street Address:			
E-mail Address:			
Contact numbers:	Tel. (B):		Facsimile:
	Cellular:		



Full names of person on whose behalf request is made (if applicable):			
Identity number:			
Postal Address:			
Street Address:			
E-mail Address:			
Contact numbers:	Tel. (B):		Facsimile
	Cellular:		
PARTICULARS OF RECORD REQUESTED			
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.)			
Description of record or relevant part of the record:			
Reference number, if available:			
Any further particulars of record:			
TYPE OF RECORD (Mark the applicable box with an "X")			



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

MANNER OF ACCESS (Mark the applicable box with an "X")	
Personal inspection of record at registered address of public body (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)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language: (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)	

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:	



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

FEES	
<i>a) A request fee must be paid before the request will be considered.</i>	
<i>b) You will be notified of the amount of the access fee to be paid.</i>	
<i>c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</i>	
<i>d) 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 (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of requester / person on whose behalf request is made



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FOR OFFICIAL USE

Reference number:	
Request received by: (state rank, name and surname of Deputy Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

.....
Signature of Deputy Information Officer



APPENDIX B – FORM 3

FORM 3

OUTCOME OF REQUEST AND OF FEES PAYABLE

[Regulation 8.]

Note:

1. If your request is granted the-
(a) amount of the deposit, (if any), is payable before your request is processed; and
(b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

TO:

Your request, dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public (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) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B of the Regulations.

OR

2. You requested:

Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)

Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)

Transcription of soundtrack (written or printed document)

Copy of information on flash drive (including virtual images and soundtracks)

Copy of information on compact disc drive (including virtual images and soundtracks)

Copy of record saved on cloud storage server

3. To be submitted:

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>

Kindly note that your request has been:

☐

Approved

☐

Denied, for the following reasons:

4. Fees payable with regards to your request:

Item
Photocopy
Printed copy
For a copy of a computer readable form on:
(i) Flash Drive
To be provided by requester
(ii) Compact Disc
If provided by requester
If provided to the requester
For a transcription of visual images per A4-size page
Copy of visual images
Transcription of an audio record, per A4-size
For a copy of an audio record
(i) Flash Drive
To be provided by requester
(ii) Compact Disc
If provided by requester
If provided to the requester



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Postage, e-mail or any other electronic transfer:

TOTAL:

5. Deposit payable (if search exceeds six hours):

☐

Yes

Hours of
search

The amount must be paid into the following Bank account: **ABSA**

Name of account holder:

Department of Health

Type of account:

41-0021-5080

Account number:

41-0021-5080

Branch Code:

ABS EC PUBL

SECTOR

632005

Reference Nr:

Submit proof of payment to:

Signed at _____ this _____ day of _____ 20 _____

Deputy Information
Officer



APPENDIX C – FEES

ANNEXURE B FEES

Fees in Respect of Public Bodies

Item	Description	Amount
1.	The request fee payable by every requester	R100.00
2.	Photocopy of A4-size page	R1.50 per page or part thereof.
3.	Printed copy of A4-size page	R1.50 per page or part thereof.
4.	For a copy in a computer-readable form on: (i) Flash drive (to be provided by requester) (ii) Compact disc . If provided by requester . If provided to the requester	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: (i) Flash drive (to be provided by requester) (ii) Compact disc . If provided by requester . If provided to the requester	R40.00 R40.00 R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	R100.00 R300.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.

Fees in Respect of Private Bodies

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy/printed black & white copy of A4-size	R2.00 per page or part thereof.
3.	Printed copy of A4-size page	R2.00 per page or part thereof.
4.	For a copy in a computer-readable form on: (iii) Flash drive (to be provided by requester) (iv) Compact disc . If provided by requester	R40.00 R40.00



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	If provided to the requester	R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on:	
	(v) Flash drive (to be provided by requester)	R40.00
	(vi) Compact disc	
	· If provided by requester	R40.00
	· If provided to the requester	R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	R145.00
	To not exceed a total cost of	R435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.



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APPENDIX D – INTERNAL APPEAL

FORM 4

LODGING OF AN INTERNAL APPEAL

[Regulation 9.]

Reference number: _____

PARTICULARS OF PUBLIC BODY			
Name of public body:			
Name and surname of Deputy Information Officer:			
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL			
Full names:			
Identity number:			
Postal address:			
Contact numbers:	Tel. (B):		Facsimile:
	Cellular:		
E-mail Address:			
Is the internal appeal lodged on behalf of another person?		Yes	No
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: (Proof of the capacity in which appeal is lodged, if applicable, must be attached.)			
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED (If lodged by a third party)			
Full names:			
Identity number:			
Postal address:			
Contact numbers:	Tel. (B):		Facsimile:
	Cellular:		
E-mail Address:			
DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED (mark the appropriate box with an "X")			
Refusal of request for access:			
Decision regarding fees prescribed in terms of section 22 of the Act:			
Decision regarding the extension of the period within which the request must be dealt with in terms of section 26 (1) of the Act:			
Decision in terms of section 29 (3) of the Act to refuse access in the form requested by the requester:			
Decision to grant request for access:			
GROUNDS FOR APPEAL (If the provided space is inadequate, please continue on a separate page and attach it to this form, all the additional pages must be signed.)			



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State the grounds on which the internal appeal is based:	
State any other information that may be relevant in considering the appeal:	

You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of appellant/third party

FOR OFFICIAL USE

OFFICIAL RECORD OF INTERNAL APPEAL

Appeal received by: (state rank, name and surname of Deputy Information Officer)		
Date received:		
Appeal accompanied by the reasons for the Deputy Information Officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the Deputy Information Officer:	Yes	
	No	



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OUTCOME OF APPEAL				
Refusal of request for access. Confirmed?	Yes		New decision (if not confirmed)	
	No			
Fees (Sec 22). Confirmed?	Yes		New decision (if not confirmed)	
	No			
Extension (Sec 26 (1)). Confirmed?	Yes		New decision (if not confirmed)	
	No			
Access (Sec 29 (3)). Confirmed?	Yes		New decision (if not confirmed)	
	No			
Request for access granted. Confirmed?	Yes		New decision (if not confirmed)	
	No			

Signed at _____ this _____ day of _____ 20 _____

Relevant authority



APPENDIX E – COMPLAINT

FORM 5 LODGING OF COMPLAINT

[Regulation 10.]

Note:

- This form is designed to assist the Requester (hereinafter referred to as "the Complainant") in requesting a review of a public or private body's response or non-response to a request for access to records under the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("PAIA"). Please fill out this form and send it to the Information Regulator or complete the online complaint form available at <https://www.justice.gov.za/inforeg/>.*
1. *PAIA gives a member of the public a right to file a complaint with the Information Regulator about any of the nature of complaints detailed in part E of this complaint form.*
 2. *It is the policy of the Information Regulator to defer investigating or to reject a complaint if the Complainant has not first given the public or private body (herein after referred to as "the Body") an opportunity to respond to and attempt to resolve the issue. To help the Body address your concerns prior to approaching the Information Regulator, you are required to complete the prescribed PAIA form and submit it to the Body.*
 3. *A copy of this form will be provided to the Body that is the subject of your complaint. The information you provide on this form, attached to this form or that you supply later, will only be used to attempt to resolve your dispute, unless otherwise stated herein.*
 4. *The Information Regulator will only accept your complaint once you confirm having complied with the prerequisites below.*
 5. *Please attach copies of the following documents, if you have them:*
 - *Copy of the form to the Body requesting access to records;*
 - *The Body's response to your complaint or access request;*
 - *Any other correspondence between you and the Body regarding your request;*
 - *Copy of the appeal form, if your complaint relates to a public body;*
 - *The Body's response to your appeal;*
 - *Any other correspondence between you and the Body regarding your appeal;*
 - *Documentation authorizing you to act on behalf of another person (if applicable);*
 - *Court order or court documents relevant to your complaint, if any.*
 6. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*
 - 7.

TO: The Information Regulator
P.O Box 31533
Braamfontein,
2017

E-mail address: inforeg@justice.gov.za

Tel number: +27 (0) 10 023 5200



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CAPACITY OF PERSON/PARTY LODGING A COMPLAINT

(Mark with an "X")

- ☐ Complainant personally
- ☐ Representative of complainant
- ☐ Third party

PREREQUISITES

Did you submit request (PAIA form) for access to record of a public/private body?	Yes		No	
Has 30 days lapsed from the date on which you submitted your PAIA form?	Yes		No	
Did you exhaust all the internal appeal procedure against a decision of the Deputy Information Officer of a public body?	Yes		No	
Have you applied to Court for appropriate relief regarding this matter?	Yes		No	

FOR INFORMATION REGULATOR'S USE ONLY

Received by: (Full names)				
Position:				
Signature:				
Complaint accepted:	Yes		No	
Reference Number:				

Postal address	Facsimile	Other electronic communication (Please specify)

**PART A
PERSONAL INFORMATION OF COMPLAINANT**

Full names:				
Identity number:				
Postal Address:				
Street Address:				
E-mail Address:				
Contact numbers:	Tel. (B):		Facsimile	



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Cellular			
PART B REPRESENTATIVE INFORMATION <i>(Complete only if you will be represented. A Power of Attorney must be attached if complainant is represented, falling which the complaint will be rejected)</i>			
Full names of representative:			
Nature of representation:			
Identity number/Registration number:			
Postal Address:			
Street Address:			
E-mail Address:			
Contact numbers:	Tel. (B):		Facsimile
	Cellular		
PART C THIRD PARTY INFORMATION <i>(Please attach letter of authorisation)</i>			
Type of body:	Private		Public
Name of *public/private body:			
Registration number (if any):			
Name, surname and title of person authorised to lodge complaint:			
Postal Address:			
Street Address:			
E-mail Address:			
Contact numbers:	Tel. (B):		Facsimile
	Cellular		
PART D BODY AGAINST WHICH COMPLAINT IS LODGED			
Type of body:	Private		Public
Name of *public/private body:			
Registration number (if any):			
Name, surname and title of person you dealt with at the private/public body to try to resolve your complaint or request to access of information.			
Postal Address:			



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Street Address:			
E-mail Address:			
Contact numbers:	Tel. (B):		Facsimile
	Cellular		
Reference number given (If any):			
PART E COMPLAINT <i>Tell us about the steps you have taken to try to resolve your complaint (Complaints should first be submitted directly to the public body for response and possible resolution; there are limited exceptions)</i>			
Date on which request for access to records submitted:			
Please specify the nature of the right(s) to be exercised or protected, if a complaint is against a private body:			
Have you attempted to resolve the matter with the organisation?		Yes	No
If yes, when did you receive it? (Please attach the letter to this application.)			
Did you appeal against a decision of the Deputy Information Officer of the public body?		Yes	No
If yes, when did you lodge an appeal?			
Have you applied to Court for appropriate relief regarding this matter?		Yes	No
If yes, please indicate when was the matter adjudicated by the Court? Please attach Court Order, if there is any.			
PART F DETAILED TYPE OF ACCESS TO RECORDS <i>(Please select one or more of the following to describe your complaint to the Information Regulator)</i>			
Unsuccessful appeal: (Section 77A(2)(a) or section 77A(3)(a) of PAIA)	I have appealed against the decision of the public body and the appeal is unsuccessful.		
Unsuccessful application for condonation: (Sections 77A(2)(b) and 75(2) of PAIA)	I have filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed.		
Refusal of a request for access: 77A (2) (c) (i) or 77A (2) (d) (i) or 77A (3) (b) of PAIA)	I requested access to information held by a body and that request was refused or partially refused.		
	Tender or payment of the prescribed fee.		



The body requires me to pay a fee and I feel it is excessive: (Sections 22 or 54 of PAIA)	<i>The tender or payment of a deposit.</i>	
Repayment of the deposit: (Section 22 (4) of PAIA)	<i>The Deputy Information Officer refused to repay a deposit paid in respect of a request for access which is refused.</i>	
Disagree with time extension: (Sections 26 or 57 of PAIA)	<i>The body decided to extend the time limit for responding to my request, and I disagree with the requested time limit extension or a time extension taken to respond to my access request.</i>	
Form of access denied: (Section 29 (3) or 60 (a) of PAIA)	<i>I requested access in a particular and reasonable form and such form of access was refused.</i>	
Deemed refusal: (Section 27 or 58 of PAIA)	<i>It is more than 30 days since I made my request and I have not received a decision.</i>	
	<i>Extension period has expired and no response was received.</i>	
Inappropriate disclosure of a record: (Mandatory grounds for refusal of access to record)	<i>Records (that are subject to the grounds for refusal of access) have inappropriately/unreasonable been disclosed.</i>	
No adequate reasons for the refusal of access: (Section 56 (3) (a) of PAIA)	<i>My request for access is refused, and no valid or adequate reasons for the refusal were given, including the provisions of this Act, which were relied upon for the refusal.</i>	
Partial access to record: (Section 28 (2) or 59 (2) of PAIA)	<i>Access to only part of the requested records was granted and I believe that more of the records should have been disclosed.</i>	
Fee waiver: (Section 22 (8) or 54 (8) of PAIA)	<i>I am exempt from paying any fee and my request to waive the fees was refused.</i>	
Records that cannot be found or do not exist: (Section 23 or 55 of PAIA)	<i>The Body indicated that some or all of the requested records do not exist and I believe that more records do exist.</i>	
Failure to disclose records:	<i>The Body decided to grant me access to the requested records, but I have not received them.</i>	
No jurisdiction (exercise or protection of any rights): (Section 50 (1) (a) of PAIA)	<i>The Body indicated that the requested records are excluded from PAIA and I disagree.</i>	
Frivolous or vexatious request: (Section 45 of PAIA)	<i>The Body indicated that my request is manifestly frivolous or vexatious and I disagree.</i>	



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Other: (Please explain):

**PART G
EXPECTED OUTCOME**

How do you think the Information Regulator can assist you? Describe the result or outcome that you seek.

**PART H
AGREEMENTS**

The legal basis for the following agreements is explained in the Privacy Notice on how to file your complaint document. In order for the Information Regulator to process your complaint, you need to check each one of the checkboxes below to show your agreement:

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I agree that the information Regulator may use the information provided in my complaint to assist it in researching issues relating to the promotion of the right of access to information as well as the protection of the right to privacy in South Africa. I understand that the Information Regulator will never include my personal or other identifying information in any public report, and that my personal information is still protected by the Protection of Personal Information Act, 2013 (Act No. 4 of 2013). I understand that if I do not agree, the Information Regulator will still process my complaint.

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The information in this Complaint Form is true to the best of my knowledge and belief.

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I authorize the Information Regulator to collect my personal complaint information (such as the information about me in this complaint form) and use it to process my human rights complaint relating to the right of access to information and / or the protection of the right to privacy.

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I authorise anyone (such as an employer, service provider, witness) who has information needed to process my complaint to share it with the Information Regulator. The Information Regulator can obtain this information by talking to witnesses or asking for written records. Depending on the nature of the complaint, these records could include personnel files or employer data, medical or hospital records, and financial or taxpayer information.

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If any of my contact information changes during the complaint process, it is my responsibility to inform the Information Regulator; otherwise my complaint could experience a delay or even be closed.

Signed at _____ this _____ day of _____ 20 _____

Complainant/Representative/Authorised person of Third party