



JMDOLLS & PORCELAIN C.C.

USER MANUAL FOR PROMOTION OF ACCESS TO INFORMATION (PAIA)

EXTERNAL & INTERNAL REQUEST

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

(Act No 2 of 2000)

1. Background

The purpose of this manual is to provide information to those who wish to request any records in terms of the PAIA. South Africa's Constitution gives every person the right of access to information, held by the State, a public or private body that is required for the exercise or protection of any right.

This is JMD's manual in compliance with the PAIA; I trust that this information will assist you in requesting any information from JMD.

The act establishes voluntary and mandatory procedures to give effect to the constitutional right to information in a manner which enables persons to obtain records of public bodies swiftly, inexpensively and effortlessly as possible.

Should you have any queries please don't hesitate to contact JMD.

2. How to request information internal or external

A request for information held by JMD must be made by completing the prescribed form and then sending it via email, post or delivery by hand. Please note that an access fee and request fee may be charged as well as an appeal fee, should you appeal the decision.

- Print the formal request form
- Complete all the fields in full

- Supply a motivation for your request
- Send the completed document to one of the following addresses.

Physical Address

118 Allan road
Glen Austin, Extension 1
Midrand
1859

Postal Address

P.O. Box 3666
Halfway House
1685

E-mail: mrhugo@telkomsa.net

Telephone number: 011 314 1620 / 010 224 0363

JMD will reply within 30 days of receipt of **external** request as to whether your information request is accessible and how and where you may collect it.

JMD will reply within 5 days of receipt of **internal** request as to whether your information request is accessible and how and where you may collect it.

In certain cases, you may be required to pay a deposit to JMD, before any records are made available, only upon receipt of the deposit searching for the information will commence.

Requester's fees

Deposits

Individuals: R30.00

Business: R50.00

Access

Individuals: R50.00

Business: R200.00

Account details will only be supplied upon a request.

On receipt of payment, the record(s) will be disclosed to you, in the format requested.

If you have any disability or if you are unable to read or write, please contact JMD to assist you in completing the request.

3. The Human Right's Commission Guide

Can be accessed on:

<http://www.sahrc.org.za/paia.htm>

4. Access to Information Act

Can be accessed on:

http://www.acts.co.za/prom_of_access_to_info/index.htm

5. Information required when lodging an appeal

- Please complete Form B
- Complete all the fields in full and include a motivation letter
- Send the completed document to any of the above addresses

Appeal must be lodged by letter or email within 60 days.

An amount of R100, 00 may be required as an appeal fee. This will be used to offset the price of the requested information should your request be granted.

This amount is forfeited should the JMD uphold its original decision.

Should your complaint not be satisfied by the internal appeal and, provided that the internal appeal procedures have been exhausted,, you may apply to the Court for relief.

The Court, on hearing an application, may grant a just and equitable order include:

- confirming, awarding or setting aside the decision that is the subject of the application concerned;
- requiring the Information Officer to take some action or to refrain from taking such action, whichever the Court considers necessary;
- granting an interdict, interim specific relief, a declaratory order or compensation;
- costs.

