



**MANUAL IN TERMS OF SECTION 14  
OF THE PROMOTION OF ACCESS TO INFORMATION ACT**

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# MANUAL IN TERMS OF SECTION 14 OF THE PROMOTION OF ACCESS TO INFORMATION ACT

## 1. Introduction

This Manual is published in terms of Section 14 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (“the Act”). The Act gives effect to the provision of Section 32 of the constitution which provides for the right of access to information held by the State and to information held by another person that is required for the exercise and/or protection of any right.

The reference to any information in addition to that specifically required in terms of Section 14 of the Act does not create any right or entitlement (contractual or otherwise) to receive such information, other than in terms of the Act.

## 2. Definitions

Unless the context clearly indicates otherwise, the following terms shall have the meanings assigned to them hereunder, namely –

- 2.1. “**Act**” means the Promotion of Access to Information Act, Act 2 of 2000, as amended from time to time.
- 2.2. “**Information Officer**” means the Chief Executive Officer of the Legal Aid SA who may delegate in writing this function to any other personnel of Legal Aid SA to discharge the duties and responsibilities assigned to the Information officer in terms of the Act. This authority may be withdrawn by the Information Officer on reasonable and justifiable grounds.
- 2.3. “**Deputy Information Officer/s**” means the Chief Operations Officer, National Operations Executive, Chief Legal Executive and Corporate Service Executive of Legal Aid SA who are authorised to discharge the duties and responsibilities assigned to the Information Officer relating to

access to information in the possession or under control of support functions and legal functions of Legal Aid SA respectively.

- 2.4 **Designated Deputy Information Officers**” means Regional Operations Executives of Legal Aid SA who are authorised to discharge the duties and responsibilities assigned to the Information Officer relating to access to information in the possession or under control of the relevant region.
- 2.5 **Legal Aid Guide**” means the Legal Aid Guide 2014, 13<sup>th</sup> Edition published in 2014 by Legal Aid SA through Juta & Co Limited. A copy of the Legal Aid “Guide is available at cost from Juta bookshops, other leading booksellers and from Juta Publishers. It is also available for perusal at the Legal Aid SA Justice Centres and from the Legal Aid Officer at Magistrate’s Courts. The said Guide and Circulars are accessible in electronic version from Legal Aid SA website at [www.legal-aid.co.za](http://www.legal-aid.co.za).
- 2.6 **“Manual**” means this manual published in compliance with Section 14 of the Act.
- 2.7 **“Personnel**” means any person who works for or provides services to or on behalf of Legal Aid SA and receives or is entitled to receive any remuneration. This includes, without limitation, Board members, all permanent, temporary and part time staff as well as contract workers.
- 2.8 **“Legal Aid SA**” means Legal Aid Board constituted in terms of the Legal Aid Act 39 of 2014.
- 2.9 **“Record**” means any recorded information, regardless of form or medium, which is in the possession or under the control of Legal Aid SA, irrespective of whether it was created by Legal Aid SA.

- 2.10 “Report” means a report to be submitted annually to the SAHRC in terms of section 32 of the Act and which shall be compiled and managed in accordance with process set out in **Annexure 4**
- 2.11 “Request” means a request for access to a record of Legal Aid SA.
- 2.12 “Requester” means any person, including public body or an official hereof making a request for access to a record of Legal Aid SA and includes any person acting on behalf of that person.
- 2.13 “SAHRC” means the South African Human Rights Commission.
- 2.14 Unless a contrary intention clearly appears, words signifying:
- a. The singular includes the plural and vice versa.
  - b. Any one gender includes the other genders and vice versa; and
  - c. Natural persons include juristic persons.

### **3. Availability of this Manual**

A copy of this Manual will be made available on our website [www.legal-aid.co.za](http://www.legal-aid.co.za) or by sending a request for a copy to Legal Aid SA Information Officer or Deputy Information Officers or Designated Deputy Information Officer by email or post at the addresses set out below. The Manual may also be obtained upon request from our offices as described below, or the SAHRC at the address set out below.

### **4. Updating of Manual**

This Manual will be updated and published, if necessary, at intervals of not more than 1 (one) year, as prescribed in the Act.

## 5. How to Access the Guide as described in Section 10 of the Act

The guide in terms of section 10 of the Act is available at the SAHRC, details which are set out below:

South African Human Rights Commission  
PAJA Unit

The Research and Documentation Department

Postal address: Private Bag 2700  
Houghton  
2041

Telephone 011 484 8300

Fax 011 484 0582

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

Email [paja@sahrc.org.za](mailto:paja@sahrc.org.za)

## 6. Legal Aid SA Overview

6.1. Legal Aid SA is an autonomous statutory body established by Legal Aid Act 22 of 1969 (as amended). The objective of Legal Aid SA is to render or make available legal representation at state expense where substantial injustice would otherwise result, as contemplated in the Constitution of the Republic of South Africa (Act 108 of 1996). This in turn affords and ensures access to justice which is a fundamental cornerstone of our democracy.

6.2. Legal Aid SA supports the constitutional right of access to information and we are committed to provide any requester access to our records in accordance with the provisions of the Act.

6.3. The objects and general powers of Legal Aid SA, as set out in the Legal Aid Act are to render or make available legal aid to indigent persons as well as to provide these persons with legal representation at the expense of the State, as contemplated in the Constitution.

## **7. Vision**

A South Africa in which the rights and responsibilities enshrined in the Constitution are realised to ensure equality, justice and a better life for all.

## **8. Mission Statement**

To be the leader in the provision of accessible, sustainable, ethical, quality and independent legal services to the poor and vulnerable.

## **9. Functions and Structure of Legal Aid SA**

### **9.1 Functions of Legal Aid SA**

Legal Aid SA has all such powers as are necessary to enable it to perform its duties and achieve its objectives, in terms of Legal Aid Act 39 of 2014.

9.2 These functions of Legal Aid SA are, amongst others, to:

- 9.2.1 Provide quality professional legal services at the state expense where substantial injustice may occur through mixed models, namely internal legal practitioners, external legal practitioners(Judicare), and co-operation partners( NGO); The provision of legal assistance is subject to the conditions, procedures and exclusions set out in the Legal Aid Guide
- 9.2.2 Fix conditions to which legal aid is to be rendered, including any costs to be recovered and ceded to Legal Aid SA as well as any payments of contributions to Legal Aid SA by a person who has received legal aid.
- 9.2.3 Perform all the functions necessary to give effect to and attain the objectives of Legal Aid SA.

## **10 Composition of the Board of Legal Aid SA**

The composition of the Board of Legal Aid SA is defined by the Legal Aid Act 39 of 2014 and consists of 14 voting members appointed by the Minister in writing:

- 10.1 A Judge in active service of Constitutional Court, Supreme Court of Appeal or the High Courts including any high court of appeal that may be established by an Act of Parliament to hear appeals from High Courts, nominated by the Chief Justice of South Africa after consultation with the Board.
- 10.2 Eight members who, as whole, have the skills required and met criteria in terms of section 7 of the Legal Act 39 of 2014;
- 10.3 The Chief Executive Officer;
- 10.4 Three employees appointed by the Board for the management of Legal Aid South Africa, and who are responsible for the management, including the financial management of Legal Aid South Africa and who are involved in developing and implementing Legal Aid South Africa's strategy nominated by Board;
- 10.5 The Director-General of Justice and Correctional Services or his nominee;
- 10.6 The Minister may appoint a person to serve as an alternate in the place on any member referred to in paragraph 10.2, 10.3 and 10.4 of this policy as set out above

## **11 Structure of Legal Aid SA**

- 11.1 Legal Aid SA has a head office situated at Legal Aid House, 29 De Beer Street, Braamfontein, Johannesburg, 6 (six) regional offices, 64 (sixty-four) Justice Centres, and 64 satellite offices details of which are set out in Annexure 1.



- 11.2 Legal Aid SA staff compliment consists of advocates, attorneys, candidate attorneys, paralegals, clerk as well as administrative personnel.

## **12 Services Available to Members of the Public**

### **12.1 Core Services**

The core services delivered by Legal Aid SA are the rendering of legal aid to indigent persons. Although the majority of cases taken on by Legal Aid SA are in the criminal arena, the focus has been expanded to include civil matters (see paragraphs 4.9 to 4.20 of the Legal Aid Guide read with paragraphs 5.4.1 and 5.4.2 setting out the criteria for qualification of legal aid). The cases include amongst others:

- 12.1.1 Divorce and matrimonial matters including maintenance;
- 12.1.2 Cases involving children's justice;
- 12.1.3 Domestic violence matters and interdicts in relation thereto
- 12.1.4 Land claims and related matters; and
- 12.1.5 Civil matters

In addition, an impact litigation capacity has been established to litigate cases of precedent setting nature or an appropriate nature in all of the sectors detailed above.

### **12.2 Nature of services**

Legal Aid SA's services, as set out in the Legal Aid Act 39 of 2014, include:-

- 12.2.1 The procurement of the services of legal practitioners (where possible internally within Legal Aid SA and where not possible, external legal practitioners);
- 12.2.2 The provision of legal representation at the expense of the State to indigent persons not having the means to acquire legal services and representation;

- 12.2.3 The evaluation and reporting on certain matters by Legal Aid SA which is referred to it by the relevant court in accordance with Section 22 in the Legal Aid Act 39 of 2014 ; and
- 12.2.4 The registration of learnership (articles) agreements between a principal at Legal Aid SA and the Candidate Attorney;
- 12.2.5 These services are available to members of the public who qualify in terms of Legal Aid SA's means test. Services so rendered must also fall within the ambit and objectives of Legal Aid SA.

All of these services are more fully detailed in the Legal Aid Guide.

### **12.3 Core Service Delivery Mechanisms**

The core service delivery mechanism of Legal Aid SA is:

- 12.3.1. Representation by internal legal practitioners
- 12.3.2 Representation by accredited external legal practitioners. These are provided through roster system
- 12.3.3 Co-operation agreement (being the agreements entered into between Legal Aid SA and another party, not being an individual legal practitioner or a group/firm/company or legal practitioners. This is for the purpose of rendering legal services to indigent persons; and
- 12.3.4 Impact litigation through our Legal Development Business Unit of Legal Aid SA on matters of precedent setting nature.

### 13. How to gain access to these services

Any person may gain access to these specified services, provided that he or she is a member of the public and qualifies in terms of Legal Aid SA's means test.

Such person may gain access to these services by submitting a request in the prescribed form and manner to a Justice Centre and where no Justice Centre exists to the Legal Aid Officer at the Magistrate's Court.

### 14. Arrangement of Public Participation in Policy Formulation

Formal mechanisms for public participation in policy formulation are not contained in the Legal Aid Act. Legal Aid SA welcomes public participation and input. However this cannot be translated into participation and representation on the Board, other than in accordance with the Legal Aid Act and the Board composition set out above.

### 15. Contact details

#### 15.1 Information Officer

Name of Public Body	Legal Aid SA
Designated information officer	CEO – Vidhu Vedalankar
Email address of Information officer	ceo@legal-aid.co.za
Postal Address	Private Bag X76 Braamfontein 2107 Johannesburg
Street Address	29 De Beer Street Braamfontein Johannesburg

Phone Number	011 877 2000
Fax number	011 877 2222
Docex	Docex 117, Johannesburg

## 15.2 Deputy Information Officers

Deputy Information Officers	Chief Operations Officer
	National Operations Officer
	Chief Legal Executive
	Corporate Service Executive
Email address	<a href="mailto:coo@legal-aid.co.za">coo@legal-aid.co.za</a> <a href="mailto:noe@legal-aid.co.za">noe@legal-aid.co.za</a> <a href="mailto:cle@legal-aid.co.za">cle@legal-aid.co.za</a>
Postal Address	Private Bag X76 Braamfontein 2107 Johannesburg
Street Address	29 De Beer Street Braamfontein Johannesburg
Phone Number	011 877 2000
Fax number	011 877 2222
Docex	Docex 117, Johannesburg

## 15.3. Designated Deputy Information Officers

Legal Aid SA has also designated six Regional Operations Executives. Requests that relate to a specific region are kindly to be addressed to the Designated Deputy Information Officer for that region at the contact details set out below, while request relating to the national organisation are to be addressed to the Information Officer at the contact details set out above. If you are uncertain as to whether a request is

a national or regional issue, or to which region a request relates, the request must be addressed to the Information Officer at the contact details set out above.

### 15.3.1 Gauteng Region

Name of Public Body	Legal Aid SA –Gauteng Region
Designated Deputy Information Officer	Regional Operations Executive
Email Address	Roekopanong@legal-aid.co.za
Postal Address	P O Box 16237 Lyttleton, 0157 Pretoria
Street Address	144 Cantonment Street, Selborne Centre Lyttleton
Phone No.	012 664 2921
Fax No	012 664 6920
Docex	134 Pretoria

### 15.3.2 Western & Northern Cape

Name of Public Body	Legal Aid SA WC-NC Region
Designated Deputy Information Officer	Regional Operations Executive
Email Address	Roewestern/northerncape@legal-aid.co.za
Postal Address	
Street Address	Shiraz House, Brandwacht Office Park, Stellenbosch
Phone No.	021 861 3000
Fax No	021 886 8657
Docex	23 Stellenbosch

### 15.3.3 Limpopo & Mpumalanga

Name of Public Body	Legal Aid SA LPMP Region
Designated Deputy Information Officer	Regional Operations Executive
Email Address	ROELimpopo/Mpumalanga@legalaid.co.za
Postal Address	P O Box 11237 Bendor Park, 0713
Street Address	Cormar Park Building 3 Rhodesdrift Street Hampton Court Bendor Polokwane
Phone No.	015 296 0117 or 015 296 0148
Fax No	015 296 0102
Docex	56 Polokwane

### 15.3.4 Kwazulu -Natal

Name of Public Body	Legal Aid SA KZN Region
Designated Deputy Information Officer	Regional Operations Executive
Email Address	RoeKzn@legal-aid.co.za
Postal Address	P O Box 2489 Pinetown 3600
Street Address	7 <sup>th</sup> floor, Charter House, Cnr Crompton/Union Street
Phone No.	0.31 717 8450
Fax No	031 702 1960
Docex	261 Durban

### 15.3.5 Free State & North West

Name of Public Body	Legal-Aid SA Northwest/.Free State Region
Designated Deputy Information Officer	Regional Operations Executive
Email Address	ROE Northwest free state@legal-aid.co.za
Postal Address	P O Box 6861 Bloemfontein 9301
Street Address	PHG Building, 196 Nelson Mandela Drive, Bloemfontein
Phone No.	051 412 8040
Fax No	051 447 3754
Docex	125 Bloemfontein

### 15.3.6 Eastern Cape

Name of Public Body	Legal Aid SA Eastern Cape Region
Designated Deputy Information Officer	Regional Operations Executive
Email Address	Roeec@legal-aid.co.za
Postal Address	P O Box 63799, Greenacres, Port Elizabeth, 6056
Street Address	5 Mangold Street, Newton Park, Port Elizabeth, 6001
Phone No.	041 363 8863
Fax No	041 363 1216
Docex	131Port Elizabeth

## **16. How to Request Access to Records Held by Legal Aid SA**

All the requests for access to information shall be made on a prescribed form accompanied by proof of payment of the prescribed fees. The requests shall be made and addressed to the officials or designations set out in paragraph 14 above. The request shall be responded to in accordance with process and timeframes set out in Annexure 4. Should the requester be illiterate the receptionists and/or paralegals at the access points (Justice Centres or Satellite Offices) must assist the requester to complete the prescribed forms. In the event of indigent persons who would in the ordinary qualify for Legal Aid, no fee should be payable.

## **17. Records that may be requested**

The records to be requested by a requester means any recorded information regardless of its form or medium which is in the possession or under the control of Legal Aid SA, whether or not it was created by Legal Aid SA or not.

### **17.1 Request Procedures**

17.1.1 A requester shall be given access to a record held by Legal Aid SA if the following requirements as set out in the Act, are met, namely:

- a. That the requester complies with all the procedural requirements contemplated in the Act relating to a request; and
- b. That access to that requested record is not refused in terms of any ground for refusal contemplated in the Act.

17.1.2 The right of a requester to access information in terms of this Act is not affected by any reasons given by that requester, or any belief by the Information Officer as to what the reasons for the request may be.



- 17.1.3 Requests for access to records held by Legal Aid SA must be made on the prescribed request forms (on payment of the prescribed fees, if any) that are available from the SAHRC's website ([www.sahrc.org.za](http://www.sahrc.org.za)) or the department of Justice and Constitutional Development ([www.doj.gov.za](http://www.doj.gov.za)) under "" regulations"). For convenience a copy is also included in this manual.
- 17.1.4 Requests for access to records must be made to the Information Officer at the address or fax number or electronic mail address provided for above.
- 17.1.5 The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate which form of access is required and indicate the manner in which he/she wishes to be informed of Legal Aid SA's decision regarding such request and state the necessary particulars to be so informed. The requester must also state whether the record concerned is preferred in a particular language and also specify his or her postal address or fax number in the Republic of South Africa.
- 17.1.6 If a request is made on behalf of a person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the Information Officer.
- 17.1.7 Should an individual be unable to make a request for access to a record of Legal Aid SA because of illiteracy or disability, he or she may make such a request personally and orally by visiting our office. The Information Officer of Legal Aid SA must then reduce the oral request to writing in the prescribed form and supply the requester with a copy thereof.

**17.2 A standard form that must be used for the making of requests is attached as annexure 3.**

The form is not included in the copies of this Manual published in the Government Gazette or delivered to the SAHRC but is included in copies available from Legal Aid SA office and its website.

**17.3 Availability of records under the Act**

Note that all requests to Legal Aid SA will be evaluated and considered in accordance with the Act. Publication of this manual and describing the categories and subject matter of information held by Legal Aid SA does not give rise to any rights (in contract or otherwise) to access such information or records except in terms of this Act.

**17.4 Records that are automatically accessible in terms of section 15 of the Act**

17.4.1. The following records will, amongst others, be available automatically for inspection without a fee and without compliance with the Act:

- (a) Annual report
- (b) Tender register;
- (c) Employment Equity Plan;
- (d) Legal Aid Guide;

17.4.2. All records or information published on the website of Legal Aid South Africa and which is in the public domain do not require to be accessed in terms of the Act. However, in case of such request, it shall be sufficient to refer the requester to the website, namely, [www.legal-aid.co.za](http://www.legal-aid.co.za)

- 17.4.3 The Information Officer shall annually submit to the Minister such further information that may automatically be accessed for inspection without compliance with the Act.

## **18 Remedies available for noncompliance with the Act**

In case of non-compliance with any request by the Deputy Information Officer, the Designated Deputy Information Officer or any other personnel authorised by the Information Officer, the requester shall appeal to the Information Officer who shall consider such appeal within 15 days and after which the requester may resolve the dispute by approaching the relevant court directly.

## **19 Other Information as may be prescribed in the Act**

The information relating to the fees payable by the requester has been included

## **20 Prescribed Fees**

- 20.1 The Act sets out two types of fees, namely a request fee and an access fee that are required to be paid prior to Legal Aid SA accessing the request for information.
- 20.2 A personal requester, i.e. a requester who requests access to a record containing personal information is not required to pay the request fee. Any other requester, who is not a personal requester, will be required to pay such fees.
- 20.3 The requester (other than a personal requester) must be notified by the information officer to pay the prescribed request fee before processing the request.
- 20.4 Should the requester be aggrieved by the tender or payment of the request fee, the requester may bring an application to court.

- 20.5 The information officer must notify the requester of his/her decision in the manner specified by the requester.
- 20.6 In the event that the Information Officer granted the request, a further access fee must be paid for the search, preparation, reproduction and for any time that has exceeded the prescribed hours to prepare and search for the requested record.

The prescribed fees are set out below in terms of the regulations contemplated in the Act as **annexure 2**.

## **21 Records held by Legal Aid SA**

We maintain records on the following categories and subject matters. However, please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be honoured. All requests for access will be evaluated on a case by case basis in accordance with the provisions of the Act and no right (contractual or otherwise) is created by describing such information.

### 21.1 Internal Records

The following are records pertaining to Legal Aid SA's own affairs:

- 21.1.1 Constitution of Legal Aid SA
- 21.1.2 Financial records
- 21.1.3 Operational records
- 21.1.4 Intellectual property
- 21.1.5 Marketing records
- 21.1.6 Internal correspondence
- 21.1.7 Statutory records
- 21.1.8 Internal policies and procedures
- 21.1.9 Records held by officials of public body.

### 21.2 Personnel records

Personnel records include the following:

- 21.2.1 Any personal records provided to the public body by/their personnel
- 21.2.2 Any records a third party has provided to the public body about any of their personnel
- 21.2.3 Conditions of employment and other personnel related contractual and quasi-legal records
- 21.2.4 Internal evaluation records;
- 21.2.5 Other internal records and correspondence

### 21.3 Legal records

Legal records include the following:

- 21.3.1 Information provided by client/users of Legal Aid SA and those seeking its assistance
- 21.3.2 Information, records, copies of documentation and the like provided to Legal Aid SA by legal representatives concerning matters funded by Legal Aid SA.
- 21.3.3 Records where Legal Aid SA is representing a client; and
- 21.3.4 Records relating to matters in which Legal Aid SA has an interest.

Kindly note that most, if not all of the information under this section is subject to legal privilege. While all requests for such information will be considered, having regard to Section 40 of the Act, it is likely that such requests will be granted only in very limited circumstances. You are accordingly advised to confirm that you are in fact entitled to such records before making a request and to set out very clearly the reasons that such access is required so as to enable Legal Aid SA to evaluate your request.

### 21.4 Records relating to other Parties

Records are kept in respect of other parties, including and without limitation to, attorneys and advocates, workers, contractors, suppliers, departments, divisions and service providers. Alternatively, such other parties may possess records which can be said to belong to the public body. The following records fall under this category.

21.4.1 Personnel work or service related records which are held by another party as opposed to being held by Legal Aid SA.

21.4.2 Legal and other related client records held by a client's legal representative but paid for by Legal Aid SA; and

21.4.3 Records held by Legal Aid SA pertaining to other parties, including financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about their contractors/suppliers.

#### 21.4.4 Other Records

Further records are held including, usual general ledger expenses, vouchers, invoices and the like; and Research information belonging to Legal Aid SA or carried out on behalf of a third party.

**Annexure 1**

<b>LEGAL AID SOUTH AFRICA – JUSTICE CENTRE TELEPHONE LIST</b>
<b>LEGAL AID SOUTH AFRICA</b>
<b>GAUTENG REGION</b>

No	Justice Centre	Responsible Person	Postal Address	Physical Address	Telephone Number	Fax Number
1	Alexandra	Justice Centre Executive	P O Box 1192 Bramley 2018  Docex 5 GlenHazel	650 Louis Botha Ave, Bramley Johannesburg 2018	011 786 3603 011 786 8170 011 786 9311	011 786 0862
2	Benoni	Justice Centre Executive	P O Box 2972 Benoni 1500  Docex 12	23 Tom Jones Street Benoni 1501	011 845 4311	011 421 1082 011 420 2097
3	Germiston	Justice Centre Executive	P O Box 4302	10 <sup>th</sup> Floor Standard Bank Towers	011 842 7300	011 825 7987 011 872 1527

No	Justice Centre	Responsible Person	Postal Address	Physical Address	Telephone Number	Fax Number
			Germiston South 1401  Docex 23	247 President Street Germiston 1401		
4	Johannesburg	Justice Centre Executive	P O Box 62378 Marshalltown 2107  Docex 259	70 Fox Street Johannesburg 2001	011 870 1480	011 838 6658
5	Krugersdorp	Justice Centre Executive	P O Box 660 Krugersdorp 1740  Docex 19	3 <sup>rd</sup> Floor ABSA Building Cnr Kruger & Human Street Krugersdorp	011 660 2335	011 660 2050
6	Pretoria	Justice Centre Executive	P O Box 1281 Pretoria 0001  Docex 350	2 <sup>nd</sup> Floor FNB Building 206 Church Street Pretoria	012 401 9200	012 324 1950



No	Justice Centre	Responsible Person	Postal Address	Physical Address	Telephone Number	Fax Number
7	Soshanguve	Justice Centre Executive	P O Box 401 Soshanguve 0152  Docex 5 Pretoria North	Medicos Centre Stand No 2093 Bock H Soshanguve 0152	083 383 4731	012 797 2573
8	Soweto	Justice Centre Executive	P O Box 392 Pimville 1808  Docex 115	Office 411 Maponya Mall Klipspruit Soweto 1804	011 988 9011	011 988 8975
9	Tembisa	Justice Centre Executive	P O Box 1725 Tembisa 1620  Docex 30 Kempton Park	Summore Hardware Bld 348 Rev Namane Street Tlamlama Section Tembisa	011 926 0081	086 650 1248

<b>No</b>	<b>Justice Centre</b>	<b>Responsible Person</b>	<b>Postal Address</b>	<b>Physical Address</b>	<b>Telephone Number</b>	<b>Fax Number</b>
10	Vereeniging	Justice Centre Executive	P O Box 3948 Vereeniging 1930 Docex 25	8 Jasmine Mansions Senator Marks Ave Vereeniging 1938	016 421 3527	016 421 4287
	Gauteng Regional Office	Regional Operations Executive	P O Box 16237 Lyttelton 0140 Docex 134	144 Cantonment Street Selborn Centre Lyttelton Pretoria 0157	012 664 2921	012 664 6920

No	Justice Centre	Responsible Person	Postal Address	Physical Address	Telephone Number	Fax Number
<b>EASTERN CAPE REGION</b>						
1	Aliwal North	Justice Centre Executive	P O Box 153 Aliwal North  Docex 4	67 Somerset Street Aliwal North 9750	051 633 2530 051 633 2155	051 634 2662
2	Butterworth	Justice Centre Executive	P O Box 553 Butterworth 4960  Docex 1	ECDC Building 24 High Street  Butterworth 4960	047 401 3800 047 491 0006	047 401 3809
3	East London	Justice Centre Executive	P O Box 7570 East London 5200  Docex 57	86 Oxford Street 5th Floor Oxford House East London 5201	043 704 4700	043 722 3503
4	Graaf-Reinet	Justice Centre Executive	P O Box 326 Graaf-Reinet 6280  Docex 3	64 Church Street Graaf-Reinet 6280	049 807 2500	049 892 6033
5	Grahamstown	Justice Centre Executive	P O Box 105 Grahamstown 6140	69 High Street Grahamstown	046 622 9350	046 622 8873

No	Justice Centre	Responsible Person	Postal Address	Physical Address	Telephone Number	Fax Number
			Docex 10	6140		
6	King Williams Town	Justice Centre Executive	P O Box 2323 King Williams Town 5600  Docex 4	1 <sup>st</sup> Floor Old Mutual Bld Cnr Cathcart & Macclean Street King Williams Town	043 604 6600	043 642 4885
7	Mthatha	Justice Centre Executive	P O Box 536 Mthatha 5099  Docex 13	22 Durham Street Mthatha 5099	047 501 4600	047 531 4144
8	Port Elizabeth	Justice Centre Executive	P O Box 3433 North End 6056  Docex127	1 Uitenhage road Volvo Building Port Elizabeth 6056	041 408 2800	041 487 3335 HCU 041 484 5189
9	Queenstown	Justice Centre Executive	P O Box 1398 Queenstown 5320	No 2 Robinson Road Queenstown 5319	045 807 3500	045 838 4620

No	Justice Centre	Responsible Person	Postal Address	Physical Address	Telephone Number	Fax Number
			Docex 28			
10	Uitenhage	Justice Centre Executive	P O Box 459 Uitenhage 6230  Docex 6	32-36 Baird Street Uitenhage 6230	041 991 1811	041 991 1815
	Eastern Cape Regional Office	Regional Operations Executive	P O Box 63799 Greenacres Port Elizabeth 6056  Docex 131	5 Mangold road Newton Park Port Elizabeth 6056	041 373 8296	041 373 1315

No	Justice Centre	Responsible Person	Postal Address	Physical Address	Telephone Number	Fax Number
<b>KWAZULU NATAL REGION</b>						
1	Durban	Justice Centre Executive	P O Box 4397 Durban 4000  Docex 214	Suite 401 4 <sup>th</sup> Floor Salisbury House 330 Smith Street Durban 4001	031 304 0100 031 304 3162 031 304 3163	031 304 3564 031 304 0471
2	Empangeni	Justice Centre Executive	P O Box 38 Empangeni 3880  Docex 18	Mazuli House 7 Maxwell Street Empangeni 3008	035 792 4949 035 792 4952	035 792 4954
3	Ladysmith	Justice Centre Executive	P O Box 1181 Ladysmith 3370  Docex 9	PBS Building 369 Murchison Street Ladysmith 3370	036 638 2500	036 637 5036
4	Newcastle	Justice Centre Executive	P O Box 1850 Newcastle 2940  Docex 7	65 Scott Street Newcastle 2940	034 328 7100	034 312 3426

5	Pietermaritzburg	Justice Centre Executive	Suite 173 Postnet X9118 Pietermaritzburg 3200  Docex 64	183 Church Street, Pietermaritzburg 3201	033 394 2190 033 394 2264	033 342 2576
6	Pinetown	Justice Centre Executive	P O Box 1006 Pinetown 3600  Docex 162	ABSA Building 01 Church Lane, Cnr Old Mutual & School Road Pinetown	031 719 2700	031 701 5880
7	Port Shepstone	Justice Centre Executive	P O Box 50148 Port Shepstone 4240  Docex 5	Shop 19 & 20 Sheppie Mall Aiken Street Port Shepstone 4240	039 688 9600	039 682 5908
8	Umlazi	Justice Centre Executive	P O Box 36265 Ntokozweni 4089  Docex 1	V1332 Ithala Industrial Park Cnr Mangosuthu Highway & Road 1902 Umlazi 4031	031 918 8100	031 906 1477

9	Verulam	Justice Centre Executive	P O Box 183 Verulam 4340  Docex 380	Suite 1 Ayesha Razak Centre 1 <sup>st</sup> Floor Ayesha Razak Centre 23 Groom Street Verulam 4340	032 533 2654 032 533 2657 032 533 2449 032 533 3068 032 533 3417 032 533 5328	032 533 2651
10	Vryheid	Justice Centre Executive	P O Box 852 Vryheid 3100  Docex 5	Ground Floor Suite ABSA Building 199A Church Street Vryheid 3100	034 989 8300 034 989 8301	034 989 8311
KwaZulu Natal Regional Office		Regional Operations Executive	P O Box 2489 Pinetown 3600  Docex 261	7 <sup>th</sup> Floor Charter House Cnr Crompton & Union Street Pinetown 3600	031 717 8450	031 702 1960



WESTERN CAPE & NORTHERN CAPE REGION

No	Justice Centre	Responsible Person	Postal Address	Physical Address	Telephone Number	Fax Number
<b>WESTERN CAPE REGION</b>						
1	Athlone	Justice Centre Executive	P O Box 166 Athlone 7760  Docex 9	2 <sup>nd</sup> Floor Melofin Centre Athlone	021 697 5252	021 697 5316
2	Belville	Justice Centre Executive	       Docex 70	68 Durban Road Van der Stel Building Cnr Voortrekker & Durban Street Belville 7535	021 494 3062	021 426 5766
3	Cape Town	Justice Centre Executive	P O Box 516 Cape Town 8000	60 St. Georges	021 426 4126	021 426 5766

No	Justice Centre	Responsible Person	Postal Address	Physical Address	Telephone Number	Fax Number
			Docex 19	Mall, Reserve Bank Building Cape Town 8001		
4	George	Justice Centre Executive	Docex 27	Tommy Joubert Building Cnr Craddock & Courtenay Street George 6530	044 802 8600	044 874 0779
5	Caledon	Justice Centre Executive	Docex 3	22 Church Street Caledon 7230	028 212 1815	028 212 1826
6	Malmesburg	Justice Centre Executive	Docex 6	47 Voortrekker Road The Frank Building 1 <sup>st</sup> Floor Malmesbury	022 482 1784	022 482 4307

No	Justice Centre	Responsible Person	Postal Address	Physical Address	Telephone Number	Fax Number
7	Stellenbosch	Justice Centre Executive	P O Box 534 Stellenbosch 7600  Docex 38	Office 201, 2 <sup>nd</sup> Floor Eikestad Mall Stellenbosch 7600	021 882 9221	021 882 9237
8	Vredendal	Justice Centre Executive	Docex 3 Vredendal	9 Dorp Street Vredendal 8160	027 201 1030	027 213 2627
9	Worcester	Justice Centre Executive	Docex 1	First Floor WC Building Cnr High & Stockenstrom Street Worcester 6850	023 348 4040	023 348 4051

No	Justice Centre	Responsible Person	Postal Address	Physical Address	Telephone Number	Fax Number
<b>NORTHERN CAPE REGION</b>						
10	Colesburg	Justice Centre Executive	Docex 4 Colesburg	8 Cambel Street Colesberg 9795	051 753 2280/3 051 753 2281	051 753 2284
11	Kimberley	Justice Centre Executive	P O Box 846 Kimberley 8300  Docex 4	4 Sydney Street, 2nd, 3rd Floor and Office 1st Floor, Pretmax Building Kimberley	053 832 2348	053 832 2356
12	Upington	Justice Centre Executive	Postnet 100 P/Bag X5879 Upington	16 Weideman Street Upington	054 337 9200	054 337 9210

No	Justice Centre	Responsible Person	Postal Address	Physical Address	Telephone Number	Fax Number
			8800 Docex 12	8801		
	Western & Northern Cape Regional Office	Regional Operations Executive	Docex 23 Stellenbosch	Shiraz House Brandwacht Office Park Stellenbosch 7600	021 861 3000	021 886 8657

FREE STATE & NORTH WEST REGION						
No	Justice Centre	Responsible Person	Postal Address	Physical Address	Telephone Number	Fax Number
FREE STATE REGION						
1	Bethlehem	Justice Centre Executive	P O Box 1324 Bethlehem 9700 Docex 15	Cnr Commissioner & Naude Street Bethlehem	058 303 6824	058 303 6823
2	Bloemfontein	Justice Centre Executive	P O Box 9899 Bloemfontein 9300	2 <sup>nd</sup> Floor St Andrews Centre 113 St Andrews Street	051 447 9915 051 447 7263 051 447 0466 051 447 2136 051 447 0902 051 447 5043	051 447 2106

			Docex 46	Bloemfontein 9301		
3	Botshabelo	Justice Centre Executive	P O Box 6141 Botshabelo 9781  Docex 1	Suite No 5 Varese Centre Botshabelo 9781	051 534 4398	051 534 4930
4	Kroonstad	Justice Centre Executive	P O Box 2229 Kroonstad 9500  Docex 12	99 Murray Street Kroonstad 9501	056 216 4800	056 212 4522
5	Phuthadithjaba	Justice Centre Executive	Private Bag X831 Witsieshoek 9870	FDC Office Block E Cnr Motloug & Setai Street Phuthadithjaba	058 713 4953 058 713 4983 058 713 5000	058 713 5002
6	Welkom	Justice Centre Executive	P O Box 335 Welkom 9460  Docex 1	Archiquant Building 8 Heerent Street Welkom 9460	057 357 2847 057 357 1680 057 357 1835 057 357 1724	057 357 1948

<b>NORTH WEST REGION</b>						
7	Ga-Rankuwa	Justice Centre Executive	P O Box 23 Ga-Rankuwa North 0209  Docex 3 Akasia	Shop No 58A Ga-Rankuwa City Centre Ga-Rankuwa North 0209	012 700 0595 012 700 0587 012 700 0565 012 700 1416	012 700 0890 012 700 1908
8	Klerksdorp	Justice Centre Executive	P O Box 2793 Klerksdorp 2570  Docex 9	3 <sup>rd</sup> Floor, Room 33175 West End Building Siddle Street Klerksdorp 2571	018 464 3022	018 462 8607
9	Lichtenburg	Justice Centre Executive	P O Box 1208 Lichtenburg 2740  Docex 7	25 Bantjes Street Lichtenburg 2740	018 632 7600	018 632 7609
10	Mafikeng	Justice Centre Executive	Private Bag x2125 Mafikeng 2745	3 <sup>rd</sup> Floor, East Gallery Mega City Complex	018 384 3505 018 384 4668 018 384 4267 018 384 4768	018 384 4796

			Docex 8	Mmabatho 2735		
11	Potchefstroom	Justice Centre Executive	P O Box 1447 Potchefstroom 2520  Docex 23	2 <sup>nd</sup> Floor Royal Building James Moroka Street Potchefstroom	018 293 0045	018 297 7425
12	Rustenburg	Justice Centre Executive	P O Box 2090 Rustenburg 0300  Docex 31	Office No 21 Thlabane Community Complex Thlabane 0390	014 565 5704 014 565 5823 014 565 5822	014 565 6821
13	Vryburg	Justice Centre Executive	P O Box 652 Vryburg 8601  Docex 7	Vryburg Mall Cnr Decock & Vryburg Street Vryburg 8601	053 927 0095 053 927 0145 053 927 0142	053 927 0119
Free State & North West Regional Office		Regional Operations Executive	P O Box 6861 Bloemfontein 9301  Docex 125	163 Nelson Mandela Drive Sanlam Building Bloemfontein 9301	051 412 8040	051 447 3754



**LIMPOPO & MPUMULANGA REGION**

<b>No</b>	<b>Justice Centre</b>	<b>Responsible Person</b>	<b>Postal Address</b>	<b>Physical Address</b>	<b>Telephone Number</b>	<b>Fax Number</b>
<b>LIMPOPO REGION</b>						
1	Makhado	Justice Centre Executive	P O Box 4591 Louis Trichardt 0920	Noor Gardens Cnr Krogh & Devenish Street Louis Trichardt 0920	015 519 1100	015 519 1103
2	Modimolle	Justice Centre Executive	P O Box 4373 Modimolle 0510  Docex 8	Shop 8 Nyl Sake Sentrum Nelson Mandela Drive Modimolle 0510	014 717 4977	014 717 4980
3	Polokwane	Justice Centre Executive	P O Box 1314 Polokwane	2 <sup>nd</sup> Floor Pioneer Building	015 291 2429	015 295 4386

No	Justice Centre	Responsible Person	Postal Address	Physical Address	Telephone Number	Fax Number
			0700 Docex 24	52 Landros Marais Street Polokwane 0700		
4	Thohoyandou	Justice Centre Executive	P O Box 3550 Thohoyandou 0950 Docex 2	Shop 2 Metropolitan Complex Thohoyandou 0950	015 962 6206 015 962 6268 015 962 6269	015 962 6383
5	Tzaneen	Justice Centre Executive	P O Box 2365 Tzaneen 0850 Docex 16	2 <sup>nd</sup> Floor Tzaneen Crossing Mall Cnr Lydenburg & Skurving Street Tzaneen 0850	015 307 3129 015 307 6223 015 307 3227 015 307 3216	015 307 3113

No	Justice Centre	Responsible Person	Postal Address	Physical Address	Telephone Number	Fax Number
<b>MPUMULANGA REGION</b>						
6	Ermelo	Justice Centre Executive	P O Box 656 Ermelo 2350  Docex 9	13 Joubert Street Ermelo 2350	017 819 7291 017 819 7292	017 819 7270
7	Middelburg	Justice Centre Executive	P O Box 827 Middelburg 1050  Docex 3	Room 102D, 1 <sup>st</sup> Floor Wonderpark Centre Cnr Church & Dr Naude Street Middleburg 1050	013 243 5964 013 243 4296 013 282 1254 013 282 1253	013 282 1235
8	Nelspruit	Justice Centre Executive	P O Box 5103 Nelspruit 1200  Docex 31	Room 806 8 <sup>th</sup> Floor 30 Brown Street Nedbank Building Nelspruit 1200	013 753 2154 013 755 5019 013 752 6635 013 752 3691 013 752 2384	013 656 5291

No	Justice Centre	Responsible Person	Postal Address	Physical Address	Telephone Number	Fax Number
					013 752 6207	
9	Witbank	Justice Centre Executive	P O Box 4373 Witbank 1035  Docex 51	Room 701 Sanlam Forum Building Arras Street Witbank 1035	013 656 5296 013 656 2061 013 656 0583 013 690 2283	013 656 5291
	Limpopo & Mpumalanga Regional Office	Regional Operations Executive	P O Box 11237 Bendor Park 0713  Docex 56 Polokwane	Cormar Park Building 3 Rhodesdrift Street Hampton Court Bendor Polokwane	015 296 0117 015 296 0148	015 296 0102

## Annexure 2

### Fees in respect of Public Bodies

Part II of Notice 187 in the Government Gazette on 15<sup>th</sup> February 2002.

1. The fees for a copy of the manual as contemplated in Regulation 5(c) is 0.60 for every copy of an A-4 page or part thereof.
2. The fees for reproduction referred to in regulation 7(1) are as follows:

	<b>R</b>
(a) For every photocopy of an A-4 size page or part thereof	0.60
(b) For every printed copy of an A4-size page or part thereof held on a computer in electronic or machine readable form	0.40
(c) For a copy in a computer-readable form on	
(i) stiffy disc	5.00
(ii) compact disc	40.00
(d) (i) for a transcription of visual images or an A-4 size page or part thereof	22.00
(ii) for a copy of an visual images	60.00
(e) (i) for a transcription of visual images or an A-4 size page or part thereof	12.00
(ii) for a copy of an audio record	17.00

3. The request fee payable by every requester, other than a personal requester, referred to in Regulation 7(2) is **R35,00**.
4. The access fees payable by a requester referred to in regulation 7(3) are as follows:

	<b>R</b>
(a) For every photocopy of an A4-size page or part thereof	0.60
(b) for every printed copy of an A4-size page or thereof held on a computer or in electronic or machine readable form	0.40

(c) for a copy in computer – readable form on (i) stiffy disc (ii) compact disc	5.00 40.00
(d)for a transcription of visual images for an A-4 size page or part thereof for a copy of visual images	20.00 60.00
(f) For a transcription of audio record, for an A4-size page or part thereof	12.00
(g) To search for and prepare the record for disclosure R15.00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation	

5. For purposes of section 22(2) of the Act, the following applies:
  - (a) Six hours as the hours to be exceeded before a deposit is payable; and
  - (b) One third of the access fee is payable as a deposit by the requester.
  
6. The actual postage is payable when a copy of a record must be posted to a requester.

## Annexure 3

**Prescribed Forms for Access to Information  
Request for Access to Record of Public Body  
(Section 18(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of  
2000)**

For Departmental Use
Request received by (state rank, name and surname of Information Officer/deputy Information Officer) on (date) at (place)
Request fee (if any) R _____
Deposit (if any) R _____
Access fee R _____
<b>Signature of Information Officer/Deputy Information Officer</b>

### A. Particulars of public body

Name of Public Body	
Designated Information Officer	
Designated Deputy Information Officer (if any)	
Email address of Information Officer/Deputy Information Officer	
Postal address	

Street Address	
Phone Number	
Fax Number	

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

- |  |
|--|
| <p>(a) The particulars of the person who requests access to the record must be recorded below:</p> <p>(b) Furnish an address and/or fax number in the Republic to which information must be sent</p> <p>(c) Proof of the capacity in which the request is made, if applicable, must be attached.</p> |
|--|

Full names and surname: Identity number: Postal address:

Fax Number; Telephone Number; E-mail address.

Capacity in which request is made, when made on behalf of another person:

**C. Particulars of person on whose behalf request is made**

<p>This section must be completed only if a request for information is made on behalf of another person</p>
---

Full names and surname

Identity number:



## D. Particulars of record

- (a) 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.
- (b) If the provided space is inadequate please continue on a separate folio and attach it to this form. **The requester must sign off all the additional folios.**

1. Description of record or relevant part of the record
2. Reference number, if available
3. Any further particulars of record.

## E. Fees

- (a) A request for access to a record, other than record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (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.
- (d) If you qualify for exemption of the payment of any fee, please state the reason therefore

Reason for exemption from payment of fees:

## F. Form of access to record

Disability	Form in which record is required
<p>NOTES</p> <ul style="list-style-type: none"><li>(a) Your indication as to the required form of access depends on the form in which the record is available.</li><li>(b) Access in the form requested maybe effused in certain circumstances. In such a case you will be informed if access will be granted in another form.</li><li>(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.</li></ul>	

Mark the appropriate box with an "x"

1. If the record is in written printed form			
	Copy of record		Inspection of record

2. If record consists of visual images:- (this includes photographs, slides, video recordings, computer-generated images, sketched, etc)				
	View the images		Copy of the images	Transcription of the images

3. If record consists of recorded words or information which can be reproduced in sound			
	Listen to the soundtrack (audio cassette)		Transcription of soundtrack (written or printed document)

4. If record is held on computer or in an electronic or machine-readable form:	
Printed copy of record	printed copy of information derived from the record

## **Annexure 4**

It is recorded that Corporate Services Department is responsible for the recording of all the requests received for information in terms of the Act and to report to the SAHRC annually. Whenever a request for access to information is received by the persons and at the addresses set out in paragraph 14 of this manual, the following procedure will be followed:

1. The information officer shall record the request into the electronic file designed for this purpose.
  - 1.1 The information officer shall record the name of the requester,
  - 1.2 Type of information requested,
  - 1.3 The region to which the request relates,
  - 1.4 Whether or not the access was granted,
  - 1.5 And if not granted the reasons for refusal,
  - 1.6 The timeframes for consideration.
2. Acknowledge receipt of the request within 5 days of receipt;
3. Consider and furnish the requester with the decision of whether or not access is granted with 30 days of receipt of the request;
4. In the event that the information officer cannot provide such information within 30 days of receipt, then the information officer may extend once for a period not exceeding 30 days. Provided that the information officer shall provide reasons for such extension.

Corporate Services Department of Legal Aid South Africa shall report annually on or before the 30 March of each year in compliance with section 32 of the Act.