



## **PROMOTION OF ACCESS TO INFORMATION MANUAL**

(in terms of the Promotion of Access to Information Act 2 of 2000)

[English Version – October 2021]

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## 1. BACKGROUND

- 1.1. Access to information is a human right that is protected by Section 32 of the Constitution of South Africa. In addition to this human right, the Promotion of Access to Information Act 2 of 2000 (**PAIA**) protects and upholds the rights of people to access information. PAIA enhances the transparency, accountability and effectiveness of government, promotes the free flow of information and provides for processes to keep citizens informed.
- 1.2. The University of Johannesburg (**UJ**) is committed to the general principles of good governance. These include transparency, integrity, accountability, fairness and responsibility to all its stakeholders.
- 1.3. The purpose of this manual is to assist persons to exercise their rights under PAIA and the Constitution of South Africa.

## 2. FUNCTIONS AND STRUCTURES OF UJ (S14(1)(A) OF PAIA)

- 2.1. UJ operates in terms of the Higher Education Act 101 of 1997 and the Institutional Statute of the University of Johannesburg (published in Government Gazette 42584 of 19 July 2019).
- 2.2. The Higher Education Act provides for the following structures for UJ:
  - 2.2.1. *Council*, which governs UJ;
  - 2.2.2. *Senate*, which is responsible for the academic and research functions of UJ and is accountable to the Council;
  - 2.2.3. *Students' Representative Council*, which promotes the interests of the students of UJ; and
  - 2.2.4. *Institutional Forum*, which advises the Council on issues of relevant institutional policy, institutional culture and senior appointments of UJ.
- 2.3. These structures function in accordance with the provisions of the Higher Education Act and the Institutional Statute.
- 2.4. The Chancellor is the titular head of UJ. The Vice-Chancellor and Principal is responsible for the management and administration of UJ. A Management Executive Committee assists the Vice-Chancellor with the discharge of these functions. It comprises the Vice-Chancellor, Deputy Vice-Chancellors (Vice-Principals) and other academic support executives.
- 2.5. The vision, mission and values of UJ are as follows:
  - 2.5.1. **Vision**

An international university of choice, anchored in Africa, dynamically shaping the future.
  - 2.5.2. **Mission**

Inspiring its community to transform and serve humanity through innovation and the collaborative pursuit of knowledge.
  - 2.5.3. **Values**

Imagination; conversation; regeneration; ethical foundation.

### 3. THE MANAGEMENT STRUCTURE AND FUNCTIONS OF UJ RELATED TO THE PROVISION OF INFORMATION (S14(1)(B) OF POPIA)

#### 3.1. Structure for the management of information

The internal management structure of UJ for the provision of information as well as the functions of controlling officers for the implementation of PAIA are as follows:

##### 3.1.1. Information Officer

The Vice-Chancellor and Principal, Prof T Marwala, is the Information Officer for UJ. He is the keeper of information and is responsible for the implementation of the provisions of the relevant legislation.

The Information Officer's contact details are as follows:

Postal: PO Box 524, Auckland Park, 2006

Physical: University of Johannesburg, Auckland Park Kingsway Campus,  
Cnr Kingsway and University Road, Auckland Park, 2006

##### 3.1.2. Deputy Information Officers

The Vice-Chancellor has nominated the following persons as Deputy Information Officers for UJ and their contact details are as follows:

Name	Designation	Telephone	Email
Prof IC Burger	Registrar	011 559 2830	icburger@uj.ac.za
Ms N Mamorare	Chief Financial Officer	011 559 4811	nolwazim@uj.ac.za
Prof L Mpedi	Deputy Vice-Chancellor: Academic	011 559 4836	lgmpedi@uj.ac.za
Prof S Sinha	Deputy Vice-Chancellor: Research and Internationalisation	011 559 4815	ssinha@uj.ac.za
Dr M Ralephata	Chief Operating Officer	011 559 4863	mralephata@uj.ac.za
Mr A Pretorius	General Counsel	011 559 4818	driesp@uj.ac.za

The postal and physical addresses of all the Deputy Information Officers are as follows:

Postal: PO Box 524, Auckland Park, 2006

Physical: University of Johannesburg, Auckland Park Kingsway Campus, Cnr Kingsway and University Road, Auckland Park, 2006

### 3.2. Addresses, website and other contact details of University of Johannesburg campuses

Website: <http://www.uj.ac.za>

Physical addresses	Postal addresses
<b>Auckland Park Bunting Road Campus</b> Bunting Road Auckland Park Johannesburg	PO Box 17011 Doornfontein 2028
<b>Auckland Park Kingsway Campus</b> Cnr Kingsway and University Road Auckland Park Johannesburg	PO Box 524 Auckland Park 2006
<b>Doornfontein Campus</b> 37 Nind Street Doornfontein Johannesburg	PO Box 17011 Doornfontein 2028
<b>Soweto Campus</b> Old Potchefstroom Road Power Park Soweto	Private Bag X09 Bertsham 2013

## 4. GUIDE ON HOW TO USE PAIA (S14(1)(C) OF PAIA)

4.1. The guide prepared by the Information Regulator is available on the following link:

[https://www.justice.gov.za/infoleg/docs/misc/PAIA-Guide-English\\_20210905.pdf](https://www.justice.gov.za/infoleg/docs/misc/PAIA-Guide-English_20210905.pdf)

4.2. Queries can be directed to the Information Regulator, as per the contact details below:

4.2.1. *Postal Address:* PO Box 31533, Braamfontein, Johannesburg, 2017

4.2.2. *Physical Address:* JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

4.2.3. *Phone number:* 010 023 5200

4.2.4. *Website:*  
<https://www.justice.gov.za/infoereg>

4.2.5. *Email:* [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)

## 5. REQUESTING INFORMATION FROM UJ (S14(1)(D) OF PAIA)

A request for access to information must be submitted using UJ's online platform. The following applies:

- 5.1. The request must relate to information in UJ's possession or under its control.
- 5.2. The online request form must be completed (see **Annexure A, Form 2 or Form 4**). It is important for UJ to maintain a record of all access to information requests received.
- 5.3. A request for access to a record containing the personal information of the requester is subject to an access and an administration fee. UJ shall be entitled to waive these fees at its discretion.
- 5.4. Where information is requested, which is not the personal information of the requester, an access fee is payable.
- 5.5. The UJ website contains a wealth of information that may support the lodging of a request for access to information.
- 5.6. All requests for information in terms of PAIA (paragraphs 6) or internal appeals (paragraph 11.1) or other PAIA related enquiries can be submitted to the following addresses:

Postal Address	Physical Address
The Information Officer PO Box 524 Johannesburg 2006	University of Johannesburg Auckland Park Kingsway Campus Cnr Kingsway and University Road Auckland Park
Email: <a href="mailto:paia@uj.ac.za">paia@uj.ac.za</a>	<b>Attention:</b> The Information Officer University of Johannesburg

## 6. PROCEDURE ON HOW TO REQUEST INFORMATION AT/FROM UJ (S14(1)(D) OF PAIA)

### 6.1. External requests

A request for information can be made using the online platform or in a paper-based format.

### 6.1.1. Online

An online request can be made in terms of the following procedure:

- 6.1.1.1. Go to [www.uj.ac.za](http://www.uj.ac.za) and click on “**POPIA and PAIA**” located at the bottom of the UJ webpage. This will direct you to the POPIA and PAIA webpage.
- 6.1.1.2. To submit a PAIA or POPI request, click on the block titled “**Submit a PAIA or POPI Request.**” As a first-time user, you will be required to register by clicking on the “**Register**” Icon/Button.
- 6.1.1.3. Use the login details created to access the platform. This will direct you to the home page. A menu with options will appear on the left-hand side. Click on the relevant form to submit a request.
- 6.1.1.4. Ensure that you provide all the information that you consider relevant to the request. Be specific and give good reasons. Do not be vague. If you have any documentation that you believe will support your request, state the availability of the documentation. Provide UJ with your email address and contact number, should UJ need to contact you to request the additional documentation.
- 6.1.1.5. Once you have completed all the required sections, scroll to the bottom of the page to where it states, “Secure Form”. Tick the box indicating “**I’m not a robot**” and follow the instructions. On completion click on “**Submit Form**”.
- 6.1.1.6. A window should open with the message: “*Your request has been successfully submitted*”.
- 6.1.1.7. A notification email will be sent to you within 30 days, informing you whether your request can be granted or not.

### 6.1.2. Postal/physical/email

A paper-based request can be made in terms of the following procedure:

- 6.1.2.1. Print the formal request form (see **Annexure A, Form 2**)
- 6.1.2.2. Complete all required fields on the request form and provide a motivation for your request.
- 6.1.2.3. Ensure you indicate your official capacity or designation as well as your contact details to assist UJ in processing your request.
- 6.1.2.4. If you are requesting information on behalf of another person or organisation, indicate the capacity in which you are related to the individual or organisation.
- 6.1.2.5. Send the request to one of the addresses as stipulated in Paragraph 5.6.
- 6.1.2.6. UJ will reply within 30 days as to whether your request is granted or not. If the request is granted, you will be notified where to collect the information.

## **6.2. Fees**

- 6.2.1.** The applicable fees are as contained in the fee schedule, which can be viewed using the following link:

<https://www.sahrc.org.za/home/21/files/PAIA%20Notice%20on%20fees.pdf>

## **6.3 Internal requests**

A request for information can be made using the online platform or in a paper-based format as follows:

- 6.3.1 Print the internal request form that is available on the intranet (you may use **Annexure A**).
- 6.3.2 Complete all required fields on the internal request form.
- 6.3.3 Ensure that you indicate your official capacity or designation and your contact details to assist in processing your request.
- 6.3.4 If the request is for information on behalf of somebody else, indicate the relation to the individual or organisation. Attach HoD approval if required.
- 6.3.5 Send the request to one of the addresses as stipulated in Paragraph 5.6.
- 6.3.6 UJ will reply within 30 days as to whether the request has been granted or not. If the request is granted, you will be notified where to collect the information.

## **7. VOLUNTARY DISCLOSURES & CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE WITHOUT A WRITTEN REQUEST (S15 OF PAIA)**

The following information is readily available without a person having to request access in terms of this Policy and is to be found on UJ's website or is available from the relevant Deputy Information Officer:

- 7.1 Work-related contact details of the Information Officer and Deputy Information Officers;
- 7.2 The access and reproduction fees payable by the requester of information;
- 7.3 The Chancellor's work-related details;
- 7.4 The composition of the Council;
- 7.5 The composition of the Senate;
- 7.6 The composition of the Management Executive Committee and the work-related contact details of its members;
- 7.7 The composition of the Student Representative Council and the campus contact details of its members;
- 7.8 The minimum qualification and requirements for new appointments to various posts in UJ;
- 7.9 The minimum admission requirements for registration in the study programmes offered by UJ;



- 7.10 Fee structures for academic and non-academic programmes;
- 7.11 Residence fees and residence admission policy;
- 7.12 UJ's employment equity report; and
- 7.13 Any information available on UJ website(s) [www.uj.ac.za](http://www.uj.ac.za).

No notice has been given in terms of s15(2) of PAIA.

## **8. SUBJECTS AND CATEGORIES OF INFORMATION KEPT BY UJ (S14(1)(D) OF PAIA)**

The fact that a subject or category of information is listed here does not necessarily mean that the records therein will be disclosed. All access is subject to the stipulations of inter alia POPIA, PAIA and other laws.

### **8.1 Council, Senate and MEC**

Agendas, minutes of meetings and members' attendance lists.

### **8.2 Student matters**

- 8.2.1 Student records
- 8.2.2 Academic records
- 8.2.3 Examination papers, scripts
- 8.2.4 Student bodies and associations
- 8.2.5 Rules for students
- 8.2.6 Student profiles and statistics

### **8.3 Administrative matters**

- 8.3.1 Agendas and minutes of meetings
- 8.3.2 Admission requirements and policies
- 8.3.3 University policies and procedures not on the website
- 8.3.4 Academic regulations
- 8.3.5 Convocation membership
- 8.3.6 Membership lists of Faculty Boards and Committees
- 8.3.7 University and Faculty Rules

### **8.4 Employee matters**

- 8.4.1 Employee records
- 8.4.2 Payroll data
- 8.4.3 Employee policies and procedures
- 8.4.4 General conditions of service

8.4.5 Employment Equity information

8.4.6 Employee lists

8.4.7 Union membership

## **8.5 Publications**

8.5.1 Journals and monographs

8.5.2 University newsletters and pamphlets

8.5.3 University Calendar

8.5.4 University Prospectus and handbooks

## **8.6 Suppliers**

8.6.1 Name and contact details

8.6.2 Identity and registration numbers

8.6.3 Banking and financial information

8.6.4 Information about products and/or services

8.6.5 Other relevant information received from the suppliers

## **8.7 Other**

8.7.1 Financial records and statements

8.7.2 Annual Reports

8.7.3 Contracts

8.7.4 Research, scientific and technical records

8.7.5 Property and asset registers

8.7.6 Tax records

8.7.7 Insurance records

8.7.8 Internal correspondence

8.7.9 Regulatory documents

8.7.10 Records of:

8.7.10.1 Alumni

8.7.10.2 Funders

8.7.10.3 Donors

8.7.10.4 Collaborators

8.7.10.5 Clients

**9. DESCRIPTION OF SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC AND HOW TO GAIN ACCESS (S14(1)(F) OF PAIA)**

A comprehensive list of services is contained in UJ's faculty prospectuses as well as on UJ's website on [www.uj.ac.za](http://www.uj.ac.za).

**10. PARTICIPATION IN POLICY OR DECISION-MAKING BODIES OF UJ (S14(1)(G) OF PAIA)**

Students and staff may participate in policy- and decision-making processes of UJ in accordance with the provisions of the Higher Education Act, the Institutional Statute and other internal procedures as agreed with student and staff representatives.

**11. REMEDIES AVAILABLE IN TERMS OF PAIA (S14(1)(H) OF PAIA)**

**11.1. Internal appeal in terms of section 74 to 77 of POPIA**

**11.1.1.** Should a requester believe that a refusal by UJ to grant information is unjustifiable, or should the requester have grounds for complaint in terms of PAIA, an internal appeal may be lodged with UJ by completing Form C (see **Annexure B, Form 4**).

**11.1.2.** The stipulations of POPIA and specifically sections 74 to 77 shall be applicable to such an internal appeal.

Applications to court in terms of section 78 to 82 of POPIA

**11.1.3.** Should a requester or third party not be satisfied by an internal appeal and provided the internal appeal procedures have been exhausted, a requester may approach a relevant court.

**11.1.4.** The stipulations of POPIA and specifically sections 78 to 82 are applicable.

**12. PRIVACY AND PROCESSING (POPIA)**

UJ processes personal information in line with its Privacy Notice. Please refer to the Privacy Notice to see how UJ processes your personal information.

**ANNEXURE 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 Information Officer/Deputy Information Officer**


*(Address)*

**Email address:**

**Fax number:**

**Mark with an "X"**

**Request is made in my own name      Request is made on behalf of another person.**



PERSONAL INFORMATION			
<b>Full Names</b>			
<b>Identity Number</b>			
<b>Capacity in which request is made <i>(when made on behalf of another person)</i></b>			
<b>Postal Address</b>			
<b>Street Address</b>			
<b>Email Address</b>			
<b>Contact Numbers</b>	<b>Tel. (B):</b>		<b>Facsimile:</b>
	<b>Cellular:</b>		
<b>Full names of person on whose behalf request is made <i>(if applicable)</i></b>			

<b>Identity Number</b>			
<b>Postal Address</b>			
<b>Street Address</b>			
<b>Email Address</b>			
<b>Contact Numbers</b>	<b>Tel. (B)</b>		<b>Facsimile</b>
	<b>Cellular</b>		
<b>PARTICULARS OF RECORD REQUESTED</b>			
<i>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.)</i>			
<b>Description of record or relevant part of the record</b>  Specify if:  Student-related Human Resource-related Finance-related Research-related Systems-related Protection Services-related Other			
<b>Reference number, if available</b>			
<b>Any further particulars of record</b>			

<b>TYPE OF RECORD</b> <i>(Mark the applicable box with an "X")</i>	
Record is in written or printed format	
Record comprises virtual images <i>(these include photographs, slides, video recordings, computer-generated images, sketches, etc.)</i>	
Record consists of recorded words or information that can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable format	
<b>FORM OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(these include photographs, slides, video recordings, computer-generated images, sketches, etc.)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

<b>MANNER OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information that can be reproduced in sound, or information held on computer or in an electronic or machine-readable format)</i>	
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>	
Email 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>	

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

FEES	
<p>a) <i>A request fee must be paid before the request will be considered.</i></p> <p>b) <i>You will be notified of the amount of the access fee to be paid.</i></p> <p>c) <i>The fee payable for access to a record depends on the format in which access is required and the reasonable time required to search for and prepare a record.</i></p> <p>d) <i>If you qualify for exemption of the payment of any fee, please state the reason for exemption.</i></p>	
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 <i>(Please specify)</i>

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
**Signature of Requester / person on whose behalf request is made**

-----  
**FOR OFFICIAL USE**

<i>Reference number:</i>	
<i>Request received by: (State Rank, Name And Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

\_\_\_\_\_  
**Signature of Information Officer**



**ANNEXURE B – FORM 4**

**FORM 4  
[Regulation 9]**

Reference Number: .....

<b>PARTICULARS OF PUBLIC BODY</b>				
<b>Name of Public Body</b>				
<b>Name and Surname of Information Officer:</b>				
<b>PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL</b>				
<b>Full Names</b>				
<b>Identity Number</b>				
<b>Postal Address</b>				
<b>Contact Numbers</b>	<b>Tel. (B)</b>		<b>Facsimile</b>	
	<b>Cellular</b>			
<b>Email Address</b>				
<b>Is the internal appeal lodged on behalf of another person?</b>			<b>Yes</b>	<input type="checkbox"/>
			<b>No</b>	<input type="checkbox"/>
<b>If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: (<i>Proof of the capacity in which appeal is lodged, if applicable, must be attached.</i>)</b>				
<b>PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED (If lodged by a third party)</b>				
<b>Full Names</b>				
<b>Identity Number</b>				
<b>Postal Address</b>				
<b>Contact Numbers</b>	<b>Tel. (B)</b>		<b>Facsimile</b>	
	<b>Cellular</b>			
<b>Email Address</b>				
<b>DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED (mark the appropriate box with an "X")</b>				

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		
<b>GROUNDS FOR APPEAL</b> <i>(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.)</i>		
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 <i>(Please specify)</i>

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
*Signature of Appellant/Third party*

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**FOR OFFICIAL USE  
OFFICIAL RECORD OF INTERNAL APPEAL**

<b>Appeal received by:</b> <i>(State rank, name and surname of Information Officer)</i>			
<b>Date received:</b>			
<b>Appeal accompanied by the reasons for the Information Officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer:</b>			<b>Yes</b> <input type="checkbox"/>
			<b>No</b> <input type="checkbox"/>
<b>OUTCOME OF APPEAL</b>			
<b>Refusal of request for access. Confirmed?</b>	<b>Yes</b>	<input type="checkbox"/>	<b>New decision (if not confirmed)</b>
	<b>No</b>	<input type="checkbox"/>	
<b>Fees (Sec 22). Confirmed?</b>	<b>Yes</b>	<input type="checkbox"/>	<b>New decision (if not confirmed)</b>
	<b>No</b>	<input type="checkbox"/>	
<b>Extension (Sec 26(1)). Confirmed?</b>	<b>Yes</b>	<input type="checkbox"/>	<b>New decision (if not confirmed)</b>
	<b>No</b>	<input type="checkbox"/>	
<b>Access (Sec 29(3)). Confirmed?</b>	<b>Yes</b>	<input type="checkbox"/>	<b>New decision (if not confirmed)</b>
	<b>No</b>	<input type="checkbox"/>	
<b>Request for access granted. Confirmed?</b>	<b>Yes</b>	<input type="checkbox"/>	<b>New decision (if not confirmed)</b>
	<b>No</b>	<input type="checkbox"/>	

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
**Relevant Authority**