PAIA Workshop Guide

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

south african history archive
SAHA

ACKNOWLEDGEMENTS

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

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

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

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

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

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

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

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

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

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

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

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foip@saha.org.za, www.saha.org.za, Tel: 011 717 1941, Fax: 011 717 1964

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CHAPTER 1

Introduction to the Freedom of Information Environment

IN THIS CHAPTER WE COVER:

- The value of information
- The principles of Batho Pele
- Your right to know
- The world's right to know
- What PAIA says
- Who can use PAIA
- The Promotion of Access to Information Act 2 of 2000 (PAIA)
- Public and private bodies
- PAIA manuals
- Information and deputy information officers
- Structures of government
- The new South African administration
- The entities that monitor
- Coordinating Committee
- The Golden Key Awards: Monitoring accountability of public bodies
- The Rusty Padlock Awards: Monitoring underperforming public bodies
- Civil society
- A case study: How PAIA has been used by the Tshwaranang Legal Advocacy Centre
- Quiz yourself

INTRODUCTION

In 2001 the South African History Archive established the Freedom of Information Programme (FOIP), and since then has been at the forefront of efforts to test the parameters of the Act. In order to help spread the knowledge it has gained about the Promotion of Access to Information Act 2 of 2000, FOIP developed this guide to outline the key lessons all people should know when attempting to use the Act. In exploring how we can use the Act to further our advocacy you can work through the following four chapters:

1. An introduction to the freedom of information environment;
2. Submitting a PAIA request;
3. Records management; and
4. Recourse and redress.

THE VALUE OF INFORMATION

Openness is a key principle in a democracy as it allows people to access information on what government in all spheres is doing for them, or not doing for them. Providing citizens with information is not a privilege, but their right. The more we know as citizens the more we can do to better our lives by helping to make change happen.

"Information is the oxygen of a democracy"

Bad governments thrive on secrecy, as it allows for inefficiency, corruption and waste to stay hidden. Good governments work differently – they rely on openness to keep their citizens informed.

Many newly democratically elected governments throughout the world have sought to make the right to know a priority in the new state as a move away from their previously closed governments.

South African citizens value information as it can help us to overcome the historical legacy of secrecy and socio-economic disadvantage which the apartheid government created.

Without access to information, our democracy would become undone.

ACTIVITY

1. Brainstorm where you get information from.
2. How long does it take you to get various kinds of information?
3. What makes getting information easy or more difficult?
4. Read the comic below about access to information online. Is the internet an accessible public domain for all South Africans? Where are the other places the public can access information more easily than online?

Tammy: "The quickest way to get information is on the internet. Everything you need to know is just a click away."

Siviwe: "Oh no, bra. For me to get to the internet, I have to catch a taxi to town, pay an internet cafe, search, print and go home again. This takes hours and bucks."

THE PRINCIPLES OF BATHO PELE

South Africa's democratic government has an administration which is founded upon the principles of Batho Pele.

These principles commit the government to improving the lives of the people of South Africa through a transformed public service which is representative, coherent, transparent, efficient, effective, accountable and responsive to the needs of all. This also means specific commitments to openness which access to information demands:

Batho Pele – meaning "People First".

Principle 5: Providing Information

"As a requirement, available information about services should be at the point of delivery, but for users who are far from the point of delivery, other arrangements will be needed."

Principle 6: Openness and Transparency

"… the public should know more about the way national, provincial and local government institutions operate, (1) how well they utilize the resources they consume, and (2) who is in charge."

"…It is anticipated that the public will take advantage of this principle and make suggestions for improvement of service delivery mechanisms, and to even make government employees accountable and responsible by raising queries with them."

Government has therefore expressly committed itself to enhancing every citizen's right to know through the administration of the state.

YOUR RIGHT TO KNOW

Your right to know is upheld by the Constitution and the Promotion of Access to Information Act 2 of 2000. Your right to know is originally enshrined in the Constitution as:

"Access to information

32. (1) Everyone has the right of access to—

(a) any information held by the state; and

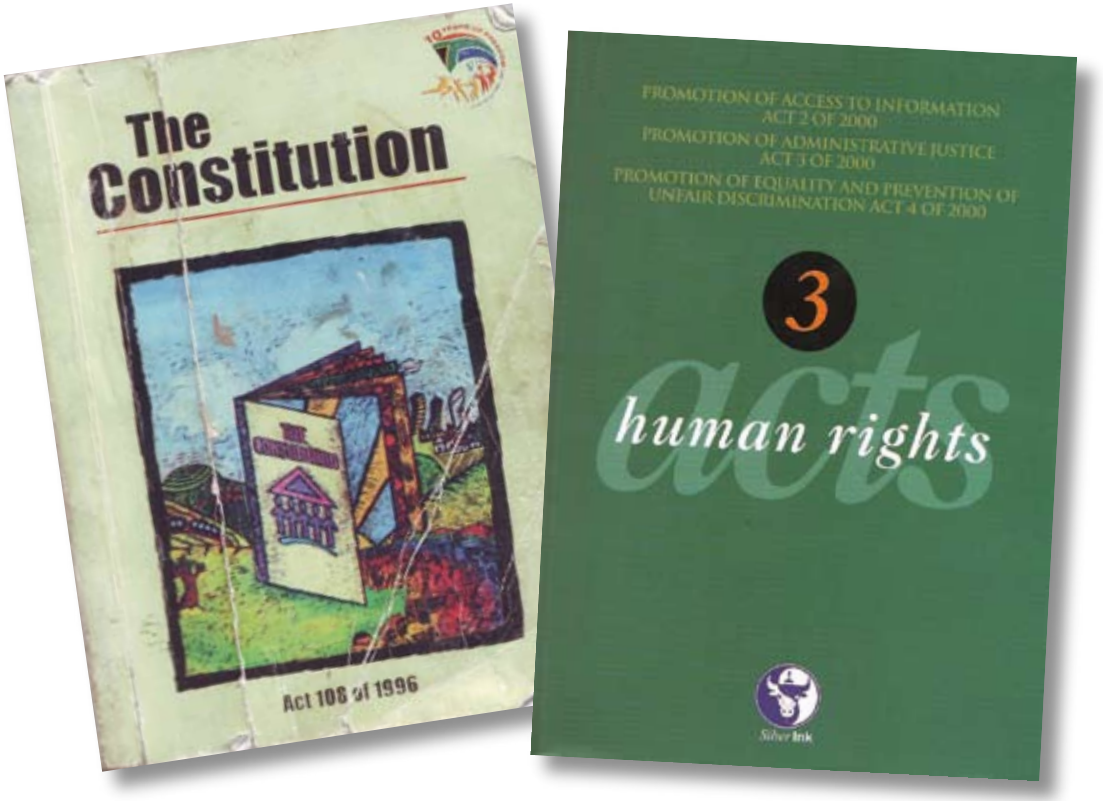
(b) any information that is held by another person and that is required for the exercise or protection of any rights.

(2) National legislation must be enacted to give effect to this right, and may provide for reasonable measures to alleviate the administrative and financial burden on the state."

Your right to know is now expressed in an act: the Promotion of Access to Information Act 2 of 2000 (PAIA). To give effect to this very important right, the legislature passed PAIA. Most importantly, this Act's aim is to enhance transparency in government. The Act was passed not only to give effect to the constitutional right, but also to give effect to the Batho Pele principles our government is hoping to be guided by.

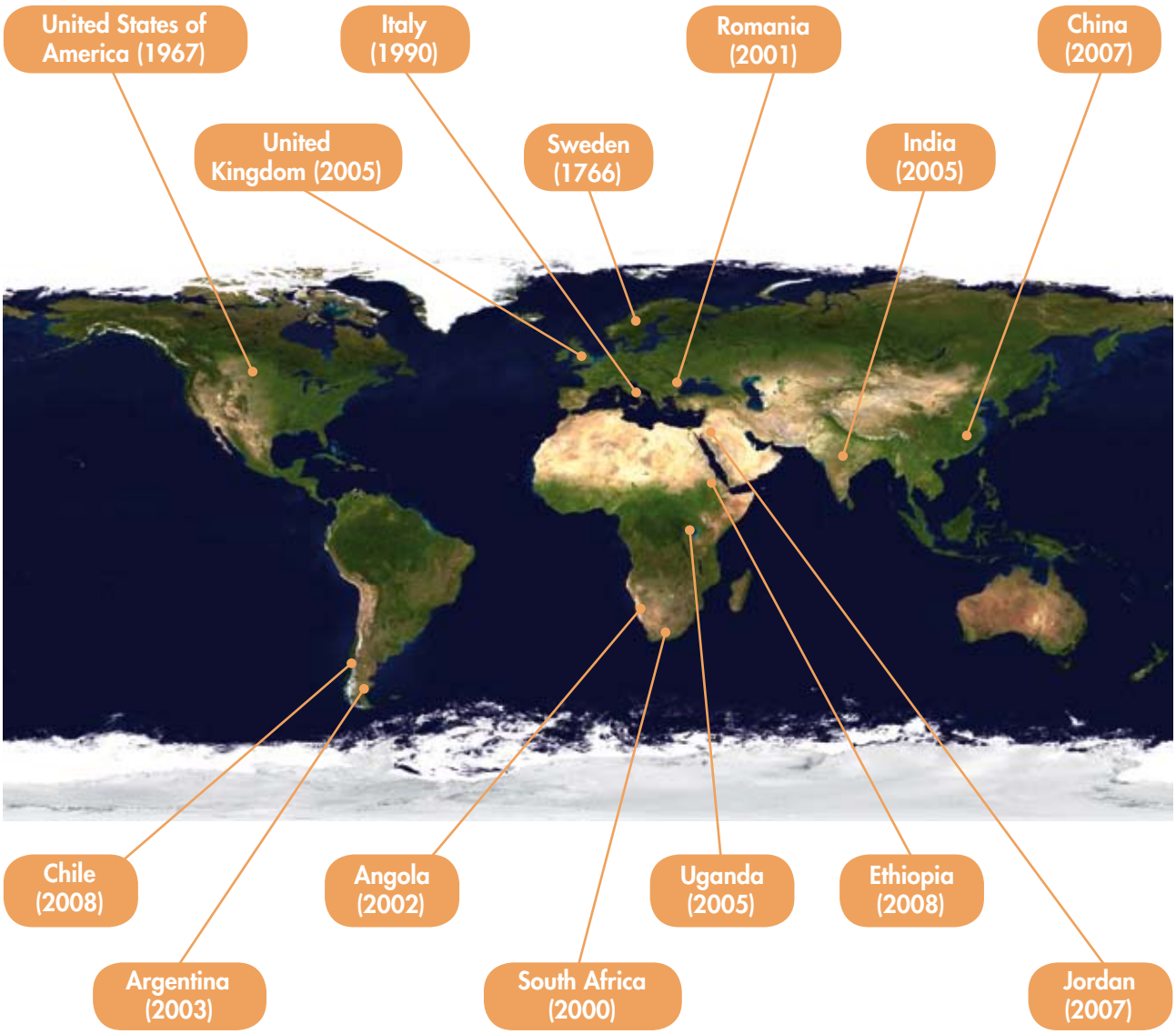
Not only is the access to information a right in itself, but it is also an enabling right that helps citizens exercise other socio-economic rights, such as the right to housing, food and health, property, clean environment, etc.

We can see that South Africa has put in place laws to help you realise your right to know thereby joining many other countries in the world.



THE WORLD'S RIGHT TO KNOW

Many countries now have freedom of information laws. Some of these countries are:



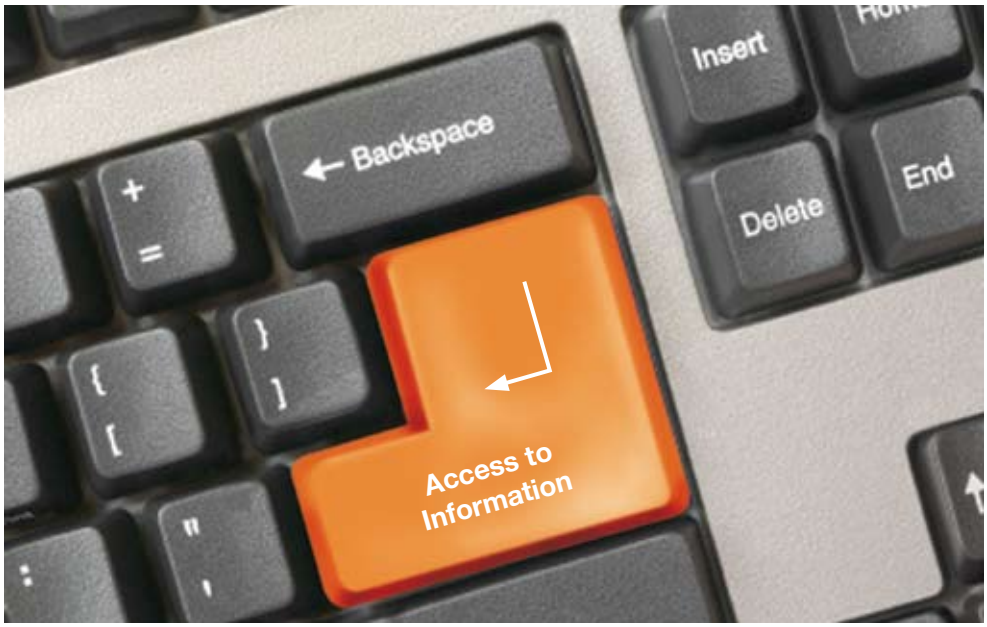
Over a half of the world's population now has a legal right to get information from public authorities. More than 80 countries have freedom of information laws, with over 60% having gained these laws only in the past 10 years. However, there are some long legacies of these laws – Sweden was the first country to achieve a freedom of information law as far back as 1766.

WHAT PAIA SAYS

PAIA tells us that we have a right to know and access information. However, PAIA also tells us how we can go about accessing that information. This book will teach you how to use PAIA to get the information you need to know.

Electronic copies of the Act are available online at **http://www.info.gov.za/view/DownloadFileAction?id=68186.**

It is important to remember that you do not have an automatic right to access the documents you request. Your request may be rejected if there are valid grounds for refusal, which are outlined in PAIA, and dealt with in more detail later.



Who can use PAIA

PAIA is designed to allow as many people as possible to use it. All South Africans with a South African Identity Document (ID) can submit a PAIA request. South Africans must provide their South African ID number alongside their PAIA request when they submit it.

All non-South Africans with a passport can submit a PAIA request. Similarly to South Africans, all non-South Africans must provide their passport number when submitting a PAIA request.

PUBLIC AND PRIVATE BODIES

PAIA requests can be submitted to a **public body** (e.g. the Department of the Presidency) or **private body** (e.g. the AngloGold Mining Company). The information officer of a public body has a duty to provide you (the requester) with assistance in completing the form – it is in fact a part of the job the Act demands they do.

A public body performs a public function, such as providing electricity or water to the public. This means it does not matter if it forms a public function but is 'privatised' – in other words, Eskom and Telkom would be public bodies.

A private body performs a private function. Such a body has no connection to government and is privately owned, for example solar panel companies and cellphone companies.

When submitting a PAIA request to a private body you must state which right you are protecting or exercising by asking for this information. For example, you must specify if you are attempting to exercise your right of access to adequate housing or your right to fair labour practices. In contrast, when submitting a PAIA request to a public body you don't have to explain why you want the information.

PAIA manuals

PAIA requires public and private bodies to prepare a PAIA manual and to submit this manual to the South African Human Rights Commission (SAHRC). The manual should contain:

- What subjects the body records their information under;
- Categories of records under each subject; and
- What records are automatically available.

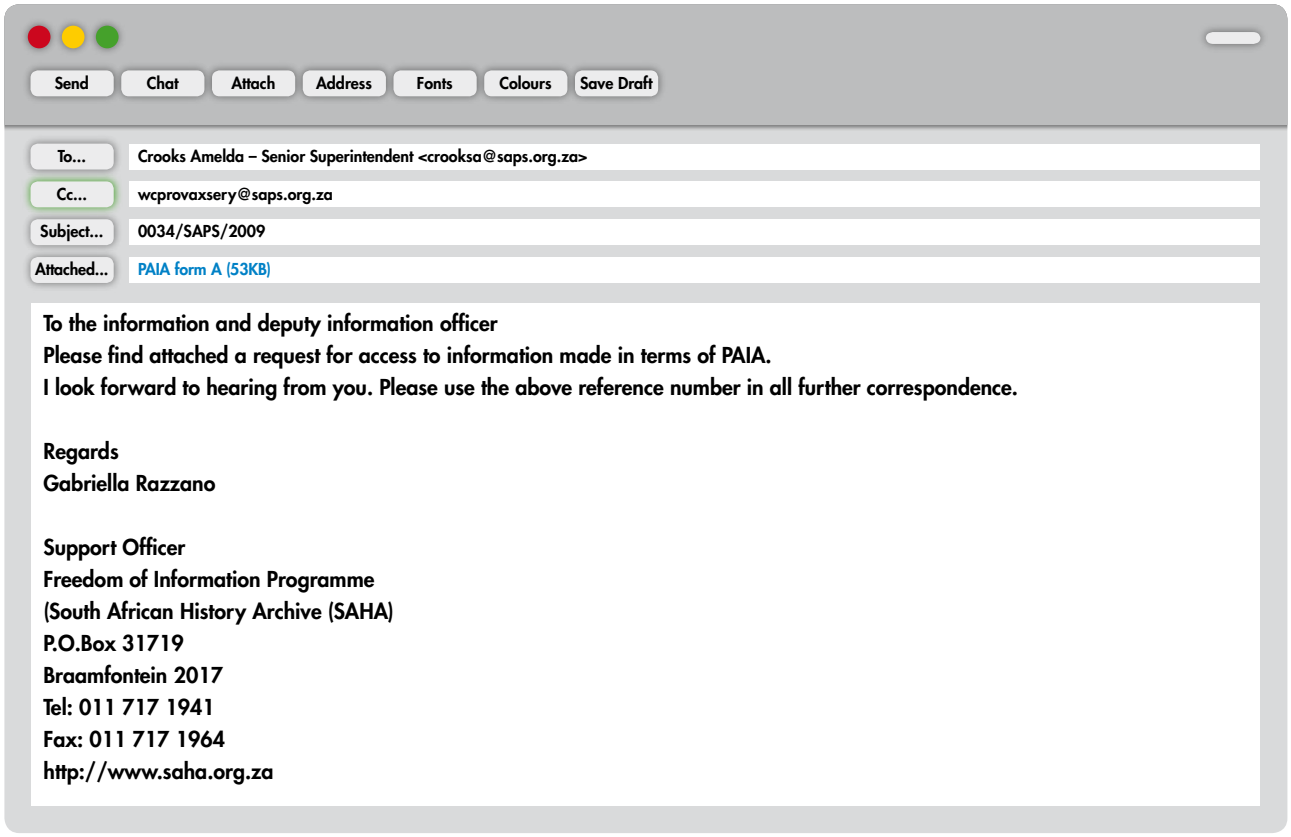
The manual also needs to be available in the public domain. For an example of this sort of manual, you can go online to **www.joburg.org.za** and search for their Promotion of Access to Information Act 2 of 2000 manual to see the kind of detail that the City of Johannesburg has provided to comply with their PAIA duties. You can also contact the City of Johannesburg telephonically on (011) 375 5555.

If you apply to the wrong body they must pass on the request to the correct body, but these manuals are clearly an additional help in the attempt to find out who you should submit your request to.

INFORMATION AND DEPUTY INFORMATION OFFICERS

PAIA tells us that every public body must have an information officer (IO) and deputy information officer (DIO). They are in charge of handling your PAIA requests. They must also assist you as much as possible when you make your request. PAIA also informs these officers that, when they are performing their PAIA tasks, they should rather lean to the side of openness than towards secrecy.

You should note that it is best to send PAIA requests to both the information officer and deputy information officer at the same time to ensure that your request goes to the correct person. You can do this in an email by adding the extra name of the deputy information officer as a 'CC'. For example:


Send | Chat | Attach | Address | Fonts | Colours | Save Draft

To... Crooks Amelda – Senior Superintendent <crooksa@saps.org.za>

Cc... wcprovaxsery@saps.org.za

Subject... 0034/SAPS/2009

Attached... PAIA form A (53KB)

To the information and deputy information officer
Please find attached a request for access to information made in terms of PAIA.
I look forward to hearing from you. Please use the above reference number in all further correspondence.

Regards
Gabriella Razzano

Support Officer
Freedom of Information Programme
(South African History Archive (SAHA)
P.O.Box 31719
Braamfontein 2017
Tel: 011 717 1941
Fax: 011 717 1964
http://www.saha.org.za

The role of the information officer is to:

1. Receive the PAIA request.
2. Coordinate a request within the body (this may involve contacting one or more of the relevant offices to search for the record(s)).
3. Make a decision as to whether to grant access to the record(s) being requested.
4. Liaise with the requester (e.g. they may need to ask the requester for more details, may need to request an extension of time to deal with the request, etc).
5. Advise the requester of the outcome of their PAIA request.
6. Provide the requester with reasons for the decision made.
7. If the records are granted, provide the requester with a copy of the record(s).

MEET AMELDA CROOKS

A deputy information officer

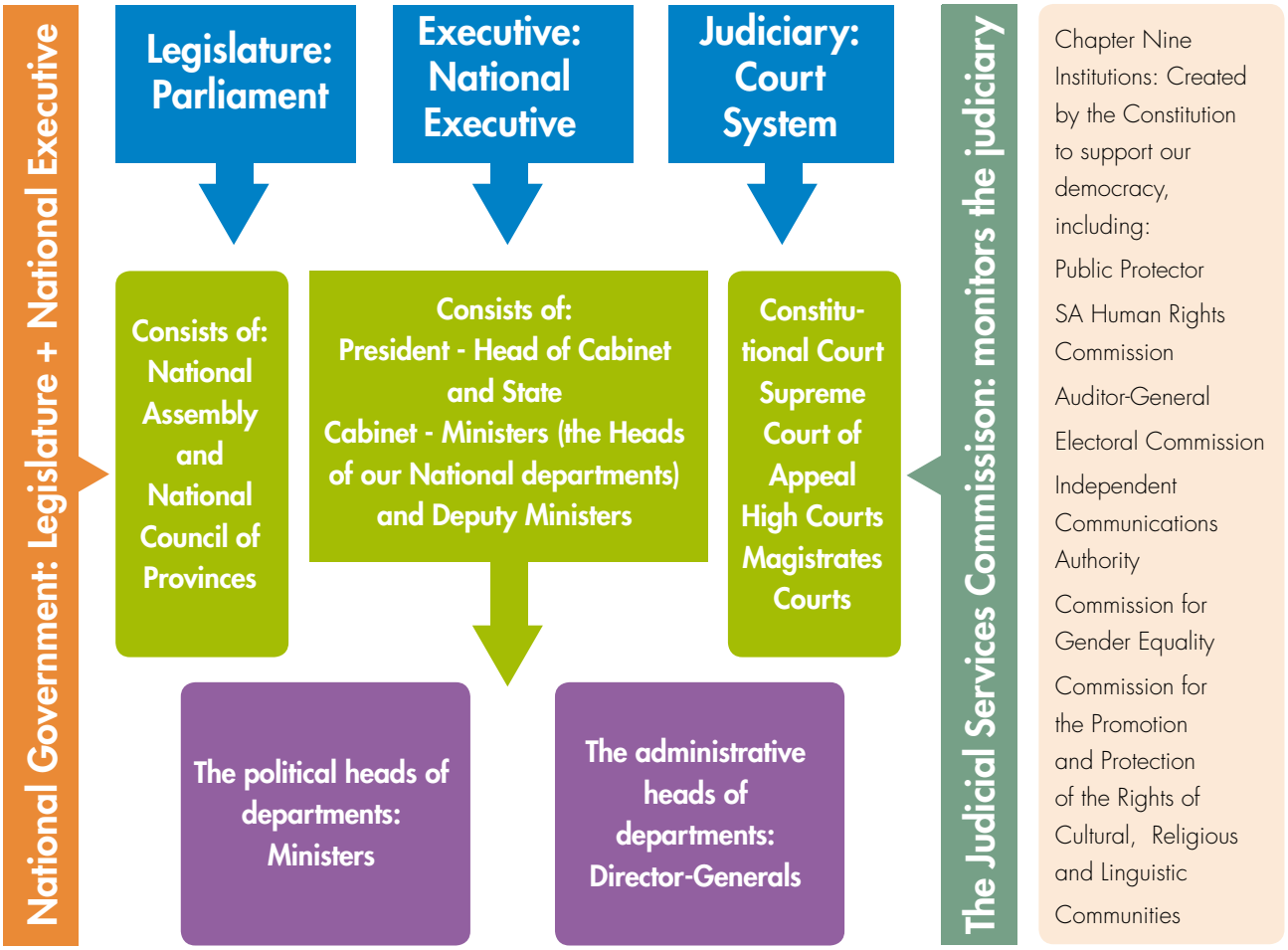
Amelda Crooks is the award winning deputy information officer of the South African Police Service. Her duties include managing and presenting training workshops about PAIA to others; compiling and updating the PAIA manual for her department; making recommendations about PAIA requests that have been received; assisting the public to use PAIA, and much, much more. Amelda Crooks has excelled in demonstrating what it means to be a deputy information officer, and has this to say about her role:

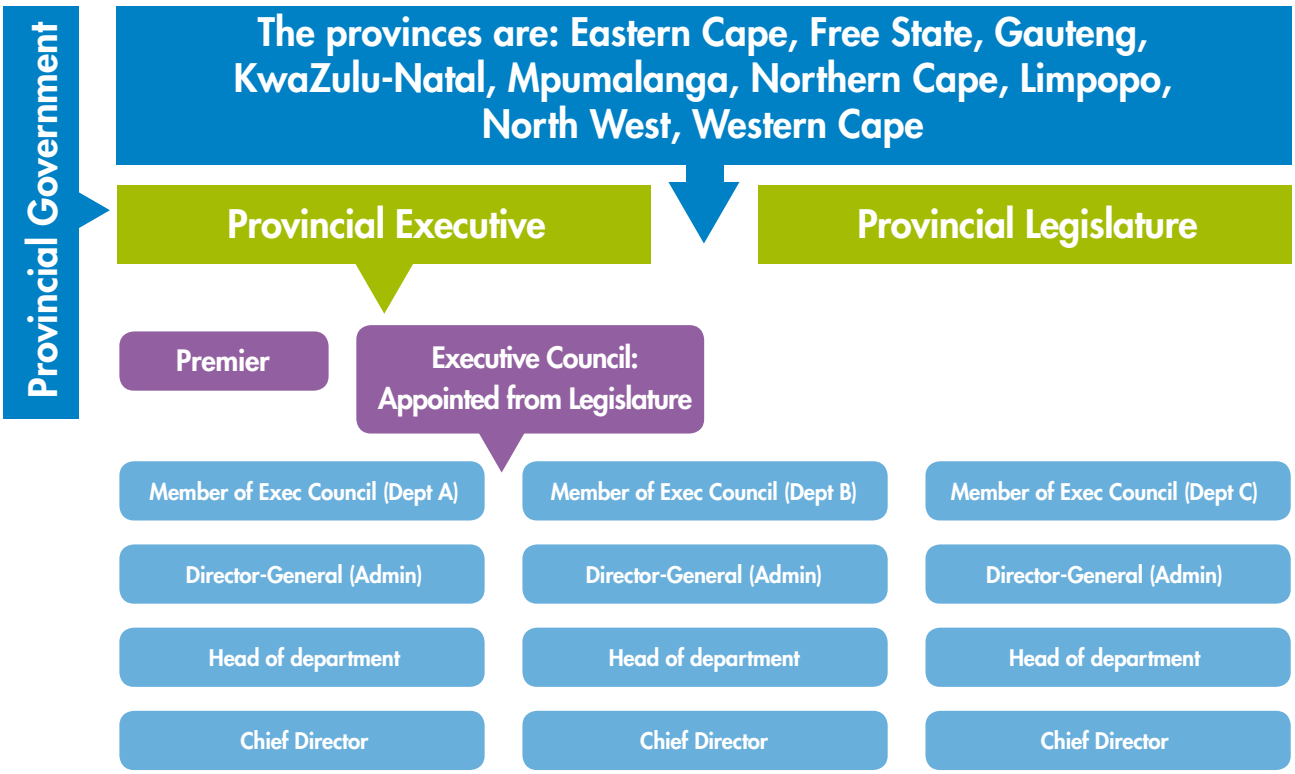
"As the first national deputy information officer of the South African Police Service I have experienced that you can ensure that the ideals embodied in the Promotion of Access to Information Act are realised if you perform your responsibilities as DIO with enthusiasm and extreme commitment. As most police services have a culture of being secretive, the biggest challenge of being a DIO in a policing environment, is to make or ensure a change of this tendency. Therefore, you have to establish and nurture a culture focussing on what can be done to allow access to a record, rather than to deny access. In the service this culture is surely growing and as a DIO I can see that employees experience that being transparent does not impede on their effectiveness but actually assists them in achieving their policing targets. To be a national DIO, one should not hesitate to intervene in challenges experienced with requests to find ways of swift and effortless access to records to ensure that requesters have effective access to records to enable them to more fully exercise and protect all of their rights. A NDIO must implement the Act in a professional manner, handle all requesters equally and must through continuous training and guidance inspire other DIOs to do the same."

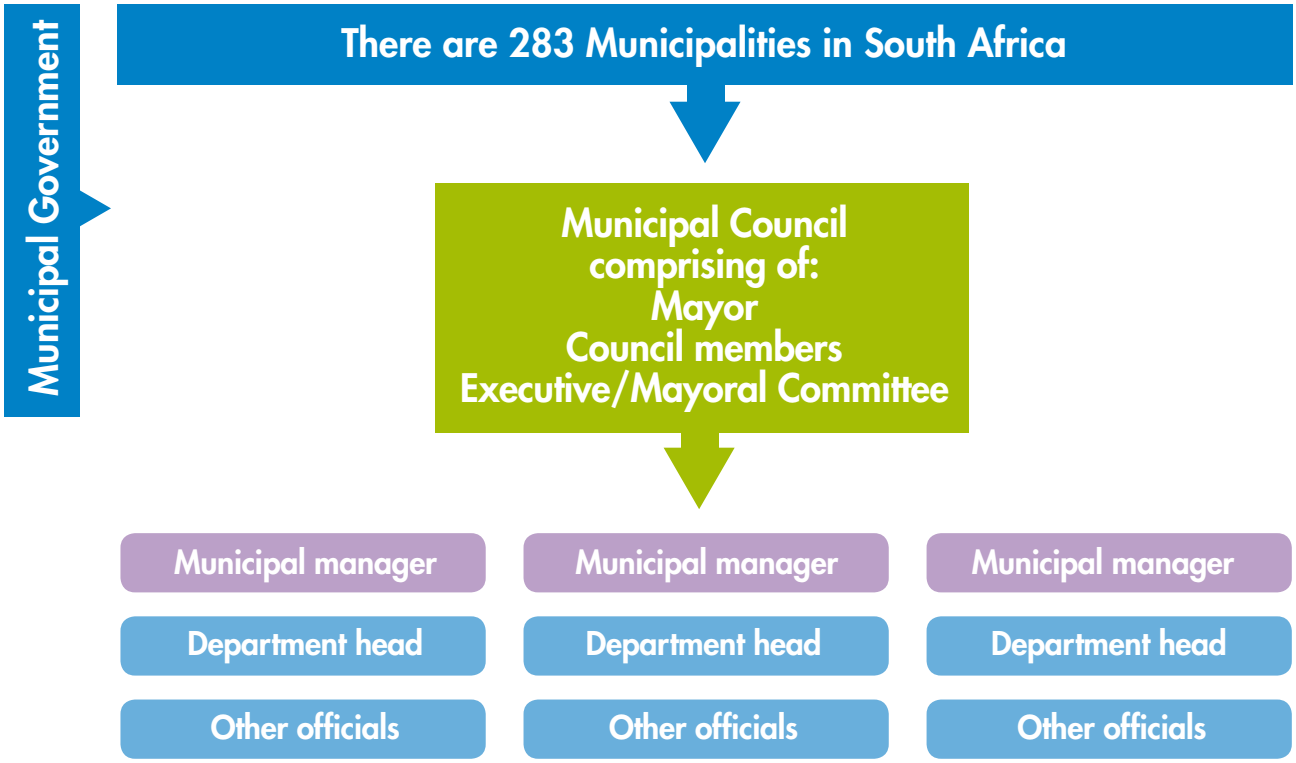
– Amelda Crooks

STRUCTURES OF GOVERNMENT

In order to identify who to send your PAIA request to, it may help to see how the different levels of national, provincial and local government are structured.






Municipal Government
There are 283 Municipalities in South Africa
Municipal Council comprising of:
Mayor
Council members
Executive/Mayoral Committee
Municipal manager
Department head
Other officials
Municipal manager
Department head
Other officials
Municipal manager
Department head
Other officials

THE NEW SOUTH AFRICAN ADMINISTRATION

With the change in presidency in 2009, there has been a big shift in the way government departments' responsibilities are divided. This chart assists us in understanding the concerns of each department. You should bear in mind, after each new administration is put in place, that there will probably be changes in departmental structures which you should check up on. You can find departments' names at: **http://www.info.gov.za/aboutgovt/dept.htm**.

It should be noted that this is only a guide to how to relate a problem to a particular department. Many of them in reality overlap. For instance, we have noted that the Department of Water Affairs can address socio-economic problems, but it should also be noted that they could address many environmental problems.

PROBLEM	DEPARTMENTS TO CONTACT
If you have queries relating to how the government is administering your affairs, you might need to approach:	• Home Affairs • Independent Complaints Directorate • Public Administration Leadership and Management Academy • Public Service and Administration • Public Works • Science and Technology • SA Revenue Service • Transport
If you have queries relating to international affairs or relations, you might approach:	• International Relations and Cooperation • Tourism
If you have queries relating to education problems, you might need to approach:	• Basic Education • Higher Education and Training
If you have queries relating to your socio-economic rights, you might need to approach:	• Health • Human Settlements • Labour • Rural Development and Land Reform • Social Development • Sport and Recreation • Women, Children and Disabilities • Water Affairs
If you have queries about safety, security or justice issues, you might need to approach:	• Correctional Services • Defence and Military Veterans • Justice and Constitutional Development • National Intelligence Agency • Police • SA National Academy of Intelligence • SA Police Service • SA Secret Service
If you have queries relating to the environment, you might need to approach:	• Agriculture, Forestry and Fisheries •Energy • Environmental Affairs • Mineral Resources
If you have queries as to how government is coordinated and working, you might need to approach:	• Communication • Cooperative Government and Traditional Affairs • Economic Development • Government Communication and Information System • National Treasury • Public Enterprise • Statistics South Africa • Trade and Industry • The Presidency

THE ENTITIES THAT MONITOR

There are two key institutions in charge of monitoring government's PAIA role in terms of the Constitution: the Public Protector and South African Human Rights Commission.

The Public Protector

The Public Protector (or Ombudsman) is an independent institution, provided for in chapter 9 of the Constitution, which receives complaints from people aggrieved by government departments, agencies or officials. With a special focus on mediation, the Public Protector acts as a referee to look at all sides of the problem you might be complaining of.

They can investigate any government level and any person performing a public function. This would then include the ability to investigate a complaint against an information officer of a public body who is not doing their job, including those working for Eskom, Telkom and the South African Broadcasting Authority.

If you have a complaint against a public body (for instance, because they have been unfair, abused their powers, been dishonest or incompetent) you can approach the Public Protector who will first advise you as to whether or not your complaint is something they can take care of.

The Public Protector's service is free, and they are contactable tollfree on: 0800 11 20 40, or online at **www.publicprotector.org**. They also have booklets available that describe what they do in more detail.

As you can see, if government doesn't follow up on its Batho Pele principles, the Public Protector will be there to hold them accountable.

The South African Human Rights Commission

The South African Human Rights Commission is also an institution derived from chapter 9 of the Constitution. Its aims are to promote, protect and monitor human rights in South Africa, which includes the right of access to information.

It also has a specific responsibility to promote and monitor the implementation of PAIA and is the constitutional 'watchdog' of the Act. With this mandate in mind the commission will be able to:

- Assist you in making PAIA requests to any type of body;
- Assist you with process questions;
- Follow up on complaints you might take to them if you have been denied access to information;
- Assist the responsible bodies in how to implement PAIA; and
- Provide information, education and training about PAIA.

If you would like the assistance of the South African Human Rights Commission on any matter, they can be contacted at (011) 484 8300 or online at **www.sahrc.org.za**. They also have booklets available, which describe in more detail what they do. Further, on their website, you can find some electronic learning resources which are available free to the public under the 'Education and Training' page on their website.

Coordinating Committee

It is not only outside bodies that monitor public bodies, but the information officers themselves. The National Information Officers Forum is an organisation, developed with the assistance of the SAHRC, which gives information officers an opportunity to discuss the practical implementations of PAIA by the people charged with using it and it is hoped this will lead to optimal service delivery. This occurs mainly through an annual conference where information officers and information practitioners share their experiences and problems, but also discuss the latest developments in legislation which might affect access to information in South Africa.

The forum is then managed and assisted by a central group of members, elected by the participants at the forum itself, who serve as the Coordinating Committee of the National Information Officers Forum. This is a national committee, but they are currently also in the process of introducing provincial committees, with their own smaller regional forums, as well.

The Golden Key Awards: Monitoring accountability of public bodies

Every year on the 28th of September the world celebrates Right to Know Day – and South Africa is no different. The day has given rise to the Golden Key Awards (run jointly by the Open Democracy Advice Centre and the South African Human Rights Commission) which celebrate positive performances by government departments (as well as some civil society awards) in implementing PAIA.

To create these awards, a request is sent to all the different departments for a copy of the body's PAIA report and PAIA manual, which they are obliged to submit anyway by PAIA in terms of sections 32 and 51. The responses are then assessed according to the strength of their 'roadmap', the efficiency of their record management, how well their internal procedures work and the resources allocated to assist in PAIA. The awards have been able to show some consistently good performers, which include the South African Police Service and the Department of Defence.

Results

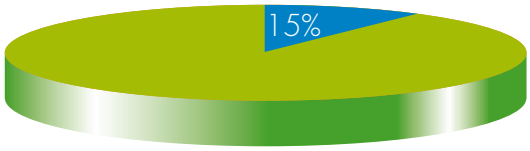
The awards are particularly useful for determining how easy it will be to receive a response from the various departments.

Overall responses

▲ Mute refusal (information not received)

▲ Information received

Results of requests submitted to 27 district municipalities



▲ Information received

▲ Mute refusal (information not received)

Results of requests submitted to provincial government departments

▲ Information received ▲ Mute refusal (information not received)

Rusty Padlock Awards: monitoring underperforming public bodies

The Rusty Padlock Awards have shown the difficulties still faced by people when trying to use PAIA. In spite of monitoring entities, there are still departments which underperform in their PAIA duties. As a result, the Rusty Padlock Awards have been developed by civil society to take note of those departments which fail in their obligations. The 'winner' of the 2009 Rusty Padlock was the Department of Health, which has consistently failed to comply with their PAIA duties over the past few years.

Civil Society

Civil society is a key player in helping to ensure that PAIA is able to realise its full potential. The PAIA Civil Society Network (PCSN) is a network of civil society organisations (and some individuals) who have banded together to maximise their experiences with PAIA and to help plan how to work toward bettering PAIA implementation nationally.

Many of these organisations provide training to the public to assist them in utilising PAIA. These organisations can be contacted directly if you require assistance in PAIA related matters. The training provided has also meant the growth of the network – two new organisations joined the network in 2009, namely Khulumani Support Group and Tshwaranang Legal Advocacy Centre, after receiving training in PAIA from the South African History Archive.

FOUNDING MEMBERS OF THE CIVIL SOCIETY NETWORK

FREEDOM OF EXPRESSION INSTITUTE (FXI)

FXI assists communities and individuals in using PAIA to access their socio-economic rights. It focuses on both public and private organisations that are involved with service delivery. • **Postal Address:** PO Box 30688, Braamfontein, 2017, South Africa • **Telephone:** +27 (0)11 482 1913 • **Email:** fxi@fxi.org.za

LEGAL RESOURCES CENTRE (LRC)

The Legal Resources Centre (LRC) is a non-governmental organisation focussing on human rights and access to justice. They assist all persons with using PAIA. • **Postal Address:** PO Box 9495, Johannesburg 2000 • **Telephone:** +27 (011) 836 9832 • **Email:** jhb@lrc.org.za

NELSON MANDELA FOUNDATION (NMF)

The NMF is an organisation devoted to promoting the vision of its founder. Largely through its Memory programme, the organisation is devoted to preserving our heritage and using this to move our development forward. It also facilitates dialogue between communities and civil society organisations around all issues, including PAIA related issues. • **Postal Address:** Private Bag X70000, Houghton, 2041, South Africa • **Telephone:** +27 (011) 728 1000 • **Email:** nmf@nelsonmandela.org

OPEN DEMOCRACY ADVICE CENTRE (ODAC)

ODAC's mission is to promote transparent democracy, foster a culture of corporate and government accountability, and assist people in South Africa to realise their human rights. They provide an outreach programme which goes into communities to identify key problems and also assists in the training of those communities in PAIA matters. • **Postal Address:** PO Box 1739, Cape Town, 8001 • **Telephone:** +27 (021) 461 3096 • **Email:** odac@opendemocracy.org.za

PUBLIC SERVICE ACCOUNTABILITY MONITOR (PSAM)

Based in the Eastern Cape, this organisation monitors how public officials are delivering to their communities. They have a significant reporting function and are proactive users, and trainers, of PAIA, which assists them in this reporting function. • **Postal Address:** PO Box 94, Rhodes University, Grahamstown, Eastern Cape, 6139, South Africa • **Telephone:** +27 (046) 603 8358 • **Email:** psam-admin@ru.ac.za

SOUTH AFRICAN HISTORY ARCHIVE (SAHA)

SAHA is a non-governmental organisation with a programme, the Freedom of Information Programme, solely devoted to PAIA related issues. SAHA assists in training community based organisations and helping to build their capacity to use PAIA to further those organisations' aims. It also assists individuals and organisations in submitting PAIA requests. • **Postal Address:** PO Box 31719, Braamfontein, 2017, South Africa • **Telephone:** +27 (011) 717 1941 • **Email:** info@saha.org.za

SOUTH AFRICAN HUMAN RIGHTS COMMISSION (SAHRC)

The SAHRC is a public institution set up by chapter 9 of the Constitution. It is concerned with monitoring the implementation of PAIA and assists in training community organisations and individuals. It has also set up an Information and deputy information officers forum to assist the implementers in PAIA related issues. • **Postal Address:** Private Bag 2700, Houghton, Johannesburg, 2041 • **Telephone:** +27 (011) 474 8300 • **Email:** paia@sahrc.org.za

KHULUMANI SUPPORT GROUP (NEW MEMBER SINCE SEPT 2009)

Khulumani is a community based organisation that received special training in regard to PAIA by SAHA. They have a particular focus on transitional justice and now have a trained PAIA coordinator who assists all members of the organisation in using the Act. • **Postal Address:** PO Box 31958, Braamfontein, Johannesburg, 2017 • **Telephone:** +27 (011) 833 2045 • **Email:** info@khulumani.net

TSHWARANANG LEGAL ADVOCACY CENTRE (NEW MEMBER SINCE SEPT 2009)

Tshwaranang Legal Advocacy Centre is a community based organisation that received special training in regard to PAIA by SAHA. With a special focus on promoting the rights of women, the organisation now has a trained PAIA coordinator who assists all members of the organisation in using the Act. • **Postal Address:** PO Box 31006, Braamfontein, Johannesburg, 2017 • **Telephone:** +27 (011) 403 8230/4267 • **Email:** director@tlac.org.za

A CASE STUDY:

How PAIA has been used by the Tshwaranang Legal Advocacy Centre

In 2008 the Tshwaranang Legal Advocacy Centre (TLAC) had heard disturbing complaints from women seeking advice from the centre that their children had been forcibly removed from their care into foster homes that were then providing inadequate care. Worried by this situation the TLAC, in conjunction with SAHA, decided to submit a PAIA request to the Gauteng Department of Social Development (GSD). The aim was to see whether the department was being responsible in its placement of children into foster care. The request therefore asked for access to the Gauteng Department's Standard Procedures in relation to removing children from their parents and placing them in foster care, including a significant number of specific details in regard to these removals such as the type of training required for foster parents, and how foster families are monitored. This was submitted on 20 February 2009.

On 15 May 2009 the GSD was emailed informing them that 30 days had passed and therefore they were presumed to have required a 30 day extension. In response, the department stated they would investigate – but on 19 May 2009 it was said that the request had been lost, and a copy had to be resubmitted for them to consider.

On 27 May 2009 a letter was sent by the department stating that they had provided the requested information, but, in fact, no information was attached. By as late as 20 July 2009, even after significant attempts to communicate with the department, there had still been no official response.

However, finally after TLAC's continued persistence, the files were received on 6 August 2009. Possession of the files has allowed the TLAC to give proper and considered legal advice to their clients, as well as helping to identify gaps in the foster care system which will be considered in future civil society advocacy on the issue.

Their story demonstrates that, even when you use PAIA correctly, getting information from a public body can be a hard road – even if it does end in reward.

ACTIVITY: QUIZ YOURSELF

Answer these questions, to see how well you have understood this chapter.

1. What is the name of the principle adopted to underscore the South African government's approach to administration?
2. What section of the Constitution talks about access to information?
3. Which was the first country to have an access to information law?
4. Can non-South Africans submit a PAIA request?
5. What extra requirement must you show if you want to submit a request to a private body, rather than a public body?
6. Who do you submit your PAIA request to in an organisation?
7. If you had any form of educational problem, what are the new names of the two possible departments you would submit your request to since 2009?
8. Which two institutions are charged with monitoring PAIA?
9. What Department of government won the Rusty Padlock Award in 2009?
10. Name three organisations in the PAIA Civil Society Network?
11. Name one of the two departments mentioned under the description of the Golden Key Awards who are said to be 'consistently good performers'?

ANSWERS

1. Barho Pele.
2. Section 32.
3. Sweden.
4. Yes.
5. You must state which right you are protecting or exercising by asking for this information.
6. The information officer and/or deputy information officer.
7. Basic Education and Higher Education and Training.
8. The South African Human Rights Commission and the Public Protector.
9. The Department of Health.
10. FXI; Legal Resources Centre; NMF; ODAC; PSAM; SAHA; SAHRC; Khulumani Support Group; or Tshwaranang Legal Advocacy Centre.
11. The South African Police Service and the Department of Defence.