



an agency of the
Department of Sport, Arts and Culture

NATIONAL MUSEUM

PROMOTION OF ACCESS TO INFORMATION ACT

MANUAL

A copy of the Manual will be available for inspection at the South African Human Rights Commission and at our head office situated at 36 Aliwal Street, Bloemfontein. The Manual is also available at the National Museum's satellite stations as mentioned in this Manual.

PROMOTION OF ACCESS TO INFORMATION ACT

MANUAL

NATIONAL MUSEUM, BLOEMFONTEIN

27 August 2021

Version 3

This Manual has been compiled by:

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BLOEMFONTEIN
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1. INTRODUCTION

The Promotion of Access to Information Act of 2000 came into effect in March 2001. The purpose of this Act is to give effect to the constitutional right of access to any information held by public or private bodies, and which is required for the exercise or protection of any rights.

The Human Rights Commission is responsible for compiling a guide that provides details on how to use the Act. This guide is currently available from the Human Rights Commission. Please direct any further queries in this regard to:

The South African Human Rights Commission:
PAIA Unit
The Research and Documentation Department
Postal Address: Private Bag 2700
Houghton
2041
Phone: (011) 484 8300
Fax: (011) 484 0582
e-mail: PAIA@zahrc.org.za
Website: www.sahrc.org.za

In terms of Section 14 of the Promotion of Access to Information Act, all heads of public bodies are required to compile a manual that provides information regarding the subjects and categories of records held by such private and public bodies. This manual is intended to fulfil this requirement.

Accordingly, this manual provides a reference to the records held by the National Museum and the process that needs to be adopted to access such records. All requests for access to information (other than information that is in any case available to the public) should be addressed to the contact person as identified in Section 7 of this manual.

2. OVERVIEW OF THE PUBLIC ENTITY'S FUNCTIONS, SERVICES AND ITS STRUCTURE

The entity is a national museum, situated in the City of Bloemfontein. It provides information services to the public in the form of exhibitions, a library and educational programmes. The Museum also carries out research activities including the collection, conservation and curation of heritage objects, specimens and records in various scientific fields. Its primary mission is to provide heritage information and an enjoyable experience to all people through quality research, conservation, education and exhibitions.

The structure of the Museum comprises administrative, research, education and support departments (see Annexure D).

3. GENERAL PUBLIC PARTICIPATION IN OUR AFFAIRS

There is no direct public participation in the management affairs of National Museum Bloemfontein.

The Cultural Institutions Act makes provision for members of the public to nominate members who are to serve on the Council of the National Museum.

The National Museum may consult from time to time with specialists or members of the public on scientific matters where relevant.

4. REMEDIES AVAILABLE IN RESPECT OF AN ACT OF THE BODY OR A FAILURE TO ACT BY THE BODY

A requester may lodge an internal appeal against the decision of the Information Officer to a person designated by the National Museum, Bloemfontein. The requester may apply to a court for appropriate relief after the requester has exhausted the internal procedure. The courts will have to be approached in instances where there is no compliance with the provisions of the Act by the National Museum. This would apply to any situation in which the requester wishes to appeal a decision made by the Information Officer.

5. SCOPE OF THE MANUAL

The scope of this manual is limited to the records held by the National Museum, Bloemfontein.

6. AVAILABILITY OF THE MANUAL

A copy of the manual is available to the public in three languages at the HR Commission, at the National Museum, Bloemfontein, and its satellites (Oliewenhuis Art Museum, First Raadsaal Museum, Freshford House Museum and Florisbad Quaternary Research Station situated 45km northwest of Bloemfontein), and every place of legal deposit as defined in section 6 of the Legal Deposits Act 1997. The manual is published in English, Afrikaans and Sesotho.

7. ADMINISTRATION OF THE ACT

The Information Officer is duly authorized to ensure that the requirements of the Act are administered in a fair, objective and unbiased manner on behalf of National Museum, Bloemfontein.

Accordingly, all requests for access to records should be addressed to:

Contact person: Information officer
Postal address: P.O. Box 266, Bloemfontein, 9300
Physical address: 36 Aliwal Street, Bloemfontein
Phone number: 051 – 447 9609

Website: www.nasmus.co.za

8. FORM OF RECORDS

National Museum records can be found in various forms including:

- Electronic
- Paper
- Images
- Audio material
- Objects

In terms of the Promotion of Access to Information Act, access must be granted irrespective of form or medium.

9. SUBJECTS AND CORRESPONDING CATEGORIES OF RECORDS HELD BY THE NATIONAL MUSEUM

To facilitate the easy identification of the records held by the National Museum, these have been **categorised** per **subject** area and are presented in the table below:

Subjects	Categories
Finance	Audited financial statements Tax records (employee) Asset Register General correspondence Budgets Information relating to financial transactions Purchase and order information Banking records Contracts
Sales and Marketing	Marketing information General correspondence Visitor numbers *

Human Resources	Employee records Employment contracts Personnel guidelines, policies and procedures * Employee medical records General correspondence Employment Equity records Pension records Employee Benefit records Labour Relations records
Information Technology	Configuration set-ups User manuals Policies
Quality control	Information relating to health and safety regulations*
Research	Records specific to material in each of the following departments / sections: Terrestrial Invertebrates Anthropology Archaeology Animal and Plant Systematics History Florisbad Quaternary Research Collections Management and Library Mammalogy Ornithology Oliewenhuis Art Museum Palaeontology Rock Art ArtbankSA
Exhibitions	Education Design & Workshop

* *Indicates information or documentation that is automatically available.*

10. FRAME OF REFERENCE FOR ACCESSING RECORDS

No records may be accessed without the submission of a formal request (for details see Section 11).

In terms of legislation, the National Museum is required to ensure that certain categories of records are available for access in accordance with Section 86 of the Promotion of Access to Information Act.

11. PROCEDURE TO FOLLOW WHEN SUBMITTING A FORMAL REQUEST FOR ACCESS TO A RECORD

A request for access to a record must be done formally (as prescribed by the Promotion of Access to Information Act) **via conventional mail or email**. This request should be in the prescribed format (see Annexure A; also available from our offices, and via e-mail) as identified in Government Notice Number R187 of 15 February 2002 as amended. The request must be accompanied by the prescribed request fee (See Annexure C of Manual).

The Information Officer will respond **within 30 days** of receiving a request, indicating whether or not the request for access has been granted.

Please note that the successful completion and submission of an access request form does not automatically allow the requester access to the requested record.

The request form must be completed as follows:

- *Type or print in BLOCK LETTERS and answer every question.*
- *If an answer does not apply, state “N/A” in response to that question.*
- *If there is nothing to disclose in reply to a particular question, state “nil” in response to that question.*
- *If there is insufficient space on a printed form in which to answer a question, additional information may be provided on a separate page that is clearly marked and referenced.*

If access to a record/information is granted, the National Museum response will include:

- An indication of the access fee (if any) that should be paid upon gaining access (See Annexure C of Manual);
- An indication of the form in which the access will be granted;
- A notice that you may lodge an internal appeal application against the access fee to be paid or the form of the access, including guidance on the procedure for lodging the application.

If access to a record/information is denied, our response will include:

- Adequate reasons for the refusal excluding any reference to the content of the record;
- Notice that the requester may lodge an application against the refusal of the request using the Internal Appeal procedure (see Annexure B).

Assuming the request of access is granted, the requester will be able to gain access to the requested records as soon as is reasonably possible **and once the access fee has been paid**.

Access will be granted to a record if the following criteria are fulfilled:

- The requester complies with the procedural requirements in the Act relating to a request; and
- Access to the record is not refused in terms of any ground for refusal as contemplated in Chapter 4 of Part 2 of the Act.

12. FEES

The applicable fees (Annexure C of this manual) are set out in terms of the regulations relating to the Promotion of Access to Information Act. There are two basic types of fees applicable in terms of the Act – “request” and “access” fees. The non-refundable request fee (currently R 35.00) is payable on submission of the request for access to a record (unless the request is for personal records of the requester in which event there is no applicable fee). The access fee is payable prior to gaining access to the records in the required form. The applicable fees are prescribed in terms Government Notice Number R187 of 15 February 2002 and as amended.

13. REQUEST FOR ACCESS TO INFORMATION ABOUT THIRD PARTIES

If the request is to access a record that contains information about a third party, the National Museum is obliged to attempt to contact this third party to inform them of the request and to give them an opportunity to respond by either consenting to the access or by providing reasons why the access should be denied.

In the event that the third party furnishes reasons for the support or denial of access, the National Museum’s designated Information Officer will consider these reasons in determining whether access should be granted.

14. RECORDS THAT CANNOT BE FOUND OR THAT DO NOT EXIST

If a search has been conducted for a record and the National Museum believes that it either does not exist or cannot be found, the requester will be notified by way of an affidavit or affirmation that it is not possible to give access to the requested record as the National Museum was unable to locate it. The National Museum will also provide the requester with details of the steps that were taken to try to locate the record. If at a later stage the record is located, the National Museum will grant the requester access, provided that access is not prohibited in terms of Chapter 4 of Part 2 of the Promotion of Access to Information Act.

15. INDEMNITY

Research information provided in terms of the Act is done so as presented / available in the Museum’s official research databases. While every effort is made to ensure the correctness of the available information, the Museum does not accept responsibility for incorrect identifications

or other incorrect information pertaining to the research collections, nor for the incorrect interpretation of this information by the requester.

16. REQUIREMENTS IN THE EVENT OF THE APPROVAL OF A REQUEST FOR INFORMATION

- All information provided remains the intellectual property of the National Museum.
- Information is provided as hard copy or on compact disk (CD).
- The National Museum reserves the right to attach specific conditions to the provision of information.
- The National Museum must be acknowledged in any research outputs resulting from the information provided.
- A hard copy or reprint of all research outputs (e.g. reports, journal articles, etc.) must be provided to the Museum by the requester (if requested to do so, the Museum will keep this information confidential).
- Records in the Museum's research databases may not be available in the languages as requested.
- The Museum reserves the right to take legal action should the above conditions not be complied with.

APPROVAL

The Policy was approved by Council on 27 August 2021.

EFFECTIVE DATE

Date of approval of final policy by Council.

DECISION NUMBER

1915



CHAIRPERSON OF COUNCIL

DATE: 27 August 2021

ANNEXURE A

**REQUEST FOR ACCESS TO RECORDS OF THE
NATIONAL MUSEUM, BLOEMFONTEIN**

(As contemplated in section 18 (1) of the Promotion of Access to Information Act, 2000
(Act No 2 of 2000) and Regulation 6 of the Regulations concerned)

A. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

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

Full names and surname:

Postal address:

E-mail address:

Telephone/Cell number:

Identity number:

B. PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE

This section must be completed ONLY if a request for information is made on behalf of another person.

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

.....

Full names and surname of person on whose behalf request is made:

.....

Identity number:

Telephone/Cell number

C. PARTICULARS OF PUBLIC ENTITY

Name of Entity:

Name of Information Officer:

D. PARTICULARS OF RECORD

**** NOTE: FOR APPLICATIONS FOR ACCESS TO RESEARCH RECORDS, SECTION E MUST ALSO BE COMPLETED.**

- (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 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. ACCESS TO RESEARCH RECORDS

The Information Officer may request additional information. A response is not obligatory, but will be of assistance to you in terms of Section 43 of the Access to Information Act.

THE FOLLOWING IS APPLICABLE IF A REQUEST FOR RESEARCH INFORMATION IS APPROVED:

- All information provided remains the intellectual property of the National Museum.
- Information is provided as hard copy or on compact disk (CD).
- The National Museum reserves the right to attach specific conditions to the provision of information.
- The National Museum must be acknowledged in any research outputs resulting from the information provided.
- A hard copy or reprint of all research outputs (e.g. reports, journal articles, etc.) must be provided to the Museum by the requester (if requested to do so, the Museum will keep this information confidential).
- Records in the Museum’s research databases may not be available in the languages as requested.
- The Museum reserves the right to take legal action should the above conditions not be complied with.

In signing this request (see Section H below), the requester agrees to abide by the conditions as stipulated above.

Indemnity

Research information provided in terms of the Act is done so as presented / available in the Museum’s official research databases: While every effort is made to ensure the correctness of the available information, the Museum does not accept responsibility for incorrect identifications

or other incorrect information pertaining to the research collections, nor for the incorrect interpretation of this information by the requester.

F. FEES

- | | |
|-----|---|
| (a) | A request for access to a record, other than a 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 for exemption. |

Reason for exemption from payment of fees:

.....

G. FORM OF ACCESS TO RECORD REQUIRED

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.

Disability:	Form in which record is required:
.....

***Please mark the appropriate box with an X.**

NOTES:

- | | |
|-----|--|
| (a) | Compliance with your request for access in the specified form may depend on the form in which the record is available. |
| (b) | Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form. |
| (c) | The fee payable for access to the record, if any, will be determined partly by the form in which access is requested. |

1. If the record is in written or printed form:

Copy of record*		Inspection of record*	
-----------------	--	-----------------------	--

2. If record consists of virtual images-
 (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):

View the images*		Copy the images*		Transcription of 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*	Copy in computer readable form*(compact disc)

* If you requested a copy of transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable	YES	NO
---	-----	----

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.
In which language would you prefer the record?

H. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.
--

How would you prefer to be informed of the decision regarding your request for access to the record?

.....

Signed at

on this day of 20

.....
Signature of requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number :.....

1. Receipt of request

Request received by:.....

(state rank, name and surname of Information Officer) on (date)

at (place)

2. Fees paid (or waived)

The following fees have been ***PAID** / have been ***WAIVED** (*delete whichever is not applicable):

Request fee (if any) : R

Deposit (if any) : R

Access fees : R

3. Decision on request

Request is ***APPROVED / DENIED**, subject to the following conditions (if any)

.....
.....
.....

(*Delete whichever is not applicable)

.....
INFORMATION OFFICER

.....
DATE

ANNEXURE B

NOTICE OF APPEAL

(As contemplated in section 75 of the Promotion of Access to Information Act, 2000 (Act no. 2 of 2000) and Regulation 8 of the Regulations concerned)

Reference number:

A. PARTICULARS OF PUBLIC ENTITY

Name of Entity:

Name of Information Officer:

B. PARTICULARS OF APPELLANT / THIRD PARTY WHO LODGES THE APPEAL

- (a) The particulars of the person who lodges the appeal must be given below.
- (b) Proof of the capacity in which the appeal is lodged, if applicable, must be attached.
- (c) If the appellant is a third person and not the person who originally requested the information, the particulars of the original requester must be given at C below.

Full names and surname:

Identity number: Telephone:

Postal address:

E-mail address:

Capacity in which an appeal on behalf of another person is lodged:

.....

C. PARTICULARS OF ORIGINAL REQUESTER

This section must be completed ONLY if a third party other than the requester lodges the appeal

Full name and surname:

Identity number:

Telephone / Cell:

D. THE DECISION AGAINST WHICH THE APPEAL IS LODGED

Mark the decision against which the appeal is lodged with an X in the appropriate box:	
<input type="checkbox"/>	Refusal of request for access
<input type="checkbox"/>	Decision regarding fees prescribed in terms of section 22 of the Information Act
<input type="checkbox"/>	Decision regarding the extension of the period within which the request must be dealt with in terms of section 26 (1) of the Information Act
<input type="checkbox"/>	Decision in terms of section 29 (3) of the Information Act to refuse access in the form requested by the requester
<input type="checkbox"/>	Decision to grant request for access

E GROUNDS FOR APPEAL

If the provided space is inadequate, please continue on a separate folio and attach it to this form. **You must sign all the additional folios.**

State the grounds on which the appeal is based:

.....

.....

State any other information that may be relevant in considering the appeal:

.....

.....

F NOTICE OF DECISION ON APPEAL

You will be notified in writing of the decision on your appeal. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

Manner of notification:

Particulars :

Signed at

on this..... day of 20.....

.....
Signature of Appellant

FOR OFFICIAL USE

OFFICIAL RECORD OF APPEAL

1. Appeal received by:

.....

(state rank, name and surname of Information Officer) on(date)

2. The notice of 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 records relates, was submitted to the CEO on(date for consideration).

3. **OUTCOME OF APPEAL:**

* The decision of the Information Officer is confirmed / the decision is substituted with the following new decision:

(*delete whichever is not applicable)

NEW DECISION:

.....

.....

CEO

DATE

4. RECEIPT OF OUTCOME OF APPEAL

This document containing the decision of the CEO was received by the Information Officer on(date).

INFORMATION OFFICERDATE

ANNEXURE C

FEES PAYABLE IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT

All amounts mentioned in Annexure C are **exclusive of VAT

	Costs
1. Request fees	R 35-00
(As meant in section 22(1) of the Information Act)	
2. Reproduction fees	
(For records meant in section 15 of the Information Act)	
Every photocopy of an A4-size or a part thereof.....	R 0-60
Every printed copy of an A4-size page or a part thereof held on a computer or in electronic or machine-readable form	R 0-40
A copy in a computer-readable form on:	
Compact disc	R 40-00
A transcription of visual images for an A4-size page or part thereof.....	R 22-00
For a copy of visual images.....	R 60-00
For a transcription of an audio record for an A4-size page or part thereof.....	R12-00
For a copy of an audio record.....	R17-00
3. Access Fees	
(For records meant in section 22 of the Information Act)	
Every photocopy of an A4-size page or a part thereof.....	R 0-60
Every printed copy of an A4-size page or a part thereof held on a computer or in electronic or machine-readable form	R 0-40
A copy in a computer-readable from on:	
Compact disc	R 40-00
A transcription of visual images for an A4-size page or part thereof.....	R 22-00
For a copy of visual images.....	R 60-00
For a transcription of an audio record for an A4-size page or part thereof.....	R 12-00
For a copy of an audio record.....	R 17-00
4. Search fees	
(As meant in section 22(2) of the Information Act)	
To search for the record, for each hour or part of an hour.....	R 15-00
5. Deposit	
A deposit is required if it is expected that the search will exceed six hours.	
One-third of the access fee, calculated in accordance with paragraph 4, for each hour or part thereof, is payable by the requester as a deposit.	

6. **Postage & packaging*** (*if applicable)
Postage & packaging is payable by the requester when a copy of the record must be posted to the requester.
7. **Appeal**
A fee of R50-00 is payable when an appeal is lodged.
8. **Other information regarding fees charged for research information** (additional to the fees stated above)
 - a. **Bona fide researchers:** The National Museum may waive fees charged specifically for research information following successful application by researchers.
 - b. **Consultants:** Full fees for access to research information will be charged.

ANNEXURE D

STRUCTURE OF THE NATIONAL MUSEUM

1. NATURAL SCIENCES

- 1.1 Terrestrial Invertebrates
- 1.2 Animal and Plant Systematics
- 1.3 Mammalogy
- 1.4 Ornithology
- 1.5 Palaeontology
- 1.6 Florisbad Quaternary Research

2. HUMAN SCIENCES

- 2.1 Archaeology / Anthropology
- 2.2 History
- 2.3 Freshford House Museum
- 2.4 First Raadsaal
- 2.5 Oliewenhuis Art Museum
- 2.6 Rock Art
- 2.7 ArtbankSA

3. SUPPORT AND INFORMATION SERVICES

- 3.1 Design & Photography
- 3.2 Finance and Supply Chain Management
- 3.3 Workshop
- 3.4 Facilities Management
- 3.5 Education and Library