

PAIA MANUAL FOR ATTERIDGEVILLE SAULSVILLE TAXI OWNERS' ASSOCIATION (ASTOA)

1. Cover Page

- **Organization Name:** Atteridgeville Saulsville Taxi Owners Association (ASTOA).
 - **PAIA Manual.**
 - **Date:** 30 April 2025.
 - **Contact Information:**
 - **Physical Address:** 260 Castaletto Street, Elandspoort, Pretoria, Gauteng, 0183, South Africa.
 - **Postal Address:** 260 Castaletto Street, Elandspoort, Pretoria, Gauteng, 0183, South Africa.
 - **Phone:** 012 375 8571
 - **Email:** admin@astoa.co.za
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2. Introduction

This manual is prepared in compliance with **Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)**. It provides information on how to request access to records held by the Atteridgeville Saulsville Taxi Owners Association (ASTOA).

3. Contact Details

- **Information Officer:** Betty Maleka
 - **Deputy Information Officer:** Minna Mashapa.
 - **Physical Address:** 260 Castaletto Street, Elandspoort, Pretoria, Gauteng, 0183, South Africa.
 - **Postal Address:** 260 Castaletto Street, Elandspoort, Pretoria, Gauteng, 0183, South Africa.
 - **Phone:** 012 375 8571
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4. Guide on How to Use the Act

The South African Human Rights Commission (SAHRC) has prepared a guide on how to use PAIA. For more information, contact the SAHRC:

- **Physical Address:** Braampark Forum 3, 33 Hoofd Street, Braamfontein, Johannesburg, 2017.

- **Postal Address:** Private Bag X2700, Houghton, 2041.
 - **Phone:** +27 11 877 3600.
 - **Email:** PAIA@sahrc.org.za.
 - **Website:** www.sahrc.org.za.
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5. Records Available in Terms of Other Legislation

The following records are automatically available in terms of other legislation:

- **Tax Records:** Tax returns and related documents (in terms of the Tax Administration Act).
 - **Company Records:** Registration documents and annual returns (in terms of the Companies Act).
 - **Transport Permits:** Operating licenses and permits (in terms of the National Land Transport Act).
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6. Subjects and Categories of Records Held

ASTOA holds the following categories of records:

6.1 Administrative Records

- Constitution and bylaws.
- Meeting minutes and resolutions.
- Policies and procedures.

6.2 Financial Records

- Invoices and receipts.
- Bank statements.
- Budgets and financial reports.

6.3 Human Resources Records

- Employment contracts.
- Payroll records.
- Disciplinary records.

6.4 Operational Records

- Vehicle registration and maintenance records.
- Driver and operator records.
- Accident and incident reports.

6.5 Client/Customer Records

- Membership records.
 - Service agreements.
 - Complaints and feedback records.
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7. Request Procedures

To request access to records held by ASTOA, follow these steps:

7.1 Form of Request

- Requests must be submitted in writing using the prescribed **Form C** (attached as Annexure A) or a written request that includes the same information.

7.2 Information Required

The request must include:

- Full name and contact details of the requester.
- Proof of identity (e.g., ID copy).
- A clear description of the record(s) being requested.
- The form of access required (e.g., copy, inspection).

7.3 Fees

- A request fee may be payable (see Annexure B for the fee structure).
- Additional fees may apply for reproduction, search, and preparation of records.

7.4 Timeframes

- ASTOA will respond to the request within **30 days** of receipt.
 - If additional time is required, the requester will be notified with reasons for the delay.
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8. Grounds for Refusal

Access to records may be refused on the following grounds:

- Protection of personal privacy.
 - Protection of commercial information.
 - Protection of confidential information.
 - Protection of the safety of individuals or property.
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9. Remedies for Denied Requests

If a request is denied, the requester may:

- Lodge an internal appeal with ASTOA's internal appeal body.
 - Lodge a complaint with the **South African Human Rights Commission (SAHRC)**.
 - Take the matter to court.
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10. Availability of the Manual

This manual is available:

- **Physically:** At the ASTOA office, 260 Castaletto Street, Elandspoort, Pretoria, Gauteng, 0183.
 - **Electronically:** astoa.co.za.
 - **On Request:** By emailing [Insert Email Address] or writing to the postal address.
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11. Annexures

Annexure A: Prescribed Form C

[Attach Form C for submitting PAIA requests.]

Annexure B: Fee Structure

- **Request Fee:** R50 (if applicable).
- **Access Fees:**
 - Reproduction: R1.00 per A4 page.
 - Search and preparation: R30 per hour or part thereof.

Annexure C: List of Applicable Legislation

- Promotion of Access to Information Act, 2000.
- Tax Administration Act, 2011.
- Companies Act, 2008.
- National Land Transport Act, 2009.

FORM C
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

(Address)

E-mail address:

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Fax number:

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Mark with an "X"

☐

Request is made in my own name

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Request is made on behalf of another person.

PERSONAL INFORMATION				
Full Names				
Identity Number				
Capacity in which request is made (when made on behalf of another person)				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile: <table border="1"><tr><td></td></tr></table>	
Cellular:				
Full names of person on whose behalf request is made (if applicable):				
Identity Number				
Postal Address				

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
<p align="center">PARTICULARS OF RECORD REQUESTED</p> <p><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></p>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
<p align="center">TYPE OF RECORD</p> <p align="center"><i>(Mark the applicable box with an "X")</i></p>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

FORM OF ACCESS <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>(this includes 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	

MANNER OF ACCESS <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 which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</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>	
E-mail 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	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>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.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
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 (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

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

Signature of Information Officer