



INFORMATION
REGULATOR
(SOUTH AFRICA)
Ensuring protection of your personal information
and effective access to information

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**TO: ALL INFORMATION OFFICERS, HEADS OF PRIVATE BODIES AND
DEPUTY INFORMATION OFFICERS**

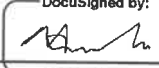
Dear All

**NON-COMPLIANCE WITH REGULATION 7.1 OF REGULATIONS RELATING TO
THE PROMOTION OF ACCESS TO INFORMATION, 2021**

1. The Information Regulator ("Regulator") is empowered, in terms of section 77H (1) of the Promotion of Access to Information Act No. 2 of 2000 (PAIA), to conduct compliance assessments on its own initiative or upon receipt of a request. The purpose would be to determine whether a public or private body complies with the provisions of PAIA as far as its policies and implementation procedures are concerned.
2. The Regulator is also enjoined by section 77C (1) (a) of PAIA to investigate complaints related to access to information and lodged in terms of section 77A of PAIA. In the execution of the investigative mandate, the Regulator has noted with concern the continued use of the repealed PAIA request **Form A** by private and public bodies, notwithstanding a notice issued by the Regulator in 2021 communicating the new PAIA forms.
3. The use of incorrect PAIA forms amounts to non-compliance with regulation 7.1 of the Regulations relating to the Promotion of Access to Information, 2021 (Regulations), which provides that ***"a request for access to a record contemplated in section 18(1) or 53(1) of the Act, must be made on a form that corresponds substantially with Form 2 of Annexure A to the Regulations, to the Information Officer."***
4. This continued non-compliance is hampering access to information as well as the Regulator's mandate to investigate complaints lodged. Consequently, all Information Officers / Heads of Private Bodies and Deputy Information Officers are hereby directed to ensure that the prescribed **Form 2** is utilised when processing requests for access to information and provided to requesters as and when requested. The prescribed form can be accessed by using the following hyperlink: [InfoRegSA-PAIA-Form02-Reg7.pdf](#).

5. For any general enquiries relating to compliance with the relevant PAIA regulations, kindly contact the Executive responsible for Promotion of Access to Information, Adv. Makhwedi Makgopa-Madisa at MMakgopa-Madisa@infoRegulator.org.za.

Yours faithfully,

DocuSigned by:

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Mr Mosalanyane Mosala
CHIEFEXECUTIVEOFFICER
28-Aug-2025 | 06:33 SAST
Date.....