
Registration Number of Close Corporation:

2009/171599/23

E-sist Consulting CC

MANUAL

in terms of

Section 51 of

The Promotion of Access to Information Act

2/2000

(the "ACT")

INDEX

- 1. Introduction to your company and the type of business**
- 2. Contact Details**
- 3. The ACT and Section 10 Guide, please note that this clause is mandatory to be included in all S 51 manuals as is.**
- 4. Applicable Legislation**
- 5. Schedule of Records**
- 6. Form of Request**
- 7. Any other Information e.g. Prescribed Fees, organogram, etc.**
- 8. Grounds for refusal of access**
- 9. Description of remedies available in respect of an act or failure to act by the firm**

1. INTRODUCTION

E-ssist Consulting CC t/a E-ssist Business Solutions South Africa specialises in the sales, implementation, customisation, training and support of all Sage Software products, with particular expertise on Sage Evolution financial management software.

2. COMPANY CONTACT DETAILS

Member: Casey Alison Dedekind

Postal Address: PO Box 643, Strubensvalley, 1755

Street Address: 1038 Krugerrand Road, Strubensvalley, Roodepoort, 1735

Telephone Number: 011 475 0149

Fax Number: None

Email: casey@e-ssist.co.za

Website: www.e-ssist.co.za

3. THE ACT

3.1 A guide has been compiled in terms of Section 10 of PAIA by the Human Rights Commission. It contains information required by a person wishing to exercise any right, contemplated by PAIA. It is available in all official languages.

3.2 Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC. The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton, 2041
Telephone Number: +27-11-877 3600
Fax Number: +27-11-403 0625
Website: www.sahrc.org.za

4. APPLICABLE LEGISLATION

<u>No</u>	<u>Ref</u>	<u>Act</u>
1	No 71 of 2008	New Companies Act
2	No 55 of 1998	Employment Equity Act
3	No 58 of 1962	Income Tax Act
4	No 66 of 1995	Labour Relations Act
5	No 25 of 2002	Electronic Communications and Transactions Act
6	No 89 of 1991	Value Added Tax Act
7	No 75 of 1997	Basic Conditions of Employment Act
8	No 130 of 1993	Compensation for Occupational Injuries and Disease Act
9	No 2 of 2000	Promotion of Access of Information Act
10	No 63 of 2001	Unemployment Insurance Act
11	No 9 of 1999	Skills Development Act
12	No 30 of 1947	Fertilizers, Farm Feeds, Agricultural Remedies and Stock Remedies

5. Schedule of Records

<u>Records</u>	<u>Subject</u>	<u>Availability</u>
Public Affairs	<ul style="list-style-type: none">• Public Product Information• Public Corporate Records• Media Releases	Freely available Available Not available
Financial	<ul style="list-style-type: none">• Financial Statements• Financial and Tax Records (Company & Employees)• Asset Register• Management Accounts	Available Available Available Available
Marketing	<ul style="list-style-type: none">• Market Information• Public Customer Information:<ul style="list-style-type: none">○ Product Brochures○ Owner Manuals• Performance Records• Customer Database	Limited information available on web site. (www.e-ssist.co.za) Not readily available Available Available Request in terms of PAIA Request in terms of PAIA

6. FORM OF REQUEST

Any requester who requires access to information held by the firm must complete the prescribed PAIA Form C, annexed hereto. A written request, attaching the completed Form C, must then be directed to the Information Officer of the firm at the address or email address provided for in paragraph 2 above.

7. PRESCRIBED FEES

The following applies to requests (other than personal requests):

7.1 A requestor is required to pay the prescribed fees (R50.00) together with the Form C before a request will be processed;

7.2 If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);

7.3 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;

7.4 Records may be withheld until the fees have been paid.

7.5 The fee structure is available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za.

8. GROUNDS FOR REFUSAL OF ACCESS

All requests properly submitted as provided for in PAIA are considered, but may be refused, *inter alia*, on the following grounds:

- a. Privacy;
- b. Privilege;
- c. Breach of confidentiality;
- d. Unreasonable nature of request;
- e. Vexatious or frivolous request

9. DESCRIPTION OF REMEDIES AVAILABLE IN RESPECT OF AN ACT OR FAILURE TO ACT BY THE FIRM

If a request for information in terms of PAIA has been refused by the firm, the requester may, within 60 days, and in the prescribed form and against payment of the prescribed appeal fee, lodge an internal appeal against the decision of the Information Officer in accordance with the provisions of Section 75 of PAIA. If an internal appeal is lodged after expiry of the prescribed period, the firm may, on good cause shown, allow such late lodging.

Casey Alison Dedekind
Member