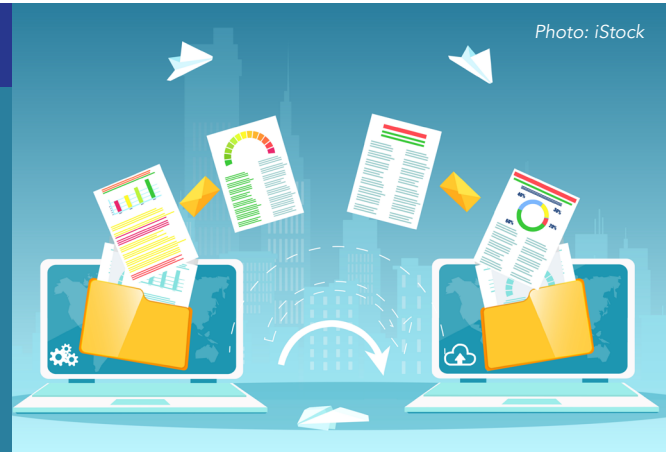


GET READY FOR PAIA ANNUAL REPORTING

1. OVERVIEW

The Promotion of Access to Information Act 2 of 2000 (PAIA) is legislation that applies to all organisations in South Africa. It was formulated to implement section 32 of the Constitution, which enshrines the right of access to information held by both public and private bodies. It is designed to facilitate requesting access to information in different ways. The Information Regulator is empowered to monitor and enforce compliance by public and private bodies through the provisions of PAIA, in so far as access to information is concerned.



2. INFORMATION OFFICERS' RESPONSIBILITY TO SUBMIT ANNUAL REPORTS



In terms of section 32 of PAIA, the information officer of every public body must submit an annual report to the Regulator in respect of access to information requests received and processed by the public body. The Regulator has also, in accordance with section 83(4) of PAIA, requested that the heads of private bodies or deputy information officers submit their annual reports about requests for access to records received and processed by the private body.

Public and private bodies must submit their annual reports on the [Information Regulator's eServices Portal](#) by 30 June every year.

Submissions for 2026 opened on 1 April 2026.

3. INFORMATION TO BE PROVIDED WHEN COMPLETING THE ANNUAL REPORT



Before an organisation can submit their annual PAIA report, the Information Officer (and any deputy information officers) must **register** with the Regulator. Information Officers must answer the following questions regarding PAIA requests received in the last financial year:



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1. The number of requests the organisation received

Explained:

How many PAIA requests the organisation received in the last financial year. If none was received, the answer is 0.

2. The number of requests granted in full

Explained:

How many PAIA requests where the organisation provided full access to the requested records without withholding any information.

3. The number of requests for access granted in terms of section 46¹

Explained:

This refers to requests that were granted specifically under section 46 (or section 70 in the case of a private body), which generally applies where access must be given if it is in the public interest, even if the record would otherwise be refused.

4. The number of requests for access refused in full

Explained:

How many PAIA requests were refused in full because a ground for refusal to access records applied or the request was deemed to be refused (no response). You should also indicate how many times each reason in PAIA (such as confidentiality, commercial information, or personal privacy) was used to justify refusing access.

5. The number of requests for access partially refused

Explained:

How many PAIA requests were granted partially, i.e. not all information requested were provided because a ground for refusal applied to parts of the information or specific records. You should also indicate how many times each reason in PAIA (such as confidentiality, commercial information, or personal privacy) was used to justify partially refusing access.

6. The number of request cases in which the periods stipulated in section 25(1) were extended in terms of section 26(1) (or sections 56(1) and 57(1) in the case of private bodies)²

Explained:

The organisation must indicate the number of requests where they needed more than 30 days to respond.

7. The number of internal appeals lodged

Explained:

Certain public bodies (departments of state or administration in the national or provincial sphere of government or any municipality in the local sphere of government) must allow for an internal appeal process as provided for in Part 4 Chapter 1 of PAIA. Public bodies not listed and private bodies are not required to have an internal appeal process. If the organisation does not have an internal appeal process, the answer here is 0.

8. The number of request cases in which, as a result of an internal appeal, access was given to a record or part thereof

Explained:

This question relates to the number of PAIA requests that were initially refused, but after the internal appeal process was followed, access was granted. If the organisation is not required to have an internal appeal process, the answer here is 0.

9. The number of internal appeals which were lodged on the ground that a request for access was regarded as having been refused in terms of section 27³

Explained:

Provide the number of PAIA requests that followed the internal appeals process after the request was deemed to be refused, i.e. the requester received no response from the organisation. Again, if the organisation is not required to have an internal appeal process, the answer here is 0.

10. The number of decisions of the Information Regulator reviewed against

Explained:

This refers to the number of decisions made by the Information Regulator regarding your organisation that were formally taken on review, meaning your organisation challenged or questioned those decisions

11. The number of applications made to every court, and the outcome thereof, and the number of decisions of every court appealed against, and the outcome thereof

Explained:

This is the total number of court applications made involving your organisation in relation to PAIA matters during the reporting period.



This includes the number of court decisions that were appealed by your organisation or another party, as well as the outcomes of those appeals (for example, whether the appeal was successful or dismissed).

12. The number of applications to every court which were lodged on the ground that an internal appeal was regarded as having been dismissed in terms of section 77(7)⁴

Explained:

How many PAIA requests that was denied after following the internal appeal process led to an application to court.

IMPORTANT: For any questions that are not relevant to the organisation, or for which no requests were received that fit the description, the answer is 0.

4. READ MORE

- Access the Information Regulator's webinar on PAIA reporting here: https://www.youtube.com/live/hmL_JpmN6jA?si=H5m3MPH6EoTFs7qF
- The Information Regulator's [PAIA Annual Report Submission Guide](#)
- The Information Regulator's [eServices Portal](#)

