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## **Lilongwe Water Board**



# **Access to Information Manual for Lilongwe Water Board**

**Lilongwe Water Board**  
Madzi House  
Off Likuni Road  
P O Box 96  
Lilongwe  
Malawi

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## List of Acronyms

<b>ATI</b>	Access to Information
<b>ATIA</b>	Access to Information Act
<b>CEO</b>	Chief Executive Officer
<b>DCS</b>	Director of Corporate Services
<b>DIS</b>	Director of Infrastructure Services
<b>DOF</b>	Director of Finance
<b>DoSC</b>	Department of Statutory Corporations
<b>DPD</b>	Director of Production and Distribution
<b>DSC</b>	Department of Statutory Corporation
<b>FADC</b>	Finance and Audit Committee
<b>HRAC</b>	Human Resources and Appointments Committee
<b>ICT</b>	Information Communication Technology
<b>KMU</b>	Kiosk Management Unti
<b>LWB</b>	Lilongwe Water Board
<b>MHRC</b>	Malawi Human Rights Commission
<b>MoF</b>	Ministry of Finance
<b>MoWAS</b>	Ministry of Water and Sanitation
<b>NRW</b>	Non-Revenue Water
<b>OPC</b>	Operations and Projects Committee
<b>WQEM</b>	Water Quality and Environmental Manager

## Definition of Terms

**Information:** Includes an original or copy of any material, record or document which communicates facts, opinion, data, or any other matter regardless of its form, characteristics or date of creation, that is in the custody or under the control of any information holder to which the Access to Information Act applies.

**The Commission:** Means the Human Rights Commission established under Chapter XI of the Constitution.

**Public Body:** Means the Government, a statutory body, or any other body appointed by the Government to carry out public functions.

**Relevant Private Body:** Means a body which would otherwise be a private body under this Act, that is — (a) wholly or partially owned or controlled or financed, directly or indirectly, by public funds or (b) carries out a statutory or public function or service, but only to the extent of such statutory or public function or service.

**Information:** Includes an original or copy of any material, record or document which communicates facts, opinion, data, or any other matter regardless of its form, characteristics or date of creation, that is in 7 the custody or under the control of any information holder to which this Act applies.

**Information Holder:** Means a public body and a relevant private body.

**Act:** Means the Access to Information Act

**Information Officer:** Means a person responsible to provide information to the public.

**Information Seeker:** Means a person looking for information from the NRW.

**Information Holder:** Means a public body and a relevant private body.

**Record:** Means any recorded information, in any format, including an electronic format in the possession or control of a public body or relevant private body, whether or not that body created it.

**Personal Information:** Means information about an individual.

## **Foreword**

The Lilongwe Water Board (LWB) recognizes the existence of the Access to Information Act (ATIA) of 2017 and therefore, strives to uphold and adhere to the provisions of the Malawi Constitution (the Constitution) section 37 and national - legislation such as the Access to Information Act adhered to. The LWB subscribes to the core principles of good governance, transparency and accountability.

To this end, pursuant to requirements of the Access to Information Act (ATIA), LWB with technical support from Malawi Human Rights Commission (MHRC), developed this manual to facilitate provision of access to information under the custody of LWB by the public. The manual, therefore, outlines the services it provides and detailing the necessary information to ensure that information-sharing processes are efficient and effective.

Therefore, all members of staff are called upon to be familiar with this manual so that can serve the public better in as far as provision of public information in line with ATIA is concerned. It is only through dedication and efforts of all individual employees can the Board succeed in the implementation of ATIA.

In developing this Manual, I, on behalf of LWB's management and the Board of Directors, express commitment to comply with information provision to the public in line with the Access to Information Act.

**Silli Mbewe**

**CHIEF EXECUTIVE OFFICER**

## 1. Introduction

Lilongwe Water Board (LWB) is a Statutory Corporation established in 1947 and re-constituted under the Water Works Act (Cap 72.01) of 1995. The Act mandates the utility to supply potable water and manage the sewerage services in the city of Lilongwe and the surrounding areas.

Recently, the Malawi Government enacted the Access to Information Act (2017), that requires that all public organizations grant access of information to every party that makes requests. One of the requirements under the Act is that organizations develop an information manual that facilitates access to information. This manual, therefore, details of the information or records in the custody of LWB.

### 1.1. Mission

*“Provide Sufficient Water supply and safely managed sanitation services in a sustainable, efficient, and customer-responsive manner”.*

### 1.2. Vision

*“To be a leading, customer-focused, financially viable water and sanitation utility in Africa”.*

### 1.3. Motto

*“Potable water all the time for all”.*

### 1.4. Core values

#### 1.4.1. Customer Focus

Committed to the effective and efficient delivery of quality and appropriate water and sanitation services.

#### 1.4.2. Integrity

Uphold virtues of integrity through honesty, fairness and professionalism in all our operations;

#### 1.4.3. Collaboration

Pursue productive and beneficial partnerships and strategic alliances;

#### 1.4.4. Teamwork

working together to achieve our vision and goals;

#### 1.4.5. Inclusiveness

Embrace value for people by treating all staff and stakeholders with equity, respect and dignity while appreciating their diverse culture;

#### 1.4.6. Innovation

Creating an environment that encourages creativity among employees to advance new ideas and solutions.

## **2. The Access to Information Act**

The ATIA, enacted in 2017, is designed to ensure the public's right to access information held by public and relevant private bodies. Individuals have the right to access information required for the exercise of their rights, provided it is held by a public or relevant private body. This information should be made available expeditiously and inexpensively.

The Act also mandates information holders to publish an information manual in line with the information in their custody.

## **3. Objectives of the information manual**

The main objective of the information manual is to detail the processes that the users ought to undertake when requesting or accessing information from LWB, in compliance with the ATIA of 2017.

### **Specific objectives**

The objectives of this manual are:

- a. To provide an inventory of records in the custody of LWB
- b. To comply with the requirements of ATIA



## 4. Core Functions of the LWB

### 4.1. Mandate

The Water Works Act Cap 72:01 provides LWB with the following mandate:

- (1) Control and administration of all water works and all water in the water works;
- (2) Management of the supply and distribution of water;
- (3) Construct, operate and maintain all water works as are necessary and convenient for purposes of creating, maintaining and extending water works for supplying water for domestic, public and business purposes, for the extinction of destructive fires, for cleansing streets, lanes, gutters and sewers, and for all other purposes to which water and water works are supplied or applicable.
- (4) To install and operate waterborne sewerage sanitation schemes within the water-area.

### 4.2. Strategic Pillars

LWB has the following six (6) strategic pillars:

- a. **Reliability of Water Supply:** Focuses on providing adequate, reliable, and safe water supply services. This includes ensuring a 24-hour water supply with sufficient pressure, developing new water sources, and conducting studies to enhance water availability.
- b. **Non-Revenue Water Reduction:** Aims to minimize water losses that do not generate revenue. This involves implementing leak detection and repair programs, upgrading infrastructure, and utilizing modern technologies to manage and reduce water losses.
- c. **Customer Satisfaction:** Seeks to enhance customer satisfaction and engagement. Strategies include improving service delivery and communication with customers, establishing customer service centers, and implementing effective feedback mechanisms.
- d. **Financial Capacity for Infrastructure Development:** Focuses on enhancing financial sustainability and capacity for infrastructure development. This includes securing funding for projects, improving revenue collection, and engaging with development partners and financial institutions.
- e. **Institutional and Human Capacity Development:** Aims to strengthen institutional and human capacity by enhancing the skills and capabilities of LWB staff and improving institutional frameworks. This involves providing training, updating policies, and fostering a culture of continuous improvement.
- f. **Wastewater Management:** Seeks to develop and manage wastewater services effectively. This includes establishing wastewater treatment facilities, creating wastewater management policies, and conducting public awareness campaigns on wastewater management.

## 5. Organizational Structure

The LWB is headed by the Chief Executive Officer (CEO), who is appointed by the Board of Directors. The Ministry responsible for Water and Sanitation acts as its line ministry. The organizational structure for the LWB is presented in Figure 1.

<b>MoWS :</b>	Ministry of Water and Sanitation
<b>MoF:</b>	Ministry of Finance
<b>DoSC:</b>	Department of Statutory Corporations
<b>FADC</b>	Finance and Audit Committee
<b>HRAC:</b>	Human Resources and Appointments Committee
<b>PIU:</b>	Project Implementation Unit
<b>OPC:</b>	Operations and Projects Committee
<b>ICT:</b>	Information and Communication Technology
<b>KMU:</b>	Kiosk Management Unit
<b>WQEM:</b>	Water Quality and Environmental Manager
<b>NRW:</b>	Non-Revenue Water

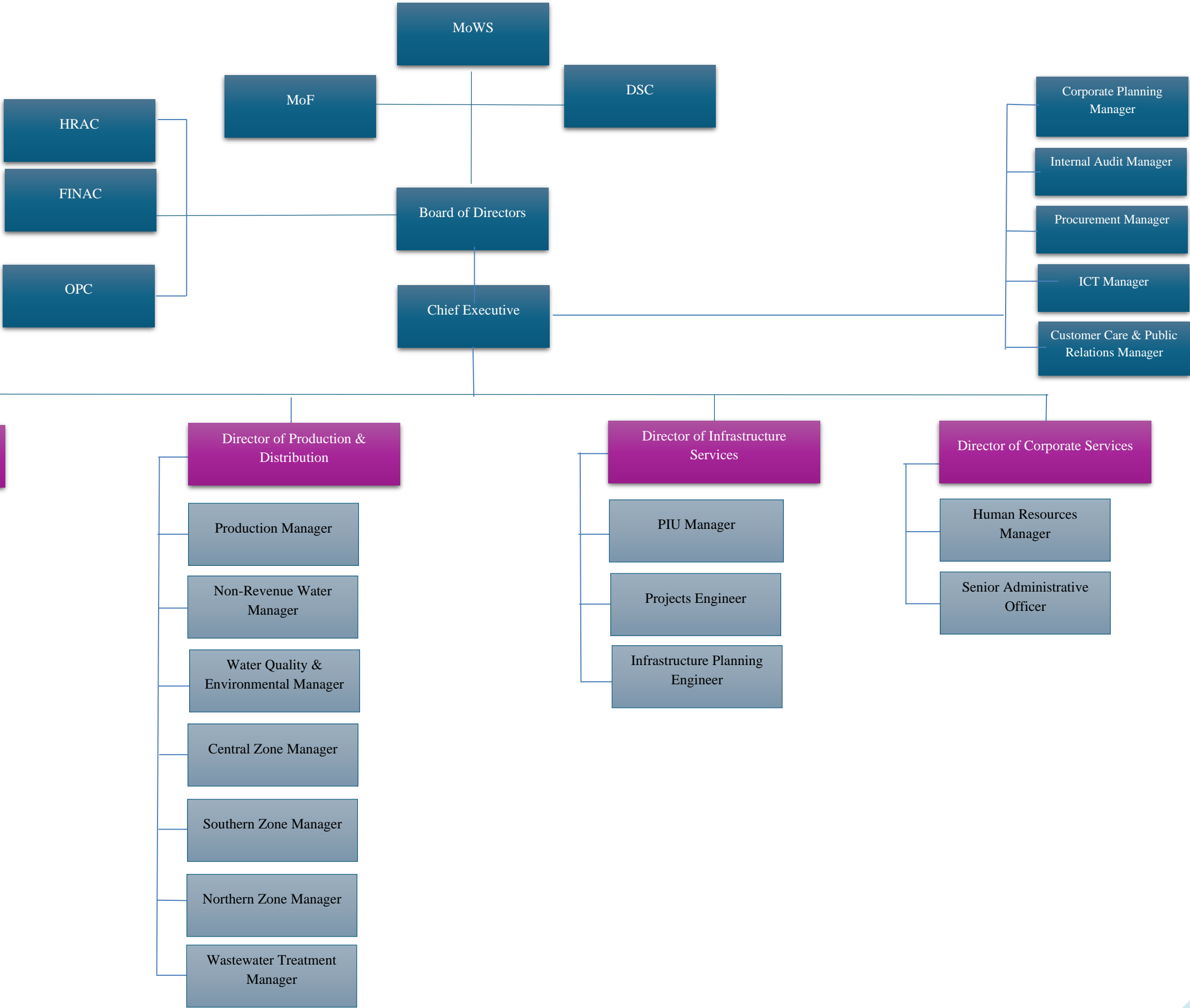


Fig 1: Organizational Structure

## 6. LWB Departments

LWB has five (5) departments, that report to the Chief Executive Officer (CEO) who returns the overall control of the organization. Table 1 below, presents the directorates and their corresponding functions

**Table 1: LWB Departments**

Department	Responsible Personnel	Function
<b>1. General Management</b>	CEO	Responsible for providing the overall strategic directions and oversees the function presented below. <ul style="list-style-type: none"> <li>a. ICT</li> <li>b. Procurement</li> <li>c. Corporate planning</li> <li>d. Customer Care and Public Relations</li> <li>e. Internal Audit</li> </ul>
<b>2. Production &amp; Distribution</b>	DPD	The Production and Distribution department is responsible for the functions presented below. <ul style="list-style-type: none"> <li>a. Water Production</li> <li>b. Zone Offices (Northern, Central &amp; Southern)</li> <li>c. Wastewater Management</li> <li>d. Water Quality Management</li> <li>e. Electromechanical Works</li> <li>f. Non-Revenue Water Management</li> </ul>
<b>3. Infrastructure Services</b>	DIS	The department is responsible for project development and infrastructure planning and performs the functions presented below <ul style="list-style-type: none"> <li>a. Infrastructure Planning</li> <li>b. Projects Implementation Unit (PIU)</li> <li>c. Projects</li> </ul>
<b>4. Finance</b>	DoF	The department is responsible for functions presented below <ul style="list-style-type: none"> <li>a. Management Accounting</li> <li>b. Revenue Management</li> <li>c. Financial Management</li> <li>d. Stores Management</li> <li>e. Kiosk Management</li> <li>f. Water Bottling</li> </ul>
<b>5. Corporate Services</b>	DCS	The department undertakes the functions presented below; <ul style="list-style-type: none"> <li>a. General Administration</li> <li>b. Human Resource Management</li> <li>c. Security</li> <li>d. Fleet Management</li> </ul>

## 7. Location of Key Offices of the LWB

To ensure efficient service delivery, LWB decentralized operations to the Zonal offices, located in the Southern, Central and Northern parts of the city. Additionally, LWB is responsible for wastewater treatment. Table 2 presents the locations of the key offices.

**Table 2: Locations of Key Offices for LWB**

Office	Location	Satellite Offices
<b>Head Office</b>	Madzi House, Area 3, off Likuni road	
<b>Northern Zone Offices</b>	Area 28 in Kanengo, along the M1 road to Kamuzu International Airport.	<b>Satellite Office 1:</b> Located at Area 25 near the Kabwabwa cemetery
		<b>Satellite Office 2:</b> Located at Area 53 in Lumbadzi Post Office building.
<b>Central Zone Offices</b>	Area 10, Off Chayamba drive, near the Botanic Garden	<b>Satellite Office 1:</b> in FDH Bank at the Lilongwe Mall.
		<b>Satellite Office 2:</b> Located at the Gateway mall, off Kaunda Road
		<b>Satellite Office 3:</b> Located in Likuni near Likuni girls secondary school
<b>Southern Zone Offices</b>	Old Kalikuti Hotel building, Biwi Triangle	<b>Satellite Office 1:</b> Located at the Area 23 Market
<b>Kauma Wastewater Treatment Plant</b>	Area 44, Kauma	
<b>Water Bottling unit</b>	Adjacent to Madzi House, Area 3, off Likuni road	
<b>Kamuzu Dam I</b>	Malingunde Trading centre, T/A Masumbankhunda, Lilongwe	
<b>Kamuzu Dam II</b>	Malingunde Malingunde Trading centre, T/A Masumbankhunda, Lilongwe	

## 8 Information for disclosure

This section provides categories of information that the public can access from LWB in accordance with the ATIA. The following are the categories of information:

## **8.1 Key legislation**

- i. Water Works Act
- ii. Water Resources Management Act
- iii. Public Finance Management Act
- iv. Public Audit Act
- v. Public Procurement and Disposal of Assets Act
- vi. National Construction Industry Act
- vii. Lilongwe Water Works By-Laws
- viii. Water Works (Lilongwe Water Board) (Waterborne Sewerage Sanitation) By-Laws, 2023

## **8.2 Other Applicable Legislation**

- a) Competition and Fair-Trading Act;
- b) Public Officers (Declaration of Assets, Liabilities and Business Interests) Act; and
- c) Environmental Management Act
- d) Labour Relations Act.
- e) Corrupt Practices Act.
- f) Public Services Management Act
- g) Land Act
- h) Physical Planning Act
- i) Land Survey Act
- j) Customary Land Act
- k) Employment Act
- l) Pension Act
- m) Workers' Compensation Act
- n) Occupational Health and Safety Act
- o) HIV and AIDS Management Act
- p) Electronic Transactions and Cyber Security Act
- q) Access to Information Act
- r) Local Government Act
- s) Public Roads Act

### **8.3 National Policies and strategies**

- i. Malawi 2063
- ii. Malawi 2063 First 10-Year Implementation Plan (MIP-1)
- iii. National Water Policy
- iv. National Sanitation Policy
- v. Malawi Public Service Management Policy
- vi. National Sanitation and Hygiene Strategy
- vii. Malawi Public Service Regulations
- viii. National Disability Policy
- ix. Irrigation Policy
- x. National ICT Policy
- xi. Sexual Harassment Policy
- xii. Occupational Health and Safety Policy
- xiii. Project Implementation Guidelines

### **8.4 LWB Policies and guidelines**

- i. LWB Strategic Plan.
- ii. Performance Management Plans and Budget;
- iii. Staff Terms and Conditions of Service.
- iv. LWB operational policies (attached schedule).
- v. Customer Service Charter.
- vi. Catchment Management Strategy
- vii. Business Management Manual.
- viii. Emergency Preparedness Plan.
- ix. Water Safety Plan.
- x. Business Continuity Plans.
- xi. Dam Safety Management Plans.
- xii. Annual procurement and disposal plan.

### **8.5 Reports**

- a) LWB Annual Reports;

- b) LWB Audited Financial Statements;
- c) LWB Annual Procurement and Disposal Reports;
- d) LWB Annual Performance Reports;
- e) Survey Reports;
- f) Water quality reports;
- g) Water production reports;
- h) Compliance Reports

## **8.6 Project Documents**

- a) Project appraisal documents
- b) Projects completion reports
- c) Financing agreements
- d) Project Safeguards instruments and disclosures
- e) Projects agreements
- f) Subsidiary agreements
- g) Aide memoir
- h) Audited Project Financial Statements

## **9 Application Forms**

### **9.1 ATIA Forms**

- i. Form 1 – Request for access of information
- ii. Form 2 – Response to request for information grant of access / partial disclosure / refusal
- iii. Form 3 – Disclosure of information to a third party
- iv. Form 4 – Transfer of Request for Information to another information holder
- v. Form 5 – Request for Internal Review of a Decision
- vi. Form 6 – Request External Review of a Decision

### **9.2 LWB Forms**

- a. Water supply**
  - i. New Water Connection



- ii. Change of Ownership

**b. Sewer connection**

- i. Form S1 – Application for connection to public sewer
- ii. Form S2 – Application for a permit to discharge industrial liquid waste into a public sewer
- iii. Form S3 – Application for a vehicle license to transport industrial liquid waste
- iv. Form S4 – Vehicle license to transport industrial liquid waste

**v. Connection contract form**

**c. Other Forms**

- i. Indemnity
- ii. Payment agreements

## 10 Legal Records

- a) Licenses, authorizations, and certifications;
- b) Litigation and arbitration; and
- c) Insurance and claims.

### 10.1 Contracts and other agreements

- Procurement contracts are categorized as follows:
  - Works
  - Goods
  - Consultancy Services
  - Non-Consultancy Services (Physical Services)
- Service Level Agreements (SLA)

## 11 Operational data management systems

- a) Geographical Information System (GIS)
- b) Hydraulic model
- c) Supervisory Control and Data Acquisition (SCADA)

- d) Business Management Systems
- e) Call centre and faults management system

## **12 Studies**

- i. Water Supply Infrastructure Investment plan for Lilongwe City
- ii. Feasibility studies
- iii. Engineering studies
- iv. Sanitation and drainage improvement Master plan for Lilongwe City.
- v. Environmental and Social Impact Assessments
- vi. Environmental and Social Management Plans

## **13 Memorandum of Understanding (MoU)**

- a) LWB vs international and local water utilities
- b) LWB vs public/private universities, colleges and professional bodies
- c) Resources, Ownership, Connection and Knowledge (ROCKBlue)

### **13.1 Affiliations to Regional and Global Organizations**

- a) Water Services Association of Malawi (WASAMA)
- b) African Water and Sanitation Association (AfWASA)
- c) International Water Association (IWA)
- d) Eastern and Southern African Water and Sanitation (ESAWAS)
- e) Global Water Operators Partnership (GWOP)

### **13.2 Professional memberships**

- a) Economics Association of Malawi (ECAMA)
- b) Malawi Confederation of Chamber Commerce and Industry (MCCCI)
- c) Employers Consultative Association of Malawi (ECAM)
- d) ICT Association of Malawi
- e) Malawi Engineering Institution (MEI)
- f) Institute of Chartered Accountants of Malawi ICAM)
- g) Institute of People Management of Malawi (IPMM)

- h) Institute of Internal Auditors of Malawi (IIAM)
- i) Malawi Institute of Procurement and Supply (MIPS)
- j) Institute of Marketing in Malawi
- k) Public Relations Society of Malawi

#### 14 Details of Information Officers

NAME	CONTACT DETAILS
Mr. Hellings Hezekiya Nasoni	<b>Postal address:</b> Lilongwe Water Board P.O. Box 96 Lilongwe Mobile: +265 995134722 Email: <a href="mailto:hnasoni@lwb.mw">hnasoni@lwb.mw</a>
	<b>Physical address;</b> Madzi House, Postal code: 207203 Off Likuni Road, Area 3 Lilongwe.

#### 15 Information management/record keeping

- LWB has a system of creating, keeping, organizing and preserving information for internal purposes and for public consumption.
- For physical information, LWB has a secured registry office and archive room where documents and records are stored and kept by the institution's Registry Officer.
- Cloud storage for electronic information which is protected from cyber attacks.
- LWB has a website and social media pages (Facebook, X, Instagram, LinkedIn, YouTube) and engages the media to disseminate information regarding its activities.
- The LWB also adheres to legal and regulatory requirements concerning record retention and disposal, ensuring compliance with relevant laws and guidelines and to ensure information is securely stored.

## 16 Other sources of information

## 17 Timeframe for processing information

- The request for the information shall be processed within fifteen (15) working days, however an information seeker is given a receipt of acknowledgement within five (5) working days.
- When the Information Seeker is granted an access to information requested s/he is supposed to access that information within thirty (30) days.
- Further details on processes and procedures for accessing information, information seekers should refer to the ATIA or Information Guide by MHRC.

## 18 Redress Mechanisms Available in Case of Denial for Access

In case the response for request of information has not been satisfactory, the Information Seeker has the right to seek redress within sixty (60) working days from the date the decision has been received. The Information Seeker has the right to apply for internal review to the CEO of LWB.

Where the Information Seeker is not satisfied under the internal redress, they have the right to seek redress at the MHRC.

## 19 Costs for Reproduction of Information

### 19.1 Applicable Fees for Reproduction of Information

Application for access to information is free. However, fees shall apply for the reproduction of information in accordance with the First Schedule of the ATI Regulations which is available on [appendix 1](#)

SERVICE	CHARGE (MK)
Reproduction of copy of the Commission Guide	10,000. 00
Reproduction of copy of Information Manual	10,000. 00
Standard reproduction fees	5,000. 00
Reproduction over and above (3)	
for photocopying, per page	30. 00

SERVICE	CHARGE (MK)
where the record or part thereof is provided in an:	
alternate format, a fee not to exceed	50. 00
per page of braille	00. 00
per page of large print	100. 00
per CD	1,000. 00

## 20 Review of the manual

This manual shall be reviewed annually or whenever there is substantial change that has an impact on the content of the manual.

## 21 Conclusion

LWB is committed to uphold the principles of transparency and accountability as provided by the Act.

## **APPENDICES**

### **Appendix One: FORM 1: REQUEST FOR ACCESS TO INFORMATION**

#### **PART A: PARTICULARS OF INFORMATION HOLDER**

Name of the institution/ information holder

.....

Address of the institution/ information holder

.....

Location (District/Town/City/TA/Village)

.....

#### **PART B: PARTICULARS OF INFORMATION SEEKER**

Full Name: .....

Date of Birth: ..... Sex: ..... National ID Number: .....

Postal Address: .....

.....

.....

Physical Address: .....

.....

.....

Telephone Number: ..... Email Address: .....

#### **PART C: PARTICULARS OF PERSON ON WHOSE BEHALF THE REQUEST IS MADE**

(To be completed if request is being made on behalf of another person)

This indicates that you are authorized to act for the other person (Particulars of person on whose behalf the request is made. Please attach any documentation)

Name: .....

Address: .....

Date of Birth: ..... Sex: ..... National ID Number: .....

#### **PART D: PARTICULARS OF INFORMATION BEING SOUGHT**

Provide details about the nature of information being sought and justification. Include relevant details that can help in retrieving the information, such as source, author, date of publication, etc.

.....

.....

.....

.....

.....

Explain the purpose for which you seek this information and why it is important that the Information should be provided to you.

.....

.....

.....

.....

.....

.....

.....

## **PART E: FORMAT OF INFORMATION BEING REQUESTED**

State the format in which you want to access the information, e.g., print, electronic etc.

1. Normal print version        (.....)
2. Braille print version        (.....)
3. Other (state any other preferred format) .....

Signed at ..... on this ..... day of ..... 20.....



**Appendix Two FORM 2: RESPONSE TO REQUEST FOR INFORMATION GRANT OF ACCESS / PARTIALDISCLOSURE / REFUSAL**

**PART A: PARTICULARS OF INSTITUTION/INFORMATION HOLDER**

Name of institution/information holder:.....

Address:.....

.....

Phone Number:.....

Email:.....

Date:.....

**PART B: PARTICULARS OF INFORMATION SEEKER**

Full Name:.....

Date of birth..... Sex.....

National ID Number .....

Postal

address.....

.....

Physical address.....

Telephone number.....

Email address.....

**RESPONSE**

Reference is made to your request for information concerning.....which was made on ..... The request is granted/partially granted/refused.

**REASONS**

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

Attachments:.....

Name of Information Officer:.....

Signature:.....

Stamp:\_\_\_\_\_

Information collected by:.....

Signature:..... Date:.....

**Appendix Three FORM 3: DISCLOSURE OF INFORMATION TO A THIRD PARTY**

**PART A: PARTICULARS OF THE THIRD PARTY (NAME AND ADDRESS)**

.....  
.....

We are in receipt of a request for information from the person whose particulars are contained below. The person has requested for the following information

.....  
.....

.....Section 20 of the Access to Information Act requires that where the requested information might be confidential or affect business interests of a third party, the third party must be notified of the request. You are therefore requested to indicate, within ten (10) working days from the date of this notice, if you have any objection to the disclosure of the requested information. Should you have any reservations to this disclosure, please provide your justification.

Below are the details of the person who has requested for the information.

Full Name:.....

Date of birth..... Sex.....

National ID Number .....

Postal  
address.....

.....

Physical address.....

Telephone number.....

Email address.....

Kindly take note that failure to respond to this notice within the prescribed period will result in disclosure of the requested information to the information seeker.

Name: .....Signed:.....

*INFORMATION OFFICER*

Date: .....

**Appendix Four FORM 4 : TRANSFER OF REQUEST FOR INFORMATION TO ANOTHER INFORMATIONHOLDER**

**PART A: PARTICULARS OF INFORMATION HOLDER**

Name of the institution/information holder.....  
Address of institution/information holder.....  
Location (District/Town/City/TA/Village).....

**PART B: PARTICULARS OF INFORMATION SEEKER**

Full Name:.....  
Date of birth..... Sex.....  
National ID Number .....  
Postal  
address.....  
.....  
Physical address.....  
Telephone number.....  
Email address.....

**PART C**

Further to the information request you submitted on..... We wish to direct you  
to..... who will provide you with information on  
.....

..... :.....  
*Signed* *Name*

.....  
*Signed*  
*INFORMATION OFFICER*

Date: .....

**Appendix Five FORM 5: REQUEST FOR INTERNAL REVIEW OF A DECISION**

**PART A: PARTICULARS OF INSTITUTION/INFORMATION HOLDER WHOSE DECISION IS A SUBJECT OF THIS REQUEST**

Name of institution/information holder

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

Address of the institution/information holder

.....  
.....

Location (District/Town/City/Village)

.....

Email Address: ..... Telephone: .....

**PART B: PARTICULARS OF THE INFORMATION SEEKER**

Full Name:

.....

Date of Birth: ..... Sex: ..... National ID Number: .....

Postal Address:

.....  
.....

Physical Address:

.....  
.....

Telephone Number: ..... Email Address: .....

**PART C: PARTICULARS OF PERSON ON WHOSE BEHALF THE REQUEST IS MADE**

(To be completed if a request is submitted on behalf of another person)

Particulars of person on whose behalf the request is made

Full Name:

.....

Date of Birth: ..... Sex: ..... National ID Number: .....

Postal

Address: .....

.....

.....

Physical Address:

.....

.....

Telephone Number: ..... Email Address:.....

Reason(s) for representing the information seeker .....

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**PART D: SUMMARY OF REQUEST**

Provide a summary of your request for information and reasons why you disagree with the decision of the information officer

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**Appendix Six FORM 6 : REQUEST FOR EXTERNAL REVIEW OF DECISION OF INFORMATION HOLDER**

**PART A: PARTICULARS OF THE INSTITUTION WHOSE REQUEST DECISION IS SUBJECT OF THIS**

Name of the institution.....

Address of the institution.....

Location (District/Town/City/TA/Village.....

Email Address.....

Telephone.....

**PART B: PARTICULARS OF THE COMPLAINANT**

Full Name:.....

Date of birth..... Sex.....

National ID Number .....

Postal  
address.....  
.....

Physical address.....

Telephone number.....

Email address.....

**PART C\_\_PARTICULARS OF PERSON ON WHOSE BEHALF THE REQUEST IS MADE**

(To be completed when a complaint is submitted on behalf of another person)

Full Name:.....

Date of birth..... Sex.....

National ID Number .....



Postal  
address.....

.....  
Physical address.....

Telephone number.....

Email address.....

Capacity in which the request is made:

.....  
.....

#### **PART D: EXHAUSTION OF INTERNAL REVIEW MECHANISM**

(Please state the steps taken to resolve the matter with the information holder and the final decision made by the information holder)

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

#### **PART E: NATURE OF THE COMPLAINTA (PLEASE) CIRCLE OR TICK WHICHEVER IS APPLICABLE)**

The complaint relates to\_\_

1. Refusal of access to information by the information holder
2. Unreasonable fees payable
3. Failure to comply with set time limits by the information holder
4. Any other matter relating to a request for information (Please specify)

.....  
.....

.....

**PART F\_\_SUMMARY OF REQUEST**

(Provide a summary of your complaint and describe the action or events that prompted you to complain. Please indicate, where possible, name of the file or document and dates relevant to the complaint including date when the information was requested and date when the response was received)

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**PART G: TYPE OF ASSISTANCE REQUESTED**

(Describe the type of assistance sought from the Commission)

.....

.....

.....

.....

Signed at.....this.....day of..... year .....

.....

*Signature of complainant*