

A step-by-step guide on how to register on the Information Regulator's eServices Portal:

Section 32 of the PAIA requires the Information Officer (IO) of every public body to submit on an annual basis a report to the Information Regulator in respect of access to information requests received and processed by the public body.

Section 32 of PAIA requires the Information Officer of each Public Body to annually submit to the Information Regulator a report stating all requests received and processed by the Public Body. Section 83(4) of PAIA empowers the Regulator to request the Head of a Private Body to furnish it with reports about requests for access to records of the Private Body.

How to:

Step 1 - Register

- 1.1. To register click on this link [E-Services Portal](#). Instructions on how to register can be found [here](#).
- 1.2. Look at the section titled "USER PROFILE MIGRATION". You should be able to use your original registration details in this section to migrate to the new portal. In this section, click on **CLICK HERE** which is highlighted in red.
- 1.3. If you cannot migrate your old profile, register as a new user which may be quicker and more efficient. Click on the registration icon in the top right-hand corner of the screen.
- 1.4. The page that opens now provides for someone to act as "Admin Officer", allowing the Admin Officer to register on behalf of the Information Officer. Note that all Information Officer details are required (ID, title, name, surname, email address, cell phone number etc) to register the Information Officer.
- 1.5. Load the profile on the site by selecting the country, and entering the ID, title, name, surname, email address, cell phone number, and *password*. Note that each ID can only register once on the portal. Click on **REGISTER**.

- 1.6. The link will be sent to the email provided. In your email, click on activate account. It will take you to the IR (Information Regulator) website and click on the red **LOGIN** icon.
- 1.7. Once logged in, an OTP will be sent to the email address registered. Type the OTP in the space provided, and you will be connected to the dashboard.
- 1.8. In the dashboard, go to '**Information Officers**' to migrate the IO information from the previous portal. For this, you will need your **previous registration certificate number**. Enter the detail and click on **SEARCH**.
- 1.9. Select the organisation body, organisation type, enter the company registration number, and click on **SEARCH**. The business information will be displayed, with the directors from CIPC.
- 1.10. The information must then be verified. Enter/confirm the required information.
- 1.11. Complete the IO details where it did not pull through.
- 1.12. Once completed, the Deputy Information Officer (DIO) will display, if you have any. This is also where Admin Officers can be added.
- 1.13. On the final registration screen, tick on the box to agree, and click on Register.
- 1.14. The site will confirm the registration and a digital certificate will be emailed to you. Please file this for future use.

Step 2 – Submit the PAIA return

- 2.1. The Regulator has published the PAIA Annual Report Submission Guide – click on the link to print or download it [PAIA Annual Report Submission Guide](#). This guide provides a step-by-step guide to navigate you through the process.
- 2.2. Note that if all your responses to the questions are zero (0), please complete each question with a 0.
- 2.3. Where you have data that report – provide the accurate information by question on the report.
- 2.4. Once you have completed the questionnaire – submit the report.
- 2.5. The Portal confirms the submission and will send a confirmation of submission email. Print this email and file it with your registration information.

Step 3 - Upload your PAIA manual (Optional)

- 3.1.** Go back to the services page and select the PAIA Manual icon to upload the PAIA manual.
- 3.2.** The screen will display the company, select it.
- 3.3.** You can either drag and drop the file or select a file.
- 3.4.** Select the language of the file and submit it.

Media Statement

<https://info regulator.org.za/wp-content/uploads/2020/07/Final-Media-Statement-PAIA-Annual-Report-Submission.pdf>

Should public and private bodies experience technical challenges, the PAIA technical support team can be contacted on Paiaasupport@info regulator.org.za or (010) 023 5200.

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