



PROCEDURE ON ACCESS TO INFORMATION

STEP 1: Access to Information Officer (CEO) or delegated officer shall record the details of the requested information in the Authority's request to access information register within 24 hours upon receipt.

STEP 2: The officer receiving the request to information access to acknowledge receipt within two (2) days and advise the applicant how to access the request to access information form and guide on how to fill it.

STEP 3: Processing of urgent requests to be done by the officer within 48 hours upon receipt and ordinary requests within twenty one (21) days.

STEP 4: Communication of any transfers of requests to the applicants to be done within seven (7) days upon receipt.

STEP 5: Communication on *inter alia*, applicable fees, mode of payment, process of accessing information and the right of appeal to the CAJ within seven (7) days from the date of receipt.

STEP 6: Upon payment of applicable fees, the applicant to be facilitated to access the requested information within five (5) days.

STEP 7: In the event that the information requested is confidential in nature, the applicant will be required to sign the confidentiality agreement form.



ISO 9001:2015 CERTIFIED