



- 7.3.5. A requester who is dissatisfied with the fees charged may lodge an internal appeal against such decision, as set out in paragraph 8.1 below.
- 7.3.6. Fees must be paid into the Department's bank account. **The deposit must be correctly referenced**, and proof of each payment must be submitted to the Department.
- 7.3.7. In summary therefore, every request (and internal appeal) must be accompanied with the proof of payment of the R100.00 request fee. If a record requires to be reproduced, the Department will communicate with the requester informing him/her about the access fee to be paid.<sup>15</sup>
- 7.3.8. The bank details for the Department PAIA fees:

**Bank Name** : ABSA  
**Account Name** : Department of Health  
**Account Number** : 41-0021-5080  
**Branch Name** : ABS EC PUBL SECTOR  
**Branch Code** : 632005  
**Reference number** : PAIA (Name and Surname of Patient / Interested Person<sup>16</sup>)

**Proof of Payment** : paia.info@echealth.gov.za

<sup>15</sup> In terms of section 22(2)(b) of PAIA and Annexure B of the 27 August 2021 PAIA Regulations, a deposit may be required where more hours than prescribed will be required to search for and prepare the records.

<sup>16</sup> The patient's name and surname must be used as payment reference when depositing the request or access fee for medical records. The name of the interested person or organisation must, in the alternative where relevant, be used as the payment reference in all other requests for records. The names of attorneys or third parties as payment reference does not assist the tracking for compliance purposes.