



ACCESS TO INFORMATION MANUAL



April 2024



1.0. INTRODUCTION

The University of Malawi (UNIMA) is the largest and oldest public university in Malawi, established in 1965. The University was delinked into three public universities through Acts of Parliament Nos. 18, 19 and 20 of 2019 establishing a reconstituted UNIMA, formerly Chancellor College, Malawi University of Business and Applied Sciences (MUBAS), formerly the Polytechnic and Kamuzu University of Health Sciences (KUHeS), formerly College of Medicine and Kamuzu College of Nursing respectively. The enactment of these Acts was published through Government Notices Nos. 27, 28, and 29 of 2021 in the Malawi Gazette Supplement dated 26th April, 2021. Consequently, the Minister of Education gazetted 4th May, 2021 to be the commencement date for these universities.

The objectives of the reestablished UNIMA based on Section 5 of the UNIMA Act No. 18 of 2029, are to:

- a) Provide high quality university education in an accountable manner;
- b) Provide demand driven specialist training in such areas as may be found desirable in liberal arts, education, science and technology;
- c) Contribute towards national development through research based community outreach and engagement activities;
- d) Conduct multidisciplinary research that is responsive to the needs of Malawi and the whole world;
- e) Offer expert knowledge that inform development, implementation, monitoring and evaluation of national policies, legislation and development agenda;
- f) To promote and nurture a culture of entrepreneurship, invention and innovation among students and staff, and
- g) Foster capacity for independent critical thinking and informed intellectual discourse among students.

The aim of the University is to competitively impart knowledge and produce transferable skills by engaging in teaching and learning, research, consultancy and outreach activities in response to community, national and global needs. UNIMA is a quality driven University that leads in humanities, social sciences, science and technology for skills development for Malawi and humanity structured around five schools, namely:

- i) School of Arts, Communication and Design;
- ii) School of Education;
- iii) School of Humanities and Social Sciences;
- iv) School of Law, Economics and Government; and
- v) School of Natural and Applied Sciences.

These Schools offer 51 undergraduates and 69 postgraduate programmes. There are four centres namely:

- Centre for Education Research and Training (CERT),
- Centre for Language Studies (CLS),
- Centre for Social Research (CSR) and
- Natural Resources and Environment Centre (NAREC).



2.0. ACCESS TO INFORMATION ACT (2017)

The Access to Information Act (ATIA) provides for the right of access to information in the custody of public and relevant private institutions; the processes and procedures related to obtaining that information; and to provide for matters connected therewith or incidental thereto. The ATIA requires that information holders should develop an information manual.

3.0. AVAILABILITY OF THE MANUAL

This manual can be accessed on the following platforms:

- i) UNIMA website (www.unima.ac.mw),
- ii) UNIMA Social Media handles:
 - **Facebook:** @University of Malawi – UNIMA;
 - **Linkedin:** @University of Malawi – UNIMA;
 - **X:** @unima_official;
 - **Instagram:** @unima_official; and
 - **TikTok:** @unima_official)

The information seeker can also request a copy from the Information Officer (IO). It is also readily available at UNIMA administration office. If you encounter any challenges using or accessing this manual online, please contact the IO on +265888765111.

4.0. PURPOSE OF THE INFORMATION MANUAL

The purpose of this manual is to provide the procedure to access information held by UNIMA. Furthermore, it ensures compliance with the ATIA Section 16 (1).

5.0. FUNCTIONS AND STRUCTURE OF THE UNIVERSITY OF MALAWI

The University is a higher education institution established by an Act of Parliament No.18 of 2019 (the “UNIMA ACT”). The University’s governance structure is set up as follows:

a) The Chancellor

The Chancellor is the titular head of the University.

b) The Council

The UNIMA Act Section 11 (1) stipulates that the Council is the governing body of the University and exercises general supervisory responsibility over all the affairs of the University including its relations with the public.

c) The Senate

The Senate is accountable to the Council as prescribed in section 28 of the UNIMA Act.

d) The Vice Chancellor

The Vice Chancellor is the Chief Executive Officer of the University responsible for the management and administration as provided in Section 20 of the UNIMA Act.

e) The UNIMA Management

The UNIMA Management assists the Vice Chancellor in planning, supervising and executing the management and administration of the University.

f) Student Representative Council

The Student Representative Council (SRC) is elected democratically, is responsible for the management of organised student life according to a constitution and functions via different portfolio committees.

6.0 NAMES AND CONTACTS OF INFORMATION OFFICERS

No	Name & Position	Information officer designation	Contacts
1	Alfred Iteta Banda Deputy Registrar	Information Officer	atia@unima.ac.mw 0888756111
2		Assistant Information Officer -	Vacant
3		Assistant Information Officer -	Vacant
4		Assistant Information Officer -	Vacant

7.0 UNIMA'S SCHOOLS AND DEPARTMENTS

No.	School	Department
1	School of Arts, Communication and Design:	Academic Skills and Careers; Drama and Theatre Studies; Entrepreneurship and Creative Industry; Fashion and Design; Fine Art; Media and Communication Studies; Film and Photography; and Music and Dance.
2	School of Education	Early Childhood and Primary Education; Education Foundations; Higher Education Management and Professional Development; Language Education; Science Mathematics and Technology Education; and Social Sciences Education.
3	School of Humanities and Social Sciences	History, Archeology and Heritage; Language, Linguistics and Classical Studies; Literary Studies; Philosophy; Psychology and Medical Humanities; Sociology and Population Studies; and Theology and Religious Studies.
4	School of Law, Economics and Government	Economics; Management and Leadership Studies; Politics and Government; Private Law; and Public Law and Clinical Legal Education.
5	School of Natural and Applied Science	Biological Sciences and Biomedical Health Sciences; Chemistry and Chemical Engineering; Computing; Geography, Earth Sciences and Environment; Human Ecology and Agricultural Sciences; Mathematical Sciences; and Physics and Electronics.

8.0 INFORMATION FOR DISCLOSURE

This section provides categories of information that the public can access from UNIMA in accordance with Section 15 of ATIA.

9.0 CATEGORIES OF RECORDS THAT ARE AUTOMATICALLY AVAILABLE

The following information is automatically obtainable by addressing an enquiry to the Information Officer, as well as on the website of the University of Malawi:

- a) General information**
 - i) General UNIMA facts
 - ii) Schools
 - iii) Programmes
 - iv) Library Services
 - v) Research
 - vi) Community Outreach Services
 - vii) Website
 - viii) Sitemap
 - ix) Contact information
- b) Staff information**
 - i) Support services
 - ii) Staff directory
 - iii) Staff establishment
 - iv) Vacant posts
- c) Student information**
 - i) Prospective students
 - ii) Current students
 - iii) ODeL
 - iv) Alumni
 - v) International students
- d) News**
 - i) Media
 - ii) Corporate publications
 - iii) Newsletters
 - iv) Links
 - v) News archive

10.0. INFORMATION THAT CAN BE GRANTED OR DISCLOSED

Please note that this list is merely a general indication of information possessed by UNIMA, but that it will not necessarily be made available without approval, as certain records are confidential. Please feel free to consult the website of the University for information that is readily available: <http://www.unima.ac.mw>.

- a) The Council, Executive Committee and other Committees of Council**
 - i) Agenda of meetings
 - ii) Minutes of meetings
 - iii) List of members
- b) The Senate and other Committees of Senate**
 - i) Agenda of meetings
 - ii) Minutes of meetings
 - iii) List of members
- c) UNIMA Management**
 - i) Agenda of meetings
 - ii) Minutes of meetings
 - iii) List of members
- d) The Staff Meetings**
 - i) Agenda of meetings
 - ii) Minutes of meetings
 - iii) List of members
- e) The Student Representative Council**
 - i) Agendas of meetings
 - ii) Minutes of meetings
 - iii) List of members
- f) Student Academic Services**
 - i) Application forms for admission
 - ii) Prospectus of programmes offered
 - iii) Fees payable
 - iv) Academic records
 - v) Student profiles and statistics
- g) Human Resources**
 - i) General conditions of service
 - ii) Staff policy and procedures
 - iii) Skills development / staff development
 - iv) Performance management system
 - v) Staff records

h) Financial matters

- i) Audit reports
- ii) Budget guides
- iii) Annual financial statements

i) Academic matters

- i) Minutes of the School Boards
- ii) Minutes of the Departments
- iii) Minutes of the Centres
- iv) Minutes of the Research Units

j) Support Services

Policy and management information of the following support services:

- i) Centre for Social Research (CSR)
- ii) Centre for Educational Research and Training (CERT)
- iii) Centre for Language Studies (CLS)
- iv) NAREC
- v) Communication and Marketing
- vi) Community Engagement
- vii) Directorate of Research
- viii) Directorate of Students Affairs
- ix) Finance
- x) Human Resources
- xi) Information and Communication Technology Services (ICT Services)
- xii) Institutional Advancement
- xiii) Internal Auditing
- xiv) Office for International Affairs
- xv) Library and Information Services (LIS)
- xvi) Student Recruitment Services
- xvii) Administration Meetings
- xviii) Postal Services and Documentation
- xix) Security Services
- xx) Research Development
- xxi) Retirement Funds
- xxii) Capacity Building

- xxiii) Student Academic Services
- xxiv) Student Affairs
- xxv) Student Counselling and Development
- xxvi) University Estates
- xxvii) Facilities Management
- xxviii) Facilities Planning
- xxix) Postgraduate School
- xxx) Current students

11.0. PROCEDURE FOR REQUESTING INFORMATION

Requests for information can either be made online or alternatively;

a) Orally in which case:

- i) The IO shall reproduce the oral request in writing
- ii) The request should be addressed to an Information Officer (IO)
- iii) Written versions to be read to the information seeker so that they understand and accept the content of the request
- iv) Request to contain adequate information so that the information seeker is properly identified.
- v) The information seeker shall sign for the written request that has been reproduced for him or her by the IO.
- vi) A third party can request information if that somebody is illiterate, disability or a minor.

b) Email or other electronic form:

- i) Print the formal request form available on the UNIMA Website or UNIMA Social Media handles:
 - **Facebook:** @University of Malawi – UNIMA;
 - **LinkedIn:** @University of Malawi – UNIMA;
 - **X:** @unima_official;
 - **Instagram:** @unima_official; and
 - **TikTok:** @unima_official).
- ii) Send the completed and signed form to atia@unima.ac.mw
- iii) Form 1 hard copies and handwritten request should be completed and signed and sent to the IO

12.0. NOTES ON THE REQUEST PROCEDURES

- a) In certain circumstances, information seeker may be required to pay a fee to UNIMA before the record that you have requested is made available to you. Only after you have paid the fee will UNIMA commence searching for the required information.
- b) After receipt of the payment, UNIMA may disclose the record to you in the format that you have requested or in the format that the record exists unless the refusal of access to the records is permitted in terms of this manual as stipulated in the ATIA Section 28 to 36.
- c) Be informed that the information seeker is required to comply with procedure set out in this manual.
- d) If you are requesting information on behalf of a third party, the information seeker should indicate the relationship with the third party s/he is requesting information for and provide proof of authorization.

13.0. INFORMATION EXEMPTED FROM DISCLOSURE

- a) The University has the right to refuse requests for information that are clearly frivolous or vexatious, or involve an unreasonable diversion of resources.
- b) The other main grounds on which the University has the right, in terms of ATIA to refuse a request for information are the mandatory protection of:
 - i) the privacy of a third party, who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person;
 - ii) the commercial information of a third party, if the record contains trade secrets, financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party.
 - iii) information disclosed in confidence by a third party to the University if the disclosure could put a third party at a disadvantage in negotiations or commercial competition;
 - iv) confidential information of third parties if it is protected in terms of any agreement;
 - v) the safety of individuals and the protection of property and the operations of the University;
 - vi) records that would be regarded as privileged in legal proceedings;
 - vii) the commercial activities of the University, which may include trade secrets, financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the University;
 - viii) information which, if disclosed, could put the University at a disadvantage in negotiations or commercial competition;
 - ix) computer software that is owned by the University; and
 - x) the research information of the University or a third party if disclosure would disclose the identity of the University, the researcher or the subject matter of research and would place the research at a serious disadvantage.

14.0. HOW LONG MUST AN INFORMATION SEEKER WAIT BEFORE RECEIVING THE REQUESTED INFORMATION?

- a) The IO is required to take a decision on the request within 30 (thirty) days of receipt of the request, failing which the request is deemed to have been refused.
- b) Should the 30 (thirty) day period be extended, the Information Officer will notify the information seeker of the extension as well as provide the information seeker with the reasons for the extension.

15.0. HOW WILL AN INFORMATION SEEKER BE INFORMED OF THE OUTCOME OF THE REQUEST?

The information seeker will be notified of the Information Officer's decision in the manner specified in the request form.

16.0. INTERNAL REVIEW

- a) An information seeker who has been denied access to information, has a right to apply for an internal review, through the IO orally or in writing.
- b) The application shall be made using Form 5 (Request for Internal Review of a Decision).
- c) UNIMA Internal review committee shall consist of at least one (1) Executive Dean and two (2) Assistant Registrars and one (1) Finance Manager in compliance with the ATIA. However, an adhoc committee shall be constituted if one or some of the existing committee members are involved in the information which is to be granted.
- d) If the information seeker is not satisfied with the decision made by the internal review committee, the information seeker is at liberty to make an application for an external review to Malawi Human Rights Commission.

17.0. TIMEFRAME

- a) UNIMA is committed to acknowledge receipt of the request within 5 working days.
- b) UNIMA will communicate to the information seeker a decision to grant or refuse access to information within 15 workdays from the date of receipting the formal request.
- c) The information seeker is expected to collect or access the information within 30 days from the day of communication from UNIMA.
- d) An application for internal review shall be made within 60 days after denial of access to information.
- e) The internal review process will not take more than 21 days from the date of the receipt of the request.

18.0. 2024/2025 CONTRACTS WITH SUPPLIERS OF GOODS, WORKS AND SERVICES

No	Contract	Supplier	Duration
1	Provision of security services	KELMA Security Services	12/2023 to 12/2024
2	Provision of cleaning of office and Hostel services	CLEPA Investment	12/2023 to 12/2024
3	Provision of Cleaning and Ground, Maintenance, Landscaping Services	Beyond Cleaning Services & Landscaping	12/2023 to 12/2024
4	Provision of Residential Security Services with Installation Security Alarm at Zomba	G4S Secure Solutions (Mw) Limited	01/07/2023 to 01/07/2024
5	Supply and Delivery of Motor Vehicles 4 x 4 Double Cab Pickups	Imperial Motors Limited	22/12/23 once off
6	Provision of General Insurance Services	United General Insurance	March, 2024 to March, 2026
7	Provision of Legal Retainer	Nicholls & Brookes -Attorneys at Law	2024 to 2026
8	Provision of car hiring services	Carmel Car Hire and Travel	2024
9	Supply and delivery of motor vehicle (UNIMED)	CFAO Malawi	2024
10	Supply and delivery of motor vehicle (CRAFT Project)	CFAO Malawi	2024
11	Supply and delivery of Xerox toner and certificate	Xerographic	2024
12	Supply and delivery of photocopier paper A4	Top10 Solutions	2024
13	Supply and delivery of laptop computer, desk top computer, printer, UPS 650V230V Mac book Pro 14.2	AGL CYBER Solutions	2024
14	Provision of car hiring services	Murhenso Car Rental	2024

15	Supply and delivery of plumbing materials	Bembeke Trading	2024
16	Supply and delivery of white board	Kontek Engineers	2024
17	Provision of car hiring services	Murhenso Car Rental	2024
18	Provision of car hiring services	Carmel Car Hire and Travel	2024
19	Supply, delivery and Installation of CCTV	Lomaku Technologies	2024
20	Supply and delivery of lab equipment	Top surge	2024
21	Supply and delivery of laptop computer	Star Computers & General Dealers	2024
22	Supply and delivery of brick force wire	Bembeke Trading	2024
23	Supply and delivery of Plumbing material	Bembeke Trading	2024
24	Supply and delivery of carpentry materials	Creck Hardware	2024
25	Supply and delivery of printer, external hard drive	A.Nanga Computers	2024
26	Supply and delivery of hand set	Globe Electronics Ltd	2024
27	Supply and delivery of roofing materials	Rhyme Hardware	2024
28	Supply and delivery of carpentry materials	Creck Hardware	2024
29	Supply and delivery of stationery	No J Suppliers & General Dealers	2024
30	Supply and delivery of painting materials	New Dawn Investments	2024
31	Provision of car hiring services	Carmel Car Hire and Travel	2024
32	Provision of maintenance services	Xerographic	2024
33	Supply and delivery of filing cabinet, HDMI cables, 20m , butterfly cables, power adaptor, mouse, External	No J Suppliers & General Dealers	2024

	Hard drive ,flush disks 16 GB, power extension.		
34	Supply and delivery of carpentry materials	Bembeke Trading	2024
35	Supply and delivery of laptop charger,	Star Computers & General Dealers	2024
36	Supply and delivery of stationery	No J Suppliers & General Dealers	2024
37	Supply and delivery of lab equipment	Top surge	2024
38	Supply and delivery of painting materials	New Dawn Investments	2024
39	Provision of fumigation and killing of Rats	Pest Solutions Limited	2024
40	Supply and delivery of Xerox drum	Xerographic	2024
41	Supply Delivery and Installation of CCTV	LOMAKU Technologies	2024

19.0. PROJECTS UNDERWAY

- 15.1 Refurbishment of Old University office block and Associated External Works at University of Malawi Zomba City.
- 15.2 Construction of Administration Office Block and Associated External Works at University of Malawi.
- 15.3 Construction of Prefabricated Classroom Blocks and External Associated Works.
- 15.4 Consultancy Services for Designs Review, Detailed Design and Construction Management for Halls of Residence Building for Postgraduate and Undergraduate Students.
- 15.5 Construction of Halls of Residence Building for Postgraduate and Undergraduate Students and External Associated Works.
- 15.6 Construction of Teaching and Learning Centre and External Associated Works.

20.0. CITIZENS PARTICIPATION

The following channels can be used to access information and report concerns: UNIMA official Website, social media handles and physical correspondence.



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

Name:

Address:

Identity Number:

Contact Number of the Third Party

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.



REQUEST TO ACCESS TO INFORMATION

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

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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 other preferred format)

Signed at this day of 20

Signature of the information seeker

Information Officer: Alfred Iteta Banda, Email: atia@unima.ac.mw; Cell: 0888756111



REQUEST TO ACCESS TO INFORMATION

RESPONSE TO REQUEST FOR INFORMATION GRANT OF ACCESS / PARTIAL DISCLOSURE / REFUSAL

PARTICULARS OF INSTITUTION/INFORMATION HOLDER

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

Address:.....

.....

Phone Number:.....Email:.....

Date:.....

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 onThe request is granted/partially granted/refused.

REASONS

.....

.....

Attachments:

Name of Information Officer:..... Signature:.....

Stamp:

Information collected by:..... Signature:.....

Date:.....

Information Officer: Alfred Iteta Banda, Email: atia@unima.ac.mw; Cell: 0888756111



REQUEST TO ACCESS TO INFORMATION

DISCLOSURE OF INFORMATION TO A THIRD PARTY: PART A

Particulars of the Third Party (Name and Address)

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.....

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

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.....

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:



REQUEST TO ACCESS TO INFORMATION

FORM 4 (reg. 20)

TRANSFER OF REQUEST FOR INFORMATION TO ANOTHER INFORMATION HOLDER 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:

Information Officer: Alfred Iteta Banda, Email: atia@unima.ac.mw; Cell: 0888756111



REQUEST TO ACCESS TO INFORMATION

FORM 5 (reg. 23)

REQUEST FOR INTERNAL REVIEW OF A DECISION

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

Name of institution/information holder.....

Address of institution/information holder.....

Location (District/Town/City).....

Email Address.....

Telephone.....

PART B PARTICULARS OF THE INFORMATION SEEKER

Full Name:.....

Date of birth Sex

National ID Number

Postaladdress.....

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.....



REQUEST TO ACCESS TO INFORMATION

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 why the information should be provided to you. Give reasons why you disagree with the decision of the information officer)

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PART E TYPE OF ASSISTANCE REQUESTED

(Describe the type of assistance that you are looking for from the Head of the Institution to whom the request for information was addressed)

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Signed at this day of 20

Signature of the information seeker

Attach copies of the following documents if available:

1. The request for information Form
2. The information officer’s response to the request for access to information

Information Officer: Alfred Iteta Banda, Email: atia@unima.ac.mw; Cell: 0888756111



REQUEST TO ACCESS TO INFORMATION

FORM 6 (reg. 25)

REQUEST FOR EXTERNAL REVIEW OF DECISION OF INFORMATION HOLDER

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

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:

.....



REQUEST TO ACCESS TO INFORMATION

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)

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.....

PART E NATURE OF THE COMPLAINT (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

Information Officer: Alfred Iteta Banda, Email: atia@unima.ac.mw; Cell: 0888756111