

# Access To Information (ATI) Procedure

## 1. Access Information Officer

The CEO is the Information Access Officer for purposes of the Act, the CEO may then delegate this duty and appoint an Information Access Officer.

## 2. Application for Access

Application shall be made in writing, in English or Kiswahili with sufficient particulars for the public officer to understand what is being requested.

Where an applicant is unable to make a written request due to illiteracy or disability the officer may assist the applicant to submit his/her inquiry in writing.

A request form for making inquiries may be available for the person requesting any information. The form –‘Feedback Form’ is available on our main administration reception and at the Company’s website ([www.sonymsugar.co.ke](http://www.sonymsugar.co.ke)). No request shall be rejected on the basis that the applicant did not use the prescribed format.

## 3. Processing the Application

An officer shall make a decision on an application as soon as possible or in any event within 21 days of the receipt of application or within 48 hours if urgent.

The Information Officer handling a request may extend the period of response in a single occasion for a period of 14 days if:

a) The request is for large amount of information (or required to search)

Where the applicant does not receive any response within the stipulated time, the application is deemed rejected, and a communication shall be done.

## 4. Fees

No fee may be levied in relation to submission for application.

A public entity or private body may charge a prescribed fee but this should not exceed actual cost of making copies

All requests for ATI shall be sent to [administration@sonysugar.co.ke](mailto:administration@sonysugar.co.ke) or dropped at the CEOs office in Awendo. The applicant can also fill an online form on our website.