



HOUSING FINANCE COMPANY LIMITED

ACCESS TO INFORMATION 2018

ANNUAL REPORT FOR THE YEAR (2023)

PUBLISHED AND SUBMITTED (31st January 2024)

**(SECTION 54 STATISTICAL REPORT AND SECTION 55
CATEGORIES OF INFORMATION REPORT STANDARD
FORMAT)**

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HOUSING FINANCIAL SERVICES COMPANY LIMITED

ACCESS TO INFORMATION ACT

ANNUAL REPORT FOR THE YEAR 2018

PUBLISHED AND SUBMITTED BY THE INFORMATION COMMISSIONER

SECTION 54 STATISTICAL REPORT AND SECTION 55 CATEGORIES OF INFORMATION REPORT STANDARD FORMAT

INFORMATION COMMISSION

INTRODUCTION

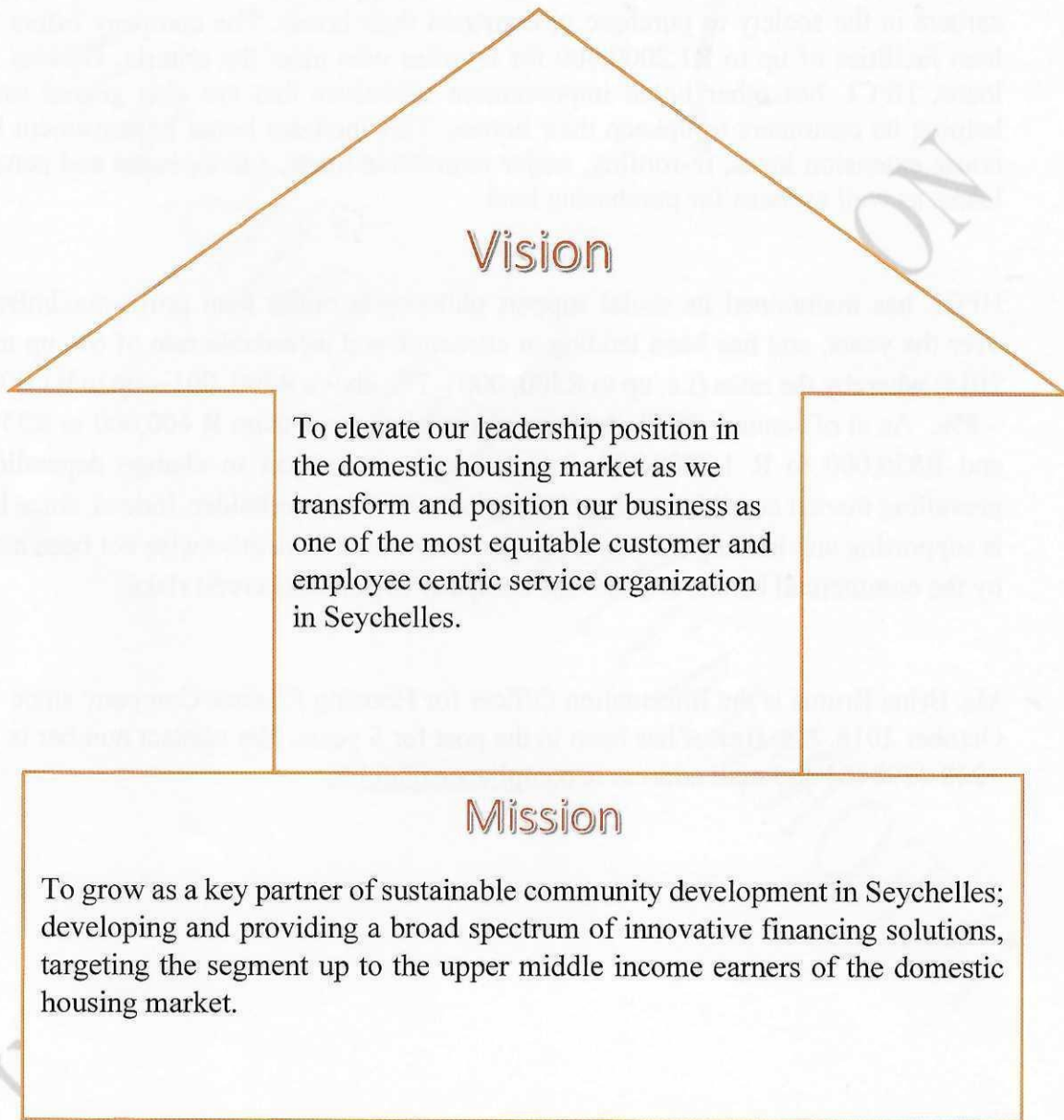
ABOUT THE HOUSING FINANCE COMPANY LIMITED

Housing Finance Company Limited (HFCL) is a financial body which was incorporated on 21 May 2003 under the Companies Act, 1972. It is exclusively owned by the Government of Seychelles and is mandated to support the lower and middle-income earners in the society to purchase or construct their house. The company offers home loan facilities of up to R1,200,000 for families who meet the criteria. Besides home loans, HFCL has other home improvement initiatives that are also geared towards helping its customers to upkeep their homes. This includes home improvement loans, house extension loans, re-roofing, major renovation loans, survey loans and pensioner loans, as well as loans for purchasing land.

HFCL has maintained its social support philosophy rather than profit-maximizations over the years, and has been lending at attractive and affordable rate of 6% up to July 2014; whereby the rates (i.e. up to R500, 000 – 7%, above R500, 001 – up to R1,200,000 – 8%. As at of January 2020, the loan amount increased from R 400,000 to R550,000 and R850,000 to R 1,200,000. Interest rates are subject to change depending on prevailing market conditions – in consultation with the shareholder. Indeed, since HFCL is supporting and lending money to people, who would have otherwise not been assisted by the commercial banks, exposes the company to potential credit risks.

- Ms. Brina Brutus is the Information Officer for Housing Finance Company since October 2018. Ms. Brutus has been in the post for 5 years. Her contact number is +248 4298464 and mail address is compliance@hfcl.sc

VISION AND MISSION



CORE VALUES

Empathy and Professionalism – We strive to put ourselves in our customers' shoes, whilst maintaining a high level of professionalism.

Quality customer centric product / service – We believe in creating an excellent customer experience across every aspect of the customers' journeys.

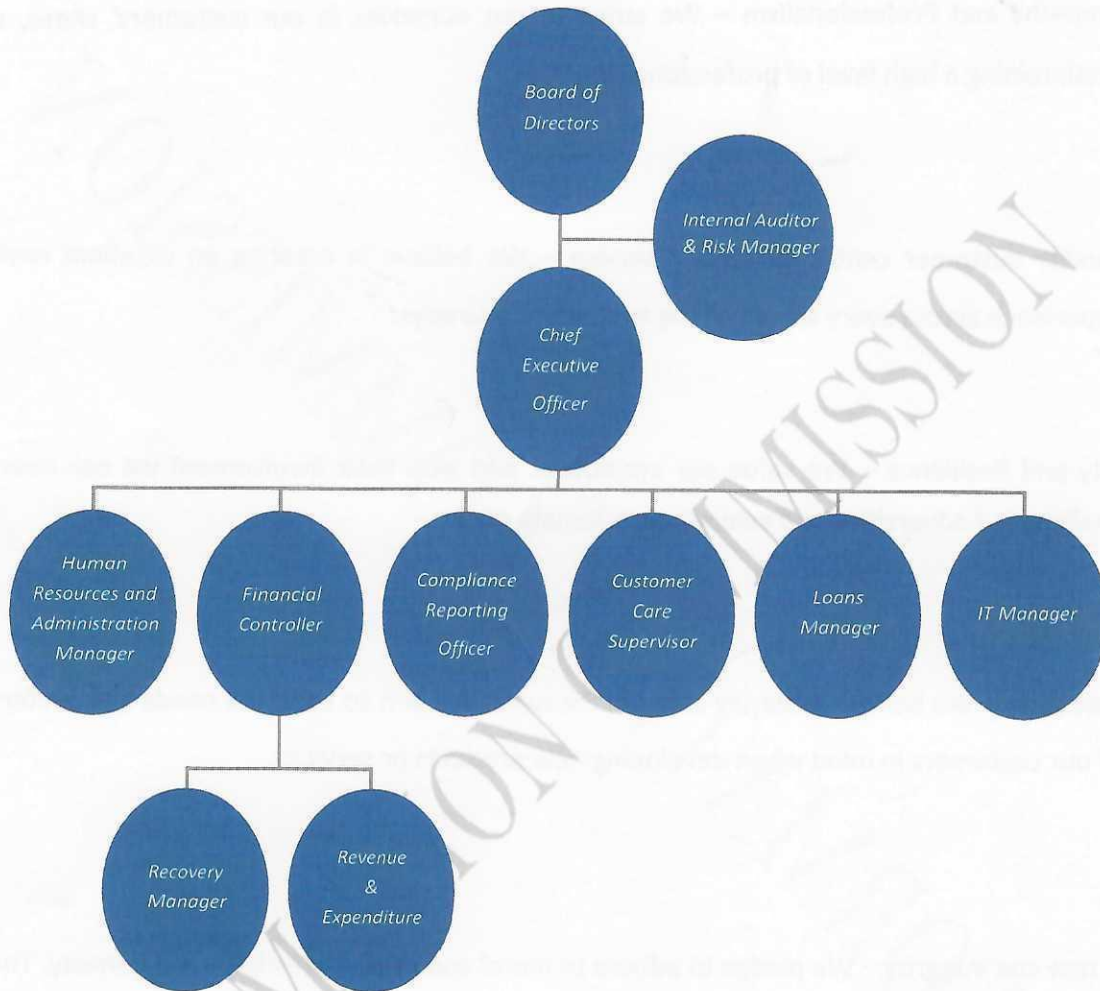
Unity and Resilience – We value our employees and with their involvement we can overcome challenges / adversities and achieve our ultimate goal.

Innovation – We believe in staying ahead of the curve. We aim to keep the needs and preferences of our customers in mind when developing new products or services.

Trust and integrity – We pledge to adhere to moral and ethical principles and honesty. Through this we earn the trust of our customers, employees and stakeholders.

Yield management – We aim to provide a competitive advantage by offering attractive products tailored to our focused market.

THE STRUCTURE OF THE COMPANY



With present headcount of 55, HFCL has the following departments.

*Delete where applicable

ANNUAL REPORT REQUIREMENTS (AS PER SECTION 54 OF THE ACCESS TO INFORMATION ACT)

SR No	ATI ACT REQUIREMENTS	No
1)	The total number of ATI requests for access received;	83
2)	TYPE OF INFORMATION	
	The number of requests for personal information	9
	The number of request for public domain information	0
	The number of request for third party information	5
	The number of request for commercial and confidential Information	0
	The number of request for law enforcement information	69
	The number of request for privileged documents	0
	The number of request for protection of life and safety of an individual information	0
	The number of request for National Security and defence	0
	The number of request for International relations	0
	The number of request for Economic interest of the state	0
	The number of request for Academic or professional examination and recruitment process information	0
	The number of request for proposal submitted to Cabinet	0
3)	The number of requests for access granted in full;	83
4)	The number of requests for access refuse in full;	0
	The number of requests for access refuse in part;	0
5)	The number of times each provision of Part III (EXEMPTIONS) was relied on to refuse access in full;	0
	The number of times each provision of Part III (EXEMPTIONS) was relied on to refuse access in part;	0
6)	The number of request abandoned after request	0

7)	The number of request but no records exist	0
8)	The number of cases in which the periods stipulated in section 11 were extended in terms of section 12;	0
9)	The number of review applications lodged with the head of the information holder;	0
10)	The number of reviews lodged on the ground that a request for access was regarded as having been refused in terms of section 14;	0
11)	The number of cases in which, as a result of a review, access was given to information;	0
12)	The number of request transferred to another Public Body	0

**Where is not applicable insert "0" or "N/A"*

I.	<p>A description of the steps or efforts taken by the head of the body to encourage all officers of that body to comply with the provisions of this Act;</p> <p>N/A</p>
II.	<p>Any facts which indicate an effort by the body to administer and implement the spirit and intention of the Act according to its submitted plan;</p> <p>All staff has been aware of the Information Commission A "How To" Manual. Staff were informed that HFC must ensure is complying with the provisions of this Act at all times.</p> <p>Circulated email to all staff and awareness provided as and when taking up a request from customers.</p>

III. Particulars of any penalties imposed against any person under this Act;
YES NO (If yes, list down)

NO

IV. Particulars of any disciplinary action taken against any person under this Act;
YES NO (If yes, list down)

NO

THE CATEGORIES OF INFORMATION (AS PER SECTION 55 OF THE ACCESS TO INFORMATION ACT)

Example of categories of Information as per Section 5 (1) & (2) of ATIA (delete or add to the list)

LIST OF CATEGORIES	LOCATION OF THE INFORMATION
1. manuals, policies, procedures or rules or similar instruments which have been prepared for, or are used by, officers of the body in discharging that body's functions, exercising powers and handling complaints, making decisions or recommendations or providing advice to persons outside the body with respect to rights, privileges or benefits, or to obligations, penalties or other consequences, to or for which persons may be entitled or liable;	http://www.hfcl.sc/product-showcase/secured-loan/
2. the name, designations and other particulars of the Information Officer of the public body, including his or her contact details and electronic addresses where persons may submit requests for information;	http://www.hfcl.sc/product-showcase/secured-loan/
3. any prescribed forms, procedures, processes and rules for engagement by members of the public with the public body	http://www.hfcl.sc/product-showcase/secured-loan/
4. the particulars of any arrangement, statutory or otherwise, that exists for consultation with, or representation by, members of the public in relation to the formulation or implementation of its policies, or similar documents;	Not Applicable
5. where meetings of the public body, including its boards, councils, committees or similar other bodies are open to members of the public, the process for direct or indirect engagement and where a meeting is not open to the public, the contents of submissions received, the process for decision making and decisions reached	Not Applicable
6. detailed information on the design and execution of any subsidy programmes implemented with public funds, including the amounts allocated and expended, the criteria for accessing the subsidy, and the beneficiaries	Not Applicable
7. all contracts, licences, permits, authorisations and public-private partnerships granted by the public body;	Not Applicable

8. reports containing the results of surveys, studies or tests, including scientific or technical reports and environmental impact assessment reports, prepared by the public body;	Not Applicable
9. The particulars of its organisations, functions and duties;	http://www.hfcl.sc/product-showcase/secured-loan/
10. Information containing interpretations or particulars of acts or policies administered by the body;	Not Applicable
11. Details of its processes and procedures for creating, keeping, organizing and maintaining information;	Not Applicable
12. A list of all the categories of information held by it or under its control;	Not Applicable
13. A directory of its employees including their powers, duties and titles, indicating the permanent staff, the temporary staff and the outsourced staff, recruitment procedures and vacancies;	http://www.hfcl.sc/product-showcase/secured-loan/
14. The salary band for each public employee and officer, including the system of compensation as provided in its laws, and the procedures followed in its decision-making process, including channels of supervision and accountability;	http://www.hfcl.sc/product-showcase/secured-loan/
15. A description of the composition, functions, and appointment procedures of the boards, councils, committees, and other bodies consisting of two or more persons, constituted for the purpose of advice to or managing the public body;	http://www.hfcl.sc/product-showcase/secured-loan/
16. Detailed travel and hospitality expenses for each employee and officer, and gifts, hospitality, sponsorships or any other benefits received by each employee and officer;	Not Applicable
17. The detailed actual budget, revenue, expenditure and indebtedness for the current financial year, including all related estimates, plans, projections and reports, including audit reports;	http://www.hfcl.sc/product-showcase/secured-loan/
18. The annual report submitted to the information commission under section 54 of this act;	http://www.hfcl.sc/product-showcase/secured-loan/
19. Any other relevant information	

CHALLENGES

- *Particulars of any difficulties encountered in the implementation of this Act in terms of the operation of the body, including issues of staffing and cost. This also should include the challenges you encounter as an Information Officer.*

None

ECOMMENDATIONS

- *Recommendations for reform, or amendment of this Act, other legislation, or practice relevant to the optimal realisation of the objectives of this Act.*

None

INFORMATION COMMISSION

1) DECLARATION

I declare that in accordance to Section 54 of the Access to Information, Act 2018, the Annual Report are to the best of my knowledge, true, accurate and complete as per the requirements.

Bania Bute

Name of Information Officer

[Signature]

Signature

16/02/2024

Date

I confirm that this Annual Report is verified and true, accurate and complete to my knowledge as the Head of Information Holder of **(Insert the name of Public Body)** on the date stated below.

[Signature]

Name of Head of Information Holder

16/2/24

Signature

Dated this 16th of February 2024

OFFICIAL STAMP