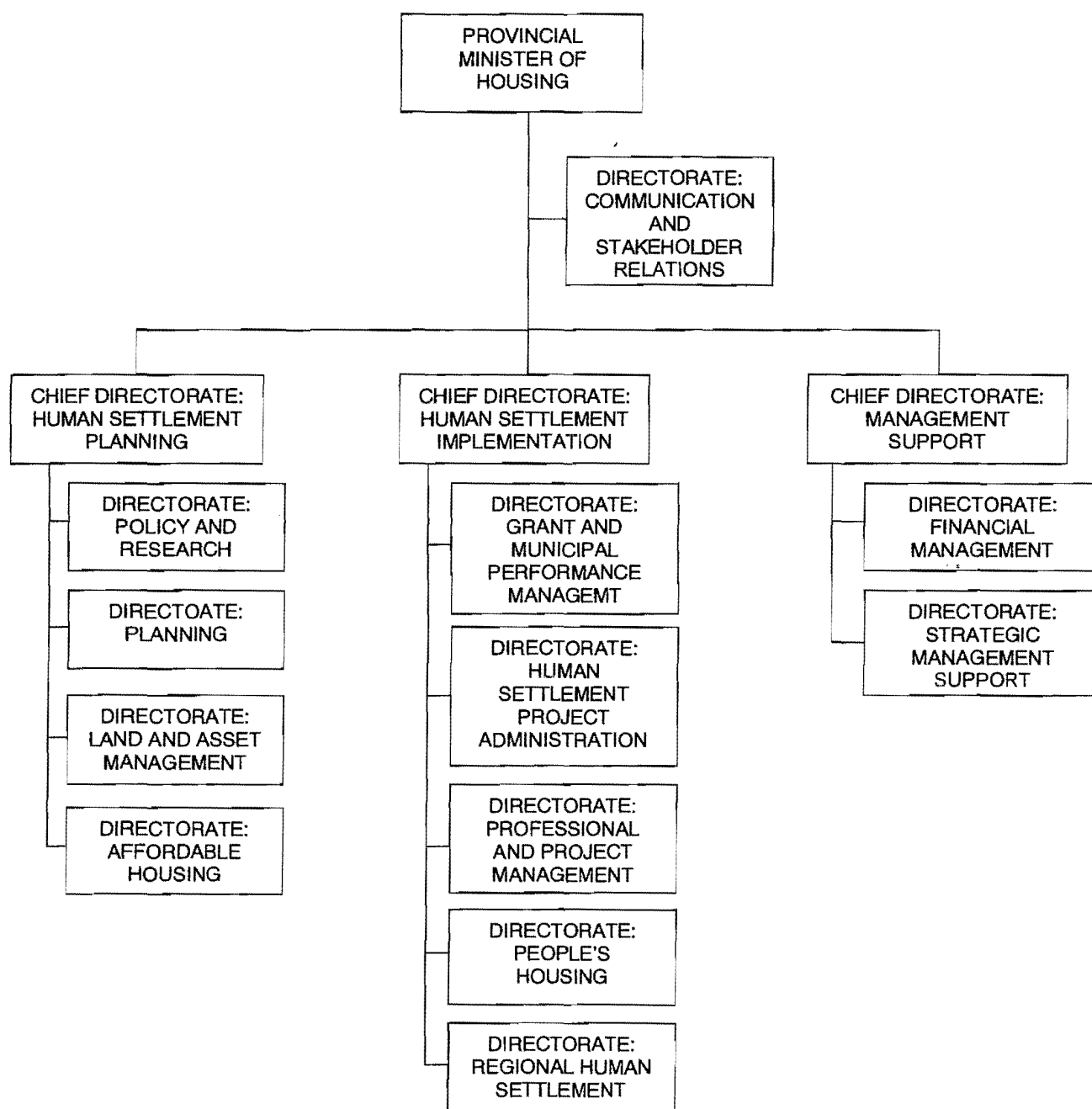


DEPARTMENT OF HUMAN SETTLEMENTS**TABLE OF CONTENTS**

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- 6. Services available to the public**
- 7. Arrangement allowing involvement in the formulation of policy and performance of functions**
- 8. Remedies available in respect of acts or failure to act**

1. STRUCTURE OF DEPARTMENT



2. FUNCTIONS OF DEPARTMENT

- To promote sustainable integrated human settlement planning and development

DIRECTORATE: COMMUNICATIONS AND STAKEHOLDER RELATIONS

- Render a communication service to the Department
- Optimise relations with human settlement stakeholders
- Render a support service to the Rental Housing Tribunal
- Provide professional customer relations to the public

CHIEF DIRECTORATE: HUMAN SETTLEMENT PLANNING

- Conduct research, develop policies and provide advice in support of sustainable human settlements
- Provide direction for integrated human settlement planning
- Manage, dispose, maintain and release human settlement assets
- Facilitate gap and rental housing delivery

DIRECTORATE: POLICY AND RESEARCH

- Manage policy research and development in respect of sustainable integrated human settlement
- Facilitate the development of legislation in support of human settlement policies

DIRECTORATE: PLANNING

- Provide long term planning direction and enabling / support tools for human settlement development

- Transform apartheid planning patterns and restructure settlements by supporting the revision of Municipal Spatial Development Frameworks and 5-year Human Settlement Plans on municipal level
- Provide spatial information for human settlement development decision making

DIRECTORATE: LAND AND ASSET MANAGEMENT

- Promote the issuing of title deeds and manage conveyancing and housing debtors of the Department
- Manage and facilitate the vesting, development and disposal of properties / land
- Manage the administration of the Rural Areas Act and render post restitution support and settlement control
- Manage and update the immovable property register of the Department and manage the implementation of GIAMA

DIRECTORATE: AFFORDABLE HOUSING

- Promote and implement affordable housing
- Promote and implement sustainable rental housing initiatives

CHIEF DIRECTORATE: HUAMN SETTLEMENT IMPLEMENTATION

- Manage the Integrated Housing and Human Settlement Development Grant (IHHSD)
- Administer housing projects and subsidies
- Render a professional development advice service regarding human settlement development
- Manage the People's Housing Process

- Co-ordinate departmental engagement with municipalities and render housing development support and monitoring services with a regional focus

DIRECTORATE: GRANT AND MUNICIPAL PERFORMANCE MANAGEMENT

- Assess overall housing delivery performance of municipalities
- Monitor housing expenditure and administer housing project claims

DIRECTORATE: HUMAN SETTLEMENT PROJECT ADMINISTRATION

- Manage provincial housing project administration and approvals
- Administer provincial housing subsidies
- Promote and manage economic empowerment of communities and emerging contractors of housing assets

DIRECTORATE: PROFESSIONAL AND PROJECT MANAGEMENT SERVICE

- Render a building inspection support service
- Render an engineering and project management support service
- Render an architectural design and technical support service with regard to housing and building related projects
- Co-ordinate and facilitate settlement upgrading in terms of emergency housing and housing support in times of disaster
- Render an administrative support service

DIRECTORATE: PEOPLE'S HOUSING PROCESS

- Manage support of PHP projects
- Monitor the assets acquired by way of establishment grant funding

- Monitor the facilitation and establishment grants
- Render a technical support service to PHP Projects
- Verify claims and payments
- Prepare submissions
- Co-ordinate the setting up of social contracts
- Facilitate workshops

DIRECTORATE: REGIONAL HUMAN SETTLEMENT SUPPORT

- Co-ordinate departmental engagement with municipalities and render human settlement development support and monitoring services with a regional focus in the Eden and Central Karoo district
- Co-ordinate departmental engagement with municipalities and render human settlement development support and monitoring services with a regional focus in the Cape Winelands district

CHIEF DIRECTORATE: MANAGEMENT SUPPORT SERVICES

- Deliver an effective and efficient departmental financial management service
- Provide strategic support as well as develop and maintain a comprehensive monitoring, evaluation and information system
- Render a general administrative support service to the department
- Ensure the rendering of ICT, human capital, corporate assurance, legal and communications support services to the Department by the CSC

DIRECTORATE: FINANCIAL MANAGEMENT

- Ensure effective budget administration in the Department
- Manage effective departmental accounting services
- Ensure internal control systems

- Manage all procurement, provision affairs and departmental asset management

DIRECTORATE: STRATEGIC MANAGEMENT SUPPORT

- Provide a departmental strategic management support function
- Monitor and evaluate departmental performance
- Establish and maintain a comprehensive information management system for the Department

3. CONTACT DETAILS OF THE DEPUTY INFORMATION OFFICER SECTION 14(1)(b)

Mr M Tshangana
7th Floor
27 Wale Street / PO Box X9083
CAPE TOWN
Tel.: (021) 483-4956
Fax: (021) 483-2589
E-mail: mtshaga@pgwc.gov.za

4. GUIDE BY SOUTH AFRICAN HUMAN RIGHTS COMMISSION ON HOW TO USE THE ACT SECTION 14(1)(c)

It is the responsibility of the SAHRC to compile a guide in terms of section 10 of the PAIA, in an easily comprehensible form and manner, as may be required by a person who wishes to exercise any right contemplated in the Act.

This guide is also available in all the official languages from the SAHRC and any enquiries in this regard should be directed to:

The South African Human Rights Commission	
Telephone	+27 11 484 8300
Fax	+27 11 484 1360
E-Mail Address	PAIA@sahrc.org.za
Postal Address	PAIA Unit: The Research and Documentation Department Private Bag 2700 Houghton 2041
Street Address	PAIA Unit: The Research and Documentation Department Boundary Road, Isle of Houghton, Wilds View, Entrance 1 Houghton JOHANNESBURG
Website	www.sahrc.org.za

5.1 DESCRIPTION OF SUBJECTS ON WHICH THE DEPARTMENT HOLDS RECORDS

SECTION 14(1) (d)

- Provincial Housing Legislation
- Departmental Financial delegation
- Reports on housing matters
- Upgrading of informal settlements
- Councils
- Human Settlements related committees, forums and conferences
- Publicity and marketing
- Development and related Support
- Specific Western Cape Department Human Settlements projects
- Specific Western Cape Department Human Settlements property information
- Tenders and Contracts relating to housing

- Acquisition of goods and services
- Renting and disposal of Western Cape Department Human Settlements properties
- Maintenance of Western Cape Department Human Settlement properties
- Inhabitants of Act 9/1987 Rural Areas
- Properties and Erven in Act 9/1987 Rural Areas
- Planning and development in Act 9/1987 Rural Areas
- Housing Subsidies
- Hostels Redevelopment
- Hearings of Rental Housing Tribunal
- Debtors of the Western Cape Department of Human Settlements
- Legislation
- First Aid and Evacuation Emergency Plans
- Emergency Planning
- Housing Demand Database

5.2 DESCRIPTION OF RECORDS AUTOMATICALLY AVAILABLE

DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15(1) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000	MANNER OF ACCESS TO RECORDS
DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE FOR COPYING OR PURCHASING IN TERMS OF SECTION 15 (1) (a) (ii)	

<ul style="list-style-type: none"> (a) Allocation of "Sourcelink" Tenders (b) Approved housing policy documents (c) Provincial Housing legislation (d) Circular minutes on housing (e) Subsidy application forms (f) Lists of project applications received (g) Lists of housing projects under construction (h) Western Cape Housing Development Board resolutions (only to parties involved) (i) Subsidy beneficiary details (only to parties involved) (j) Budget speech (k) Regulations published in terms of the Rental Housing Act, 1999 (Act 50 of 1999) (l) Case files of the housing tribunal (only to parties involved) (m) Findings of Rental Housing Tribunal (n) Debtor accounts (only to the parties involved) (o) Annual reports of the Department of Human Settlements 	<p>Copies of these records may be obtained on payment of the prescribed fee from the Record Manager, 27 Wale Street, Private Bag X9083, Cape Town</p>
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<p>(p) Annual reports of the Western Cape Rental Housing Tribunal</p> <p>(q) Strategic Plan</p> <p>(r) Budget (Gazetted)</p> <p>(s) Provincial policy documents</p> <p>Western Cape Rental Housing Strategy</p>	
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5.3 REQUEST PROCEDURE

- A requester must use Form A as prescribed in the regulations published in terms of the Promotion of Access to Information Act (Government Notice R223 of 9 March 2001).
- A request fee in the amount of R35,00 is payable before the request will be processed.
- The payment of the request fee does not apply to a record requested by a maintenance officer or maintenance investigator for purposes of a maintenance investigation or inquiry in terms of the provisions of the Maintenance Act, 1998 or the regulations made under section 44 of the said Act (as per Government Notice R991 of 14 October 2005).
- Provision is made on Form A for the requester to indicate whether he/she wants a copy of the record or merely wants to look at it.
- Form A also provides for a requester to indicate in which language the record is required, although there is no obligation on the department to translate it.
- A requester may also indicate in what form (i.e. paper copy, electronic copy, etc) access to the record must be provided. This will be adhered to unless doing so will unreasonably interfere with the running of the Department or for practical reasons access cannot be given in the required form or medium.
- An access fee is payable should the requester for instance need copies of the requested record.

- A single person whose annual income does not exceed R14 712,00 per annum and married persons, or a person and his or her life partner whose annual income does not exceed R27 192,00 are exempted from paying access fees (as per Government Notice R991 of 14 October 2005).
- Payment of the access fee does not apply to the personal record of a requester (as per Government Notice R991 of 14 October 2005).
- In certain instances, a requester may also be requested to pay a deposit.
- A requester may lodge an internal appeal against the payment of the deposit and / or access fee. Should a requester want to lodge an internal appeal, Form C (as prescribed in Government Notice R223 of 9 March 2001) must be completed.
- In the event that the internal appeal procedure be exhausted and the requester is still not satisfied with the outcome, a court may be approached for an appropriate order.
- Access to a record will be withheld until all applicable fees have been paid.
- Information may be requested on behalf of another person, but the capacity in which the request is made must be indicated.
- If a requester is unable to read or write, or cannot complete the form because of a disability, the request can be made orally. The information officer, or a person so delegated, must then fill in the form on behalf of such requester and give him/her a copy of the completed form.

6. SERVICES AVAILABLE TO PUBLIC

SECTION 14(1)(f)

None

7. ARRANGEMENT ALLOWING INVOLVEMENT IN THE FORMULATION OF POLICY AND PERFORMANCE OF FUNCTIONS

SECTION 14(1)(g)

In most instances legislation prescribes the procedures for making matters known and for public participation.

- Notification in the media, such as 'the Provincial Gazette, provincial newspapers and local/community newspapers
- Workshops with concerned and affected groups
- Notification on the Department's website
- Sometimes through manuals and guideline documents

8. REMEDIES AVAILABLE IN RESPECT OF ACTS OR FAILURE TO ACT
SECTION 14(1)(h)

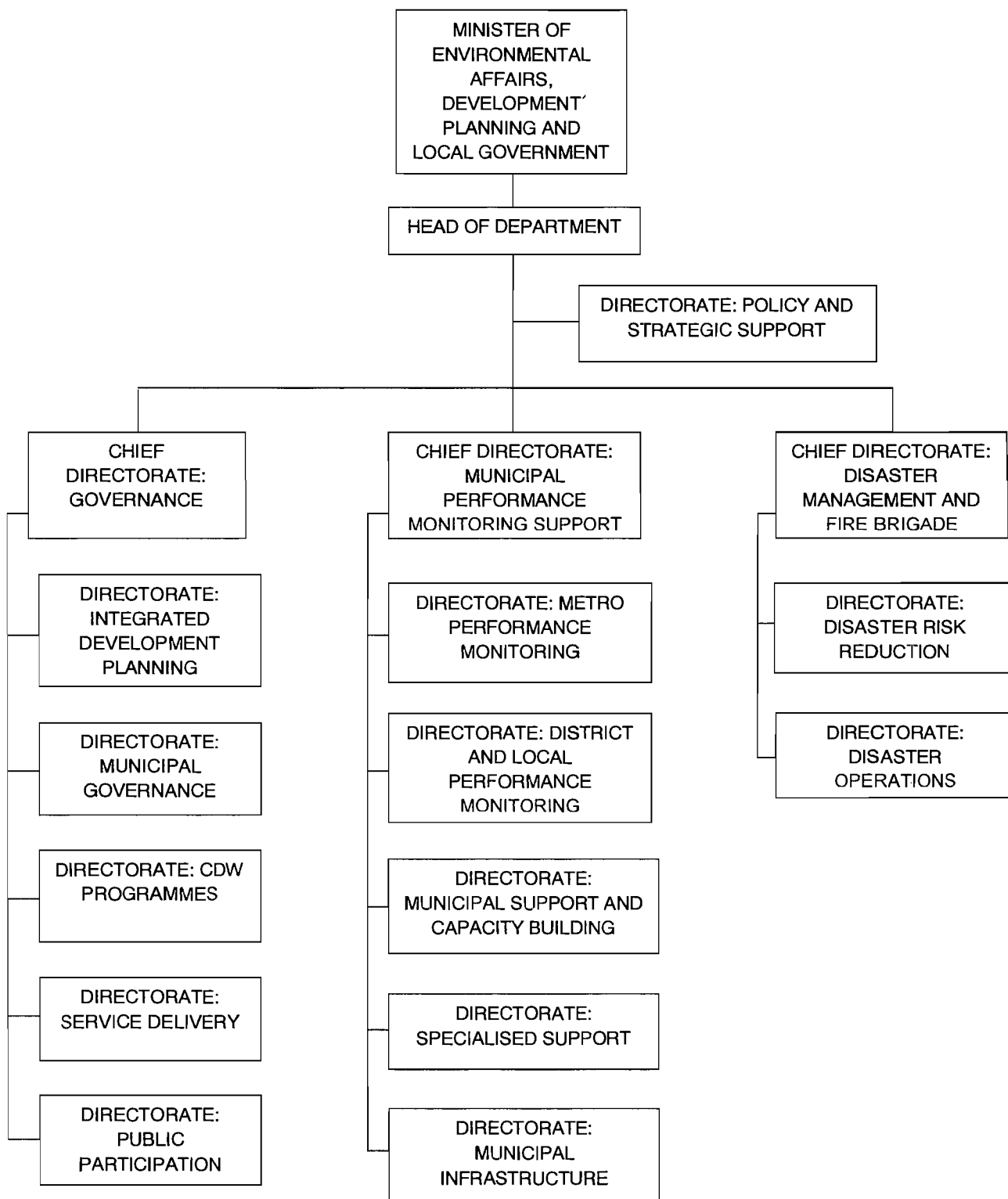
Legislation applicable to the Department may provide for an internal review or appeal procedure. Should this procedure be exhausted, or no provision be made for such procedure, a court may be approached for an appropriate order.

DEPARTMENT OF LOCAL GOVERNMENT

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- 8. Remedies available in respect of acts or failure to act**

1. STRUCTURE OF THE DEPARTMENT



2. FUNCTIONS OF THE DEPARTMENT

- Facilitate good governance, integrated development planning and effective intergovernmental relations between spheres of government
- Monitor the overall efficacy of municipalities and provide support to improve service delivery
- Facilitate disaster management and co-ordinate fire brigade service
- Provide an office support service to the HOD
- Provide a departmental policy, strategy and communication support service

DIRECTORATE: POLICY AND STRATEGIC SUPPORT

- Promote local government related policy research
- Co-ordinate policy development processes
- Provide a departmental strategic management support service
- Monitor and evaluate departmental performance
- Render a communication service in the Department

CHIEF DIRECTORATE: GOVERNANCE

- Support municipal integrated development planning
- Ensure legislative clarity by providing guidance and support
- Manage the community development programme
- Facilitate co-operative governance in support of service delivery integration and to inform the community of government programmes
- Promote integrated community based planning through public participation and communication

DIRECTORATE: INTEGRATED DEVELOPMENT PLANNING

- Facilitate provincial / municipal planning and budgeting alignment
- Provide integrated development planning support to individual municipalities
- Provide access to integrated development planning learning to municipalities
- Monitor the process and credibility of municipal integrated development planning
- Manage research information

DIRECTORATE: MUNICIPAL GOVERNANCE

- Administer councilor matters and co-ordinate interventions
- Facilitate development of provincial and local government legislation
- Provide support to the Department and municipalities to ensure legislative clarity
- Create a culture which is intolerant of corruption, unethical conduct and fraud

DIRECTORATE: CDW PROGRAMME

- Co-ordinate the community development programme
- Identify and refer issues arising from communities to relevant role players and co-ordinate information on government programmes

DIRECTORATE: SERVICE DELIVERY INTERGRATION

- Facilitate effective intergovernmental relations between the spheres of government
- Manage provincial responsibilities in respect of Thusong Centers

DIRECTORATE: PUBLIC PARTICIPATION

- Develop, implement and maintain a Public Participation Framework
- Assist municipalities with planning, formulation, approval and implementation of public participation plans
- Support the management of the establishment and functionality of ward Committees
- Provide support to municipalities with guidance, advice and capacity building to ensure effective ward committees / public participation
- Monitor and evaluate the effectiveness of ward committees / public participation
- Support municipalities with the development and implementation of communication programmes

CHIEF DIRECTORATE: MUNICIPAL PERFORMANCE MONITORING AND SUPPORT

- Monitor and evaluate metro municipal performance
- Monitor and evaluate non-metro municipal performance
- Provide support to municipalities and monitor compliance with the Property Rates Act
- Provide and facilitate specialised support to municipalities that experience serious service delivery problems / government failure (including section 139 interventions)
- Facilitate municipal infrastructure maintenance and development
- Co-ordinate training interventions and provide logistical support in aid thereof

DIRECTORATE: METRO PERFORMANCE MONITORING

- Collect, collate and validate data and information relating to performance and outcomes

- Monitor institutional health
- Ensure the alignment of performance measurement with national and provincial monitoring frameworks
- Develop and monitor early warning indicators
- Diagnostic evaluation of municipal data and information
- Follow-up of research arising from performance reports
- Provide recommendations for support and interventions
- Draft the Annual Municipal Performance Report in terms of section 147 of the Municipal Systems Act

DIRECTORATE: DISTRICT AND LOCAL PERFORMANCE MONITORING

- Collect, collate and validate data and information relating to municipal performance and outcomes
- Monitor institutional health of municipalities
- Ensure the alignment of municipal performance measurement with national and provincial monitoring frameworks
- Develop and monitor early warning indicators
- Diagnostic evaluation of municipal data and information
- Follow-up of research arising from municipal performance reports
- Provide recommendations for municipal support and interventions
- Draft the Annual Municipal Performance Report in terms of section 47 of the Municipal Systems Act
- Collect and evaluate information on LED, finance, human settlement and basic services

DIRECTORATE: MUNICIPAL SUPPORT AND CAPACITY BUILDING

- Provide support to improve municipal service delivery in non-Metro districts
- Monitor compliance with the Property Rates Act

- Provide guidance and assistance to municipalities regarding institutionalisation of human rights

DIRECTORATE: SPECIALISED SUPPORT

- Facilitate the process when multi-faceted support involving various role-players is required
- Assist municipalities with support if institutional and / or financial deficiencies occur
- Assist with discretionary interventions in terms of the MFMA
- Assist the Provincial Treasury with mandatory interventions in terms of the MFMA

DIRECTORATE: MUNICIPAL INFRASTRUCTURE

- Provide regional support to municipalities regarding infrastructure planning and implementation:
 - West Coast and Overberg Districts
 - Cape Winelands District
 - Eden and Central Karoo Districts
 - Bulk electricity
- Support the spending and project implementation of national infrastructure programmes

CHIEF DIRECTORATE: DISASTER MANAGEMENT AND FIRE BRIGADE SERVICES

- Establish and maintain institutional disaster management capacity and implement effective risk reduction activities
- Prepare for and respond to disasters and co-ordinate disaster recovery

- Co-ordinate the provincial fire brigade function and capacitate municipalities in accordance with applicable legislation
- Render administrative support services

DIRECTORATE: DISASTER RISK REDUCTION

- Reduce disaster risk through risk reduction measures
- Develop and implement risk reduction projects

DIRECTORATE: DISASTER OPERATIONS

- Establish integrated institutional capacity to ensure effective implementation of disaster management policy
- Prepare for and respond to disasters
- Co-ordinate disaster recovery (relief, rehabilitation and reconstruction)

3. CONTACT DETAILS OF THE DEPUTY INFORMATION OFFICER

SECTION 14(1)(b)

Dr H Fast
4th Floor
27 Wale Street / Private Bag X9076
CAPE TOWN
Tel.: (021) 483-4999
Fax: (021) 483-4493
E-mail: hfast@pgwc.gov.za

4. GUIDE BY SOUTH AFRICAN HUMAN RIGHTS COMMISSION ON HOW TO USE THE ACT

SECTION 14(1)(c)

It is the responsibility of the SAHRC to compile a guide in terms of section 10 of the PAIA, in an easily comprehensible form and manner, as may be required by a person who wishes to exercise any right contemplated in the Act.

This guide is also available in all the official languages from the SAHRC and any enquiries in this regard should be directed to:

The South African Human Rights Commission	
Telephone	+27 11 484 8300
Fax	+27 11 484 1360
E-Mail Address	PAIA@sahrc.org.za
Postal Address	PAIA Unit: The Research and Documentation Department Private Bag 2700 Houghton 2041
Street Address	PAIA Unit: The Research and Documentation Department Boundary Road, Isle of Houghton, Wilds View, Entrance 1 Houghton JOHANNESBURG
Website	www.sahrc.org.za

5.1 DESCRIPTION OF SUBJECTS ON WHICH THE DEPARTMENT HOLDS RECORDS

SECTION 14(1)(d)

- By-laws
- Legal opinions in respect of local government
- Councillor remuneration
- Code of Conduct for Councillors
- Commissions / Committees of investigation
- Litigation
- Questions in the Legislature
- Disaster Management
- First Aid and Evacuation Emergency Plans
- Fire Prevention and Preparedness
- Valuation Appeal Boards
- Interim Valuations
- Monitoring and Reporting : Valuation Quality
- Levy on Property Tax
- Municipal Demarcation
- Local Government Elections
- Municipal Performance Management
- Research
- Communication
- Budget
- Audit Enquiries
- Financial statements of local government
- Provincial Local Government Legislation
- Departmental Financial delegations
- Municipal indigent registers
- Municipal Infrastructure Grant

- Thusong services centres
- Community Development Workers Programme
- Inter-governmental Relations
- Integrated Development Planning
- Ward Committee Support
- First Aid and Evacuation Emergency Plans
- Emergency Planning

5.2 RECORDS AUTOMATICALLY AVAILABLE

DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15(1) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000	MANNER OF ACCESS TO RECORDS
DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE FOR COPYING OR PURCHASING IN TERMS OF SECTION 15 (1) (a) (ii)	
<ul style="list-style-type: none"> (a) Allocation of "Sourcelink" Tenders (b) Provincial policy documents (c) Budget (Gazetted) (d) Strategic Plan (e) Annual reports of the Department Local Government (f) Provincial Disaster Management Framework (g) Provincial Disaster Management Strategic Plan (h) Provincial Disaster Risk and Vulnerability Assessment (i) Risk and development annual review (RADAR) 	<p>Copies of these records may be obtained on payment of the prescribed fee from the Record Manager, 27 Wale Street, Private Bag X9076, Cape Town</p>

5.3 REQUEST PROCEDURE

- A requester must use Form A as prescribed in the regulations published in terms of the Promotion of Access to Information Act (Government Notice R223 of 9 March 2001).
- A request fee in the amount of R35,00 is payable before the request will be processed.
- The payment of the request fee does not apply to a record requested by a maintenance officer or maintenance investigator for purposes of a maintenance investigation or inquiry in terms of the provisions of the Maintenance Act, 1998 or the regulations made under section 44 of the said Act (as per Government Notice R991 of 14 October 2005).
- Provision is made on Form A for the requester to indicate whether he/she wants a copy of the record or merely wants to look at it.
- Form A also provides for a requester to indicate in which language the record is required, although there is no obligation on the department to translate it.
- A requester may also indicate in what form (i.e. paper copy, electronic copy, etc) access to the record must be provided. This will be adhered to unless doing so will unreasonably interfere with the running of the Department or for practical reasons access cannot be given in the required form or medium.
- An access fee is payable should the requester for instance need copies of the requested record.
- A single person whose annual income does not exceed R14 712,00 per annum and married persons, or a person and his or her life partner whose annual income does not exceed R27 192,00 are exempted from paying access fees (as per Government Notice R991 of 14 October 2005).

- Payment of the access fee does not apply to the personal record of a requester (as per Government Notice R991 of 14 October 2005).
- In certain instances, a requester may also be requested to pay a deposit.
- A requester may lodge an internal appeal against the payment of the deposit and / or access fee. Should a requester want to lodge an internal appeal, Form C (as prescribed in Government Notice R223 of 9 March 2001) must be completed.
- In the event that the internal appeal procedure be exhausted and the requester is still not satisfied with the outcome, a court may be approached for an appropriate order.
- Access to a record will be withheld until all applicable fees have been paid.
- Information may be requested on behalf of another person, but the capacity in which the request is made must be indicated.
- If a requester is unable to read or write, or cannot complete the form because of a disability, the request can be made orally. The information officer, or a person so delegated, must then fill in the form on behalf of such requester and give him/her a copy of the completed form.

6. SERVICES AVAILABLE TO PUBLIC

SECTION 14(1)(f)

None

**7. ARRANGEMENT ALLOWING INVOLVEMENT IN THE FORMULATION OF
POLICY AND PERFORMANCE OF FUNCTIONS
SECTION 14(1)(g)**

In most instances legislation prescribes the procedures for making matters known and for public participation.

- Notification in the media, such as the Provincial Gazette, provincial newspapers and local/community newspapers
- The radio, especially local or community radio stations
- Workshops and meetings with municipalities and organised local government
- Notification on the Department's website
- Sometimes through manuals and guideline documents

**8. REMEDIES AVAILABLE IN RESPECT OF ACTS OR FAILURE TO ACT
SECTION 14(1)(h)**

Legislation applicable to the Department may provide for an internal review or appeal procedure. Should this procedure be exhausted, or no provision be made for such procedure, a court may be approached for an appropriate order.

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1. STRUCTURE OF THE DEPARTMENT

Figure 1

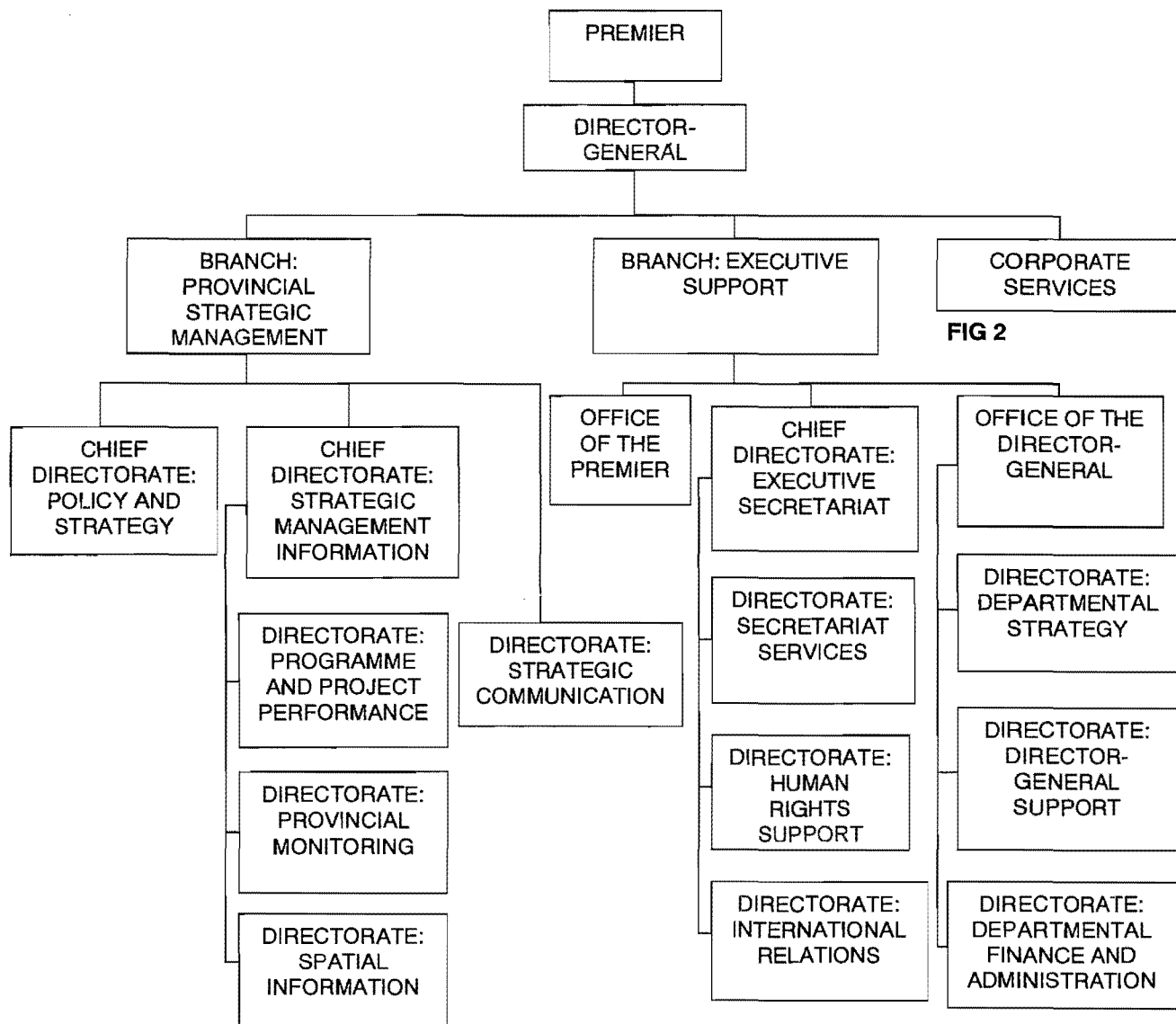


FIG 2

Figure 2

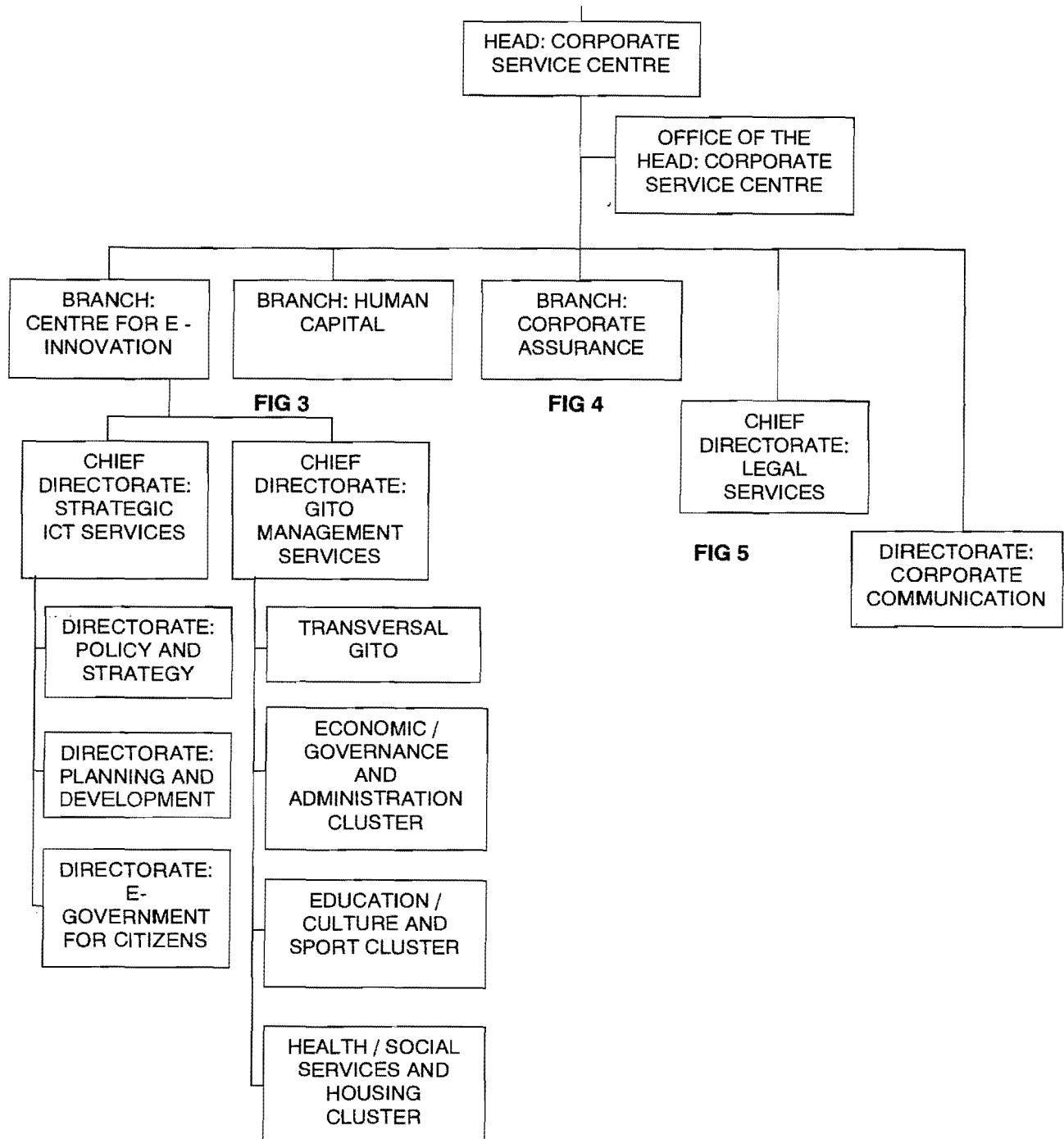


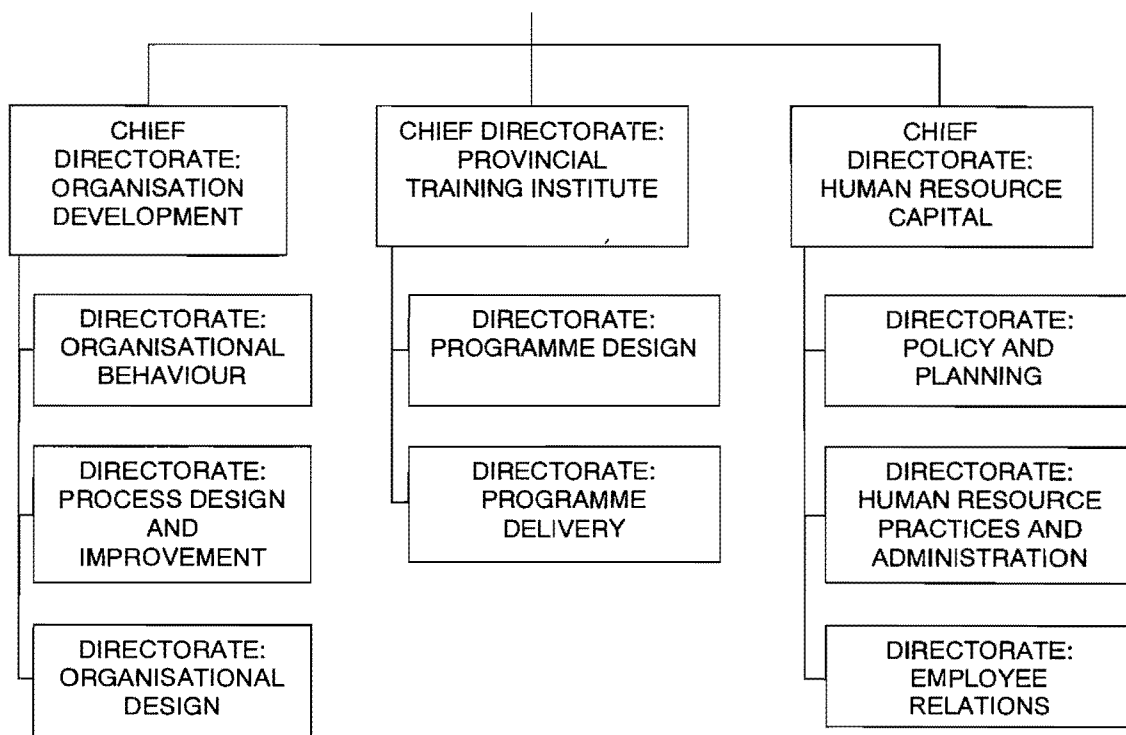
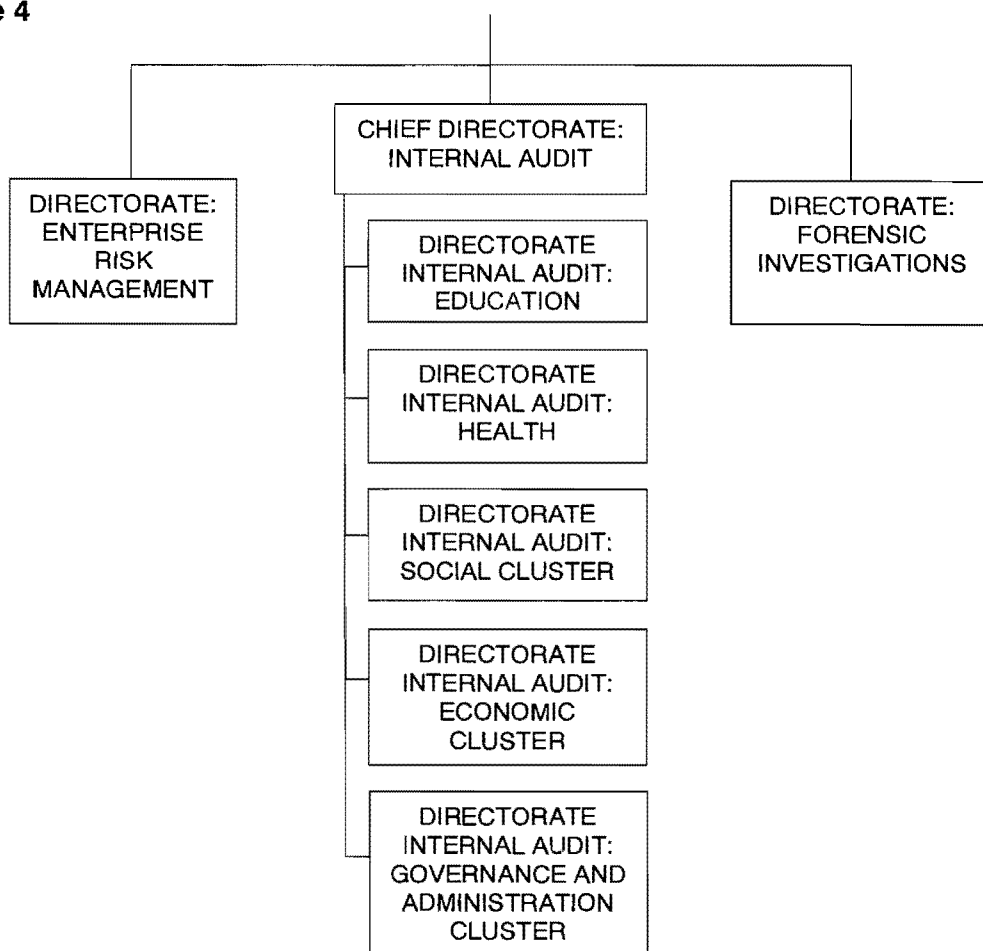
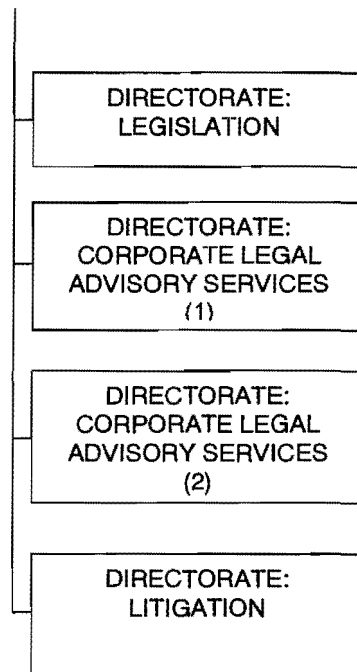
Figure 3**Figure 4**

Figure 5

2. FUNCTIONS OF THE DEPARTMENT OF THE PREMIER

To strategically support the provincial executive in the delivery of clean, efficient, cost effective, transparent and responsive public administration.

- Professionally support the Premier and Cabinet to effectively exercise their executive authority in respect of provincial strategic management matters
- Provide executive governance support services
- Render transversal corporate services on a shared services basis

BRANCH: PROVINCIAL STRATEGIC MANAGEMENT

To professionally support the Premier and Cabinet to effectively exercise their executive authority in respect of provincial strategic management matters.

- Strategically support the executive in the development and implementation of high level provincial policies and strategies
- Strategically support the executive in the monitoring of provincial performance in respect of national and provincial policy, strategy, programme and project implementation
- Facilitate ongoing strategic communication (all departments) between the provincial government and its stakeholders

CHIEF DIRECTORATE: POLICY AND STRATEGY

To strategically support the executive in the development and implementation of high level provincial policies and strategies

- Conduct high level policy analysis
- Support Cabinet in respect of provincial strategic planning
- Support Cabinet in respect of programme and project initiation
- Evaluate / assess the achievement of provincial strategic priorities
- Advise the Premier and Director-General on strategic policy and planning content matters in respect of the PGWC's external relations
- Coordinate support for the Premier and Director-General in their participation in statutory intergovernmental structures and forums

CHIEF DIRECTORATE: STRATEGIC MANAGEMENT INFORMATION

To strategically support the executive in the monitoring of provincial performance in respect of national and provincial policy, strategy, programme and project implementation.

- Monitor and report on the progress of provincial programmes and project implementation
- Monitor and report on the outcomes of PGWC policies, strategies, programmes and projects
- Support provincial policy development, data governance and strategic planning with regard to provincial spatial information

DIRECTORATE: PROGRAMME AND PROJECT PERFORMANCE

- To develop and ensure the implementation of provincial programme and project management methodologies and standards
- Develop and maintain integrated performance monitoring systems and processes
- Manage the provincial executive dashboard system
- Quality assure the content of programme and project information
- Ensure that the provincial executive dashboard system meets the national and provincial requirements for performance monitoring, evaluation and reporting
- Utilise the provincial executive dashboard to monitor, evaluate and report on programme and project performance in terms of targets and/or milestones
- Render systems support to departments
- Draft and submit relevant performance reports

DIRECTORATE: PROVINCIAL MONITORING

- Develop and maintain a strategic framework for provincial wide monitoring and evaluation
- Advise on core outcome indicators for provincial policies, strategies and programmes
- Provide baseline/benchmark information to measure results
- Develop and maintain a core directory of common data sets
- Develop and maintain an automated data management system (data warehouse)
- Ensure provincial alignment with the government wide monitoring and evaluation framework
- Ensure that provincial policy development and strategic planning is informed by strategic information
- Facilitate the analysis and evaluation of casual relationships between outcomes and PGWC-specific policies, strategies, programmes and/or projects
- Generate assessment reports

DIRECTORATE: SPATIAL INFORMATION

- Develop and maintain a strategic framework for provincial Geographical Information Systems (GIS)
- Ensure standardisation of GIS with the province
- Monitor the implementation of spatial information standards and procedures
- Facilitate the analysis and alignment of spatial information to the strategic imperatives
- Facilitate advocacy and ensure capacity building in the province
- Facilitate the integration with local authorities and national government on spatial information
- Provide operational GIS support

DIRECTORATE: STRATEGIC COMMUNICATION

To facilitate ongoing strategic communication (all departments)
between the provincial government and its stakeholders

- Analyse the strategic intent of provincial policies, strategies, programmes and projects and design appropriate communication actions in respect thereof
- Research and develop the PGWC brand architecture
- Design a corporate communication strategy for the PGWC (internal and external)
- Direct the execution of the PGWC corporate communication strategy (external corporate brand building and internal corporate communication)
- Ensure the alignment of departmental communication strategies with the corporate communication strategy
- Manage a Provincial Government Communicator's Forum to facilitate the communication of transversally consistent messages
- Coordinate the provincial festivals and events calendar
- Guide the format and content of high level public participation processes
- Continuously assess the PGWC communications environment and advise on appropriate strategic provincial responses

BRANCH: EXECUTIVE SUPPORT

To provide secretariat and related support services to the executive

To provide departmental and operational management support to the
Director-General

CHIEF DIRECTORATE: EXECUTIVE SECRETARIAT

- Manage the executive secretariat
- Provide professional and administrative support to executive appointed provincial human rights advocates
- Support the PGWC's engagements at international level

DIRECTORATE: SECRETARIAT SERVICES

- Develop and maintain policies and procedures in support of executive decision-making processes e.g. a Cabinet Manual
- Provide secretariat, logistical and decision support services to the Cabinet, Committees (Clusters) and the Premier's Intergovernmental Relations Forums
- Provide Secretarial, logistical and decision support services to the Provincial Top Management
- Communicate and monitor the implantation of executive decisions
- Support the Premier in administering the provisions of the Handbook for members of the Executive and Presiding Officers
- Provide secretarial, logistical and decision support services to the Management Committee of the Department of the Premier

DIRECTORATE: HUMAN RIGHTS SUPPORT

- Advise on the integration of human rights into the work of the civil servants
- Drive the promotion and awareness raising of human rights and other constitutional rights throughout the province
- Support the advocates in their interaction on human rights issues with formal structures and forums
- Provide secretarial, logistical, administrative and office support services to the advocates

DIRECTORATE: INTERNATIONAL RELATIONS

- Underpin the PGWC's international relations policy, strategy and engagements with sound research and information
 - Support Cabinet in the development and maintenance of PGWC international relations policy, strategy and protocol guidelines
 - Facilitate and monitor international co-operation agreements on direction of Cabinet
 - Provide country/region specific research services as required
 - Provide country/region specific protocol research services as required
- Provide protocol and logistical support to Cabinet members and PGWC employees in respect of local and foreign international engagements
 - Assist PGWC Cabinet members and employees in respect of official outgoing and official incoming visits
 - Support Cabinet international liaison and networking initiatives
 - Provide general international protocol advice

OFFICE OF THE DIRECTOR-GENERAL

- Provide strategic management, coordination and governance support services
- Provide support services to the Director General
- Manage departmental finance and administration services

DIRECTORATE: DEPARTMENTAL STRATEGY

- Facilitate the departmental strategic management process
- Ensure departmental coordination and good corporate governance

DIRECTORATE: DIRECTOR-GENERAL SUPPORT

- Provide operational support to the Director-General
- Manage special executive interventions strategically

DIRECTORATE: DEPARTMENTAL FINANCE AND ADMINISTRATION

- Ensure budget management
- Ensure a departmental financial accounting service
- Manage provisioning, assets and procurement
- Apply internal control measures
- Render general support services

OFFICE OF THE PREMIER

- Provide efficient, economic and effective administrative support to the Premier

CORPORATE SERVICE CENTRE

To render transversal corporate services on a shared services basis

- Optimise service delivery through the optimal utilisation of appropriate information and communication technologies
- Render human capital services
- Render corporate assurance services
- Render comprehensive legal support service
- Render corporate communication service
- Provide support services to the Head: Corporate Services Centre

BRANCH: E-INNOVATION

To optimise service delivery through the optimal utilisation of appropriate information and communication technologies

- Render strategic ICT services
- Provide a GITO management services to the PGWC
- Render administrative support to the branch
- Manage the PGWC's ICT project office

PROJECT OFFICE

To manage the PGWC ICT project office

ADMINISTRATIVE SUPPORT

To render administrative support to the Branch

CHIEF DIRECTORATE: STRATEGIC ICT SERVICES

To render strategic ICT services

- Provide strategic direction to the Cabinet and PTM with regard to e-Government and ICT
- Plan and develop transversal e-Government /ITC projects and service
- Render integrated e-Government information, communication services to business, civil servants and government

DIRECTORATE: POLICY AND STRATEGY

- Develop appropriate E-Government policy, strategy and frameworks

- Develop appropriate ICT policy, strategy and frameworks (including architecture)
- Develop norms and standards for system and data
- Develop policy and guidelines with regard to the selection of vendors
- Do research and development for E-Government to exploit advanced technologies
- Governance of Provincial ICT macro-processes (including what was CITCOM/DITCOMs/PTT)
- Monitor compliance to certification requirements
- Promote the use of ICT to improve service delivery

DIRECTORATE: PLANNING AND DEVELOPMENT

- Develop and maintain provincial MSP
- Develop transversal business cases
- Provide ICT planning and business case development competency
- Plan transversal and shared infrastructure
- Plan transversal and shared applications
- Plan system usability (user requirements and interface design, information architecture)
- Perform data modelling against agreed norms and standards
- Ensure proper certification of planned ICT solutions

DIRECTORATE: E-GOVERNMENT FOR CITIZENS

- Provide and implement e-Government front office policies and strategies
- Coordination of e-Government front support office support
- Coordinate e-Government content and content management
- Provide usability and design support for e-Government front office
- Render inter-active e-Government front office channels
- Provide strategic access to e-Government information and services

CHIEF DIRECTORATE: GITO MANAGEMENT SERVICES

To provide a GITO management services to the PGWC

- Manage transversal infrastructure and applications operations
- Render GITO management services to Departments

TRANSVERSAL GITO

- Provide inputs to the development of provincial e-government and ICT policy and strategy
- Promote effective management of information and technology as a strategic resource
- Manage the implementation of transversal or shared solutions and infrastructure
- Manage transversal or shared infrastructure, hardware, software and services (e.g. Novell)
- Implement transversal or shared e-Government / ICT strategies
- Manage transversal or shared ICT security
- Manage (transversal or shared) contracts, business agreements and service level agreements
- Ensure proper certification of planned ICT solutions

HEALTH/SOCIAL SERVICES AND HOUSING CLUSTER

- Provide inputs to the development of provincial e-government and ICT policy and strategy
- Promote effective management of information and technology as a strategic resource
- Manage the GITO Council(s)
- Manage relevant enterprise information and technical architectures for each Department in alignment with provincial strategies and architectures

- Develop and maintain departmental MSP's
- Implement e-government/ICT strategies
- Plan and manage the implementation of solutions, systems and infrastructure within Department(s)
- Ensure proper certification of planned ICT solutions
- Manage departmental contracts and service level agreements

EDUCATION/CULTURE AND SPORT CLUSTER

- Provide inputs to the development of provincial e-government and ICT policy and strategy
- Promote effective management of information and technology as a strategic resource
- Manage the GITO Council(s)
- Manage relevant enterprise information and technical architectures for each Department in alignment with provincial strategies and architectures
- Develop and maintaining departmental MSP's
- Implement e-Government/ICT strategies
- Plan and manage the implementation of solutions, systems and infrastructure within Department(s)
- Ensure proper certification of planned ICT solutions
- Manage departmental contracts and service level agreements

ECONOMIC/GOVERNANCE AND ADMINISTRATION CLUSTER

- Provide inputs to the development of provincial e-government and ICT policy and strategy
- Promote effective management of information and technology as a strategic resource
- Manage the DGITO Council(s)

- Manage relevant enterprise information and technical architectures for each Department in alignment with provincial strategies and architectures
- Develop and maintain departmental MSP's
- Implement e-Government/ICT strategies
- Plan and manage the implementation of manage the implementation of solutions, systems and infrastructure within Department(s)
- Ensure proper certification of planned ICT solutions
- Manage departmental contracts and service level agreements

BRANCH: HUMAN CAPITAL MANAGEMENT

To render human capital services

CHIEF DIRECTORATE: ORGANISATIONAL DEVELOPMENT

To promote institutional capacity building through appropriate and evidence-based organisational development interventions

- Provide organisational behaviour consultancy services
- Provide continuous improvement consultancy services
- Provide organisation design consultancy services

DIRECTORATE: ORGANISATIONAL BEHAVIOUR

- Assess employee, team and organisational behaviour dynamics
- Facilitate change management interventions related to employee, team and organisational behaviour aspects
- Manage a transversal employee wellness programme
- Manage the provincial assessment centre

DIRECTORATE: PROCESS DESIGN AND IMPROVEMENT

- To improve service delivery through business process interventions
- Coordinate and facilitate the Batho Pele programme
- Facilitate service delivery improvement initiatives
- Assess the efficacy of service delivery improvement interventions

DIRECTORATE: ORGANISATION DESIGN

- Conduct macro-organisational analyses (departmentalisation of provincial functions)
- Design organisational structures
- Design process and competency-based job descriptions/job profiles
- Determine staff establishment requirements
- Conduct job evaluations
- Facilitate interdepartmental job evaluation and OSD establishment-related coordination

CHIEF DIRECTORATE: PROVINCIAL TRAINING INSTITUTE

To coordinate and enhance learning and development within the PGWC

- Design learning and development programmes
- Deliver learning and developmental programmes
- Render support services

DIRECTORATE: PROGRAMME DESIGN

- Assess training and development needs and impact of interventions
- Render a curriculum development and quality assurance service

DIRECTORATE: PROGRAMME DELIVERY

- Facilitate and co-ordinate functional training interventions
- Facilitate and co-ordinate transversal training interventions
- Facilitate and co-ordinate management and leadership training interventions

BRANCH: HUMAN CAPITAL MANAGEMENT

To render human capital services

- Promote institutional capacity building through appropriate and evidence-based organisational development interventions
- Coordinate and enhance learning and development within PGWC
- Render human resource management services to Departments of the PGWC

CHIEF DIRECTORATE: HUMAN RESOURCE MANAGEMENT

To render human resource management services to departments of the PGWC

- Render human resource policy and planning services
- Render human resource administration services
- Render individual performance and development services
- Promote sound employee relations in the PGWC

DIRECTORATE: POLICY AND PLANNING

- Develop and maintain human resources policies
- Render a human resource planning service
- Monitor and evaluate human resource trends
- Render a strategic talent management service to the PGWC

DIRECTORATE: HUMAN RESOURCE PRACTICES AND ADMINISTRATION

- Administer human resources provisioning and conditions of service on a cluster basis
- Render a human resource call centre service

DIRECTORATE: PERFORMANCE MANAGEMENT AND DEVELOPMENT

- Administer individual performance
- Administer human resources development matters
- Administer bursaries
- Administer HR-Connect

DIRECTORATE: EMPLOYEE RELATIONS

- Render research and capacity building services
- Manage the collective bargaining process
- Handle all employee relations matters regarding misconduct, disputes and grievances

BRANCH: CORPORATE ASSURANCE

To render corporate assurance services

- Ensure efficient and effective risk management systems
- Provide a corporate internal audit service to the PGWC
- Prevent, detect and investigate economic crime

DIRECTORATE: ENTERPRISE RISK MANAGEMENT

- To develop and implement risk management systems

- Facilitate risk identification control mitigating risks and control improvement
- Embed risk management systems within line management functions
- Maintain risk management database and reporting mechanisms
- Analyse and report on consolidated department risk profile

DIRECTORATE: FORENSIC INVESTIGATIONS

- Conduct forensic investigations
- Provide expert legal advice on matters pertaining to forensic investigations
- Provide forensic education and prevention services
- Render support services

CHIEF DIRECTORATE: INTERNAL AUDIT

To provide a corporate internal audit service to the PGWC

- Conduct internal audits on a risk-analysis basis for:
 - the Departments of Education and Health, the Social Cluster departments, the Economic Cluster departments, and the Governance and Administration Cluster departments

DIRECTORATE INTERNAL AUDIT: EDUCATION

- Assess/audit the appropriateness and fulfilment of internal controls in a dynamic risk management environment
- Audit the fulfilment of policies, procedures, laws and regulation
- Evaluate the effectiveness and appropriateness of internal control processes as well as the economic utilisation of resources

DIRECTORATE INTERNAL AUDIT: SOCIAL CLUSTER

- Assess/audit the appropriateness and fulfilment of internal controls in a dynamic risk management environment
- Audit the fulfilment of policies, procedures, laws and regulation
- Evaluate the effectiveness and appropriateness of internal control processes as well as the economic utilisation of resources

DIRECTORATE INTERNAL AUDIT: GOVERNANCE AND ADMINISTRATION CLUSTER

- Assess/audit the appropriateness and fulfilment of internal controls in a dynamic risk management environment
- Audit the fulfilment of policies, procedures, laws and regulation
- Evaluate the effectiveness and appropriateness of internal control processes as well as the economic utilisation of resources

DIRECTORATE INTERNAL AUDIT: HEALTH

- Assess/audit the appropriateness and fulfilment of internal controls in a dynamic risk management environment
- Audit the fulfilment of policies, procedures, laws and regulation
- Evaluate the effectiveness and appropriateness of internal control processes as well as the economic utilisation of resources

DIRECTORATE INTERNAL AUDIT: ECONOMIC CLUSTER

- Assess/audit the appropriateness and fulfilment of internal controls in a dynamic risk management environment
- Audit the fulfilment of policies, procedures, laws and regulation
- Evaluate the effectiveness and appropriateness of internal control processes as well as the economic utilisation of resources

CHIEF DIRECTORATE: LEGAL SERVICES

To render a comprehensive legal support services to the provincial government

- Strategically manage the legislative drafting requirements of the provincial executive
- Manage corporate legal advisory services
- Provide a legal support service in respect of litigation matters

DIRECTORATE: LEGISLATION

- Co-ordinate the provincial legislative programme
- Draft and certify provincial legislation
- Ensure an integrated approach in respect of provincial legislation with intra- or intergovernmental implications
- Provide input on draft national legislation
- Comment on and /or edit subordinate legislation

DIRECTORATE: LITIGATION

- Provide legal advice In respect of intended litigation by or against departments
- Attend to referrals to the State Attorney
- Manage the preparation of High Court and Constitutional Court cases
- Assist with consultations to advocates
- Keep a database of litigation by or against the provincial government and advise on contingent liabilities

DIRECTORATE: LEGAL ADVISORY SERVICES (GOVERNMENT AND ECONOMIC CLUSTER)

- Provide legal input into risk management processes
- Provide formal legal opinions and legal advice
- Provide legal inputs on behalf of departments at external forums
- Render advice on correspondence of a legal technical nature
- Verify the legal aspects in Cabinet submissions
- Ensure legal sound contracts
- Represent provincial departments at forums on legal matters

DIRECTORATE: CORPORATE LEGAL ADVISORY SERVICES (SOCIAL CLUSTER)

- Provide legal input into risk management processes
- Provide formal legal opinions and legal advice
- Provide legal inputs on behalf of departments at external forums
- Render advice on correspondence of a legal technical nature
- Verify the legal aspects in Cabinet submissions
- Ensure legal sound contracts
- Represent provincial departments at forums on legal matters

DIRECTORATE: CORPORATE COMMUNICATION

To render corporate communication services

- Provide government communication products
- Render events and public participation services
- Manage the implementation of advertising and marketing campaigns

**3. CONTACT DETAILS OF THE INFORMATION AND DEPUTY
INFORMATION OFFICER
SECTION 14(1)(b)**

1. Information Officer: Adv B Gerber
Legislature Building / P O Box X659
15 Wale Street
Cape Town, 8000
Tel: 021 467 6032
Fax: 021 467 3300
E-mail: bgerber@pgwc.gov.za

2. Deputy Information Officer: Mr L Grootboom
Legislature Building / P O Box X659
15 Wale Street
Cape Town, 8000
Tel: 021 467 5154
Fax: 021 467 3300
E-mail: Lgrootboom@pgwc.gov.za

**4. GUIDE BY SOUTH AFRICAN HUMAN RIGHTS COMMISSION ON
HOW TO USE THE ACT
SECTION 14(1)(c)**

It is the responsibility of the SAHRC to compile a guide in terms of section 10 of the PAIA, in an easily comprehensible form and manner, as may be required by a person who wishes to exercise any right contemplated in the Act.

This guide is also available in all the official languages from the SAHRC and any enquiries in this regard should be directed to:

The South African Human Rights Commission	
Telephone	+27 11 484 8300
Fax	+27 11 484 1360
E-Mail Address	PAIA@sahrc.org.za
Postal Address	PAIA Unit: The Research and Documentation Department Private Bag 2700 Houghton 2041
Street Address	PAIA Unit: The Research and Documentation Department Boundary Road, Isle of Houghton, Wilds View, Entrance 1 Houghton JOHANNESBURG
Website	www.sahrc.org.za

5. RECORDS

SECTION 14(1)(d)

5.1 DESCRIPTION OF SUBJECTS ON WHICH THE DEPARTMENT HOLDS RECORDS

- Organisation and Control
 - Reorganisation of functions
 - Delegation of Powers
 - Planning
 - Office instructions and codes
 - Organisational Performance Systems
 - Reports
 - Policy and Strategy
 - Strategic Management Information
- Statutory and Regulatory Framework / Legislation
 - National Constitutional Framework
 - International Legislation

- National Legislation
 - Western Cape Provincial Legislation
- Human Resource Management
 - Organisational Development
 - Provincial Training Institute
 - Human Resource Management
 - Posts Control
 - Conditions of Service
 - Vacancies and Appointments
 - Termination of Service
 - Qualifications, Training and Skills Development
 - Staff movement
 - Staff control
 - Employee relations
 - Employee Health and wellness
 - Behaviour Dynamics
 - Human Resource Call Centre
- Internal Financial Management
 - Budget
 - Accounting responsibility
 - Expenditure
 - Banking Arrangements
 - Funds
 - Corporate Assurance
 - Internal Audit
- Supply Chain Management
 - Procurement
 - Provisioning
 - Asset management
- Internal Facilities Management
 - Buildings and Grounds
 - Equipment and Furniture

- Telecommunication services
 - Occupational Health and Safety
- Internal Travel and Transport Services
 - Transport
- Internal Information Services
 - Internal records management
 - Library management
 - Information management
 - Knowledge management
 - Internal security matters
 - Centre for E-Innovation
- Communications
 - Internal communication
 - Speeches and Lectures
 - Awareness Programmes
 - Social matters
 - Participation in events
 - Publications
 - Contact details
- Legal Services
- Attending and hosting meetings and other gatherings
 - Auxiliary functions
 - Line functions
- Secretariat Services
 - Secretariat support
- External Relations
 - Networking
 - Statutory Intergovernmental Structure Support
 - International Co-operation Agreements
 - Provincial Protocol matters
- Director-General Support
 - Operational support
 - Parliamentary issues

- Issue Management System
 - Special Programmes and Projects
- Human Rights Support
 - Policy
 - Reports

5.2 RECORDS AUTOMATICALLY AVAILABLE

DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15(1) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000	MANNER OF ACCESS TO RECORDS
DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE FOR INSPECTION IN TERMS OF SECTION 15(1)(a)(i)	
<p>(a) Register in terms of section 7(1) of the Executive Members' of Ethics Act 1998 (see section 7(5))</p> <p>(b) International agreements</p> <p>(c) Annual Report</p> <p>(d) Annual Performance Plan</p> <p>(e) 5 Year Strategic Plan</p> <p>(f) The training prospectus</p> <p>(g) Organisational Structure</p> <p>(h) Service delivery implementation plan</p> <p>(i) Job descriptions</p>	<p>These records are available for inspection at the Office of the Director-General, 15 Wale Street, Cape Town - between 08:00 and 15:45</p> <p>These records are available for inspection at the Office of the Chief-Director, Organisational Development, 9th Floor, Golden Acre Building, Cape Town - between 08:00 and 15:45</p>

5.3 REQUEST PROCEDURE

- A requester must use Form A as prescribed in the regulations published in terms of the Promotion of Access to Information Act (Government Notice R223 of 9 March 2001).
- A request fee in the amount of R35,00 is payable before the request will be processed.
- The payment of the request fee does not apply to a record requested by a maintenance officer or maintenance investigator for purposes of a maintenance investigation or inquiry in terms of the provisions of the Maintenance Act, 1998 or the regulations made under section 44 of the said Act (as per Government Notice R991 of 14 October 2005).
- Provision is made on Form A for the requester to indicate whether he/she wants a copy of the record or merely wants to look at it.
- Form A also provides for a requester to indicate in which language the record is required, although there is no obligation on the department to translate it.
- A requester may also indicate in what form (i.e. paper copy, electronic copy, etc) access to the record must be provided. This will be adhered to unless doing so will unreasonably interfere with the running of the Department or for practical reasons access cannot be given in the required form or medium.
- An access fee is payable should the requester for instance need copies of the requested record.
- A single person whose annual income does not exceed R14 712,00 per annum and married persons, or a person and his or her life partner whose annual income does not exceed R27 192,00 are exempted from paying access fees (as per Government Notice R991 of 14 October 2005).
- Payment of the access fee does not apply to the personal record of a requester (as per Government Notice R991 of 14 October 2005).

- In certain instances, a requester may also be requested to pay a deposit.
- A requester may lodge an internal appeal against the payment of the deposit and / or access fee. Should a requester want to lodge an internal appeal, Form C (as prescribed in Government Notice R223 of 9 March 2001) must be completed.
- In the event that the internal appeal procedure be exhausted and the requester is still not satisfied with the outcome, a court may be approached for an appropriate order.
- Access to a record will be withheld until all applicable fees have been paid.
- Information may be requested on behalf of another person, but the capacity in which the request is made must be indicated.
- If a requester is unable to read or write, or cannot complete the form because of a disability, the request can be made orally. The information officer, or a person so delegated, must then fill in the form on behalf of such requester and give him/her a copy of the completed form.

6. SERVICES AVAILABLE TO THE PUBLIC
SECTION 14(1)(f)

- The distribution of the Provincial Gazette
- Direct communication with the public via the Provincial Government Contact Centre, including telephone helplines, an e-mail channel and the Walk-in Centre in Long Street, Cape Town
- Access to information and communication technology in poor and rural areas through 19 Cape Access e-Community centres located across the province
- Easy access to information and services offered by the Provincial Government of the Western Cape through the Cape Gateway website –

PGWC Internet Portal: <http://www.capegateway.gov.za/>

PGWC Intranet Portal: <http://intranet.pgwc.gov.za/>

PGWC Contact Centre

- Call Centre: 0860 142 142 (weekdays 8:00 - 18:00)
 - Walk-in Centre: 142 Long Street, Cape Town (weekdays 08h00 - 16h00)
 - E.mail Centre: questions@capegateway.gov.za/
 - Presidential Hotline (Western Cape): 17737 (1 PRES)
- cape>access: <http://www2.capeaccess.org.za/>

7. ARRANGEMENT ALLOWING PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY AND PERFORMANCE OF FUNCTIONS
SECTION 14(1)(g)

In most instances legislation prescribes the procedures for making matters known.

8. REMEDIES AVAILABLE IN RESPECT OF ACTS OR FAILURE TO ACT
SECTION 14(1)(h)

Legislation applicable to the Department may provide for an internal review or appeal procedure. Should this procedure be exhausted, or no provision be made for such procedure, a court may be approached for an appropriate order.

DEPARTMENT OF SOCIAL DEVELOPMENT

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