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## MANUAL

IN ACCORDANCE WITH

### THE PROMOTION OF ACCESS TO INFORMATION ACT (NO. 2 OF 2000)

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# **THE CITY OF MATLOSANA**

## **SECTION 14 MANUAL**

**(MANUAL OF THE CITY OF MATLOSANA IN TERMS OF  
THE PROVISIONS OF SECTION 14 OF THE PROMOTION  
OF ACCESS TO INFORMATION ACT, ACT 2 OF 2000)**

## **PREFACE**

The Promotion of Access to Information Act 2 of 2000 gives effect to the public's right to information from public and private bodies as contained in Section 32 of the Constitution to advance and increasingly focus on the development of good corporate governance.

**The City of Matlosana (hereinafter also referred to as the 'City' or 'the CoM' or 'Council' or 'the Municipality') recognises and is committed in fulfilling its constitutional obligations to, inter alia –**

- foster a culture of transparency and accountability in its affairs by giving effect to the right of access to information;
- actively promote and create an enabling environment in which requesters have effective access to information;
- put such necessary measures in place to render it as accessible as reasonably possible for requesters of its records.

**Bearing in mind –**

- that the right of access to any information held by the City may be limited to the extent that the limitations are reasonable and justifiable in an open and democratic environment based on human dignity, equality and freedom

as contemplated in Section 36 of the Constitution and also as specified in Part 2, Chapter 4, of the Promotion of Access to Information Act.

**ABBREVIATIONS / ACRONYMS**

AIDS	Acquired Immune Deficiency Syndrome
CBO	Community Based Organisation
CoM	City of Matlosana
CID	Community Improvement District
ED&T	Economic Development and Tourism
EIA	Environmental Impact Assessment
ERP	Enterprise Resource Planning
GIS	Geographic Information Systems
IDP	Integrated Development Plan
IT	Information Technology
NGO	Non-Governmental Organisation
PAIA	Promotion of Access to Information Act
RDP	Reconstruction and Development Programme
SMME	Small Medium and Micro Enterprises
TSM	Transport System Management
VAT	Value Added Tax

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**SECTION 1****INTRODUCTION:****1.1 SECTION 32 OF CONSTITUTION OF THE  
REPUBLIC OF SOUTH AFRICA, ACT 108 OF 1996 -  
ACCESS TO INFORMATION.**

This section of the Constitution stipulates that: Everyone has the right of access to any information held by the State; and any information that is held by another person and that is required for the exercise or protection of any rights, and national legislation must be enacted to give effect to this right, and may provide for reasonable measures to alleviate the administrative and financial burden on the State.

**1.2 THE PROMOTION OF ACCESS TO INFORMATION  
ACT, ACT 2 OF 2000:**

The Promotion of Access to Information Act, Act 2 of 2000 (hereafter "the Act") was enacted on 3 February 2000 giving effect to the Constitutional rights of access to information as referred to above, held by the State and any information that is held by another person and that is required for the exercise or protection of any right.

Section 9 of the Act, however, recognizes that such right to access to information is subject to certain justifiable limitations, for instance, limitation is aimed at:

- reasonable protection of privacy;
- commercial confidentiality; and
- effective, efficient and good governance.

Section 14 of the Act obliges public bodies to compile a Manual, which would assist a person to obtain access to information held by the public body and stipulates the minimum requirements a manual has to comply with.

The purpose of this manual is:

- to enable people to exercise their rights in terms of the Act.
- to create an understanding of the functions performed and records kept by the CoM.
- to assist in fostering a culture of transparency, accountability and to promote public participation
- to inform a person on how to practically obtain access to a record held by the CoM.

### **1.3 THE CITY OF MATLOSANA:**

1.3.1 In terms of the provisions of Section 12 read with Section 14 of the Local Government: Municipal Structures Act, Act 117 of 1998, the KLERKSDORP LOCAL MUNICIPALITY (NW403) was established by the Notice Relating to the Establishment of the Klerksdorp Local Municipality, General Notice 301 of 2000, published in the Provincial Gazette Extraordinary No. 5574 of 29 September 2000.

1.3.2 General Notice 301 of 2000 was amended by Premier's Notice 1 of 2001, published in the Provincial Gazette No 5658 of 5 March 2001 by substituting and changing the name, and any reference to "KLERKSDORP LOCAL MUNICIPALITY" to the "CITY OF KLERKSDORP LOCAL MUNICIPALITY".

1.3.3 Premier's Notice 1 of 2001 was amended by Official Notice 9 of 2001, published in Provincial Gazette No. 5668 of 24 April 2001 by substituting and changing the name, and any reference to "CITY OF KLERKSDORP LOCAL MUNICIPALITY" to the "CITY COUNCIL OF KLERKSDORP".

1.3.4 Official Notice 9 of 2001 was amended by General Notice 627 of 2005, published in Provincial Gazette No. 6235 of 23 November 2005 by substituting and changing the name, and any reference to "CITY COUNCIL OF KLERKSDORP" to the "CITY OF MATLOSANA".

1.3.5 As such the City of Matlosana was established on 5 December 2000 by the merging of the previous Transitional Local Councils of Klerksdorp, Stilfontein, Orkney and Hartbeesfontein. The City of Matlosana is located in the North West Province and covers an area of approximately **3162** km<sup>2</sup> and has a population of approximately **412 050** people.

1.3.6 Annexure "A" hereto is a map of the City of Matlosana's area, showing the boundaries of this local Municipality.

**SECTION 2****STRUCTURE AND FUNCTIONS OF THE CITY OF MATLOSANA****2.1 ORGINASATIONAL STRUCTURE**

Local Government is functioning in a consistently changing environment and therefore its structures and services may change from time to time and these changes will be reflected in updated versions of this manual. Council's vision, goals and strategic priorities are continuously reviewed and the relevant current structures are aligned with the new strategic direction. The current organisational structure is set out up to the second reporting level.

**2.2 POLITICAL STRUCTURE**

The Council of the City of Matlosana comprises of seventy councillors who include a Speaker, Executive Mayor, a Mayoral Committee comprising and various Committees of which the Mayoral Committee is the executive committee.

The following political parties are represented in the Council of the Municipality:

- African National Congress
- Democratic Alliance
- Freedom Front Plus
- COPE

The Executive Mayor of the CoM performs the following functions:

- presides at the meeting of the Mayoral Committee.
- perform the duties and exercises powers assigned to him in terms of the Local Government: Municipal Structures Act, Act 117 of 1998 (also referred to as “the Structures Act”) including any ceremonial functions, and exercises the powers delegated to him/her by the municipal council.
- identifies the needs of the Municipality.
- evaluates these needs in order of priority.
- makes recommendations to the council regarding the strategies to address priority needs.
- carries the responsibilities extended to him under the provisions of the Local Government: Municipal Finance Management Act, Act 56 of 2003 (also referred to as ‘the MFMA”)

The Speaker presides at meetings of council and performs the duties and exercises, the powers referred to in the Structures Act.

Councillors are elected to represent local communities:

- to ensure that municipalities have structured mechanisms of accountability to local communities.
- to meet the priority needs of communities by providing services equitably, effectively and sustainable within the means of the Municipality.

In order to ensure that Councillors fulfil their obligations to communities, and support the achievement by the Municipality of its objectives set out in Section 19 of the Structures Act, a Code of Conduct for Councillors was established. The Code is contained in Schedule I of the Local Government: Municipal Systems Act, Act 32 of 2000 (also referred to as the Systems Act). Councillors are elected as members of the municipal council for a period ending when the next council is declared elected.

## **2.3 ADMINISTRATIVE STRUCTURE**

### **2.3.1 MUNICIPAL MANAGER**

The Council has appointed a Municipal Manager in terms of Section 82 of the



- Municipal Structures Act. This official is the head of the Council's administration and also the accounting officer for the Municipality.

As head of the administration and the accounting officer, the Municipal Manager:

- is responsible, *inter alia*, for the formation and development of an economical, effective, efficient and accountable administration, equipped to implement the Integrated Development Plan.
- advises the political structure and political office bearers of the Municipality.
- manages communications between the Municipality's administration and its political structures and political office bearers.
- carries out decisions of political structures and political office bearers of the Municipality.
- fulfil the fiduciary duties and responsibilities extended to him under the MFMA.

- administers and implements the Municipality's by-laws and other legislation.
- exercises the powers and the performance of any duties delegated to him by the Municipal Council, or sub-delegated by other delegating authorities of the Municipality in terms of Section 59 of the Systems Act.
- implements national and provincial legislation applicable to the Municipality.

### **2.3.2 DIRECTORATES**

Under the Municipal Manager as head of administration, resorts the following directorates, each with its own sub-directorates:

- Finance
- Corporate Services
- Civil Services and Human Settlements
- Electrical and Mechanical Engineering
- Municipal and Environmental Services
- Macro City Planning and Development
- Strategic Planning, Monitoring and Control.

## **2.4 CORE RESPONSIBILITIES OF DEPARTMENTS**

### **2.4.1 DIRECTORATE FINANCE**

To render accounting and financial management services for the City of Matlosana.

#### **2.4.1.1 BUDGET SERVICES**

The annual budget of a Municipality contains:

- estimates of all revenue expected to be received during the financial year ending 30 June to which the budget relates.
- estimates of current expenditure for that financial year.
- estimates of interest and debt servicing charges.
- estimates of capital expenditure for that financial year and the projected financial implications of that expenditure for future financial years.

**2.4.1.2 ACCOUNTING SERVICES**

To render accounting services to the City of Matlosana applying generally accepted accounting principles and practices.

**2.4.1.3 FINANCIAL MANAGEMENT SERVICES**

To modernize budget and financial management practices by placing local government finances on a sustainable footing and to put in place a sound financial governance framework by clarifying and separating the roles and responsibilities of the Executive Mayor, executive and non-executive councillors and officials.

**2.4.1.4 INFORMATION TECHNOLOGY SERVICES**

Which include:

- to plan and manage information technology services for the City of Matlosana.

- to plan, purchase and manage information technology user services for the City of Matlosana.
- to plan, purchase and manage information technology processor service for the City of Matlosana.

to plan, purchase and manage information technology network and telecommunications services for the City Matlosana.

#### **2.4.1.5 PROCUREMENT SERVICES**

To execute procurement in a transparent and equitable manner favouring the local economy and redressing historical imbalances. The CoM possesses a Supply Chain Management Policy and Preferential Procurement Policy.

### **2.4.2 DIRECTORATE CORPORATE SERVICES**

To render centralized corporate support services to the City of Matlosana.

#### **2.4.2.1 HUMAN RESOURCES AND LABOUR RELATIONS**

Which include:

- to render a provisioning and support services function that will ensure the recruitment, utilization and retention of the Municipality's human capital.
- to give effect to the skills development requirements of the Municipality as well as to ensure compliance with employment equity measures.
- to facilitate a sound relationship between the employer and employees and a climate of labour peace, stability and wellness.
- to give effect to the Municipality and the organizational requirements, continuous improvement and performance management.

**2.4.2.2 ADMINISTRATIVE SERVICES**

Ensure smooth administration / functioning of Council by providing timeous compilation and delivery of council agendas to Councillors and various Departmental Managers.

**2.4.2.3 SECRETARIAL SERVICES**

To render secretarial services to the City of Matlosana.

**2.4.2.4 LEGAL SERVICES**

Provide legal advice, assistance and opinions to the administrative and political functionaries of the Municipality.

**2.4.3 DIRECTORATE CIVIL SERVICES AND HUMAN SETTLEMENTS****2.4.3.1 HUMAN SETTLEMENT SERVICES**

Which include:

- to assist in housing developments.

- to administer housing projects.
- to administer hostel services.

#### **2.4.3.2 CIVIL ENGINEERING**

The civil engineering services to be rendered by the Municipality will cover the total spectrum of civil engineering applicable to municipal services. The services are as follows:

- **Water Provision:** To provide cost effective water services and to maintain and develop infrastructure to be used by the public.
- **Sewerage and Waste Water:** To provide cost effective sewer and sanitation services and to maintain and develop infrastructure to be used by the public.
- **Roads and Storm Water:** To provide cost effective roads and storm water services and to maintain



and develop infrastructure to be used by the public.

- Building Construction, Control and Surveying: To protect and maintain existing building aspects internal and external to the Municipality and to manage building projects.
- Solid Waste and Environmental Services: To provide cost effective solid waste dumping facilities.
- Town Planning and Building Survey: To undertake orderly town planning and development

#### **2.4.4 DIRECTORATE ELECTRICAL AND MECHANICAL ENGINEERING**

To render Electrical Engineering and Internal Repair Services.

##### **(i) Planning and Testing**

To plan, schedule, do cost estimates and compile specifications for electrical

projects. Render measuring and draughting services. Test electrical installations.

**(ii) Electrical Distribution**

To provide cost effective electricity services and to maintain and develop infrastructure to be used by the public.

**(iii) Mechanical and Electrical Workshop**

To provide cost effective mechanical and electrical maintenance services for municipal property.

**(iv) Fleet Maintenance (Garage)**

To provide cost effective municipal fleet and equipment maintenance services.

**2.4.5 DIRECTORATE: MUNICIPAL AND ENVIRONMENTAL SERVICES**

To deliver comprehensive, integrated, accessible and sufficient health services to the entire community.

**(i) Primary Health Care**

To have a comprehensive and integrated as well as accessible and sufficient health services to the entire community.

**(ii) Environmental Health**

To deliver preventative health care services.

**(iii) Social Welfare Services**

To establish and promote social welfare.

**2.4.5.1 PUBLIC SAFETY**

To establish a safe, orderly and crime free environment where all people can develop their full potential.

**(i) Municipal Policing Services**

The policing of traffic by-laws as well as the provisions of the Land Use

Management Scheme of  
the Municipality.

**(ii) Fire and Rescue**

The provision of fire and  
rescue services to the  
community.

**(iii) Emergency Medical  
Services**

To provide life saving  
emergency medical  
services to the City of  
Matlosana of meaningful  
Disaster Management Plan  
for the community of the  
City of Matlosana area  
through the incorporation  
of the different disaster and  
contingency plans of  
government agencies,  
NGO's and communities.

**(iv) Licensing**

The providing of licensing  
services to the municipal

area in an effective and efficient manner.

**(v) Security**

To develop, implementation and the maintenance of an infrastructure assurance policy for the City of Matlosana assets and personnel.

**(vi) Call taking and dispatching**

The development, implementation and commissioning of an integrated call taking and dispatching centre in order to provide co-ordinate management and quick response to all life threatening calls in a cost effective way through the application of state of the art technology.

#### **2.4.5.2 COMMUNITY SERVICES**

To provide recreational and community services to the public of the City of Matlosana.

##### **(i) The Development and Maintenance of Parks**

To establish a user friendly, green, clean, neat and colourful city.

##### **(ii) Recreation**

To develop and maintain sport and recreational facilities.

##### **(iii) Libraries, Museum and Art Galleries**

To develop and maintain the cultural heritage of the city.

##### **(iv) Cleaning Services**

To ensure a hygienic and pollution free environment.

- The gathering of domestic, business related and industry-generated refuse and solid waste.
- The conveyance and dumping of solid waste.

- The management of solid and hazardous waste related issues impacting on the environment.

#### **2.4.6 DIRECTORATE: MACRO CITY PLANNING AND DEVELOPMENT**

To create a prosperous city and develop economic strategies that will alleviate poverty and the related social impacts by stimulating economic growth and development.

To support partnerships that are innovative and have the energy to build a strong and sustainable national economy based on thriving and diversified local economies.

##### **2.4.6.1 ECONOMIC AFFAIRS**

To stimulate economic growth and development, to execute procurement and to devise and implement communication strategies. Contributing to capacity building of local authorities by providing technical knowledge and support, or sector experience to help formulate and implement municipal policies, strategies and plans guided by the municipal Integrated Development Plans (IDPs).

#### **2.4.6.2 MARKETING**

To actively market the fresh produce market and keep existing clients informed.

### **2.4.7 DIRECTORATE: STRATEGIC PLANNING, MONITORING AND CONTROL**

#### **2.4.7.1 INTERNAL AUDITING**

Internal auditing is an independent, objective assurance and consulting activity designed to add value and improve an organization's operations. It helps an organization accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes.

#### **2.4.7.2 IDP**

The IDP is inevitably a principal strategic planning instrument to guide and inform all planning, budgeting, management and decision making in a Municipality. It is a mechanism and instrument that seeks to give meaning to developmental local government, where people themselves are active participants in the identification of needs, priorities and strategies for the reconstruction and development of communities.



**2.4.7.3 STRATEGIC UNIT**

Deals with Council Performance (Section 57 of the Systems Act), Strategic Reports, SDSIP, Annual Reports (Section 46 of the Systems Act) and Mid Year Reports.

**SECTION 3**

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**CONTACT DETAILS OF INFORMATION OFFICER / ASSISTANT  
INFORMATION OFFICER**

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Formal requests for access to information made in terms of the Act must be addressed to the Information Officer or the Assistant Information Officer:

**Information Officer:**

The Director Corporate Services:

Postal Address: Private Bag X 99  
KLERKSDORP  
2570

Physical Address Municipal Offices (Main Building)  
C/O Bram Fisher & OR Tambo Streets  
KLERKSDORP  
2570

Tel 018 487 8010  
Fax 018 462 3083  
E-mail [gstrydom@klerksdorp.org](mailto:gstrydom@klerksdorp.org)

All requests for information automatically / voluntarily available (see Annexure C in this regard), as well as general enquiries regarding the availability of information, must be directed to the relevant

Assistant Information Officer listed below. As indicated above, all formal requests for access to information must be addressed to the Information Officer.

**Assistant Information Officer:**

Assistant Director: Legal Services:

Postal Address: Private Bag X 99  
KLERKSDORP  
2570

Physical Address Municipal Offices (Main Building)  
C/O Bram Fisher & OR Tambo Streets  
KLERKSDORP  
2570

Tel 018 487 8445  
Fax 018 487 8332  
E-mail [mmokansi@klerksdorp.org](mailto:mmokansi@klerksdorp.org)

## **SECTION 4**

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### **“SECTION 10 GUIDE” ON HOW TO USE THE ACT**

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In terms of Section 10 of the Act, the Human Rights Commission has compiled a guide containing such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act. Annexure “C” hereto is a copy of this guide. Further information can also be obtained from the Human Rights Commission at the following details:

**The South African Human Rights Commission  
PAIA Unit  
The Research and Documentation Department**

#### **Postal Address**

**Private Bag 2700  
Houghton  
2041**

**Telephone number: (011) 484 8300**

**Facsimile (fax) number: (011) 484 1360**

**Website: [www.sahrc.org.za](http://www.sahrc.org.za)**

**E-mail address: [paia@sahrc.org.za](mailto:paia@sahrc.org.za)**

## **SECTION 5**

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### **ACCESS TO RECORDS HELD BY THE CITY OF MATLOSANA**

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#### **5.1 AUTOMATIC / VOLUNTARY DISCLOSURE**

**Annexure D** describes the categories of records of the City of Matlosana which are automatically available without a person having to request access in terms of the Act.

#### **5.2 DESCRIPTION OF SUBJECTS AND CATEGORIES OF RECORDS HELD BY THE CITY OF MATLOSANA**

“Records” of the City of Matlosana refer to those records created or received in the course of official business and which are kept as evidence of the City’s functions, activities and transactions. There are different **forms** of records, for example correspondence files, maps, plans, registers, agendas and minutes, which could be available in different **media**, e.g. paper, electronic, or on microfilm.

**Annexure E** gives a description of the subjects on which the City of Matlosana holds records as well as the categories of records held on each subject.

## 5.3 REQUEST PROCEDURE

### 5.3.1 ACCESS GIVEN

When a record / information is requested in terms of the Act, the requester must be given access thereto if the requester complies with the following:

- All the procedural requirements in the Act relating to the request for access to a record; and
- Access to the record is not refused on any ground or refusal mentioned in the Act.

### 5.3.2 FORM OF REQUEST

- The request must be made in writing on the prescribed form, attached as **Annexure F**, and be forwarded to:

#### **The Information Officer**

Postal Address:      Private Bag X 99  
                                 KLERKSDORP  
                                 2570

Physical Address      Municipal Offices (Main  
                                 Building)

C/O Bram Fisher & OR  
Tambo Streets  
KLERKSDORP  
2570

Tel 018 487 8010  
Fax 018 462 3083  
E-mail [gstrydom@klerksdorp.org](mailto:gstrydom@klerksdorp.org)

- The application should clearly state what information is required and if the request is for a copy of a record or whether the requester would like to view the record at the office of the City of Matlosana.
- The application form must be accompanied by the prescribed request fee (For fees, see "Fees Payable").
- If a person asks for access in a particular form, the requester would be given access in the manner that has been asked for, unless doing so would interfere unreasonably with the running of the office, would damage the record, or infringe a copyright not owned by the City of Matlosana.
- If the requester wishes to be informed of the decision regarding the request in any other manner, e.g. by telephone / fax / e-mail, in addition to a written reply, it must be indicated as such.

- In cases where the requester is asking for information on behalf of somebody else, the capacity in which the request is being made should be indicated.
- When a requester is unable to read or write or has a disability, the request can be made orally. In such a case, the Information Officer / Assistant Information Officer must complete the form on behalf of the requester.

### **5.3.3 FEES PAYABLE**

- In terms of the Act, two types of fees are required to be paid, namely the request fee and the access fee.
- A requester, who seeks access to a record containing personal information about that requester, is not required to pay the request fee. Every other requester must pay the relevant request fee.
- The Information Officer / Assistant Information Officer will notify the requester to pay the prescribed fee before further processing the request.
- The request fee payable is R35 (thirty five Rand). The requester may lodge an internal appeal or an application to the court against payment of the request fee.



#### 5.3.4 DECISION AND NOTICE

- After the Information Officer / Assistant Information Officer has made a decision on the request, the requester will be notified thereof within 30 (thirty) days after the request has been received, unless the period to deal with the request has been extended.
- If the request is granted, a further access fee must be paid for the search, preparation and reproduction of the record where applicable. See also **Annexure G** for fees payable.
- The requester will be given the required information, if available, within a reasonable time after receipt of the application form and prescribed fees.

#### 5.3.5 TRANSFER OF REQUESTS

- If a request for access is made for information which is not in the possession of the City of Matlosana, or if the information is more closely connected to another public body, the request will be transferred within 14 (fourteen) days after the request has been received, to the other body / institution / organisation who could provide the information.

### **5.3.6 RECORDS NOT FOUND / DOES NOT EXIST**

- In cases where records cannot be found or do not exist and all reasonable steps have been taken to find the requested record, the Information Officer will by means of an affidavit / affirmation inform the requester accordingly, giving full reasons.

### **5.3.7 DEFERRAL OF ACCESS**

- Requests may be deferred until information becomes available. The requester will be notified accordingly and requested to make representations within 30 (thirty) days as to why the information is required prior to it becoming public.

### **5.3.8 REFUSAL OF ACCESS TO RECORDS**

- The Information Officer / Assistant Information Officer may refuse access to records under the circumstances as provided for in part 2, chapter 4, of the Act.

### **5.3.9 REMEDIES**

Remedies available if the City of Matlosana does not comply with the provisions of the Act:

A requester may lodge an internal appeal with the City of Matlosana against a decision of the Information Officer or Assistant Information Officer if:

- A request for access is refused.
- The fees charged are unacceptable.
- The period within which a decision with regard to access to a record must be made is extended.
- Access to a record is not provided in the requested form.

A third party may lodge an internal appeal with the City of Matlosana against a decision by the Information Officer or Assistant Information Officer to disclose information relating to the third party.

#### **5.3.10 APPEAL PROCEDURE**

- An internal appeal must be lodged on the prescribed form which is attached as **Annexure H**
  - (i) Within a period of 60 (sixty) days;
  - (ii) If notice to a third party is required by Section 49(1)(b), within 30 (thirty) days after notice is given to the appellant of the decision appealed against or, if notice to the appellant is not required, after the decision was taken.

The internal appeal –

- Must be delivered, posted, faxed or sent by electronic mail to the Information Officer or the Assistant Information Officer.
- Must identify the subject of the internal appeal and give reasons for the appeal.
- Must state the manner in which the applicant wishes to be informed of the decision on the internal appeal, in addition to a written reply.
- Must, if applicable, be accompanied by the prescribed appeal fees.
- Must specify a postal address, fax number or e-mail address.
- The Information Officer or Assistant Information Officer must within 10 (ten) working days after receipt of an internal appeal, submit it to the Appeal Authority, namely the Speaker, for consideration.
- Late appeals may be allowed if good cause can be shown.
- A requester or third party may only apply to a court if the internal appeal procedure against a decision of the Information Officer or Assistant Information Officer has been exhausted.

## **SECTION 6**

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### **ARRANGEMENTS ALLOWING FOR PUBLIC PARTICIPATION / INVOLVEMENT**

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Public participation in a local government context is governed by the Local Government Municipal Systems Act, 2000 (Act 32 of 2000) and Municipal Structures Act, 1998 (Act 117 of 1998). The purpose of the public participation process is to ensure that the City of Matlosana as well as the broader community co-owns the public participation process and the end product.

Segments of the public engaged in public participation are e.g. individuals, sporting / social groups, religious organisations, small medium and micro enterprises (SMMEs), community based organisations (CBOs), non-governmental organisations (NGOs), sectorally-based forums, area-based forums, businesses, civic / ratepayer associations.

**The City of Matlosana may use the following methods to engage in public participation:**

- Distribution of documents in public places for comment
- Surveys
- Newspaper Advertisements

- Formal public hearings
- Public meetings
- Development of a public participation structure.
- Also note that the CoM will observe the provisions of Section 21A, read with the provisions of Section 21 of the Systems Act in respect of all documents that must be made public.

## **SECTION 7**

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### **UPDATING AND AVAILABILITY OF THE SECTION 14 MANUAL**

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- **UPDATING**

The manual will be published in the GOVERNMENT GAZETTE and will be updated, if necessary, once a year.

- **AVAILABILITY**

The manual is available at any of the offices listed below and may be viewed free of charge.

**COM Offices**

All public libraries

All cash offices

**COM website:** <http://www.matlosana.local.gov.za>

**The Human Rights Commission**

PAIA Unit

Research and Documentation Department

Private Bag 2700

Houghton

2041

**Telephone number:** (011) 484 8300

**Facsimile (fax) number:** (011) 484 1360

**At every place of legal deposit as defined in the Legal Deposit Act, 1997 (Act 54 of 1997).**

Postal Address: Private Bag X 99  
KLERKSDORP  
2570

Physical Address Municipal Offices (Main Building)  
C/O Bram Fisher & OR Tambo Streets  
KLERKSDORP  
2570

Tel 018 487 8445  
Fax 018 487 8332  
E-mail [mmokansi@klerksdorp.org](mailto:mmokansi@klerksdorp.org)



## **SECTION 8**

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### **CONCLUSION**

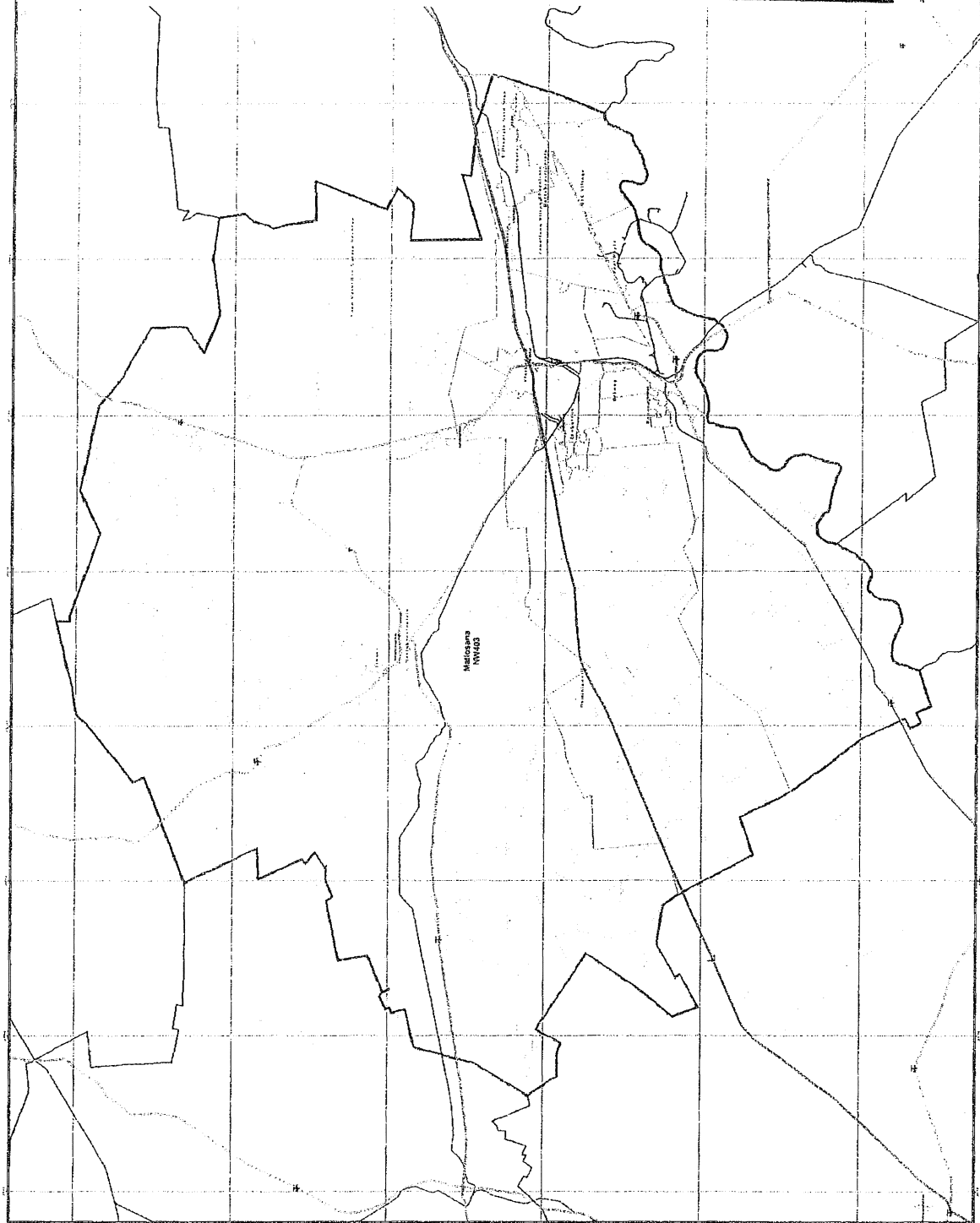
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The City of Matlosana is guided by values such as openness, accountability and transparency in order to promote and achieve good governance. The application of these values re-enforces the City's commitment to comply with the provisions of the Act. As the City of Matlosana strives to be an accessible City and render itself as accessible as reasonably possible for requesters of its records, Assistant Information Officers have been appointed who will assist requesters to exercise their rights in terms of the Act. Where individuals experience difficulty in understanding the manual, the Legal Services Department should be consulted. Enquiries should be directed to the Legal Services Department at telephone: (018) 487 8445 or e-mail: mmokansi@klerksdorp.org.

# Matlosana Local Municipality (NW403)

## ANNEXURE "A"

### MAP SHOWING BOUNDARIES OF THE CITY OF MATLOSANA



Municipal Demarcation Board  
Tel: (012) 342 2481  
Fax: (012) 342 2480  
email: [info@demarcation.org.za](mailto:info@demarcation.org.za)  
web: [www.demarcation.org.za](http://www.demarcation.org.za)

#### Legend

- ▲ Main Place
- ✈ Airports
- ⬢ Schools
- ⬢ Police Stations
- ⬢ Health Facilities
- Local Municipalities
- Ward
- Parent Farm
- Traditional Authorities
- District Management Areas
- Dams
- ~ National Roads
- ~ Main Roads
- ~ Secondary Roads
- ~ Railways
- ~ Rivers

#### Data supplied by:

Statistics South Africa  
Department: Water Affairs & Forestry  
Department: Provincial & Local Government  
Department: Health  
Department: Safety & Security  
Department: Education  
Department: Transport

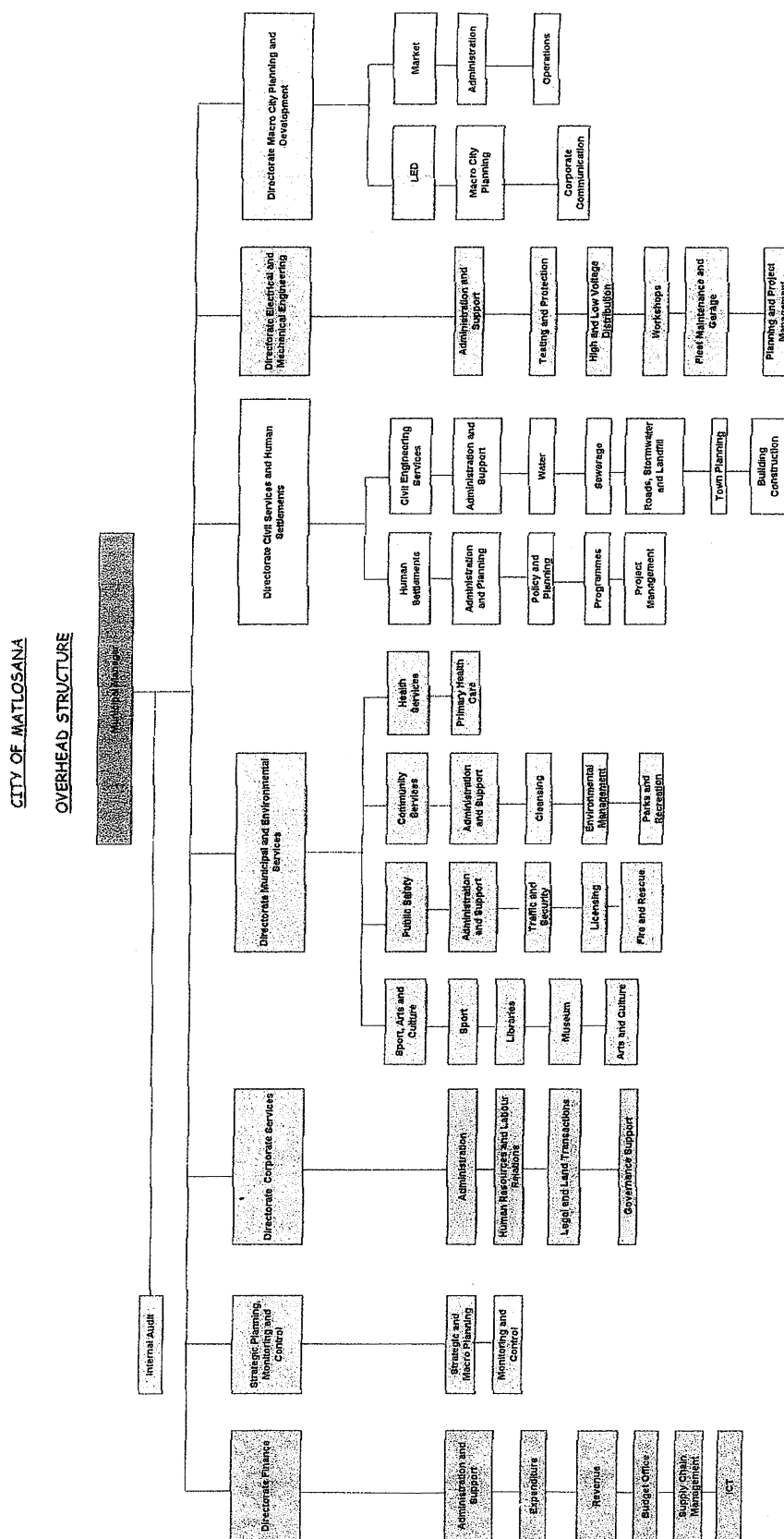


June 2004



## ANNEXURE "B"

### STRUCTURE OF THE CITY OF MATLOSANA



**ANNEXURE "C"**  
**PAIA GUIDE BY THE SOUTH AFRICAN HUMAN RIGHTS**  
**COMMISSION**

**Accessible on the following website:**

**<http://www.sahrc.org.za>**

**ANNEXURE "D"****CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE /  
VOLUNTARY DISCLOSURE**

(These records are automatically available without a person having to request access in terms of the Act, but where appropriate, remain subject to review by the Information Officer in terms of Section 15(4) of the Act.)

**AGENDAS AND MINUTES**

- Agendas and minutes of all meetings of Council, its structures and formal staff meetings and those of its predecessors, excluding minutes and agendas which have been marked "confidential".

**BUSINESS DETAILS**

- Name, locality, address, telephone numbers, contact persons, hours of business etc of all council offices, depots, installations, facilities and amenities.

**COUNCILLORS**

(Including Mayor, Deputy Mayor, Speaker and office bearers)

Information regarding each Councillor's

- Name, office address, office telephone number
- Ward / proportional, political party and election details
- Position in Council, e.g. member of committee A and if office bearer, whether full-time or part-time
- Council representation on outside bodies

- Salary, allowances
- Details of trips outside municipal area

## **STRUCTURES**

(Including Council, Executive Committee, Sub-Councils, Portfolio Committees and other committees)

- Composition, names of members, office bearers, seat, political membership
- Time and venue of meetings

## **COUNCIL LEGISLATION, BY-LAWS AND POLICIES**

### **DELEGATIONS TO**

- Political office bearers
- Councillors
- Members of Staff
- Structures (Exco, Sub-Councils, Portfolio Committees and other committees)

### **AUTHORITY GRANTED TO POLITICAL OFFICES BEARERS, COUNCILLORS AND MEMBERS OF STAFF TO**

- Signed legal documents, cheques etc. (excluding contracts).

### **DECISIONS BY INDIVIDUALS**

- Decisions by any political office bearer, Councillor or staff member in terms of a power or duty delegated or sub-delegated.

**BUDGET**

- Capital budget
- Estimates of income and expenditure
- Reports on budget control
- Business plans

**INTEGRATED DEVELOPMENT PROGRAMME (IDP)****FINANCIAL RECORDS**

- Annual statements
- Arrears (excluding personal details)

**REGISTERS WHERE AVAILABLE**

- Movable assets
- Agreements
- Contractors, service providers
- Tenders awarded

**TARIFFS, FEES, SURCHARGES ETC.****PERSONAL INFORMATION OF MEMBERS OF STAFF IN  
TERMS OF SECTION 34(2) (F) OF THE ACT RELATING TO**

- The fact that the individual is or was an official
- Title, work address, work telephone number and other similar particulars of the individual
- The classification, salary scale or remuneration and responsibilities of the position held or services performed by the individual

**STATISTICS (excluding personal details of individuals)**

- Statistics kept for departmental use in the format in which it is available
- Statistics in the format as requested by legislation

**PERSONAL INFORMATION OF PERSONAL REQUESTER**

- Personal information requested by personal requester seeking access to a record containing personal information about the requester, on positive identification.

**PUBLICATIONS**

- All publications by and on behalf of the Municipality and which had been made public or presented to Council and in which no copyright is held by persons or bodies not connected with the Municipality.

**HOUSING**

- Land available for housing development
- Available municipal housing

**TENDERS**

- Tenders application of requester after public opening
- Tender Award decisions

**SERVICE PROVIDERS**

- Details of providers of services to the Municipality



**PLANNING**

- Zoning and structure plans
- Policies and policy plans
- Individual zonings and conditions
- Register of approved departures and consent uses
- Documentation relating to town planning applications
- Documentation on planning files

**LAND**

- Single records only of owners of land where available
- Details of municipal owned land

**ORGANISATIONAL STRUCTURE**

- Structure and Functions

**ANNEXURE "E"**  
**SUBJECTS AND RECORDS HELD BY THE CITY OF**  
**MATLOSANA**

**LEGISLATION**

- Drafting, Amendments, Advertising, Comments and Legal Opinions Revision of Legislation

**ORGANISATION AND CONTROL**

- Office Management / Instructions
- Organisational Development
- Delegation of Authority
- Service Delivery
- Disclosure of Official Information / Confidentiality
- Internal Emergency Planning
- Use of Languages
- Records of Control
- Internal Audit
- Mutual Aid to Other Bodies
- Visits / Inspections
- Customer Relations Management
- Racism / Sexism
- Enterprise Resource Planning (ERP)
- Smoking

**ELECTIONS**

- Local Government Elections
- Provincial Elections

- National Elections

## **COUNCIL AND COUNCILLOR MATTERS**

- Composition of Council, Exco, Portfolio Committees and Sub-Councils
- Representation on Bodies
- Council / Committee / Sub-Council Meetings
- Matters Concerning Councillors
- Functioning of Junior Council
- Ad-Hoc Committee Meetings
- Site Inspections
- Establishment of Political Offices

## **FINANCE**

- Estimates
- Financial Statements
- Interdepartmental Recoveries / Recharges
- Property Valuations
- Property Rates
- Loans
- Funding / Subsidies Received
- Own Funds
- Tariffs, Fees, Charges, Fines and Deposits
- Credit Facilities
- Financial Assistance / Sponsorship Rendered
- Financial Management of Bequests
- Bookkeeping / Banking
- Investments

- Risk Finance
- Petty Cash
- Value Added Tax (VAT)
- Reports and Returns
- Settlement of Accounts due by Council
- Levies
- Cashiers Float
- Financial Sustainability
- Implementation of GAMAP Project

## **STAFF**

- Staff Strength and Grading
- Conditions of Service
- Recruitment / Appointments, Appeal and Freezing / Unfreezing
- Terminations / Severances
- Staff Movements
- Job Evaluation / Appeals
- Staff Finance
- Staff Appraisals
- Labour Relations
- Staff Control
- Assistance
- Letters of Thanks
- Acts of Bravery
- Congratulations, Condolences, Messages of Goodwill to Staff
- Newsletters / Notices
- Statistics

- Standby Duties
- Staff Restructuring
- Utilisation of Offenders of Community Services
- Rendering of Chaplain Services

## **TRAINING AND DEVELOPMENT**

- Skills Development Plan
- Mentorship
- Training Needs Assessment
- Productivity Development Scheme
- Capacity Building
- Statistics
- Career Path Development
- Staff Training
- Councillor Training
- Workshops / Information Sessions / Congresses / Seminars
- Job Shadow

## **DOMESTIC SUPPLIES AND SERVICES**

- Domestic Supplies
- Domestic Services
- Occupational Risk Management / Health and Safety

## **PROCUREMENT SERVICES**

- Tenders and Contracts
- Quotations
- Guarantees

## **INFORMATION TECHNOLOGY**

- Licences
- Contracts
- Service Level Agreements
- Smart City Strategies
- Security Measures
- Support
- Application and Operating Systems
- Internet
- Projects / Investigations
- Geographic Information Systems (GIS)
- Intranet
- Liaison with Companies

## **PUBLICITY AND INFORMATION**

- Press Releases
- Radio / Television Interviews
- Public Participation / Hearing
- Own Publications / Videos
- Publications by Outside Bodies/ Advertising Media
- Courtesy Notices Received From / Despatched to Outside Bodies
- Promotion of Products by Outside Bodies
- Participation by Council in Shows, Exhibitions, Displays and Competitions
- Competitions Arranged by Council
- Emblems
- Complaints and Enquiries

- Gifts and Souvenirs
- History of Council
- Educational Tours and Visits
- Compilation of Information Regarding Specific Communities
- National / International Networking
- Awareness Campaigns
- Public Relations / Communications

## **FESTIVALS AND SOCIAL MATTERS**

- Speeches
- Protocol and List of Addresses
- Festivals / Events
- Receptions and Functions
- Concerts and Performances
- Civic Honours / Awards
- Commemorative Services / Events
- Letters of Thanks, Congratulations, Condolences and Messages of Goodwill
- Mayoral Patronage
- Memorial Services
- Holiday Season Planning, Proposals and Reports

## **REPORTS, RETURNS AND STATISTICS**

- Reports
- Returns and Statistics
- Questionnaires

## **BUILDING AND PROPERTY TRANSACTIONS**

- Release of Bonds: Communicate
- Granting / Refusal of Free Use
- Investigation on Sale of Buildings and Land
- Asset Control / Management
- Investigation in Respect of Purchase of Land
- Valuation of Council Properties
- Buildings
- Land

## **COMPOSITION AND MEETINGS OF BODIES**

- Internal
- External

## **LEGAL MATTERS**

- Legal Opinions and Court Decisions
- Civil Action Claims
- Establishment / Functioning of Municipal Courts
- Prosecutions
- Contraventions / Complaints
- Internal Appeals Decisions

## **LICENCES AND PERMITS**

- Licences
- Permits, Certificates and Concessions

## **URBAN PLANNING AND BUILDING CONTROL**

- Termination and Alteration of Boundaries
- Surveys



- Project Planning
- Town Planning / Zoning Schemes
- Forward Planning
- Township Establishment
- Land Use Management / Township Control
- Identification of Land
- Naming
- Town Entrance Improvements
- Conservation of Built Environment
- Building Control
- Control of Advertising
- Cultural / Heritage Studies

## **ECONOMIC PLANNING AND DEVELOPMENT**

- Foreign Investment Facilitation
- Co-ordinating and Managing Economic Data on GIS
- Establishment of Development Vehicles
- Statistics
- Main Economic Sectors
- Employment Creation
- Small, Medium and Micro Enterprises (SMMEs)
- Training and Development
- Community Improvement Districts (CIDs)
- Urban Farming / Small Farming Settlements

## **TRAFFIC ENGINEERING AND TRANSPORTATION PLANNING**

- Traffic Management Systems
- Traffic Impact / Transportation Studies

- Traffic Accident / Incident Management Plans
- Transport System Management (TSM) Projects
- Traffic Data Measurements
- Road Accidents
- Traffic Calming Measures
- Traffic Signs and Road Markings
- Traffic Signals
- Pedestrian Facilities
- Public Transport
- Rail Facilities
- Airport / Civil Aviation
- Parking

## **ENVIRONMENTAL MANAGEMENT**

- Integrated Environmental Impact Assessment (EIA) Studies / Programmes
- Sustainable Environment
- Environmental Education and Awareness
- Environmental Communication and Promotion
- Environmental Enforcement
- Reports and Returns
- Comments on other development proposals
- Metropolitan Open Space Studies / Planning
- Matters Affecting the Environment
- Individual Environmental Units

## **ROADS**

- Reports

- Proclamations and De-proclamations
- Road Reinstatements
- Street Naming and Numbering
- Management of Roads
- National Roads
- Trunk Roads
- Provincial Roads
- Main and Proclaimed Main Roads
- Local Streets and Squares
- Rural / Farm Roads
- Private Roads
- Footways, Sidewalks, Kerbs, Verges and Boundary Fences
- Access Driveways
- Bridges, Subways and Level Crossings
- Cycle Paths
- Intersections
- Permanent Closure of Streets, Lanes and Level Crossings
- Control of Non-Municipal Underground Construction Works
- Applications by Council for Consent for Roadworks on Telkom Property / Wayleaves
- Road Access
- Scenic Routes
- Servitudes

## **CLEANSING SERVICES RENDERED**

- Reports
- Statistics
- Special Projects

- Refuse Removals
- Supply of Refuse Bins, Bags and Tidy Tips
- Street / Area Cleansing
- River Cleansing
- Cleaning of Storm-water Drains
- Mobile Toilets
- Stercus / Night Soil Removals
- Cleaning of Sub-ways
- Refuse Disposal
- Processing of Compost
- Recycling
- Co-Disposals
- Bale and Rail

#### **STORMWATER DRAINAGE**

- Regional Storm-water Catchment Management
- Distribution Network
- Servitudes

#### **ELECTRICITY**

- Generation and Purchase of Electricity
- Distribution of Electricity
- Installation of Electricity

#### **SEWERAGE**

- Bulk Sewerage
- Provision of Sewerage Treatment Capacity
- Maintenance of Regional Sewers

- Installation of Distribution Network
- Purification
- Servitudes and Wayleaves
- Liaison / Agreements with Southern District Council

## **WATER SUPPLY**

- Master Plan
- Statistics / Returns
- Water Restrictions / Water Demand Management
- Recycling of Water
- Purchasing of Water
- Water Quality Monitoring
- State of Water Resources
- CCTV Operations
- Acquisition of Sources
- Distribution and Supply
- Main Pipe Lines
- Water Treatment Plants
- Reservoirs
- Dams
- Filtration Plants
- Water Wayleaves
- Registration of Notarial Water Servitudes
- Metres
- Fire Hydrants
- Underground Water for Irrigation Purposes
- Servitudes

## **CEMETERIES AND CREMATORIA**

- Reports and Returns
- Cemeteries
- Crematoria

## **MARKETS AND TRADING SERVICES**

- Statistics / Schedules
- Fixing of Market Hours and Closing on Public Holidays
- Adoption of National Code of Guidelines and Instructions
- Fresh Produce / Flower Markets
- Flea / Craft Markets
- Hawking / Trading Activities

## **PROTECTION SERVICES**

- Volunteers
- Open Day
- Shooting Ranges
- Fire Services
- Disaster Management
- Law Enforcement
- Traffic Control / Enforcement

## **HOUSING**

- Planning / Provision
- Income of Housing Beneficiaries / Prospective Buyers
- Inspection Tours of Housing Schemes
- Waiting List / Allocations
- Liaison / Role of Housing Associations / Companies

- Rapid Land Release
- Repossession of Homes
- Housing for every Poor / Indigent
- Informal Settlements
- Housing Projects
- Leased Housing Schemes
- Housing for the Aged
- Statistics

## **HEALTH SERVICES**

- Facilities
- Health Plans
- Health Programmes
- Support Services
- Health Statistics
- Quality Assurance
- Environmental Health

## **LIBRARY SERVICES**

- Acquisition of Books
- Inter Library Loans
- Planning and Provision
- Maintenance of Library Buildings
- Usage of Library Buildings
- Security in respect of Library Material
- Provision of Facilities in Libraries
- Computerised Library System
- Liaison

- Reports and Returns
- Donations
- Hours of Operation

## **SPORT AND RECREATION**

- Liaison with Sport Federations / Councils / Boards
- Sport Facilities, Complexes and Grounds
- Swimming Pools
- Recreation Facilities / Multi-Purpose Halls / Civic Centres and other Halls
- Planning and Staging of Recreational Events
- Skateboard Facilities / Roller Blading
- Come and Play Programmes

## **PARKS, GARDENS, PUBLIC OPEN SPACES AND HORTICULTURAL MATTERS**

- Parks, Public Open Spaces and Gardens
- Nurseries, Horticultural Matters and Landscaping

## **MANAGEMENT OF HOLIDAY RESORTS, CARAVAN PARKS AND OTHER FACILITIES**

- Holiday Resorts, Caravan Parks, Camping Sites and Braai Areas
- Pavilions, Tea Rooms, Kiosks and Restaurants
- Public Ablution Facilities



## **MUSEUMS, MONUMENTS, MEMORABALIA AND WORKS OF ART**

- Memorials, Plaques and Other Heritages
- Art Galleries / Works of Art / Bequests Offered / Entrusted to Council

## **COMMUNITY DEVELOPMENT AND SOCIAL WELFARE**

- Community Liaison
- Reconstruction and Development Programme (RDP)
- Social Development Plan
- Strategies and Services
- Community Development Projects
- Investigation in respect of Services in Previously Disadvantaged Areas
- Data Base in respect of Community Organisations

## **EDUCATION**

- Liaison with Schools
- Establishment / Closure of Schools / Crèches and Facilities

## **COMMUNICATION AND POSTAL SERVICES**

- Community Radio Station
- Postal / Telecommunication Services

## **CONTROLLING OF ANIMALS**

- Pounds
- Liaison with Animal Rescue Organisations
- Management of Animals

**ANNEXURE "F"**  
**REQUEST FORM**

**FORM A**

**REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY**

(Section 18(1) of the Promotion of Access to Information Act, 2000  
(Act No. 2 of 2000))

[Regulation 6]

**FOR DEPARTMENTAL USE**

Reference number: \_\_\_\_\_

Request received by \_\_\_\_\_  
(state rank, name and surname of information officer/deputy information officer) on  
\_\_\_\_\_ (date) at \_\_\_\_\_ (place).

Request fee (if any): R .....

Deposit (if any): R .....

Access fee: R .....

\_\_\_\_\_  
SIGNATURE OF INFORMATION  
OFFICER/DEPUTY INFORMATION  
OFFICER

**A. Particulars of public body**

The Information Officer/Deputy Information Officer:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**B. Particulars of person requesting access to the record**

- (a) *The particulars of the person who requests access to the record must be given below.*
- (b) *The address and/or fax number in the Republic to which the information is to be sent, must be given.*
- (c) *Proof of the capacity in which the request is made, if applicable, must be attached.*

Full names and surname: \_\_\_\_\_

Identity number: \_\_\_\_\_

Postal address: \_\_\_\_\_

\_\_\_\_\_ Fax number: \_\_\_\_\_

Telephone number: \_\_\_\_\_ E-mail address: \_\_\_\_\_

Capacity in which request is made, when made on behalf of another person: \_\_\_\_\_

**C. Particulars of person on whose behalf request is made**

*This section must be completed ONLY if a request for information is made on behalf of another person.*

Full names and surname: \_\_\_\_\_

Identity number: \_\_\_\_\_

**D. Particulars of record**

- (a) *Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.*
- (b) *If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.*

1. Description of record or relevant part of the record: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
2. Reference number, if available: \_\_\_\_\_
3. Any further particulars of record: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**E. Fees**

- (a) *A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid.*
- (b) *You will be notified of the amount required to be paid as the request fee.*
- (c) *The **fee payable for access** to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.*
- (d) *If you qualify for exemption of the payment of any fee, please state the reason for exemption.*

Reason for exemption from payment of fees: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**F. Form of access to record**

*If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.*

Disability: _____	Form in which record is required: _____
_____	_____
_____	_____

*Mark the appropriate box with an X.*

**NOTES:**

- (a) *Compliance with your request for access in the specified form may depend on the form in which the record is available.*
- (b) *Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.*
- (c) *The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.*

<b>1. If the record is in written or printed form:</b>			
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
<b>2. If record consists of visual images -</b> (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):			
<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images*
<input type="checkbox"/>		<input type="checkbox"/>	transcription of the images*
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>			
<input type="checkbox"/>	listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* (written or printed document)
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>			
<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record*
<input type="checkbox"/>		<input type="checkbox"/>	copy in computer readable form* (stiffy or compact disc)

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? <b>Postage is payable.</b>	YES	NO
<i>Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available.</i>		
In which language would you prefer the record? _____		

**G. Notice of decision regarding request for access**

*You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.*

How would you prefer to be informed of the decision regarding your request for access to the record? \_\_\_\_\_

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_

SIGNATURE OF REQUESTER / PERSON  
ON WHOSE BEHALF REQUEST IS MADE



- (a) Six hours as the hours to be exceeded before a deposit is payable.
- (b) One third of the access fee is payable as a deposit by the requester.

The actual postage is payable by the requester when a copy of the record must be posted.

NB: If the Information Officer believes that the research and preparation of the record will require more than six hours, the Information Officer may notify the requester (excluding personal requester) to pay a deposit of one third of the access fee.



**ANNEXURE "H"**  
**INTERNAL APPEALS FORM**

**FORM B**

**NOTICE OF INTERNAL APPEAL**

(Section 75 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

[Regulation 8]

**STATE YOUR REFERENCE  
NUMBER: \_\_\_\_\_**

**A. Particulars of public body**

The Information Officer/Deputy Information Officer:

\_\_\_\_\_

\_\_\_\_\_

**B. Particulars of requester/third party who lodges the internal appeal**

- (a) *The particulars of the person who lodge the internal appeal must be given below.*
- (b) *Proof of the capacity in which appeal is lodged, if applicable, must be attached.*
- (c) *If the appellant is a third person and not the person who originally requested the information, the particulars of the requester must be given at C below.*

Full names and surname: \_\_\_\_\_

\_\_\_\_\_

Identity number: \_\_\_\_\_

Postal address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Fax number: \_\_\_\_\_

Telephone number: \_\_\_\_\_ E-mail address: \_\_\_\_\_

Capacity in which an internal appeal on behalf of another person is lodged: \_\_\_\_\_

\_\_\_\_\_

**C. Particulars of requester**

*This section must be completed ONLY if a third party (other than the requester) lodges the internal appeal.*

Full names and surname: \_\_\_\_\_

Identity number: \_\_\_\_\_

**D. The decision against which the internal appeal is lodged**

*Mark the decision against which the internal appeal is lodged with an X in the appropriate box:*

<input type="checkbox"/>	Refusal of request for access
<input type="checkbox"/>	Decision regarding fees prescribed in terms of section 22 of the Act
<input type="checkbox"/>	Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act
<input type="checkbox"/>	Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester
<input type="checkbox"/>	Decision to grant request for access

**E. Grounds for appeal**

*If the provided space is inadequate, please continue on a separate folio and attach it to this form. You must sign all the additional folios.*

State the grounds on which the internal appeal is based: \_\_\_\_\_

State any other information that may be relevant in considering the appeal: \_\_\_\_\_

**F. Notice of decision on appeal**

*You will be notified in writing of the decision on your internal appeal. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.*

State the manner: \_\_\_\_\_

Particulars of manner: \_\_\_\_\_  
\_\_\_\_\_

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
SIGNATURE OF APPELLANT

**FOR DEPARTMENTAL USE:****OFFICIAL RECORD OF INTERNAL APPEAL:**

Appeal received on \_\_\_\_\_ (date) by \_\_\_\_\_  
\_\_\_\_\_ (state rank,  
name and surname of information officer/deputy information officer).

Appeal accompanied by the reasons for the information officer's/deputy information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer/deputy information officer on \_\_\_\_\_ (date) to the relevant authority.

**OUTCOME OF APPEAL:**

DECISION OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER  
CONFIRMED/NEW DECISION SUBSTITUTED

NEW DECISION: \_\_\_\_\_

\_\_\_\_\_  
DATE

\_\_\_\_\_  
RELEVANT AUTHORITY

RECEIVED BY THE INFORMATION OFFICER/DEPUTY INFORMATION OFFICER  
FROM THE RELEVANT AUTHORITY ON (date): \_\_\_\_\_