



tourism

Department:
Tourism
REPUBLIC OF SOUTH AFRICA

MANUAL IN TERMS OF SECTION 14 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000 (ACT No. 2 OF 2000)

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1. DEFINITIONS

In this guide unless the context requires otherwise –

“access fee” means a fee prescribed for the purposes of reproduction and for search and preparation, and for time reasonably required in excess of the hours prescribed to search for and to prepare the record for disclosure;

“Guide” means the book produced by the Human Rights Commission in terms of s10 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), for the purposes of reasonably assisting a person who wishes to exercise any right in terms of PAIA;

“Information Officer”, in relation to the Department, means the Director-General;

“official” in relation to a public body or private body means –

- (a) any person in the employ (permanently or temporary and full time or part-time) of the public or private body, as the case may be, including the head of the body, in his or her capacity as such; or
- (b) a member of the public or private body, in his or her capacity as such;

PAIA means the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000);

“person” means a natural or a juristic person;

“personal requester” means a requester seeking access to a record containing personal information about the requester;

“private body” means –

- (a) a natural person who carries or has carried on any trade, business or profession, but only in such capacity;
- (b) a partnership which carries or has carried on any trade, business or profession; or
- (c) any former or existing juristic person; but excludes a public body;

“public body” means –

- (a) any department of state or administration in the national or provincial sphere of government or any municipality in the local sphere; or
- (b) any other functionary or institution when –
 - (i) exercising a power or performing a duty in terms of the Constitution or a provincial constitution; or
 - (ii) exercising a public power or performing a public function in terms of any other legislation;

“record” means any recorded information –

- (a) regardless of the form or medium;
- (b) in the possession or under the control of that public or private body respectively; and
- (c) whether or not it was created by that public or private body, respectively;

“Regulations in terms of the Promotion of Access to Information Act” means regulations regarding the promotion of access to information published in Government Notice no. R. 187 of 15 February 2002 (Government Gazette No. 23119) amended by Government Notice No. R. 1244 of 22 September 2003 (Government Gazette No.25411)

“relevant authority” in relation to records requested from the Department, means the Minister;

“request for access” means a request for access to a record in terms of section 11 of PAIA;

“requester” means –

- (i) any person (other than a public body contemplated in paragraph (a) or (b) (i) of the definition of “public body”, or an official thereof) making a request for access to a record of that public body; or
- (ii) person acting on behalf of the person referred to in subparagraph (i);

“third party” means any person (including, but not limited, to the government of a foreign state, an international organisation or an organ of that government or organisation) other than –

- (i) the requester concerned; and
- (ii) a public body;

“working days” means any days other than Saturdays, Sundays or public holidays, as defined in section 1 of the Public Holidays Act, 1994 (Act No. 36 of 1994).

2. INTRODUCTION

Section 32(1) (a) of the Constitution of the Republic of South Africa, 1996, determines that everyone has a right of access to any information held by the State. Section 32(2) of the Constitution provides for the enactment of national legislation to give effect to this fundamental right. The Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (PAIA) is the national legislation contemplated in section 32(2) of the Constitution.

Section 9 of PAIA recognizes that the right of access to information is subject to certain justifiable limitations aimed at, amongst others:

- (a) the reasonable protection of privacy;
- (b) commercial confidentiality; and
- (c) effective, efficient and good governance.

Section 14(1) of PAIA stipulates that the Information Officer of the Public body must compile a manual in at least three official languages containing information on the Public Body for public consumption. The NDT is a public body in terms of PAIA.

The purpose of this manual therefore is to inform the public about the records held by the NDT and how to obtain access to them.

3. PARTICULARS IN TERMS OF SECTION 14 OF PAIA

3.1 Functions and structure of the NDT [Section 14(1)(a)]

The Mandate

The mandate and core business of the Department of Tourism is underpinned by the Constitution and all other relevant legislation and policies applicable to the government. The Department's specific mandate is derived from the following:

- The Constitution of the Republic of South Africa, 1996;
- Cabinet and Ministerial directives and policy decisions;
- Tourism Act, 1993 (Act No.72 of 1993)

Vision

A catalyst for tourism growth and development in South Africa.

Mission

A strategy focused department, committed to create a conducive environment for growing and developing tourism through:

- innovation;
- strategic partnerships and collaboration;
- providing information and knowledge management service; and
- strengthening institutional capacity

Values

Performance Values and Descriptions

- **Innovative:** leveraging of resources and partnerships to optimise delivery to our stakeholders and responsive to change.
- **Ethical – Good Corporate Governance:** encapsulates principles of integrity, transparency and accountability.
- **Customer Focus:** provide services and solutions in a manner that is efficient and which are effective and responsive.

People's Values and Descriptions

- **Empowerment (Growth, Training, Develop, Skills):** create an environment conducive for our people's growth and development.
- **Integrity:** we will act with integrity by being accountable, showing respect, and serving with honesty and trustworthiness.
- **Recognition (Appreciated, Get Support, and Fairness):** we want to be an organization that values its own people by ensuring fairness of the systems and processes, supportive, recognizing and rewarding performance.

ORGANIZATIONAL STRATEGIC OUTCOME ORIENTED GOALS

Strategic Outcome Oriented Goal	Goal Statement	Government Outcomes
1. Achieve good corporate and cooperative governance.	Provide comprehensive corporate support service to the department to ensure good governance.	Outcome 12: An efficient, effective and development oriented public service and an empowered, fair and inclusive citizenship.
2. Tourism priorities integrated within other sector departments, provincial and local government's planning.	Render policy frameworks, stakeholder management and planning related support services at provincial and local government level by analyzing and participating in their planning processes.	Outcome 12: An efficient, effective and development oriented public service and an empowered, fair and inclusive citizenship.
3. Improve impact of tourism on the livelihood of all South Africans.	To monitor and evaluate the implementation of tourism programmes, strategies and policies.	Outcome 4: Decent employment through inclusive economic growth.
4. Increased contribution of the tourism sector to inclusive economic growth.	Profile regions and develop appropriate support packages that respond to tourism development and growth needs. Increased contribution of the tourism sector to economic growth through analysis of international markets and strategic interventions.	Outcome 4: Decent employment through inclusive economic growth.
5. Increased contribution of the tourism sector to inclusive economic participation.	Facilitation of compliance to the gazetted tourism charter by identified tourism sub-sectors.	Outcome 4: Decent employment through inclusive economic growth
6. Improved Tourism Sector Research, Information and Knowledge Management.	To advance Research, Information and Knowledge Management within the tourism sector.	Outcome 4: Decent employment through inclusive economic growth.
7. Improved levels of competitiveness and sustainability in the tourism industry.	To promote responsible tourism best practices to inculcate a culture of responsible tourism in South Africa.	Outcome 4: Decent employment through inclusive economic growth. Outcome 10: Environmental assets and natural resources that are well protected and continually enhanced.
8. Strengthened regional, Africa and international collaboration and partnership.	Strengthen Regional, Africa and International collaboration and partnerships through bilateral and multilateral engagements	Outcome 11: Create a better South Africa, a better Africa and a better world

Organisational Structure of the Department

The Department's structure consists of 3 (Three) core branches, one transversal support service branch, Chief Operating Officer (COO), the Office of the Chief Financial Officer (CFO) and the Directorate: Internal Audit. The core branches, with their respective responsibilities, are:

BRANCH: DOMESTIC TOURISM MANAGEMENT:

Domestic Tourism Management:

- Southern Regions
- Northern Regions
- Social Responsibility Implementation

BRANCH: INTERNATIONAL TOURISM MANAGEMENT:

- Americas and Caribbean
- Europe
- Africa and Middle East
- Asia and Australasia

BRANCH: POLICY AND KNOWLEDGE SYSTEMS

Policy Development and Evaluation

Research, Information and Knowledge Management

The transversal components provide strategic and management support to the core branches and coordinate cross-cutting projects to maximize the synergy potential in the NDT. These are:

OFFICE OF THE CHIEF OPERATING OFFICER

Corporate Affairs

Communications

Legal Services

Governance Support

UNIT: OFFICE OF THE CHIEF FINANCIAL OFFICER

UNIT: DIRECTORATE: INTERNAL AUDIT

DEPARTMENT OF TOURISM (54)

TOTALS:
FUNDED POSTS: 461
UNFUNDED POSTS: 141
TOTAL: 602

MINISTER

DIRECTOR-GENERAL: TOURISM

DEPUTY MINISTER

540003
CD: MINISTRY

CD:
SPECIAL ADVISOR
MINISTRY
DEPUTY MINISTRY

OFFICE OF THE CFO

D: SUPPLY CHAIN MANAGEMENT
D: FINANCIAL MANAGEMENT

INTERNAL AUDIT

D: INTERNAL AUDIT

OFFICE OF THE DIRECTOR-GENERAL

3.1 D: OFFICE OF THE DIRECTOR-GENERAL

OFFICE OF THE
CHIEF OPERATIONS OFFICER

COO
D: COORDINATION AND ADMINISTRATION

CD: GOVERNANCE SUPPORT
D: STRATEGIC MANAGEMENT
D: CABINET AND CLUSTER COORDINATION

CD: LEGAL SERVICES
D: LEGAL SERVICES
D: CONSUMER PROTECTION

CD: CORPORATE AFFAIRS
D: HR ADMINISTRATION
D: HR DEVELOPMENT & PRACTICES
D: FACILITIES MANAGEMENT
D: INFORMATION COMMUNICATION TECHNOLOGY

CD: COMMUNICATIONS
D: CORPORATE COMMUNICATIONS
D: EXTERNAL COMMUNICATIONS

BRANCH INTERNATIONAL TOURISM MANAGEMENT

DDG
SUBDIR: ADMIN SUPPORT

CD: AMERICAS AND CARIBBEAN
D: NORTH AMERICA, UNWTO, WTTC AND
AMERICAN MULTILATERAL AND REGIONAL ORGANISATIONS
D: LATIN AMERICA AND CARIBBEAN

CD: EUROPE
D: WESTERN EUROPE, T20 AND EUROPEAN
MULTILATERAL AND REGIONAL ORGANISATIONS
D: EASTERN EUROPE AND MEDITERRANEAN

CD: AFRICA & MIDDLE EAST
D: SOUTHERN, EAST AND CENTRAL AFRICA,
INDIAN ISLAND STATES AND AFRICAN
MULTILATERAL AND REGIONAL ORGANISATIONS
D: NORTH AND WEST AFRICA AND THE MIDDLE EAST

CD: ASIA & AUSTRALASIA
D: CENTRAL AND EAST ASIA AND ASIAN MULTILATERAL AND
REGIONAL ORGANISATIONS
D: SOUTH, WEST (NON MIDDLE EAST) AND SOUTHEAST ASIA,
AUSTRALASIA AND THE PACIFIC ISLANDS

BRANCH DOMESTIC TOURISM MANAGEMENT

DDG
SUBDIR: ADMIN SUPPORT

CD: DOMESTIC TOURISM MANAGEMENT: SOUTHERN
REGIONS
D: WESTERN AND NORTHERN CAPE LEADING IN
HERITAGE DEVELOPMENT
D: EASTERN CAPE AND FREE STATE LEADING IN
RURAL DEVELOPMENT

CD: DOMESTIC TOURISM MANAGEMENT: NORTHERN
REGIONS
D: GAUTENG, NORTH WEST AND LIMPOPO LEADING
IN NICHE DEVELOPMENT
D: KWAZULU-NATAL AND MPUMALANGA LEADING IN
SOCIAL DEVELOPMENT

CD: SOCIAL RESPONSIBILITY IMPLEMENTATION
D: PROGRAMME MANAGEMENT SYSTEMS
D: PROGRAMME MANAGEMENT
D: PROGRAMME PLANNING & SUPPORT

BRANCH POLICY AND KNOWLEDGE
SYSTEMS

DDG
SUBDIR: ADMIN SUPPORT

CD: POLICY DEVELOPMENT AND EVALUATION
D: INTEGRATED POLICY AND SECTOR
PLANNING, INTERGOVERNMENTAL
COORDINATION AND STAKEHOLDER
MANAGEMENT
D: MONITORING AND EVALUATION
D: RESPONSIBLE TOURISM (GREENING,
CLIMATE CHANGE AND SOCIAL TOURISM)
D: TOURISM SECTOR TRANSFORMATION

CD: RESEARCH, INFORMATION & KNOWLEDGE
MANAGEMENT
D: RESEARCH
D: KNOWLEDGE AND INFORMATION
MANAGEMENT

3.2 Contact details

Call Center number 0860 121 929

Call Center Email callcentre@tourism.gov.za

Switch Board Number (012) 444-6000/1

Website: <http://www.tourism.gov.za>

MINISTRY - CAPE TOWN

=====

ROOM 328
120 PLEIN STREET
CAPE TOWN
8001

PRIVATE BAG X9038
CAPE TOWN
8000

TEL: +27 (21) 465-7240/1
FAX: +27 (21) 465-3216

MINISTRY - PRETORIA

=====

10th Floor, Tourism House
17 Trevenna Street
Sunnyside
PRETORIA
0001

Private Bag X424
PRETORIA
0001

TEL: +27 (12) 444-6777
FAX: +27 (12) 465-3216

DEPUTY MINISTRY- CAPE TOWN

Room 385
120 Plein Street
CAPE TOWN
8001

Private Bag X9170
CAPE TOWN
8000

TEL: +27 (21) 426-1777/8
FAX: +27 (21) 465-2664

DEPUTY MINISTRY - PRETORIA

=====

10th Floor, Tourism House
17 Trevenna Street
Sunnyside
PRETORIA
0001

Private Bag X424
PRETORIA
0001

TEL: +27 (12) 444-6760
FAX: +27 (12) 444-7028

PARLIAMENTARY OFFICE - CAPE TOWN

=====

Room 377
120 Plein Street
CAPE TOWN
8001

Private Bag X9039
CAPE TOWN
8000

TEL: +27 (21) 465-7394/5/7
FAX: +27 (21) 465-7287
12.

The Head of the Department (Director-General) is the Accounting Officer and is in terms of PAIA. The Information Officer for the Department. The Director General has duly authorised the persons listed below as Deputy Information Officers to ensure that the requirements of PAIA are administered in a fair, objective and unbiased manner:

- (a) Deputy Director-General: Policy and Knowledge Systems
Name: Mr Victor Tharage
Pretoria
Tel: 012 444- 6379
Fax: 012 444- 7090
E-mail: vtharage@tourism.gov.za
- (b) Deputy Director-General: Domestic Tourism Management
Name: Ms Morongwe Ramphele
Pretoria
Tel: 012 444-6552
Fax: 012 444-7060
E-mail: mramphele@tourism.gov.za
- (c) Deputy Director-General: International Tourism Management
Name: Ms Aneme Malan
Pretoria
Tel: 012 444-6380
Fax: 012 444-7092
E-mail: amalan@tourism.gov.za

- (d) Chief Operating Officer:
Name: Mr Dirk Johannes van Schalkwyk
Pretoria:
Tel: 012 444-6709
Fax: 012 444-7035
E-mail: dvschalkwyk@tourism.gov.za

3.3 Guide on how to use PAIA

The South African Human Rights Commission (SHRC) has in terms of section 10 of PAIA, compiled a guide on the use of PAIA. This guide is available in each official language at the following venues.

- Government Communications and Information Services (GCIS)
- All places of legal deposit (State libraries)
- Every tertiary institution (Universities and Universities of Technology).

The guide is also available on the website of the SHRC at <http://www.sahrc.org.za>

It is also available for public inspection during office hours at the offices of the SHRC at the following address:

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

Physical address: 29 Princess of Wales Terrace
Parktown
JOHANNESBURG

Postal address: Private Bag X2700
HOUGHTON
2041

Telephone number: +27 11 484 8300
Fax number: +27 11 484 1360

3.4 Requests for access to information

Everyone has the right to request access to recorded information held by the Department, subject to that request being made on the prescribed form and that the prescribed fees are paid. Access is also subject to the grounds of exclusion found in Chapter 4 of PAIA. The request may be made by anyone who act in their own interests or act on behalf of someone who cannot do so themselves.

Procedure for requesting records

Form

A requester must complete the prescribed form which-

- (a) can be found in the Regulations to PAIA;
- (b) is on the website of the SAHR at www.sahrc.org.za;
- (c) is attached to this document as an Annexure A; or
- (d) is obtainable from the Department's information centre.

Process

- (a) The request for information must be submitted to:

Director-General
Private Bag X 424
PRETORIA
0001

Attention: Lumka Mfecane
TEL: 012 444-6732
Fax: 012 444-7040
Email: lmfecane@tourism.gov.za

- (b) The requester must also indicate if he or she would like to obtain a copy of the record or would like to inspect the record at the offices of the public body. Alternatively, if the record is not a paper copy document, it can then be viewed in the requested form, where possible.
- (c) If a requester asks for access in a particular form, then he or she will get access in the manner that has been asked for. This principle applies, unless doing so would interfere unreasonably with the running of the Department, or damage the record, or infringe a copyright not owned by the state. If for practical reasons, access cannot be given in the required form, but in an alternate manner, then the fee will be calculated according to the way that the requester first asked for it.
- (d) If, in addition to a written reply to their request for the record, the requester wants to be informed about the decision in any other way, for example, telephonically, this must be indicated.

If a requester is asking for the information on behalf of somebody else, the capacity in which the request is being made should be indicated.

Request on behalf of another person

If the request is made on behalf of another person, a requester must submit proof of the capacity in which he or she is making the request, to the reasonable satisfaction of the Deputy Information Officer.

Request by people with disabilities

- (a) If a requester is unable to read or write, or if he or she has a disability that prevents him or her from completing the prescribed form, then he or she can make a verbal request. The Deputy Information Officer (or his or her delegate) will then complete the form on behalf of the requester and give a copy of the completed form to the requester.

- (b) The Deputy Information Officer (or his or her delegate) will assist a requester to comply with the abovementioned requirements to request access to information, including referring a requester, if it is apparent that the request for information should have been made to another public body, to such other body.

Transfer of requests

- (a) Requests for records may be transferred to another public body in the following circumstances:
- (i) When the record is in the possession of another public body;
 - (ii) The subject matter of the record is more closely associated with the functions of another public body;
 - (iii) The record was created for another public body, or was received first by another public body; or
 - (iv) The record contains commercial information relating to economic interests and the financial welfare of the Republic, and commercial activities of public bodies.
- (b) In such instances the Deputy Information Officer (or his or her delegate) would have to transfer the request to the other public body as soon as is reasonably possible, but no later than 14 days within receipt of the request. If the public body or the Information Officer to whom the request is made is in possession of the record and considers it helpful to do so to enable the Information Officer of the other public body to deal with the request, the record or a copy of the record will be sent to that Information Officer.
- (c) If a request for access to a record has been transferred, it has to be computed from the date it was first received. All the relevant time periods that apply to a request for information have to be adhered to.

Notification of transfer

- (a) When a request for access has been transferred, the Deputy Information Officer making the transfer will immediately notify the requester of:
- (i) the transfer;
 - (ii) the reasons for the transfer; and
 - (iii) the period within which the request must be dealt with.

- (b) The Deputy Information Officer will reasonably ensure that the record is preserved until a decision is taken about access to the information. Time frames for an appeal will be included.

Payment of Fees

- (a) Two types of fees are required to be paid in terms of PAIA, namely a request fee and an access fee. A requester who seeks access to a record containing personal information about him/herself is not required to pay the request fee. Any other requester who is not a personal requester, must pay the required request fee.
- (b) The requester may lodge an internal appeal, where appropriate, or an application to the court against the tender or payment of the request fee.
 - i) After the Information Officer has made a decision on the request, the requester must be notified of such a decision in the manner in which the requester wanted to be notified.
 - ii) If the request is granted, then a further access fee must be paid for the search, preparation, reproduction and for any time that has exceeded the prescribed hours within which to search and prepare the record for disclosure.
- (c) The fees that have been prescribed are contained in the Regulations promulgated in terms of the PAIA and must be paid by a requester before the Department can make any records requested available to the requester. A copy of the schedule of prescribed fees is attached to this document as Annexure C.
- (d) Fees are payable at the Department's finance directorate at Tourism House, 17 Trevenna Street, Sunnyside, Pretoria, during office hours.

3.5 Records and categories of records held by the Department

The Department's categorises the records and information (relevant to the functions and services of the Department) into the following broad categories.

- ☐ Policies, strategies, delegations, government notices and legislation
- ☐ Press statements and speeches
- ☐ Departmental personnel records
- ☐ Departmental financial records
- ☐ Agendas and minutes of departmental meetings
- ☐ General administration information
- ☐ Departmental reports
- ☐ Internal circulars, internal memoranda, letters, cabinet memoranda
- ☐ Contracts, international agreements
- ☐ Branch specific information as described in paragraph 2.1.2 including:
 - Business plans
 - Strategy documents
 - Programme specific information
 - Research documents

3.6 Records automatically available

Although the NDT to date has not published a list of automatically available information, it makes a wide variety of information available through its website. Typical information that can be expected to be found free of charge on the website is:

Legislation, Regulations and Policies

Application forms

Database forms

Tenders

Vacancies

Contact details for the Ministry, Department and all its Branches

Events

Media Statements

3.7 Services available to the public and how to gain access to them

The following services are delivered by the Department:

- Implementation of the National Tourism Sector Strategy
- The transformation of the tourism industry and the promotion of learnerships in the tourism sector
- Implementation of the environment and culture component of the Expanded Public Works Programme
- Development and implementation of legislation

The public can gain access to the services provided by the Department through the Department's outreach programmes. Information on these programmes can be obtained-

- on the website www.tourism.gov.za;
- by contacting the Call Centre number 0860 121 929 or Call Center Email callcentre@tourism.gov.za

3.8 Arrangements allowing for public involvement in formulation of policy, exercise of powers or performance of duties

The Department has the following arrangements and / or provides the following processes for consultation, making representations or otherwise participating or influencing the formulation of policy or the exercise of the mandate of the Department:

- Public workshops;
- Publication of draft policy and legislation for public comment in the Government Gazette and on the website;
- Stakeholder Forum workshops;
- Discussions / workshops with government departments;

3.9 Remedies available in the event of non-compliance with the PAIA

Internal appeal

A requester may lodge an internal appeal against a decision of the Deputy Information Officer to refuse a request, or against the request and access fees, or against an extension of the period to deal with the request.

Form

- (a) The appeal must be lodged on the prescribed form that has been printed in the Regulations issued in terms of the PAIA, or a form that substantially corresponds with this form. A copy of this form is attached to this manual as Annexure B. Copies of this form are

also available from the Department's office or the Deputy Information Officers referred to in this manual. The form is also available on the website.

- (b) The appeal must be lodged within **60 days** or if notice to a third party is required by s49(1)(b) of PAIA, within **30 days** after notice has been given to the appellant of the decision appealed against, or if notice to the appellant is not required, after the decision was taken. The appeal must be made to the address, fax number or electronic mail address of the Deputy Information Officer.

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- (c) An appellant must provide reasons for the internal appeal, how he or she wishes to be informed of the decision about the appeal and must pay the prescribed appeal fee (if any).
- (d) The relevant authority will allow late lodging of an appeal only if the appellant's motivation is credible. An appellant will be informed if his or her late appeal was disallowed.

Appeal fee

- (a) An appellant has to pay the prescribed appeal fee (if any). A decision on the internal appeal may be deferred until the appeal fee is paid.
- (b) After receiving an appeal, the Deputy Information Officer must within **10 working days** submit to the Information Officer the internal appeal, his or her reasons for his or her decision, and details of a third party involved, if any.

Third party

- (a) If the Department is considering an internal appeal against refusal of a request for access to a record of a third party that relates to his or her privacy; commercial interests and other confidential information; and records of SARS, the Department will inform the third party about the appeal within **30 days** after receipt of the appeal, and by the fastest means reasonably possible. The Department

will furnish the third party with a description of the contents of the appeal, details of the appellant, and state whether the Department is of the opinion that the information should be revealed in the public interest. The third party then has **21 days** to make a written representation why the request for information should not be granted, or give written consent for the disclosure of the record to the requester.

- (b) The Department may also consider lodging an internal appeal against granting access to information. The Department will then have to notify the requester of such an appeal within **30 days** after receipt of the internal appeal. The third party has **21 days** to make a written representation why the access to the record should be granted.

Notice of decision

The Department may confirm the original decision, or make another decision. This must be done within **30 days** after receipt of the internal appeal, or within **5 working days** after receiving written representation regarding the appeal. Notice will be given to the appellant, every third party involved and the requester, stating the reasons for the decision.

Application to court

- (a) The appellant, third party or requester will also be informed that he or she may lodge an application to court against the decision on an internal appeal within **60 days**, or **30 days** if notice has to be given to a third party. Prescribed time frames will apply if the Department decides to grant access to a record where a third party still has the right to make a representation against this decision before access will be given to the record.
- (b) If the Department fails to comply with the above procedures and time frames on an internal appeal, the Department will be regarded as having dismissed the internal appeal.
- (c) A requester or third party may ONLY apply to a High Court (or court of similar status) for appropriate relief after the requester or third party has exhausted the internal appeal procedure, within **30 days** after a decision on an internal appeal. No record may be

withheld from the court. The court proceedings are civil, and the court may confirm, amend or set aside the decision on internal appeal, or grant an interdict.

3.10 Availability of the manual

This manual will be made available to the South African Human Rights Commission in accordance with paragraph 4(1) of the Regulations promulgated in terms of PAIA, and will be published on the Department's website (<http://www.tourism.gov.za>). Copies of the manual will also be available at the Department's offices for perusal. The prescribed fees apply when copies have to be made for requesters.

4. PUBLIC INSTITUTIONS REPORTING TO THE NDT

The South African Tourism Board established in terms of the Tourism Act, 1993.

ANNEXURE A

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.

1. If the record is in written or printed form:		
copy of record*	inspection of record	
2. If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):		
view the images	copy of the images*	transcription of the images*

3. If record consists of recorded words or information which can be reproduced in sound:	
listen to the soundtrack (audio cassette)	transcription of soundtrack* (written or printed document)

4. If record is held on computer or in an electronic or machine-readable form:		
printed copy of record*	printed copy of information derived from the record*	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? Postage is payable.	YES	NO
--	-----	----

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.
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

ANNEXURE B**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: 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: _____

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:
Refusal of request for access
Decision regarding fees prescribed in terms of section 22 of the Act
Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act
Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester
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):

ANNEXURE C**SCHEDULE OF PRESCRIBED FEES**

Fee for a copy of the manual as contemplated in Regulation 5(c) for every photocopy of an A4-size page or part thereof	R0-60
Fees for reproduction referred to in Regulation 7(1) are as follows:	
(a) For every photocopy of an A4-size page or part thereof	R0-60
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0-40
(c) For copy in a computer-readable on	
1. stiffy disk	R5-00
2. compact disk	R40-00
(d) For a transcription of visual images	
(i) For an A4-size page or part thereof	R22-00
(ii) For a copy of visual images	R60-00
(e) For a transcription of an audio record	
(i) For an A4-size page or part thereof	R12-00
(ii) For a copy of an audio record	R17-00
Request fee payable by a requester, other than a personal requester, referred to in Regulation 7(2)	R35-00
The access fees payable by a requester referred to in regulation 7(3) are as follows	
1 (a) For every photocopy of an A4-size page or part thereof	R0-60

(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	R0-40
(c)	For copy in a computer-readable on	
(i)	stiffy disk	R5-00
(ii)	compact disk	R40-00
(d)	For a transcription of visual images	
(i)	for an A4-size page or part thereof	R22-00
(ii)	for a copy of visual images	R60-00
(e)	For a transcription of an audio record	
(i)	for an A4-size page or part thereof	R12-00
(ii)	for a copy of an audio record	R17-00
(f)	To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation	R15-00 for each hour
2.	For purposes of Section 22(2) of the PAIA, the following applies: <ul style="list-style-type: none"> 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 	
3.	The actual postage is payable when a copy of a record must be posted to a requester	



tourism

Department:
Tourism

REPUBLIC OF SOUTH AFRICA

BUKANA YA MABAKA A KAROLO 14 YA MOLAO WA KGODI O YA PHITLHELELO YA TSHEDIMOSETSO WA 2000 (MOLAO No. 2 WA 2000)

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1. DITLHALOSO

Mokaeding eno, ntle le fa bokao bo tlhalosa ka mokgwa mongwe—

“tuelo ya phitlhelelo” e bolela tuelo e e tlhomamisitsweng mabapi le mabaka a kgatišo, dipatlisiso le paakanyo le nako e e tlhokagalang go feta diura tse di tlhomamisitsweng boemong jwa go batlisisa le go baakanya tokomane e e tshwanetseng go senolwa;

“Kaedi” go bolela buka e e tlhagisitsweng ke Khomišene ya Ditshwanelo tsa Botho go tsamaelana le karolo 10 ya Molao wa Phitlhelelo ya Tshedimosetso wa 2000 (Molao No. 2 wa 2000), go thusa motho yo o batlang go diragatsa tshwanelo ngwe le ngwe e e tsamaelanang le mabaka a PAIA;

“Motlhankedi wa Tshedimosetso”, malebana le Lefapha, go bolela Motlhankedi-Kakaretso;

“motlhankedi” malebana le mokgatliho wa baagi kgotsa mokgatliho wa poraefete –

- (a) mongwe le mongwe yo o thapilweng (leruri kgotsa nakwana le nako yotlhe kgotsa paka e khutshwane) ke mokgatliho wa baagi kgotsa wa poraefete, le fa e le ka mokgwa ofe, go akarediwa le molaodi wa mokgatliho go ya ka maemo a gagwe; kgotsa
- (b) maemo a leloko la mokgatliho wa baagi kgotsa wa poraefete go ya ka maemo a gagwe;

PAIA” go bolela Molao wa Phitlhelelo ya Tshedimosetso wa 2000 (Molao No. 2 wa 2000);

“motho” go bolela motho kgotsa kgwebo;

“Motho yo iterelang kopo ka namana” go bolela mokopi yo o batlang go bona tokomane e e na leng tshedimosetso ka ga mokopi;

“mokgatliho wa poraefete” go bolela—

- (a) motho yo o dirang kgotsa dirang kgwebelano, kgwebo kgotsa tiro, fela go ya ka maemo ao;
- (b) kgolagano e e na leng kgotsa e neng e dira kgwebelano, kgwebo kgotsa tiro; kgotsa ngwe le ngwe; kgotsa
- (c) kgwebo ya nako e fetileng kgotsa e dirang ga jaana, mme fela go sa akaretswe mokgatliho wa baagi;

“mokgatliho wa baagi” go bolela—

- (a) lefapha lengwe le lengwe la puso kgotsa tsamaiso ya bosetšhaba kgotsa lekala la puso la porofense kgotsa mmasepala mongwe le mongwe wa lekala la puso selegae; kgotsa
- (b) lekala lengwe lengwe kgotsa setheo fa—
 - (i) tiragatso ya dithata kgotsa tiragatso ya tiro go ya ka Molaotheo kgotsa molatheo wa porofense; kgotsa

(ii) tiragatso ya dithata tsa baagi kgotsa tiragatso ya tiro ya baagi go ya ka molao mongwe le mongwe;

“tokomane” go bolela tshedimosetso ngwe le ngwe e e gatisitsweng–

- (a) go sa nyatswe mokgwa kgotsa bogolo;
- (b) mo go wena kgotsa ka fa tlase ga taolo ya baagi kgotsa mokgatlho wa poraefete ka go farologana; le
- (c) le fa e tlhodilwe kgotsa e sa tlhodiwa ke mokgatlho oo wa baagi kgotsa wa poraefete, ka go farologana;

“Ditaelo tsa Molao wa Kgodišo ya Phitlhelelo ya Tshedimosetso” o bolela ditaelo malebana le matlafatso ya phitlhelelo ya tshedimosetso e e phasaladitsweng mo **Lokwalo Puso** No. R. 187 ka di 15 Tlhakole 2002 (Lokwalo Puso No. 23119) o tlabolotswe ka Kitsiso ya Lokwalo Puso No. R. 1244 la 22 Lwetse 2003 (Lokwalo Puso No.25411)

“Bolaodi jo bo maleba” malebana le ditokomane tse di kopiwang go tswa go Lefapha, go bolela Tona;

“kopo ya phitlhelelo” go bolela kopo ya go fitlhelela tokomane go ya ka karolo 11 ya PAIA;

“mokopi” go bolela–

- (i) Mongwe le mongwe (ntle le mokgatlho wa baagi o o tlahositsweng mo temana (a) kgotsa (b) (i) ya tlahoso ya “mokatlho wa baagi”, kgotsa motlhankedi wa ona) go diriwa ga kopo go bona tokomane ya mokgatlho oo wa baagi; kgotsa
- (ii) Motho yo o emeng boemong jwa motho yo o tlahositswenng mo temanatlaleletso (i);

“motho wa boraro” go bolela mongwe le mongwe (go akaretswa, mme go sa ame fela puso ya dinaga-ntle, mokgatlho wa boditšhabatšhaba kgotsa lekala la puso eo, kgotsa mokgatlho) ntle le –

- (i) mokopi yo o amegang; le
- (ii) mokgatlho wa baagi;

“matsatsi a go dira” go bolela letsatsi lengwe le lengwe ntle le Sateretaga, Latshipi kgotsa matsatsi a bosetšhaba a boikhutso, go tsamaelana le tlahoso ya karolo 1 ya Molao wa Matsatsi a Bosetšhaba a Boikhutso wa 1994 (Molao No. 36 wa 1994).

2. KETAPELE

Karolo 32(1) (a) ya Molaotheo wa Rephaboliki ya Aforika Borwa wa 1996, o tthomamisa fa mongwe le mongwe a nale tetla ya go bona tshedimosetsO ngwe le ngwe e ka fa tlase ga taolo ya Puso. Karolo 32(2) ya Molaotheo o tlamela ka gore, go tshwanetse go reboolwa molao wa bosetšhaba go mametlelela tshwanelo eno. Molao wa Kgodišo ya Phitlhelelo ya Tshedimosetso wa 2000 (Molao No. 2 wa 2000) (PAIA) ke molao wa bosetšhaba yo o tthomamisitsweng ka karolo 32(2) ya Molaotheo.

Karolo 9 ya PAIA e tihomamisa fa tshwanelo ya go bona tshedimose tso e na le maparego a a rileng, a a tobileng gareng ga tse dingwe:

- (a) Tshireletso ya sephiri ka mabaka a utlwagalang;
- (b) Khupamarama ka tsa kgwebelano; le
- (c) Taolo ya tsamaiso e manontlhotlho le e lolameng.

Karolo 14(1) ya PAIA e tthalosa fa Motlhankedi wa Tshedimose tso wa mokgatlho wa Baagi a tshwanetse go tthagisa bukana ya kaedi ka bonnye dipuo di le tharo tsa semmuso, e e kwadilweng tshedimose tso ka ga Mokgatlho wa Baagi kgotsa go rotloetsa puisano le baagi.

Go ya ka PAIA NDT ke mokgatlho wa baagi.

Maikaelelo a bukana eno, ka go sedimose tsa baagi ka ga ditokomane tse di tshotsweng ke NDT le mokgwa wa go di fitlhelela.

3. DINTLHA TSA KAROLO 14 YA PAIA

3.1 Ditiro le sebopego sa NDT [Karolo 14(1)(a)]

Maikarabelo

Maikarabelo le tiro ya Lefapha la Bojanala le theilwe go ya ka Molaotheo le melao e mengwe e e maleba le dipholisi tsa puso. Maikarabelo a totobetseng a lefapha, a theilwe go ya ka ditokomane tse di latelang:

- Molaotheo wa Rephaboliki ya Aforika Borwa wa 1996;
- Ditaelo tsa Kabinete le tsa Botona le ditshwetso tsa dipholisi Cabinet and Ministerial directives and policy decisions;
- Molao wa Bojanala wa 1993 (Molao No.72 wa 1993)

Ponelopele

Motlhotlheletsi wa kgodišo ya Bojanala le tlabololo ya Aforika Borwa.

Maikaelelo

Lefapaha la maano a a totobetseng, ka maikaelelo a go tlhama maemo a siameng a kgolo le tlhabololo ya Bojanala.

- tlhabololo;
- kgolagano le tirisanommogo;
- go tlamelo ka tshedimosetso le taolo ya tirelo ya kitso; le
- matlafatso ya bokgoni jwa setheo

Motheo

Tiragatso ya Motheo le Ditlhaoso

- Tlhabololo: taolo ya di diriswa le dikgolagano go matlafatsa thebolo ya ditirelo go ditheo tsa semphato le go tobana le diphetogo.
- Tolamo – Taolo e manontlhotlho ya Kgwebo: e akaretsa meono ya seriti, botshepegi le maikarabelo.
- Go ela ba Badirisi Tlhoko: tlamela ka didiriswa le ditharabololo tse di tlhamaletseng e bile di tobane le ditlhokego tsa baagi.

Metheo ya Botho le Ditlhaloso

- Tlhabololo (Kgodišo, Katišo, Tlhabololo, Bokgoni): go tlhama tikologo e e edileng boemong jwa matlafatso le tlhabololo ya baagi.
- Maikarabelo: re tla dira ka botswerere go nna le maikarabelo, ka go bontsha tlhompho, le ka go dira ka botshepegi le boikanyego.
- Go lemoga tiro entle (Go lebogwa, go thusa, le Tolamo): Re batla go nna setheo se se lebogang batho ba sona ka go netefatsa tolamo ya manaane le mekgwa, ka go tshegetsa, go lemoga le go leboga tiro e ntle.

Taolo

MAANO A TLHAKILENG KA GA MAIKAELELO A SETHEO

Togamaano ka ga Maikaelelo le Dipholo tse Ditlhakileng	Motheo wa Maikaelelo	Dipholo tsa Puso
1. Go fithelela taolo e manontlhotlho ya setheo le	Go tlamela lefapha ka tirelo ya thuso e golagantsweng go netefatsa tsamsio e	Tshwetso 12: tirelo ya baagi e e tobileng tlhabologo, le botsaya karolo jo bo lolameng jwa baagi.

Togamaano ka ga Maikaelelo le Dipholo tse Ditlhakileng	Motheo wa Maikaelelo	Dipholo tsa Puso
taolo e e golagantsweng.	manontlhotlho.	
2. Kgolaganyo ya maikaelelo a Bojanala le ditheo tse dingwe, mafapha, dithulaganyo tsa puso ya porofense le puso selegae.	Go tlamela ka lenaane-tsamaiso la pholisi, taolo ya ditheo tsa semphato le thulaganyo ya ditirelo tse di maleba tsa thuso mo logatong la puso ya porofese le puso selegae ka go sekaseka le go tsayakarolo mo mererong ya tsona.	Tshwetso 12: Tirelo ya baagi e e dirang ka monontlhotlho le botswerere le e tobaneng le tlhabololo, tolamo le botsaya karolo jwa baagi.
3. Go tlhabolola seabe sa Bojanala mo botshelong jwa maAforika Borwa otlhe.	Go lekola le go sekaseka tiragatso ya diporograma tsa Bojanala, togamaano le dipholisi.	Tshwetso 4: Tiro e botokwa ka tiriso e golagantsweng ya matlafatso ya moruo.
4. Matlafatso ya seabe sa lephata la Bojanala go godisa kgolo e golagantsweng ya moruo.	Didika tse di kgetheilweng di tshwanetse go rebola manaane a thuso a maleba go lebaganya le tlhabololo ya Bojanala le ditlhokego tsa kgolo. Matlafatso ya seabe sa lephata la Bojanala ka go sekaseka mebaraka ya boditšhabatšhaba le mekgwa ya togamaano.	Tshwetso 4: Tiro e botokwa ka tiriso e golagantsweng ya matlafatso ya moruo.
5. Matlafatso ya seabe sa lephata la Bojanala go kgodišo ya botsayakarolo jo bo golagantsweng go tsa moruo.	Gop etelela pele kobamelo ya tsamaiso ya Bojanala e amogetsweng ka go tlhopha makala a Bojanala.	Tshwetso 4: Tiro e botokwa ka tiriso e golagantsweng ya matlafatso ya moruo.
6. Lephata la Bojanala le le tlhabolotsweng tebang le taolo ya dipatlisiso, tshedimosetso le kitso.	Go tokafatsa taolo ya dipatlisiso, tshedimosetso le kitso ya lephata la Bojanala.	Tshwetso 4: Tiro e botokwa ka tiriso e golagantsweng ya matlafatso ya moruo.
7. Tlhabololo ya maemo a kgwebisano le ntshetsopele ya kgwebo ya Bojanala.	Kgodišo ya mekgwa e siameng ya kgwebelano le mametlelelo ya maikarabelo go tsa Bojanala mo Aforika Borwa.	Tshwetso 4: Go tlhamiwa ga ditiro tse di botokwa ka matlafatso ya kgolo ya moruo o golagantsweng. Tshwetso 10: Matlafatso le tshireletso ka dinako tsotlhe ya tlhago le metswedi ya tlhologo.
8. Matlafatso ya tirisanommogo le kgolagano ya sedika, Aforika le dinaga tsa boditšhabatšhaba.	Matlafatso ya tirisanommogo le kgolagano ya sedika, Aforika le dinaga tsa boditšhabatšhaba ka ditumelano tsa semphato le boidiidi.	Tshwetso 11: Go tlhama Aforika Borwa e botokwa, Aforika e botokwa le lefatshe le le botokwa.

Sebopego sa theo ya Lefapha

Sebopego sa Lefapha se kgaogantswe ka makala a 3 (mararo), lekala le lenosi le golagantswe le thuso ya ditirelo, kantoro ya Motlhankedi Mogolo wa Tiragatso (COO), kantoro ya Motlhankedi Mogolo wa Matlole (CFO) le Setheo sa: Boruni jwa Mogare, ka maikarabelo a tsona a farologaneng, ebong:

LEKALA: TAOLO YA BOJANALA JWA SELEGAE:

Taolo ya Bojanala jwa Selegae

- Sedika sa Borwa
- Sedika sa Bokone
- Tiragatso ya maikarabelo a Katlatlelo-loago

LEKALA: TAOLO YA BOJANALA JWA BODITABATABABA:

- Americas le Kharabean le Kharibbean
- Europa
- Aforika le Bogare jwa Borwa le Middle East
- Asia le Australasia

LEKALA: PHOLISI LE MANAANE A KITSO

Tlhabololo ya pholisi le Tshekatsheko

Patlisiso, Tshedimosetso, le Taolo ya Kitso

Makala a golantsweng a tlamela ka thuso ya togamaano le tsamaiso ya go thuso makala a botlhokwa le go golaganya diporojeke tse di amang makala go matlafatsa bokgoni jwa NDT. Ona ke :

KANTORO YA MOTLHANKEDI MOGOLO WA BODIRAGATSI

Merero ya Kgwebo Tlhaeletsano

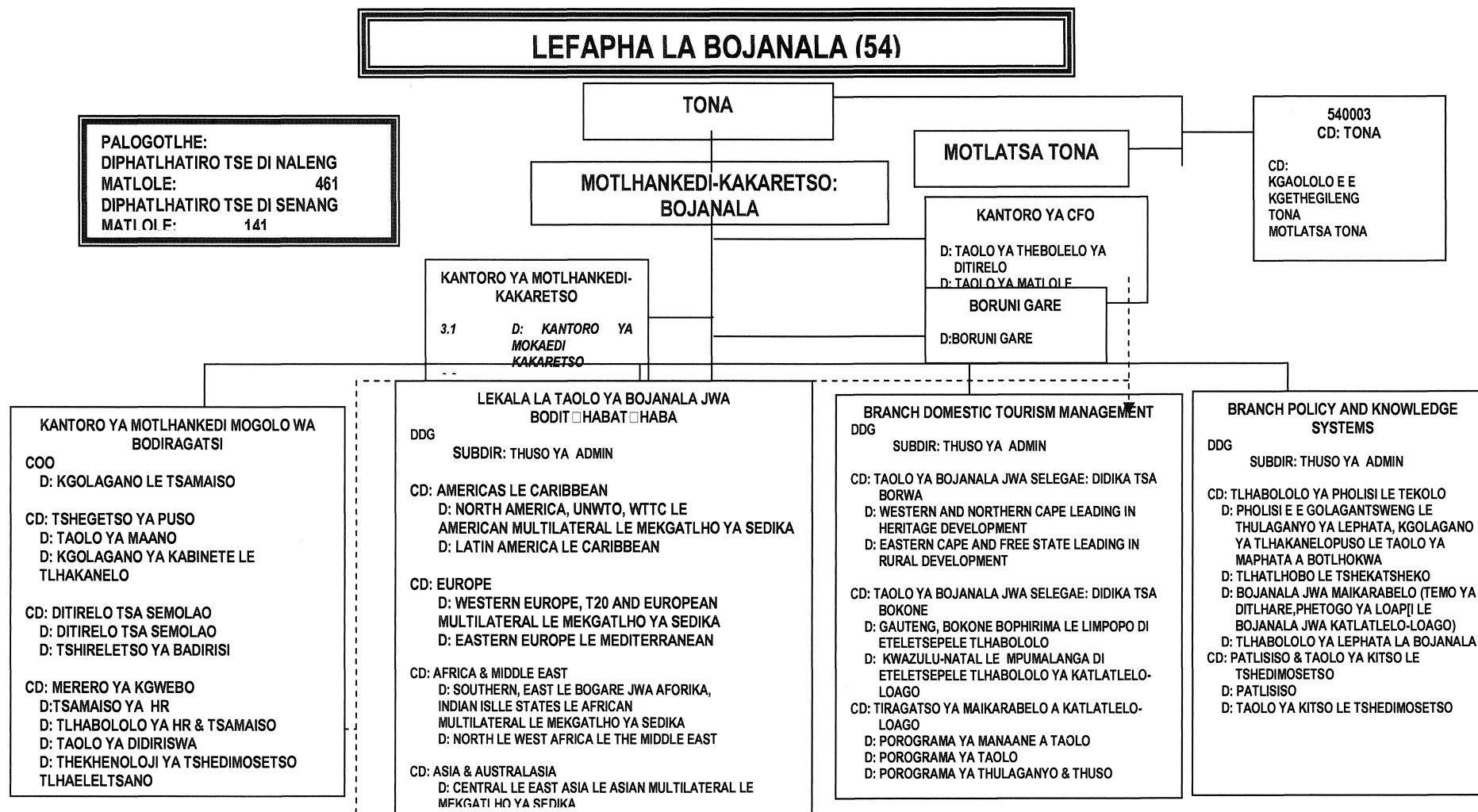
Ditirelo tsa Semolao

Tshegetso ya Puso

LEKALA : KANTORO YA MOTLHANKEDI MOGOLO WA MATLOLE

UNITI : LEKALA: BORUNI JWA MO GARE

LEFAPHA LA BOJANALA (54)



3.2 Dintlha tsa kgolagano

Nomoro ya Call Center 0860 121 929

Call Center Email callcentre@tourism.gov.za

Nomoro ya Kantoro ya kgolagano (012) 444-6000/1

Websaete: <http://www.tourism.gov.za>

TONA - CAPE TOWN

=====

ROOM 328
120 PLEIN STREET
CAPE TOWN
8001

PRIVATE BAG X9038
CAPE TOWN
8000

TEL: +27 (21) 465-7240/1
FAX: +27 (21) 465-3216

TONA - PRETORIA

=====

10th Floor, Tourism House
17 Trevenna Street
Sunnyside
PRETORIA
0001

Private Bag X424
PRETORIA
0001

TEL: +27 (12) 444-6777
FAX: +27 (12) 465-3216

MOTLATSA TONA- CAPE TOWN

Room 385
120 Plein Street
CAPE TOWN
8001

Private Bag X9170
CAPE TOWN
8000

TEL: +27 (21) 426-1777/8
FAX: +27 (21) 465-2664

MOTLATSA TONA- PRETORIA

=====

10th Floor, Tourism House
17 Trevenna Street
Sunnyside
PRETORIA
0001

Private Bag X424
PRETORIA
0001

TEL: +27 (12) 444-6760
FAX: +27 (12) 444-7028

MOTLHANKEDI WA KANTORO YA PALAMENTE - CAPE TOWN

=====

Room 377
120 Plein Street
CAPE TOWN
8001

Private Bag X9039
CAPE TOWN
8000

TEL: +27 (21) 465-7394/5/7
FAX: +27 (21) 465-7287
12.

Molaodi wa Lefapha (Motlhankedi-Kakaretso) ke Moeteledipele go ya ka PAIA. Motlhankedi Tshedimose tso wa Lefapha. Mokaedi-Kakaretso o laela batho ba ba kwadilweng fa tlase jaaka Batlatsa Batlhankedi ba Tshedimose tso go netefatsa fa ditlhokego tsa PAIA di laolwa ka mokgwa wa tolamo, botshepegi le ntle ga kgethololo:

- (a) Motlatsa Motlhankedi-Kakaretso: Pholisi le Manaane a Kitso
- (b) Maina: Rre Victor Tharage
Pretoria
Tel: 012 444- 6379
Fax: 012 444- 7090
I-meili: vttharage@tourism.gov.za
- (b) Motlatsa Motlhankedi-Kakaretso: Taolo ya Bojanala jwa Selegae
Maina: Moh Morongwe Ramphele
Pretoria
Tel: 012 444-6552
Fax: 012 444-7060
I-meili: mramphele@tourism.gov.za
- (c) Motlatsa Motlhankedi-Kakaretso: Taolo ya Bojanala jwa Boditšhabatšhaba
Maina: Moh Aneme Malan
Pretoria
Tel: 012 444-6380
Fax: 012 444-7092
I-meili: amalan@tourism.gov.za

- (d) Motlhankedi Mogolo wa Tiragatso:
Maina: Rre Dirk Johannes van Schalkwyk
Pretoria:
Tel: 012 444-6709
Fax: 012 444-7035
I-meili: dvschalkwyk@tourism.gov.za

3.3 Kaedi ya tiragatso ya PAIA

Khomišene ya Ditshwanelo tsa Botho ya Aforika Borwa (SHRC) go ya ka karolo 10 ya PAIA, e kwadile kaedi go tsamaelana le tiragatso ya PAIA. Kaedi eno, e ka bonwa ka Puo ngwe le ngwe ya Semmuso mo mafelong a a latelang:

- Tlhaeletsano ya Puso le Ditirelo tsa Tshedimosetso (GCIS)
- Mafelo otlhe a tshedimosetso (Dilaebrari tsa puso)
- Setheo sengwe le sengwe sa thuto e kgolwane (Diunibesithi le Diunibesithi tsa Tekhenoloji).

Kaedi eno, e ka bonwa gape mo websaeteng ya SHRC mo <http://www.sahrc.org.za>

Gape e ka bonagala go sekasekwa ke baagi ka nako ya diura tsa go dira mo dikantorong tse di latelang:

Khomišene ya Ditshwanelo tsa Botho ya Aforika Borwa
Uniti ya PAIA
Lefapha la Dipatlisiso le Ditokomane

Aterese ya moago: 29 Princess of Wales Terrace
Parktown
JOHANNESBURG

Aterese ya poso: Private Bag X2700
HOUGHTON
2041

Nomoro ya mogala: +27 11 484 8300
Fax number: +27 11 484 1360

3.4 Dikopo tsa phitlhelelo ya tshedimosetso

Mongwe le mongwe o na le tshwanelo ya kopa go bona tshedimosetso e e gatisitsweng e ka fa tlase ga taolo ya Lefapha, fa fela kopo eo e dirilwe mo foromong e e tihomamisitsweng le dituelo tse di maleba di duetswe. Phitllelo ya ditokomane e tsamaisana le mabaka a kiletso, a kwadilweng mo Karolo 4 ya PAIA. Kopo e ka diriwa ke mongwe le mongwe yo o na leng kgatlhego kgotsa mongwe yo o dirang kopo boemong jwa yo mongwe, yo o sa kgoneng go itirela kopo ka namana.

Tsamaiso ya go kopa ditokomane Foromo

Mokopi o tshwanetse go tlatsa foromo e tihomamisitsweng, e-

- (a) ka bonwa mo Melawaneng ya PAIA;
- (b) mo websaeteng ya SAHR mo www.sahrc.org.za;
- (c) kgomareditswe go tokomane eno jaaka Mametlelelo A; kgotsa
- (d) ka bonwa go tswa go tikatikwe ya tshedimosetso ya Lefapha.

Tsamaiso

- (a) Kopo ya tshedimosetso e tshwanetse go romelwa go:

Mokaedi-Kakaretso
Private Bag X 424
PRETORIA
0001

E lebisiwe go: Lumka Mfecane
TEL: 012 444-6732
Fax: 012 444-7040
Email: lmfecane@tourism.gov.za

- (b) Mokopi o tshwanetse go tthalosa fa a batla go amogela kgatišo ya tokomane kgotsa fa a batla go sekaseka tokomane eo mo dikantorong tsa mokgatho wa baagi. Mo go je lengwe, fa tokomane e se ka mokgwa wa pampiri, fa go kgonagala e ka lebelelwa ka mokgwa o e kopilweng ka wona.
- (b) Fa mokopi a kopa go bona tokomane ka mokgwa o rileng, o tla fiwa komane ka mokgwa oo a dirileng kopa ka ona. Taelo eno etla diragadiwa ntle le fa e ka ama tsamaiso ya lefapha ka mokgwa mongwe, kgotsa o tla senya tokomane kgotsa fa o le kgatlhanong le tshwanelo ya kgatiso e e seng ya puso. Fa tokomane e sa kgone go ntshiwa go ya ka mokgwa o kopilweng, e bile go nale mabaka a utlwagalang, mme fela e kgona go abiwa ka mokgwa o mongwe, tuelo e tla tlhomamisiwa go ya kopo ya mokgwa o dirisitsweng fa go ne go diriwa kopo ya pele.
- (d) fa, fa godimo ga kitsiso ya kopo ya tokomane ka lekwalo, mokopi a batla go itsisiwe tshwetso ka mokgwa o mongwe, sekai ka mogala, mokopi o tshwanetse go tthalosa jaalo.

Fa mokopi a kopa tshedimosetsi boemong jwa motho yo mongwe, mokopi o tshwane go tthalosa maemo a gagwe.

Kopo boemong jwa motho yo mongwe

Fa mokopi a dira kopo boemong jwa motho yo mongwe, mokopi o tshwanetse go tthagisa bopaki jwa maemo a gagwe a mo letlang go dira kopo eo, go tsamaelana le ditlokego tsa Motlatsa Motlhankedi wa Tshedimosetso.

Kopo ya batho ba ba gwetlhegileng

- (a) Fa mokopi a sa kgone go buisa kgotsa go kwala, kgotsa fa a nale kgwetlho ya mmele e mo kgoreletsang go kwala foromo e e tlhomamisitsweng ka namana, motho yoo a ka dira kopo ka molomo. Motlatsa Motlhankedi wa Tshedimosetso (kgotsa motlhopiwa wa gagwe) o tla kwala foromo boemong jwa mokopi, le go abela mokopi kgatišo ya foromo e e kwadilweng.

- (b) Motlatsa Motlhankedi wa Tshedimose tso (kgotsa motlhopiwa wa gagwe) o tla thusa mokopi go itepatepanya le ditlhokego tse di tthalositsweng fa godimo go dira kopo ya go bona tshedimose tso, go akarediwa le go romela mokopi go mokgatlho yo o maleba, fa go bonagala gore kopo ya tshedimose tso e tshwanetse go diriwa go mokgatlho yoo wa baagi.

Go romelwa ga dikopo

- (a) Dikopo tsa ditokomane di ka romelwa go mokgatlho yo mongwe wa baagi ka fa tlase ga mabaka a latelang:
- (i) Fa tokomane e le ka fa tlase ga taolo ya mokgatlho o mongwe wa baagi;
 - (ii) Fa morero tebang le tokomane o amana le ditiro tsa mokgatlho o mongwe wa baagi;
 - (iii) Fa tokomane e ne e tshamilwe boemong jwa mokgatlho o mongwe wa baagi, kgotsa e amogetswe ke mokgatlho o mongwe wa baagi pele; kgotsa
 - (iv) Fa tokomane e nale tshedimose tso ya kgwebelano mabapi le dikgatlhegelo tsa moruo le botsitso jwa matlole a Rephaboliki, le ditiro tsa kgwebelano le mekgatlho ya baagi.
- (b) Fa go le jaana Motlatsa Motlhankedi wa Tshedimose tso (kgotsa motlhopiwa wa gagwe) o tshwanetse go romela kopo eo go mokgatlho wa baagi yo o maleba ka bonako jo bo kgonagalang, mo nakong ya matsatsi a le 14 morago ga kamogelo ya kopo. Fa tokomane e amegang e le ka fa tlase ga taolo ya mokgatlho wa baagi kgotsa Motlhankedi wa Tshedimose tso, e bile go bonagala go le botlhokwa go dira jaalo, mokgatlho wa baagi kgotsa Motlhankedi wa Tshedimose tso yo amegang, o tshwanetse go romela kgatišo ya tokomane eo go Motlhankedi wa Tshedimose tso wa mokgatlho wa baagi yo o maleba go rarabolola kopo.
- (c) Fa kopo ya go bona tokomane e setse e rometswe, letlha la go dira kopo le tshwanetse go kwadiwa jaaka letlha la ntlha la go amogelwa ga kopo. Dipaka tsotlhe tsa maparego fa go diriwa kopo ya tshedimose tso, di tshwanetse go obamelwa.

Kitsiso ya go romelwa ga ditokomane

- (a) Fa kopo ya go fitlhelela ditokomane e rometswe, Motlatsa Motlhankedi wa Tshedimose tso yo o romelang ditokomane, o tshwanetse go itsise mokopi ka bonako jo bo kgonagalang ka:
- (i) go romelwa ga ditokomane;
 - (ii) Mabaka a go romelwa ga ditokomane; le

(iii) Paka e e tshwanetseng go obamelwa tebang le tharabololo ya kopo.

(b) Motlatsa Motlhankedi wa Tshedimose tso o tshwanetse go boloka tokomane go fitlhela go tsewa tshwetso mabapi le go bonwa ga tshedimose tso eo. Nako ya maparego mabapi le boipelaetso le yona e tshwanetse go akarediwa.

Tuelo ya tihwatlhwa

(a) Go ya ka PAIA go tshwanetse go duelwa mefuta e mebedi ya dituelo, ebong tuelo ya kopo le tuelo ya go bona tokomane. Mokopi yo o batlang go bona tokomane e e tshotseng dintlha ka ga gagwe, ga a tshwanela go duela tuelo ya kopo.

(b) Mokopi a ka dira boipelaetso jwa mo gare, fa go le botlhokwa, kgotsa kopo go kgotlatshekelo kgatlhanong le thendara kgotsa tuelo ya kopo.

i) Fa Motlhankedi wa Tshedimose tso a fetsa go dira tshwetso ya kopo, mokopi o tshwanetse go itsisiwe ka tshwetso eo, e bile o tshwanetse go itsisiwe ka tshwetso ka mokgwa o o tlopilelweng ke mokopi.

ii) Fa kopo e amogetswe, mokopi o tshwanetswe go duela tuelo engwe gape mabapi le go batla, go baakanya, kgatiso le boemong jwa nako ngwe le ngwe e e dirisitsweng, fa nako eo e fetile diura tse di tlohamamisitsweng tebang le go batla le go baakanya tokomane.

(c) Dituelo tse di tlohamamisitsweng di kwadilwe mo Melawana ya PAIA, e bile mokopi o tshwanetse go duela Lefapha pele a fiwa ditokomane tse a di kopileng. Kgatiso ya lennane la ditlhwatlhwa tse di tlohamamisitsweng se tshwanetse go kgomarediwa le tokomane eno jaaka Mametlelelo C.

(d) Dituelo tsotlhe di duelwa go lekala la Lefapha la matlole mo *Tourism House, 17 Trevenna Street, Sunnyside, Pretoria*, ka nako ya diura tsa go dira.

3.5 Ditokomane le magato a ditokomane a ka fa tlase ga taolo ya Lefapha

Lefapha le tswaya ditokomane le tshedimosetso (tse di botlhokwa go ditiro le ditirelo tsa Lefapha) go ya ka magato a farologaneng, ka mokgwa o o latelang.

- ☐ Dipholisi, maano, ditaelo, dikitsiso tsa puso le molao
- ☐ Disetatemente tsa dikgang le dipegelo
- ☐ Ditokomane tsa badiri ba lefapha
- ☐ Ditokomane tsa letlole tsa lefapha
- ☐ Dintlha tsa kopano le metsotso ya dikopano tsa lefapha
- ☐ Tshedimosetso e e tlwaelegileng ya tsamaiso
- ☐ Direpoto tsa lefapha
- ☐ Disekhulara le dimemorantamo tsa lefapha, makwalo le dimemorantamo tsa khabinete
- ☐ Dikontraka le ditumelano tsa boditšhabatšhaba
- ☐ Tshedimosetso e tlhakileng ya kgaolo go ya ka tlhaloso ya temana 2.1.2, go akaretswa:
 - Dipolane tsa dikgwebo
 - Ditokomane tsa togamaano
 - Tshedimosetso e e tlhakileng ya porograma
 - Ditokomane tsa dipatlisiso

3.6 Ditokomane tse di leng teng ka sekgatlha

Le fa go fitlha jaanong NDT e se e phatlhalatse lenaane la tshedimosetso e e bonwang ka sekgatlha, go na le tshedimosetso e e farologaneng e e fumanegang mo websaeteng ya lefapha. Tshedimosetso e ka bonwang mahala mo websaeteng ya lefapha ke:

Molao, Melawana le Dipholisi

Diforomo tsa kopo

Diforomo tsa databasi

Dithendara

Diphatlatiro

Tshedimosetso ya go ikgolaganya le Tona, Lefapha le Makala otlhe a yona

Ditiragalo

Dipegelo tsa Dikgang

3.7 Ditirelo tse di ka bonwang baagi le mokgwa wa go di fitlhelela

Lefapha le dira ditirelo tse di latelang:

- Tiragatso ya Leano la Bosetšhaba la Setheo sa Bojanala
- Tokafatso ya induseteri ya Bojanala le matlafatso ya lenaane la go ithutela bokgoni jwa ditiro tsa setheo sa bojanala
- Tiragatso ya tikologo le maikaelelo a Porograma e e Atolositsweng ya Ditiro tsa Baagi
- Tlhabololo le tiragatso ya molao

Baagi ba ka kgona go fumana ditirelo tse di tlamelwang ke Lefapha ka go elatlhoko diporograma tsa matlafatso ya baagi tsa Lefapha. Tshedimosetso ka ga manaane ano, e ka fumanega mo-

Websaeteng ya www.tourism.gov.za;

- Ka go ikgolaganya ka mogala le **Call Centre number** 0860 121 929 kgotsa ka go lebisa imeili go **Call Center** callcentre@tourism.gov.za

3.8 Dithulaganyo tse di letlelelang botsayakarolo jwa baagi fa go tlhamiwa pholisi, tiragatso ya matla kgotsa go diriwa ga ditiro

Lefapha le rulagantswe ka mokgwa o o latelang le/ kgotsa go tlamela ka tsamaiso ya ditherisano, go dira ditshwaelo, kgotsa botsayakarolo kgotsa tlhotlheletso ya go tlhamiwa ga dipholisi kgotsa tiragatso ya maikaelelo a Lefapha:

- Diwhakshopo tsa baagi;
- Kgatišo ya pholisi ya nakwana le molao wa tshwaelo ya baagi mo Lekwalo dikgang la Puso le mo websaeteng;
- Whakshopo ya Foramo ya Ditheo-tsa-Semphato ;
- Dipuisano/ diwhakshopo le mafapha a puso;

3.9 Mekgwa ya tharabololo fa go sa obamelwa PAIA

Boipelaetso jwa mogare

Mokopi a ka bega kgetsi ya boipelaetso jwa mogare kgatlhanong le tshwetso ya Motlatsa Motlhankedi wa Tshedimosetso, fa a gana kopo ya gagwe, kgotsa kgatlhanong le kopo le tuelo ya go bona ditokomane, kgotsa kgatlhanong le katološo ya go rarabolola kopo.

Foromo

- Kgetsi ya boipelaetso e tshwanetse go begiwa ka go dirisa foromo e e tlhomamisitsweng, e e thadilweng mo mo Melawaneng ya mabaka a PAIA kgotsa foromo e e tshwanang le foromo eo. Kgatišo ya foromo eo, e momagantswe mo bukaneng eno jaaka Mametlelelo B. Dikgatišo tsa foromo eno di ka fumanega go kantoro ya Lefapha kgotsa tsa Batlatsa Batlhankedi ba Tshedimosetso ba ba tlhalositsweng mo bukaneng eno. Foromo eno, e ka fumanega le mo wabsaeteng ya lefapha.
- Kopo ya boipelaetso e tshwanetse go diriwa mo nakong ya **matsatsi a le 60** kgotsa fa go tlhokega gore go istisiwe motho yo o amegang go ya ka karolo 49(1)(b) ya PAIA, mo nakong ya **matsatsi a 30** morago fa tshwetso e setse e filwe moipelaetsi kgotsa fa go sa tlhokege gore moipelaetsi a romelwe kitsiso Morago ga go diriwa ga tshwetso. Kgetsi ya boipelaetso e tshwanetse go lebihiwa go aterese, nomoro ya fakese kgotsa aterese ya tlhaeletsano ya setegeniki ya Motlatsa Motlhankedi wa Tshedimaosetso.

- (c) Moipelaetsi o tshwanetse go tlamela ka mabaka utlwagalang tebang le kgetsi ya boipelaetso jwa mogare, le mokgwa o tshwanetseng go dirisiwa go mo itsise ka tshwetso ya boipelaetso, e bile o tshwanetse go duela tuelo ya boipelaetso (fa e tihomamisitswe).
- (d) Bolaodi jo bo maleba, bo kgona go letlelela kopo ya boipelaetso jo bo diriwang morago ga nako, fa fela go na le mabaka a utlwagalang. Moipelaetsi o tshwanetse go bolelelwa fa kopo ya boipelaetso e se kitla e letlelelwa.

Tuelo ya boipelaetso

- (a) Moipelaetsi o tshwanetse go duela tuelo ya boipelaetso (fa e tihomamisitswe). Kopo ya boipelaetso jwa mogare e ka kgaphelwathoko go fitlhela go duelwa tuelo ya boipelaetso.
- (b) Morago ga gore Motlatsa Motlhankedi wa Tshedimosetso amogelo kgetsi ya boipelaetso, mo nakong **ya matsatsi a 10 a tiro** Motlatsa Motlhankedi wa Tshedimosetso o tshwanetse go tlamela Motlhankedi wa Tshedimosetso ka tshwetso ya gagwe la mabaka, le dintlha tsa motho yo o amegang, fa a le teng.

Motho yo o amegang

- (a) Fa Lefapha le sekaseka kopo ya boipelaetso jwa mogare tebang le kopo e sa dumelwang ya go bona tokomane ya ka ga motho yo mongwe mabapi le tshedimosetso ya sephiri, dikgatlhegelo tsa kgwebelano, le tshedimosetso ngwe le ngwe ya khupamarama, ditokomane tsa SARS. Lefapha le tla itsise motho yo o amegang ka ga kgetsi ya boipelaetso mo nakong **ya matsatsi a 30** morago ga go amogela boipelaetso le ka mokgwa o ka bonako jo bo kgonagalang. Lefapha le tla tshalosetsa motho yo o amegang mabaka a boipelaetso, dintlha tsa moipelaetsi le maikaelelo a puso tebang le seemo sa lefapha mabapi le go senola tshedimosetso eo, fa e le mo dikgatlhegolong tsa baagi. Motho yo o amegang o na le tšhono ya matsatsi a **21** go dira tshwaelo e e kwadilweng, go reng kopo ya tshedimosetso e sa tshwanelwa go amogelwa kgotsa go romela mokopi lekwalo le le tshalosang mabaka a letlelelang tshenolo ya tshedimosetso.
- (b) Lefapha le lona, le ka akanya ka go bega kgetsi ya boipelaetso kgatlhanong le kopo ya go senolwa ga tshedimosetso. Fa go le jaalo, Lefapha le tshwanetse go itsise mokopi ka ga boipelaetso jwa lona, mo nakong **ya matsatsi a 30 a tiro** morago ga go amogela kopo ya boipelaetso.

Kitsiso ya tshwetso

Lefapha le ka atlenegisa tshwetso ya pele, kgotsa la dira tshwetso engwe gape. Tshwetso e tshwanetse go diriwa mo nakong ya matsatsi a **30 a tiro** morago ga go amogela boipelaetso jwa mogare, kgotsa mo nakong ya matsatsi a **5 a tiro** morago ga go amogela tshwaelo ya boipelaetso. Kitsiso ya tshwetso e tshwanetse go fiwa moipelaetsi, motho mongwe le mongwe yo o amegang le mokopi.

Kopo go kgotlatshekelo

- (a) Moipelaetsi, motho yo o amegang kgotsa mokopi o tla bolelelwa ka ga tshwanelo ya go dira kopo go kgotlatshekelo kgatthanong le tshwetso ya lefapha tebang le boipelaetso jwa mogare mo nakong ya matsatsi a **60**, kgotsa matsatsi a **30** fa kitsiso e tshwanetse go romelwa motho yo o amegang. Go tla obamelwa dipaka tsa maparego ka botlalo, fa Lefapha le akanya go atlenegisa kopo ya go fitlhelela tokomane, motho yo o amegang a na le tetla ya go dira tshwaelo kgatthanong le tshwetso pele tokomane e letlelelwa go senolwa.
- (b) Fa Lefapha le palelelwa ke go itepatepanya le tsamaiso e e fa godimo le dipaka tsa maparego a boipelaetso jwa mogare, Lefapha le tla tselwa gore le kgapetsethoko boipelaetso jwa mogare.
- (c) Mokopi kgotsa motho yo o amegang a ka dira kopo FELA go Kgotlatshekelo e Kgolo (kgotsa kgotlatshekelo ya maemo a tshwanang) go bona tharabololo e e maleba, fa mokopi kgotsa motho yo o amegang a setse a dirisitse tsamaiso ya boipelaetso jwa mogare mo nakong ya matsatsi a **30**, morago ga tshwetso ya boipelaetso jwa mogare. Ditokomane tsotlhe di tshwanetse go romelwa Kgotlatshekelo. Ditsamaiso tsa kgotlatshekelo di tla rulagangwa ka mokgwa wa *civil*, e bile kgotlatshekelo e ka atlanenegisa, fetola, kgotsa kgaphelathoko tshwetso ya boipelaetso jwa mogare, e bile le kgona go dira taelo ya kiletso.