



water & sanitation

Department:  
Water and Sanitation  
REPUBLIC OF SOUTH AFRICA

# **SECTION 14 MANUAL: PROMOTION OF ACCESS TO INFORMATION**

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## **1. INTRODUCTION**

The Promotion of Access to Information Act, 2000 (Act No.2 of 2000) prescribes that a Public Body must provide details of records held by such public body so that any request to information may be accommodated.

The details of the records kept by a Public Body are contained in a book, which is called a manual. The manual therefore relates to the records kept by the Public Body. The records kept pertain to the business/functions of each and every business unit. To distinguish between the business/functions of each unit, the records for each unit are numbered differently. Each record also carries a disposal instruction.

Apart from records (files), the manual also contains information on the addresses of the Head of Public Body, its functions as well as list of all records kept by public body.

## 2. VISION, MISSION AND VALUES

### Vision

Our vision is to be-

a dynamic, people centered department, leading the effective management of nation's water resources, to meet the needs of current and future generations.

### Mission

As sector leader, the mission of the Department is to serve the people of South Africa by:-

- ☐ Making a positive impact on our country and its people as custodians of our water resources, and as innovative and committed partners in the drive for sustainable development;
- ☐ Being service and delivery orientated. We strive to get it right the first time, every time, or time-ensuring that our citizens are provided water and sanitation services they deserve;
- ☐ Leading our sector and enable partners with knowledge and capacity to ensure that all water services are delivered;
- ☐ Being committed to innovation and use cutting edge technology as a catalyst of positive change, connecting our people and enabling them to work anywhere anytime;
- ☐ Having a heart that values our investment in our people. We provide them with a caring and trusting environment that encourages personal development and is breeding ground for talent.

### Our Values

- ☐ Transparency- we fulfil our mandate in an ethical and open manner
- ☐ Respect- we respect each other, as well as our clients, and the needs of our citizens
- ☐ Excellence- we are leaders and innovators in our sector who get it right on time every time
- ☐ Everyone- we are a caring employer who through teamwork serves South Africa's people.

## 3. LEGISLATIVE MANDATE OF THE DEPARTMENT

The Department is legislatively mandated by -

**National Water Act, 1998 (Act No. 36 of 1998)**

The objective of the Act is to ensure that South Africa's water resources are protected, used, developed, conserved, managed and controlled in a sustainable and equitable manner, for the benefit of all persons. The Act

provides the National Government, acting through the Minister of Water and Sanitation, has the power to regulate the use, flow and control of all water in the republic.

#### **Water Services Act, 1997 (Act No. 108 of 1997)**

The objective of the Act is to provide for the rights of access to basic water supply and basic sanitation, to set national standards and norms. Section 156, read in conjunction with Part B of Schedule 4 of the Constitution of the Republic of South Africa (Act 108 of 1996) gives the Execution Authority the responsibility to regulate as well as support and strengthen the capacity of municipalities to manage their own affairs, to exercise their powers and to perform their functions.

#### **Water Research Act, 1971 (Act No.34 of 1971)**

The Water Research Act provides for the promotion of research in connection with water issues and, for that purpose, to establish the Water Research Commission and water research fund, the Minister of Water and Sanitation appoints members of the Commission and exercises executive oversight with regard to the Commission.

#### **4. SECTION 10 GUIDE OF SOUTH AFRICAN HUMAN RIGHTS COMMISSION ON HOW TO USE THE ACT**

The Section 10 guide is available from all Departmental offices and also available from South African Human Rights Commission, Please direct your queries to-

**Postal Address: The South African Human Rights Commission**

**PAIA Unit**

**The Research and Documentation Department**

**Private Bag x 2700**

**Houghton**

**2014**

**Telephone: 011-877 3750**

**Fax: 011-403 0668**

**E-mail: PAIA@sahrc.org.za**

#### **5. KEY FOCUS AREAS**

The following are Key Focus Areas (KFA's) in the two line functions of The Department (Water Services, Water Resources Management):

##### **5.1 Water Services**

- Ensure provision of basic Water Supply & Sanitation for improved quality of life and poverty alleviation.

- Ensure effective & sustainable delivery of water services to underpin economic & social development.
- Ensure effective Water Services Institutions.
- Promote & support sound policy & practice of WS to achieve millennium targets in Africa. Ensure effective local-level operations and management of DWA water services schemes.

## 5.2 Water Resource Management

- Ensure reliable and equitable supply of water for sustainable economic and social development including the eradication of poverty.
- Ensure the protection of water resources
- Develop effective water management institutions
- Align staff, stakeholders and general public with a common vision for Integrated Water Resource Management (IWRM) and develop, capacitate and empower them in best practices thereof.
- Promote Integrated Water Resource Management in Africa in support of NEPAD.

## 6. PROGRAMMES OF THE DEPARTMENT

The following are the programmes of the Department-

### Programme 1: Administration

**Purpose:** To provide policy leadership, advice and core support services (including, finance, human resources, legal, information and management services, communication and corporate planning).

### Programme 2: Water Sector Management

**Purpose:** Ensure that the country's water resources are protected, used, developed, conserved, managed and controlled in a sustainable and equitable manner for the benefit of all people and environment, through effective policies, integrated planning, strategies, knowledge base and procedures.

### Programme 3: Water Infrastructure Management

**Purpose:** Ensure a reliable supply of water from bulk raw water resources infrastructure, within acceptable risk parameters, to meet sustainable demand objectives for South Africa. Solicit and source funding to implement, operate and maintain bulk raw water resources infrastructure in an efficient and effective manner by strategically managing risks and assets.

**Programme 4: Regional Implementation and support**

**Purpose:** Coordinate effective implementation of the Department's strategic goals and objectives at the regional level, including the establishment of water resource management institutions. Facilitate water reservation and demand management. Accelerate communities' access to water infrastructure.

**Programme 5: Water Sector Regulation**

**Purpose:** Ensure the development, implementation, monitoring and review of regulation across the water value chain in accordance with the provisions of National Water Act (Act No.38 of 1998) and the Water Services Act (Act No.108 of 1997).

**Programme 6: International Water Cooperation**

**Purpose:** Strategically develop, promote and manage international relations on water resources between countries through bilateral, polyilateral and multilateral cooperation instruments and organizations. Further drive national interest at both Africa multilateral and global multilateral organisations and fora.

**7. SERVICES AVAILABLE TO THE MEMBERS OF THE PUBLIC**

The Department is involved in different number of activities when executing the functions within the programmes mentioned above, and the public is actively involved when functions are executed. The activities are consolidated and the following descriptions are arrived at:

- upon application by members of the public the Department will issue water use licenses, declare a water use an existing lawful water use;
- upon receiving complaints from members of the public with regard to non-compliance by others with the provision of PAIA as administered by the Department, the matter will be investigated and the appropriate action will be taken as prescribed by PAIA, or alternatively the matter can be referred to the appropriate authorities;
- support will be given where necessary to other organs of the state in matters Administered by the Department;
- the Department will make available all documents published in the Gazette, and upon request, Water Court orders under the Water Act, 1956 and decisions of the Water Tribunals;
- It will give guidance if requested to do so by members of the public on various legislation administered by the Department
- It will ensure, through monitoring and collection of information that the provisions of PAIA are complied with

## 8. PROCEDURE FOR REQUESTING ACCESS TO INFORMATION

The Director-General of the Department is the Information Officer in terms of PAIA, and has, in his capacity as such, appointed a Deputy Information Officer (DIO) to provide the effective implementation of PAIA. To gain access to the Department's services, request must be made to the relevant Deputy Information Officer (DIO). **(See Annexure D contact details)**

**The requester must be given access to records if:**

- The records are requested in terms of section 18(1), and fall under section 15 of PAIA, that is, they are automatically available without a person having to request access
- All procedure requirements in terms of PAIA relating to the request for access to the records having been complied with
- Access to that record is not refused on any ground of refusal mentioned in chapter 3 of PAIA

Access to the records can only be denied if prescribed by an enactment of the law (Act, Regulation or documents having the force of law), subject to limitations in terms of Section 36 of the Constitution.

### **How to request access to the records of the Department**

The requester must use the form prescribed in the Government Gazette [Government Notice R187-15 February 2002] (Form A). The requester must indicate whether the request is for a copy of the record or if the requester wants to inspect the records at the relevant Department's office. Alternatively, if the record is not a document it can then be viewed in the requested form, where possible - see [Section 29(2)].

If the requester asks for access in a particular form, access should be granted in the manner that has been asked for, unless doing so will interfere unreasonably with the running of the public body concerned, 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 alternative manner, the fee must be calculated according to the manner in which the requester asked for it [Section 29(3) and (4)].

If, in addition to a written reply to their request for record, the requester would like to be informed of the decision in any way, for example by telephone, this must be indicated as such [section 18(2)(e)].

If the requester is asking for the information on behalf of somebody else, the capacity in which the request is being made should be indicated [Section 18 (3)].

If a requester is unable to read or write, or has a disability, then the requester can make the request for the record orally. The Deputy Information Officer must then fill in the request form on behalf of the requester and give the person a copy [Section 18 (3)]. See **Annexure A** for Request Form.

### **Fees payable by the requesters**

All fees required in terms of PAIA Regulation (Notice 187 of the Government Gazette of 15 February 2002) are payable by cheque or cash at the Department's offices. A cheque or receipt of payment must accompany the request form to the Department. If the payment is by a cheque, a photocopy must be made on both sides. Proof of payment can be faxed to the Department for the attention of the Deputy Information Officer concerned. **See Annexure D for contact details.**

All requesters other than personal requesters must pay a request fee. Deputy Information Officer must notify the requester (other than personal requester) of the requirements to pay the prescribed fee (if any) before processing the request.

The request fee payable to the Department is R35.00 and is payable on submission of each application. This amount is not refundable. The requester may lodge an internal appeal, where appropriate. After internal appeal procedures are exhausted, an application to court against the tender or payment of the request fee can be made by requesters.

After the Deputy 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. If the request is granted, access fee must be paid for search, preparation and reproduction, and for any time that exceeded the prescribed hours to search and prepare the record.

An access fee shall be determined by the amount of records and the manner in which access is required.

Payments can be directed to the Department on the following details:

Bank	ABSA
Account Number	4049624754
Code	632005
Reference	Promotion of Access to Information Act

Please note: Some of The Department's records are automatically available without a person having to request access in terms of PAIA. See classifications and categories in Annexure D below or ask the Deputy Information Officer. See Annexure B for prescribed fees of public bodies.



## Appeal Procedure

The supply of information is guaranteed by PAIA and the Constitution, and any unconstitutional limitations of this right may end up in the Constitutional Court.

Should requesters believe that the Department refusal to grant access to the records is unjustifiable, or should the requesters have any grounds for complaint in terms of PAIA, the following actions can be taken against the Department:

- An internal appeal can be lodged to the Minister of Water and Sanitation as the relevant authority in terms of PAIA;
- After exhausting the internal appeal remedies, an application may be lodged with a court; and
- A person, who intentionally denies a right of access to Information in terms of PAIA, can be fined or imprisoned because an offence would have been committed.

An internal appeal must be lodged in the prescribed form, within 60 days after the decision on a request is given to the requester. The appeal must contain information on what decision is being appealed, why the requester is appealing, and any other information that is known by the requester relating to the appeal. No fee is payable for internal appeal until such time it is pre-scribed in terms of PAIA Regulations. **See Annexure C for Appeal Form.**

## 9. RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15

DESCRIPTION OF CATEGORY OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15(1)(a) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000	MANNER OF ACCESS TO RECORDS (e.g. website) SECTION 15(1)(b)
<b>FOR INSPECTION IN TERMS OF SECTION 15(1)(a)(i):</b>	
<ul style="list-style-type: none"> <li>• Departmental Strategic plans.</li> <li>• Departmental Annual Performance plan.</li> <li>• Service Delivery Improvement plan.</li> <li>• Service Delivery Charter</li> <li>• Annual Report.</li> <li>• Audited Financial Statements</li> <li>• Employment Equity Reports.</li> <li>• Published research report.</li> <li>• Approved organizational structure.</li> <li>• Departmental File plans.</li> <li>• Budgets.</li> <li>• Departmental Acts, Regulations, policies</li> </ul>	<p>The records may be inspected at the Department on request in writing addressed to the Deputy Information Officer, Department of Water and Sanitation Private Bag X 313, Pretoria 0001            Tel: 012 336 7705            Fax: 086 515 9805            E-Mail Address: LoseloP@dwa.gov.za or visit our website <a href="http://www.dwa.gov.za">www.dwa.gov.za</a></p>

<ul style="list-style-type: none"> <li>and procedure Manuals.</li> <li>• Citizens report.</li> <li>• Promotion of Access to Information Manual.</li> <li>• Service Standards.</li> <li>• Statement of commitment.</li> <li>• Departmental Events Calendar.</li> <li>• Minister's Budget Speech</li> <li>• Departmental Circulars</li> <li>• Staff Contact details Directory</li> <li>• Journals and Magazines</li> <li>• News Letters</li> <li>• Water Use License (subject to third party notification in terms of section 47 of the Act)</li> <li>• Promotional materials</li> <li>• Batho-pele principles pamphlets</li> <li>• Departmental forms</li> <li>• Circulars of advertised posts and services</li> </ul>	
<ul style="list-style-type: none"> <li>• Tender documents</li> <li>• Maps</li> <li>• CDs</li> <li>• Aerial Photography</li> <li>• Orthophotos</li> </ul>	Records can be purchased at G17 Zwamadaka Building, 191 Francis Baard Street (Formerly Known as Schoeman Street), Pretoria.
<b>FOR COPYING IN TERMS OF SECTION 15(1)(a)(ii)</b>	
<ul style="list-style-type: none"> <li>• Departmental Strategic plans.</li> <li>• Departmental Annual Performance plan.</li> <li>• Service Delivery Improvement plan.</li> <li>• Service Delivery Charter</li> <li>• Annual Report.</li> <li>• Audited Financial Statements</li> <li>• Employment Equity Reports.</li> <li>• Published research report.</li> <li>• Approved organizational structure.</li> <li>• Departmental File plans.</li> <li>• Departmental Acts, Regulations, policies and procedure Manuals.</li> <li>• Citizens report.</li> <li>• Promotion of Access to Information Manual.</li> <li>• Service Standards.</li> </ul>	<p>The records may be accessed on request from the Deputy Information Officer, Department of Water and Sanitation Private Bag X 313, Pretoria 0001</p> <p>Tel: 012 336 7705</p> <p>Fax: 086 515 9805</p> <p>E-Mail Address: LoseloP@dwa.gov.za or visit our website <a href="http://www.dwa.gov.za">www.dwa.gov.za</a></p>

<ul style="list-style-type: none"> <li>• Statement of commitment.</li> <li>• Departmental Events Calendar.</li> <li>• Minister Budget Speech</li> <li>• Departmental Circulars</li> <li>• Staff Contact details Directory</li> <li>• Journals and Magazines</li> <li>• News Letters</li> <li>• Promotional materials</li> <li>• Batho-pele principles pamphlets</li> </ul>	
<b>AVAILABLE FREE OF CHARGE IN TERMS OF SECTION 15(1)(a)(iii):</b>	
<ul style="list-style-type: none"> <li>• Journals and magazines.</li> <li>• News Letters.</li> <li>• Promotional material.</li> </ul>	<p>The records may be accessed on request from the Deputy Information Officer, Department of Water and Sanitation Private Bag X 313, Pretoria 0001 Tel: 012 336 7705 Fax: 086 515 9805 E-Mail Address: loseloP@dwa.gov.za or visit our website <a href="http://www.dwa.gov.za">www.dwa.gov.za</a></p>

## 10. ARRANGEMENTS ALLOWING FOR PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY AND EXERCISE OF POWER

10.1 During September 2001, the Minister published the Generic Public Participation Guidelines that provide a generic approach and ideas to ensure public involvement and exercising of powers in the formulation of policies, legislations and projects. The guidelines outline the following key participation principles:

- Inclusive involvement of stakeholders;
- Integration;
- Mutual respect between role-players;
- Continuity in participation;
- Consideration of multiple options;
- Flexibility;
- Transparency;
- Accountability and commitment;
- Rights and roles;
- Accessibility of information;
- Awareness creation;
- Capacity building and empowerment;
- Efficiency;
- Sustainability of the scale of involvement;
- Feedback to and from stakeholders; and
- Monitoring and evaluation.

**NB:** The participation process may differ from projects/policies/legislations, and should there be such a case it will be made known to public before the commencement.

## 11. AVAILABILITY OF THE MANUAL

The manual shall be available in places prescribed by the Legal Deposit Act, and at the offices of the South African Human Rights Commission .

## 12. UPDATING OF THE MANUAL

The manual shall be updated within twelve months after publication of this first manual. The Department of Water Affairs shall also consider increasing the number of languages in which the manual is published until the legislative aim of publishing in all official languages is achieved.

## 13. CONCLUSION

This manual provides useful information of the Department to all members of public to provide assistance in exercising the constitutionally recognized right of access to information. The manual's main purpose is to promote the culture of transparency and accountability in the Department and Republic of South Africa as a whole.

In presenting this manual, the Department wishes to share information with the communities it serves by promoting the Access to Information Act, 2 of 2000 (PAIA). In implementing this constitutional mandate, the Department is expected to submit an annual report to the South African Human Rights Commission, and other Stakeholders as may be required at any time.

## ANNEXURE A

### FORM A

### REQUEST FOR ACCESS TO RECORDS OF THE DEPARTMENT

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

#### 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 recorded below.
- (b) (b) Furnish an address and/or fax number in the Republic to which information must be sent.
- (c) (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
- (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 searching for and preparing a record.
- (d) If you qualify for exemption of the payment of any fee, please state the reason for this.

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.

<b>Disability:</b>		<b>Form in which record is required:</b>	
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 works or information that 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? (A postal fee 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 .....

Signature of requester / person on whose behalf request is made

**ANNEXURE: B****SCHEDULE OF PRESCRIBED FEES**

(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 a copy in a computer-readable form on:	
(i)	stiff disc	R5,00

	(ii) compact disc	R40,00
(d)	(i) For a transcription of visual images, for an A4-size page or part thereof:	R22,0
	(ii) For a copy of visual images	R60,00
(e)	(i) For a transcription of an audio record, for an A4-size page or part thereof:	R12,00
	(ii) For a copy of an audio record:	R17,00
The request fee payable by every 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 fees payable of an A4-size page or part thereof	R0.60 R0.40
	(b) for every printed copy of A4-size page or part thereof held on a computer or in electronic readable form	
	(c) For copy in a computer-readable on-	R5.00
	(i) Stiffy disk	
	(i) Compact disk	R40.00
	(d) For transcription of visual images-	R22.00 R60.00
	(i) for an A4-size page or part thereof	
	(ii) for a copy of visual images	
	(e) For a transaction of an audio record-	R12.00
	(i) ) for a copy of A4-size page or part thereof	R17.00
	(ii) for a copy o an audio	
	(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:	
	(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 |  |
|---|--|

**ANNEXURE C****PRESCRIBED FORM FOR INTERNAL APPEAL****FORM B****NOTICE OF INTERNAL APPEAL****(Section 75 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))**

Forms can also be accessed from THE DEPARTMENT's website: [www.TheDepartment.gov.za/documents/other/PIA](http://www.TheDepartment.gov.za/documents/other/PIA)

<b>REFERENCE NUMBER:</b> .....
--------------------------------

Note: A person who lodges an internal appeal may have to pay an appeal fee. If an appeal fee is payable, the decision of the internal appeal may be deferred until the fee is paid.

**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 is lodging the internal appeal must be completed 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 stated 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) is lodging 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 determined in terms of Section 22 of PAIA.
	Decision regarding the extension of the period within which request must be dealt with in terms of Section 26(1) of PAIA.
	Decision in terms of Section 29(3) of PAIA to refuse access in the form as 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 upon 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.....

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

OUTCOME OF APPEAL: .....  
DECISION OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER CONFIRMED /  
SUBSTITUTED BY NEW DECISION:

.....

NEW DECISION: .....

DATE: ..... RELEVANT AUTHORITY: .....

DATE RECEIVED BY THE INFORMATION OFFICER / DEPUTY INFORMATION OFFICER FROM THE  
RELEVANT AUTHORITY: .....

**ANNEXURE D**

Contact details of the Information Officer and the Deputy Information Officer

The following officers are appointed in terms of section 17 of PAIA, and are responsible for the implementation of PAIA in the Department. Requests can be directed to the Deputy Information Officer:

<b>INFORMATION OFFICER</b> 185 Francis Baard Street Private Bag X313 Pretoria 0001	Director-General (Acting) : <b>Mr T Balzer</b>	Tel: (012) 336 8744 Fax: (012) 336 7754 Email: BalzerT@dwa.gov.za
<b>DEPUTY INFORMATION OFFICER</b>  191 Francis Baard Street Private Bag X313 Pretoria 0001	Chief Director-Legal Services: <b>Mr P Loselo</b>	Tel: (012) 336 7705 Fax: 086 515 9805 Email: LoseloP@dwa.gov.za