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M A N U A L

IN ACCORDANCE WITH

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

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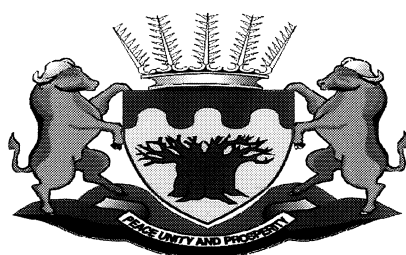
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LIMPOPO PROVINCE

DEPARTMENT OF ROADS AND TRANSPORT



SECTION 14 MANUAL COMPILED IN COMPLIANCE WITH THE PROMOTION OF ACCESS TO INFORMATION ACT (ACT NO. 2 OF 2000 AS AMENDED)

SECOND EDITION

2014

DEPARTMENT OF ROADS AND TRANSPORT
Section 14 Manual PAIA
2014

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1. INTRODUCTION

- 1.1. The Promotion of Access to Information Act No 2 of 2000 ("the Act" or PAIA) was enacted on 9 March 2001.
- 1.2. The purpose of this Act is to give effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights.
- 1.3. The Act sets out the requisite procedural issues attached to such request. This manual is intended to foster a culture of transparency and accountability within the Department of Roads and Transport by giving effect to the right to information.
- 1.4. Where a request is made in terms of PAIA, the Department of Roads and Transport which the request is made is obliged to release the information, except where the Act expressly provides that the information may or must not be released.

1.5 PURPOSE OF THE MANUAL IN TERMS OF PAIA

- 1.5.1 The purpose of this manual is to identify the structures and functions of the Department of Roads and Transport and describe its records systems to facilitate the objectives of PAIA.
- 1.5.2 The manual provides an overview of records held by Department of Roads and Transport and the processes that needs to be adopted to access such records.
- 1.5.3 All requests for access to information (other than information freely available to the public) should be directed to the Information Officer

or Deputy Information Officers as provided for in Section 3 of this manual.

2 THE FUNCTIONS AND THE STRUCTURE OF THE DEPARTMENT OF ROADS AND TRANSPORT

2.1. FUNCTIONS OF THE DEPARTMENT OF ROADS AND TRANSPORT

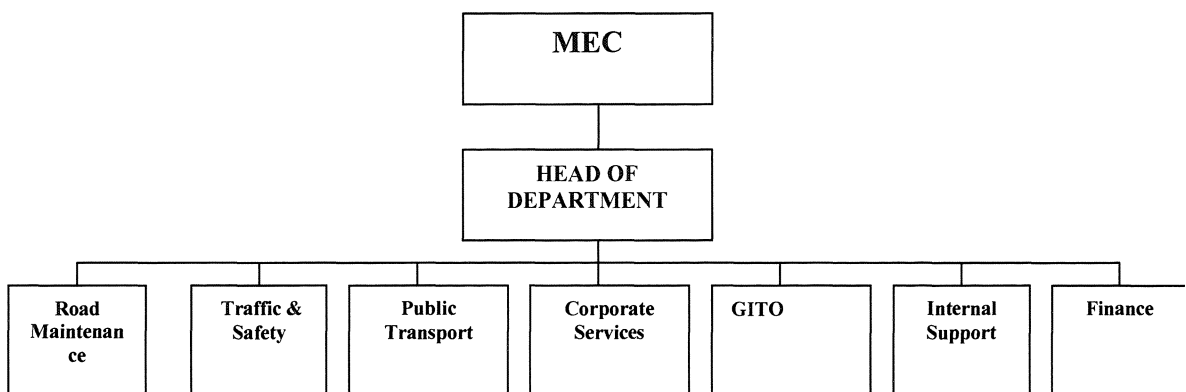
- a. To provide safe, reliable and affordable transport systems
- b. To provide sustainable and adequate infrastructure

2.2. THE STRUCTURE OF THE DEPARTMENT

The Member in Executive Council (MEC) is the political head of the Department and the administrative wing of the Department (HOD) is headed by the Head of Department, who is also the Department's Accounting Officer. The Department consists of the following main branches, namely: -

- a. Road Infrastructure
- b. Public Transport
- c. Roads Traffic and Safety
- d. Corporate Services
- e. Internal Support
- f. Government Information Technology Office (GITO)

Diagram 1: A schematic structure of Department of Roads and Transport, Limpopo Province



Administratively, the Department consists of the Provincial Head Office situated at 40 Paul Kruger Street in Polokwane and the following five district offices:

- a. Capricorn – Lebowakgomo Government Complex
- b. Mopani – Main Road, Government Complex Giyani
- c. Sekhukhune – Lebowakgomo Government Complex
- d. Vhembe- Thohoyandou Government Complex
- e. Waterberg – NTK Building Modimolle

Table 1: A geographical distribution of institutions within the Department of Roads and Transport, Limpopo

Capricorn

1. Government Garages	Repair and maintenance of state vehicles	1
2. Traffic Stations	Law enforcement and Road Safety	4
3. Traffic Control Centres	Weighbridge overloading control	1
4. Roads Maintenance Cost Centers	Maintenance of roads and infrastructures	6
5. Mechanical Workshops	Repairs and maintenance of roads equipment.	1

Mopani

1. Government Garage	Repair of state vehicles and maintenance	1
2. Traffic Stations	Law enforcement and Road Safety	8
3. Traffic Control Centers	Weighbridge overloading control	1
4. Road Maintenance Cost Centers	Maintenance of roads and infrastructure	17
5. Mechanical Workshops	Repairs and maintenance of roads equipment	2

Sekhukhune

1. Government Garage	Repair and maintenance of state vehicles	1
2. Traffic Stations	Law enforcement and Road Safety	4
3. Traffic Control Centers	Weighbridge overloading control	1
4. Roads and Maintenance cost center	Maintenance of roads and infrastructure	9
5. Mechanical Workshops	Repairs and maintenance of roads	1

Vhembe

1. Government Garages	Repair and maintenance of state vehicles	1
2. Traffic Stations	Law enforcement and Road Safety	5
3. Traffic Control Centers	Weighbridge overloading control	1
4. Roads and Maintenance	Maintenance of roads and infrastructure	8
5. Mechanical Workshops	Repairs and maintenance of roads	2

Waterberg

1. Government Garages	Repairs and maintenance of state vehicles	1
2. Traffic Stations	Law enforcement and Road Safety	5
3. Traffic Control Centers	Weighbridge overloading control	1
4. Roads and maintenance	Maintenance of roads and infrastructure	8
5. Workshop	Repairs and maintenance of roads	2

3. CONTACT DETAILS (SECTION 14-1b)

Table 2: Contact details of Information officers

Information Officer	Hanli du Plessis
E-Mail Address	duplessish@drt.limpopo.gov.za
Postal Address	Private Bag X9491 Polokwane 0700
Physical Address	37 Church Street, Polokwane 0700
Tel	015 295 1006
Fax	015 294 8000
Deputy Information Officer	O J Ramaijane
E-mail Address	ramaijaneo@drt.limpopo.gov.za
Postal Address	Private Bag X9491 Polokwane 0700
Physical Address	37 Church Street, Polokwane 0700
Tel	015 295 1031
Fax	015 294 8000
Deputy Information Officer	HH Lumadi [Records Manager]
E-mail Address	lumadih@drt.limpopo.gov.za
Postal Address	Private Bag X9491 Polokwane 0700
Physical Address	37 Church Street, Polokwane 0700
Tel	015 295 1057
Fax	015 294 8000
Deputy Information Officer	ME Seriti [Information Manager]
E-mail Address	seritim@drt.limpopo.gov.za

Postal Address	Private Bag X9491 Polokwane 0700
Physical Address	37 Church Street, Polokwane 0700
Tel	015 295 1060
Fax	015 294 8000

4. ACCESS TO RECORDS HELD BY THE DEPARTMENT OF ROADS AND TRANSPORT, LIMPOPO (SECTION 14(1) (D))

4.1. Description of categories of records automatically available in terms of Section 15(1) of the PAIA

The following are categories of records generated by the Department, which are available without a person having to request access in terms of the Act:

Table 3. Description of categories access to records held by the Department**DESCRIPTION OF CATEGORIES ACCESS TO RECORDS HELD BY THE DEPARTMENT OF ROADS AND TRANSPORT (SECTION 14(1) (e))****Automatic Disclosures (Section 14(1) (e))****SCHEDULE**

DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15(1) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000	MANNER OF ACCESS TO RECORDS
1. DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE FOR INSPECTION IN TERMS OF SECTION 15(1) (a) (i)	
a. Annual Reports b. Budget c. Budget Speeches d. Roads Infrastructure Plans e. Service Standards and Norms f. Strategic Planning documents g. Publication and pamphlets h. Newsletters	Hard copies
2. DESCRIPTION OF RECORDS AUTOMATICALLY AVAILABLE FOR PURCHASING IN TERMS OF SECTION 15(1) (a) (ii)	
• Tender document (Specification)	Hard copies
3. DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE FOR COPYING IN TERMS OF SECTION 15(1) (a) (ii)	
• Acts and regulations • Policies • Circulars of advertised posts	Hard copies Hard copies

• White Papers • MEC's public Speeches	
4. DESCRIPTION OF CATEGORY OF RECORDS AUTOMATICALLY AVAILABLE FREE OF CHARGE IN TERMS OF SECTION 15(1)(a)(iii)	
• Annual Reports • Budget • Budget Speeches • Roads Infrastructure Plans • Service Standards and Norms • Strategic Planning documents • Publication and pamphlets • Newsletters	Hard copies

4.2. Records that may be requested Section 14(1) (d)

Description of the Subjects and Categories of Records held by the Department of Roads and Transport

This section of the manual serves as a reference to the records that the Department of Roads and Transport hold in order to facilitate a request in terms of the Act.

Table 4: Records that may be requested

FUNCTION	RECORDS CATEGORIES
1. Compliance unit	○ Compliance Reports
2. Financial Services	○ Audit Reports ○ Payment vouchers ○ Asset Registers ○ S & T Claims ○ Orders ○ Receipts ○ Invoices ○ Financial Statements and reports ○ Commitment Registers ○ Quotations ○ Estimates of Income and Revenue ○ Data Base of Suppliers

	○ Electronic Systems ○ Finest System ○ Bas (Basic accounting Systems)
3. Human Resource Development and planning	○ Organizational structures ○ Staff establishment ○ Bursary files : External ○ Bursary files : Own files ○ Training manuals ○ Work-study Research Reports
4. Human Resource Management	Selection (Appointment records) Electronic systems Persal Personal files of employees Home owners files Injury on duty files Performance Contracts and instruments Performance evaluation reports Leave files Salary files
5. Devolution	Intergovernmental relations files
6. Information and records	File plans Register of incoming and outgoing items Register of files opened Information audit reports Records Audit Reports Record Inspection Reports Training manuals Registry procedures manuals Remittance Registers
7. Information Technology Information systems	Application: Internet connectivity Application: E mail Project files Maintenance files : IT infrastructure
8. Labour Relations	Case files : Disciplinary proceedings
9. Legal Services	○ Lawsuit/Litigations files ○ Service level agreements ○ Legal opinion ○ Interpretation of statutes
10. Meetings	○ Minutes and Agendas
11. PPP (Private Public Partnerships)	PPP Project files

12. Provisioning and contract Management	○ Minutes of tender committee meetings ○ Tender Contracts ○ Tender evaluations reports ○ Specifications ○ Inspection reports
13. Risk management	○ Security policy ○ Inspection reports ○ Anti fraud and corruption investigations files
14. Strategic management and planning	○ Operational /business plans ○ Weekly plans ○ Research reports ○ Quality assurance reports
15. Transformation and Transversal Services	○ Service standards ○ Monitoring reports ○ Quality assurance reports
16. Transport and logistical support services	○ Logbooks ○ Vehicle subsidy files ○ Accident reports Files on misuse of government vehicles and fraud ○ Reports ○ Approval of journeys ○ Maintenance reports ○ Board of Survey and Stock tacking reports
17. Road Construction and Maintenance	○ Plant and equipment ○ Line function vehicles ○ Civil Engineering services ○ Laboratory services ○ Drawing ○ Environmental ○ Consulting civil engineers ○ Management or roads ○ Compensation for Land

5. HOW TO GAIN ACCESS TO RECORDS NOT AUTOMATICALLY DISCLOSED

5.1. The request procedure

To gain access to the records held by Department of Roads and transport a request must be made to the Information Officer or specific Deputy Information Officer listed in Section 3 of this manual

A requester must be given access to a record of the Department if the requester complies with the following:

- The requester complies with all the procedural requirements in the Act relating to the request for access to that record; and
- Access to that record is not refused on any ground of refusal mentioned in the Act.

Nature of the request:

- A requester must use the form that has been printed in the Government Gazette (Govt. Notice R187 – 15 February 2002) (Form A).
- The requester must also indicate if the request is for a copy of the record or if the requester wants to come in and look at the record at the Offices of the Department. Alternatively if the record is not a document it can be viewed in the requested form, where possible. S 29(2).
- If a person asks for access in a particular form then the requester should get access in the manner that has been asked for. This is unless doing so would 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 alternate manner, then the fee must be calculated according to the way that the requester first asked for it. S29 (3) and (4).
- If, in addition to a written reply to their request for the record, the requester wants to be told about the decision in any way, e.g. telephone, this must be indicated. S18 (2)(e).
- 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. S18 (2) (f).
- If a requester is unable to read or write, or has a disability, then they can make the request for the record orally. The information officer must then fill in the form on behalf of such a requester and give him/her a copy. S18 (3).

There are two types of fees required to be paid in terms of the Act, being the request fee and the access fee (S22):

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:

- The information officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.
- The request payable to public bodies is R35-00. The requester may lodge an internal appeal, where appropriate, or an application to the court against the tender or payment of the request fee.
- After the information officer has made a decision on the request the requester must be notified of such a decision in the way in which the requester wanted to be notified in.
- If the requester is granted then a further access fee must be paid for the search, preparation, and reproduction and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

6. SERVICES OFFERED BY THE DEPARTMENT OF ROADS AND TRANSPORT

6.1 NATURE OF SERVICES

6.1.1 FINANCIAL MANAGEMENT, CORPORATES SERVICES AND INTERNAL SUPPORT

- Appointment, promotion, transfers & termination.
- Bursary management and administration.
- Develop and review human resource policies.
- Establishment of employee assistance programme.
- Human resource development, planning and training.
- Implementation of employment equity.
- Investigation, follow up fraud cases and risk management issues.
- Job evaluation.
- Labour relations services.
- Records and Facilities management.
- Management of national minimum information requirement.
- Organization and development.
- Performance management and development.
- Procurement Plan.
- Qualifications verification.

- Recognition of long-term services.
- Redeployment of personnel.
- Review of service delivery standards.
- Strengthen human resource management.
- Transport management and logistical support services.
- Archiving.
- Asset Management.
- Audit letters and audit queries.
- Closing of financial books.
- Debt management.
- Filing of financial records.
- Financial control.
- Financial planning.
- Liability management.
- Revenue collection.
- Risk assessment and management system.
- Salary administration.
- Batho Pele Principles.
- Capital Works Programme.
- Citizens report.
- Communication Services.
- Compilation and Updating of Manual of Promotion of Access to Information Act 2 of 2000.
- Coordination of Private Partnership.
- Domain Specific Standards.
- Gender Mainstreaming.
- Gender Policy Development and Planning.
- Information Systems.
- Maintenance.
- Policy and Planning.
- Protection against violation of Human Rights.
- Research.
- Secretariat Services.

6.1.2 Road Infrastructure

- Upgrading and Maintenance of Provincial Roads
- Implementation of the Expanded Public Works Programme
- Implementation of a labour intensive maintenance and fencing programme
- Implementation of leadership programme
- Maintenance of Roads construction and maintenance of equipment.

6.1.3 Public Transport

- The Transformation of the transport sector in Limpopo Province
- Transformation of Transport systems in the province
- Implementation of negotiated and tendered contract systems
- Management of the taxi industry
- Developing SMME / BEE specifically within the bus and freight industry
- Supporting and promoting the ISRDP, and SDIs
- Resuscitation of provincial industry
- Amendment of, and monitoring the implementation of the Provincial Transport policy
- Amendment of all transport related legislations
- Monitor the function of all relevant institutional structures
- Enhancement of cooperation between the province and other external stake holders and institutions
- Support the development of the transport related corridor initiative such as strategic developing initiatives (SDIs) SRDP
- Transforming and managing of the transport system

6.1.4 Traffic Management

- Provide adequate patrol vehicles
- Provision of effective Radio Communication System
- Expansion of Traffic management system
- College infrastructure
- Devolution of traffic functions to municipality
- Reduction of accidents
- Improvement of pedestrian hazardous locations

6.2 HOW TO GAIN ACCESS TO THESE SERVICES

6.2.1 PROCEDURAL REQUIREMENTS FOR THE REQUEST

Access to records maintained by the Department of Roads and Transport must be requested from the Information Officer in terms of the procedures defined in sections 17-32 of PAIA. See contact details of Information Officer in Table 4 of this manual.

The requester must provide sufficient details on the request form to enable the Department to provide the correct information.

The requester should indicate his/her preferential language and specify his/her contact details.

If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request.

If the requester is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.

Table 4: Contact Details of the Head of Department

Head of Department	Mrs. Hanli du Plessis
Physical Address	37 Church Street Polokwane 0700
Postal Address	Private Bag X9491, Polokwane, 0700
Telephone	015 2951006
Fax	015 295 1163
Email	duplessish@drt.limpopo.gov.za

7 REMEDIES AVAILABLE IF THE PROVISIONS OF THIS ACT ARE NOT COMPLIED WITH [SECTION 14(1) (H)]

7.1 REFUSAL OF REQUEST AND INTERNAL APPEALS AGAINST DECISIONS

7.1.1 Right of internal appeal to executing authority

An internal appeal against a decision of the information officer or Deputy Information officer may be lodged with the MEC for Roads and Transport, Limpopo, or the person designated in writing by the MEC, on any of the following grounds:

- (a) a refusal to grant access; or
- (b) a decision taken in terms of sections 22, 26 (1) or 29 (3).

A third party may lodge an internal appeal against a decision of the information officer or deputy information officer to grant a request for access.

7.1.2 Manner of internal appeal

An internal appeal must-

- a) be lodged in the prescribed, Form B (attached hereto) within 60 days if notice to a third party as required by section 49(1)(b) and within 30 days after decision was taken or notice has been given to the appellant of the decision appealed against,
- b) be delivered or sent to the information officer or deputy information officer at his or her address, fax number or electronic mail address;
- c) identify the subject of the internal appeal and state the reasons thereof and may include any other relevant information known to the appellant;
- d) state the manner and provide the particulars which the appellant desires to be informed of on the decision of the internal appeal in addition to a written reply; and
- e) specify a postal address or fax number.

If an internal appeal is lodged after the expiry of the period referred to, the MEC must, upon good cause shown, allow the late lodging of the appeal.

If the MEC disallows the late lodging of the appeal, he/she must give notice of that decision to the person who lodged the appeal.

A requester lodging the appeal against the refusal of his/her request for access must pay the prescribed fee (if any).

If the prescribed appeal fee is payable in respect of an appeal, the decision of the appeal may be deferred until the fee is paid.

As soon as reasonably possible, but in any event within 10 working days after receipt of an appeal the information officer or Deputy Information officer must submit to the MEC:

7.2 APPLICATIONS TO COURT

7.2.1 Applications regarding decisions of the MEC or the person designated in writing by the MEC

A requester or third party may only, after exhausting the internal appeal procedure against a decision of an information officer or deputy information officer, apply to a court for appropriate relief.

A requester whose internal appeal has been unsuccessful or aggrieved by a decision of the MEC or the person designated in writing by the MEC to disallow the late lodging of an internal appeal in terms of section 75

(2) may, by way of an application, within 30 days apply to a court for appropriate relief in terms of section 82.

The unsuccessful third party in an internal appeal to the relevant executing authority may, by way of an application, within 30 days apply to a court for appropriate relief in terms of section 82.

8 UPDATING OF THE MANUAL (Section 14(2))

The Department may, if necessary, update and publish its manual referred to in subsection (1) of Section 14, at intervals of not more than a year.

9 AVAILABILITY OF THE MANUAL (Section 14(3))

The manual will be made available in the following languages:

- English
- Sepedi
- Tshivenda
- Tsonga
- Braille

10 PRESCRIBED FEES FOR THE DEPARTMENT

PART II OF NOTICE 187 IN THE GOVERNMENT GAZETTE ON THE 15 FEBRUARY 2002 PRESCRIBES FEES IN RESPECT OF THE GOVERNMENTAL BODIES AS FOLLOWS:

1. The fee for a copy of the manual as contemplated in regulation 5(c) is R0,60 for every photocopy of an A4-size page or part thereof.
2. The fees for reproduction referred to in regulation 7(1) are as follows:

	R
(a) For every photocopy of an A4-size page or part thereof	0,60
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine – readable form	0,40
(c) For a copy in a computer-readable form on:	
i) stiffy disc	5,00
ii) compact disc	40,00
iii) USB	

(d) i) for a transcription of visual images, for an A4-size page or part thereof	22,00
ii) For a copy of visual images	60,00
(e) i) For a transcription of an audio record, for an A4-size page or part thereof	12,00
ii) For a copy of an audio record	17,00

3. The request fee payable by every requester, other than a personal requester, referred to in regulation 7(2) is R35, 00.

4. The access fees payable by a requester referred to in regulation 7(3) are as follows:

	R
(1) (a) For every photocopy of an A4-size page or part thereof	0,60
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine – readable form	0,40
(c) For a copy in a computer-readable form on:	
i) stiffy disc	5,00
ii) compact disc	40,00
iii)USB	
(d) i) for a transcription of visual images, for an A4-size page or part thereof	22,00
ii) For a copy of visual images	60,00
(e) i) For a transcription of an audio record, for an A4-size page or part thereof	12,00
ii) For a copy of an audio record	17,00
(f) To search for and prepare the record for disclosure, R15,00 for each hour or part of an hour, excluding the first hour, reasonable required for such search and preparation.	

(2.) For purposes of section 22(2) of the Act, the following applies:

- a) Six hours as the hours to be exceeded before a deposit is payable; and
- 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.

11. Prescribed forms for access to a record of the department

**ANNEXURE B OF NOTICE 187 IN THE GOVERNMENT GAZETTE
ON THE 15 FEBRUARY 2002**

FORM A

REQUEST FOR ACCESS TO RECORD OF THE DEPARTMENT

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 the Department/ Public Body

INFOTMATION OFFICER:	Hanli du Plessis
POSTAL ADDRESS:	Private Bag X9491 POLOKWANE 0700
PHYSICAL ADDRESS:	37 Church Street POLOKWANE 0699
TEL NO:	+27 15-295 1006
FAX NO:	+27 15295 1163
e-mail:	duplessish@drt.limpopo.gov.za

DEPUTY INFOTMATION OFFICER:	Ramajane O J
POSTAL ADDRESS:	Private Bag X9491 POLOKWANE 0700

PHYSICAL ADDRESS:	40 President Paul Kruger Street POLOKWANE 0699
TEL NO:	+27 15 295 1031
FAX NO:	+27 15 294 8000
e-mail:	lumadih@drt.limpopo.gov.za

B. Particulars of Person Requesting Access to the Record**REQUEST FOR ACCESS FORM**

- (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 of 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, is 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 hereunder, state your disability and indicate in which form the record is required.

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

Mark the appropriate box with and "X".

NOTES:

(a) Your indication as to the required form of access depends on the form in which the record is available.

(b) Access in the form requested may be refused in 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*
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3. If the 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)
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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)
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*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?

YES NO

A postal fee is payable.		
<i>Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available</i>		
<i>In which language would you prefer the record?-----</i>		

G. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved or disapproved/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 WHO'S BEHALF REQUEST IS MADE**

NOTICE – CHANGE OF TELEPHONE NUMBERS: GOVERNMENT PRINTING WORKS

As the mandated government security printer, providing world class security products and services, Government Printing Works has adopted some of the highly innovative technologies to best serve its customers and stakeholders. In line with this task, Government Printing Works has implemented a new telephony system to ensure most effective communication and accessibility. As a result of this development, our telephone numbers will change with effect from 3 February 2014, starting with the Pretoria offices.

The new numbers are as follows:

- Switchboard : 012 748 6001/6002
- Advertising : 012 748 6205/6206/6207/6208/6209/6210/6211/6212
- Publications Enquiries : 012 748 6052/6053/6058 GeneralEnquiries@gpw.gov.za
 - Maps : 012 748 6061/6065 BookShop@gpw.gov.za
 - Debtors : 012 748 6060/6056/6064 PublicationsDebtors@gpw.gov.za
 - Subscription : 012 748 6054/6055/6057 Subscriptions@gpw.gov.za
- SCM : 012 748 6380/6373/6218
- Debtors : 012 748 6236/6242
- Creditors : 012 748 6246/6274

Please consult our website at www.gpwonline.co.za for more contact details.

The numbers for our provincial offices in Polokwane, East London and Mmabatho will not change at this stage.

Printed by and obtainable from the Government Printer, Bosman Street, Private Bag X85, Pretoria, 0001

Publications: Tel: (012) 748 6052, 748 6053, 748 6058

Advertisements: Tel: (012) 748 6205, 748 6208, 748 6209, 748 6210, 748 6211

Subscriptions: Tel: (012) 748 6054, 748 6055, 748 6057

Gedruk deur en verkrygbaar by die Staatsdrukker, Bosmanstraat, Privaatsak X85, Pretoria, 0001

Publikasies: Tel: (012) 748 6052, 748 6053, 748 6058

Advertensies: Tel: (012) 748 6205, 748 6208, 748 6209, 748 6210, 748 6211

Subskripsies: Tel: (012) 748 6054, 748 6055, 748 6057