



agriculture, rural development,
land & environmental affairs

MPUMALANGA PROVINCE
REPUBLIC OF SOUTH AFRICA

**MPUMALANGA DEPARTMENT OF AGRICULTURE, RURAL
DEVELOPMENT, LAND AND ENVIRONMENTAL AFFAIRS**

PROMOTION OF ACCESS TO INFORMATION MANUAL

***COMPILED IN TERMS OF SECTION 14 OF THE PROMOTION
OF ACCESS TO INFORMATION ACT, 2000
(ACT NO. 2 OF 2000)***

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SECTION 1

1. INTRODUCTION

- 1.1 Pursuant to the provisions of Section 32 of the Constitution of the Republic of South Africa, 1996 (Act No.108 of 1996) ('the Constitution'), the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ('PAIA') was promulgated in order to foster a culture of transparency and accountability in public and private bodies, by giving effect to the right of access to information, and actively promoting a society in which the people of South Africa have effective access to information to enable them to fully exercise and protect all the rights enshrined in the Constitution.
- 1.2 PAIA establishes voluntary and mandatory mechanisms or procedures to give effect to the constitutional right to information in a manner that enables persons to obtain records of public bodies as swiftly, inexpensively and effortlessly as reasonably possible, generally to promote transparency, accountability and effective governance of all public and private bodies.
- 1.3 The Manual is to serve as a guide on how the members of public can access the information that is kept in the records of the Department of Agriculture, Rural Development, Land and Environmental Affairs. The Manual also prescribes the manner in which the information must be accessed and set out the procedure with regard to the lodging of a request for access to information held by the Department of Agriculture, Rural Development, Land and Environmental Affairs.
- 1.4 The following information is also contained in the Manual:
 - 1.4.1 Names of designated Information Officer and Deputy Information Officers who are responsible for handling all applications that are made for access to information;
 - 1.4.2 Names of each Programme and its core function; and
 - 1.4.3 A list of all records kept by the Department of Agriculture, Rural Development, Land and Environmental Affairs.

SECTION 2

2. DEFINITIONS

For the purposes of this Manual, the following words and abbreviations will bear the following meaning unless the context otherwise indicates:

- 2.1 “**Act**” means the Promotion of Access to Information Act No. 2 of 2000 (PAIA);
- 2.2 “**Department**” means the Mpumalanga Department of Agriculture, Rural Development, Land and Environmental Affairs;
- 2.3 “**Deputy Information Officer(s)**” means the official(s) delegated as such by the Information Officer in terms of Section 17 of the Act;
- 2.4 “**Information Officer**” means the Head of Department for the Mpumalanga Department of Agriculture, Rural Development, Land and Environmental Affairs;
- 2.5 “**Manual**” or “**PAIA Manual**” means this manual as compiled in terms of Section 14 of PAIA, together with the attached annexures;
- 2.6 “**MEC**” means the Member of Executive Council responsible for the Mpumalanga Provincial Department of Agriculture, Rural Development, Land and Environmental Affairs;
- 2.7 “**Record(s)**” means a record as defined in Section 1 of the Act; and
- 2.8 “**IRSA**” means the Information Regulator South Africa.

SECTION 3

3. CONTACT DETAILS OF INFORMATION OFFICER AND DEPUTY INFORMATION OFFICER

INFORMATION OFFICER

Name : Mr. Cain Mfana Chunda
Designation : Head of Department
Postal Address : Private Bag X11219
Nelspruit
1200

Physical Address: No 7 Government Boulevard
Building no 6, 2nd Floor
Riverside Park
Nelspruit

Tel : 013 766 6040
Fax : 013 766 8295
Email : DardleaPaia@mpg.gov.za

DELEGATED DEPUTY INFORMATION OFFICER(S)

Name : **Ms. Khensani Irene Mdluli**
Designation : Director: Monitoring and Evaluation
Postal Address : Private Bag X11219
Nelspruit
1200

Tel : 013 766 6052
Fax : 013 766 8300
Email : DardleaPaia@mpg.gov.za

DESIGNATED INFORMATION OFFICERS

Name : **Ms. Zanele Julia Shabangu**
Designation : Director: Communications
Postal Address : Private Bag X11219
Nelspruit
1200

Tel : 013 766 6133
Fax : 013 766 8300
Email : DardleaPaia@mpg.gov.za

Name : **Mr. Hlawulani Alpha Sibisi**
Designation : Director: GITO
Postal Address : Private Bag X11219
Nelspruit
1200

Tel : 013 766 6116
Fax : 013 766 8300
Email : DardleaPaia@mpg.gov.za

SECTION 4

4. SECTION 10 GUIDE OF ALL MANUALS IN THE REPUBLIC OF SOUTH AFRICA

4.1 The guide on how to use the PAIA Manual has been published by the Information Regulator South Africa and is available from their website: www.inforegulator.org.za.

4.2 The guide provides information on the following:

- 4.2.1 Provisions and purposes of PAIA;
- 4.2.2 Address and contact details of Information Officer and Deputy Information Officer(s) of the Department;
- 4.2.3 Procedure for requesting information;
- 4.2.4 Procedure for lodging an appeal;
- 4.2.5 Nature of records that can be requested; and
- 4.2.6 Fees payable for information requested.

4.3 Any queries relating to the guide should be directed to the IRSA, at:

Postal Address: The Information Regulator South Africa

PAIA Unit
P.O.Box 31533
Braamfontein
Johannesburg
2017

Physical Address: The Information Regulator South Africa

JD House, 27 Stiemens Street
Braampark, 3rd floor
Braamfontein
2017

Telephone: (010) 023 5200

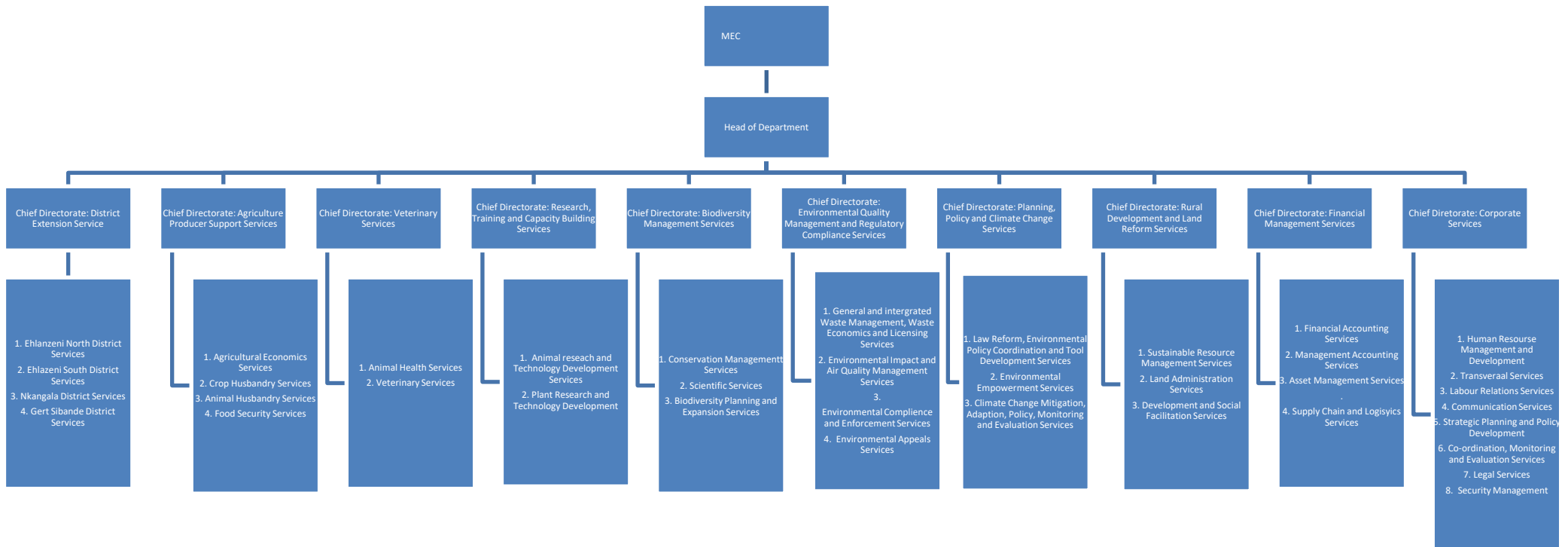
Email: Enquiries@inforegulator.org.za

Website: www.inforegulator.org.za

SECTION 5

5. ORGANOGRAM, FUNCTIONS AND STRUCTURE OF DARDLEA

5.1 Organogram



5.2 Functions of DARDLEA

5.2.1 Programme 1: Administration

This Programme is responsible for the political, financial and administrative management of the Department. The Programme ensures efficient and effective administrative support to all line functions in the Department.

The Programme consists of the following sub- programmes:

- (a)** Office of the Member of Executive Council;
- (b)** Accounting Officer/ Head of Department;
- (c)** Legal Services;
- (d)** Risk and Security Management;
- (e)** Internal Audit;
- (f)** Corporate Services; and
- (g)** Financial Management Services.

5.2.2 Programme 2: Sustainable Resource Management

The Purpose of this programme is to provide agricultural support to farmers in order to ensure sustainable development and management of agricultural resources. The programme provides support in the form of agricultural infrastructure development services that ranges from planning and designing to physical construction of structures to enhance sustainable natural resource management. The programme plays a key role in promoting the Expended Public Works Programme (EPWP) in the rehabilitation of degraded land. The Programme is also responsible for Disaster and Risk Management and regularly issues early warnings to farmers when extreme weather conditions are expected.

The Programme consists of the following sub- programmes:

- (a)** Engineering Services;
- (b)** Land Care;
- (c)** Land Use Management; and
- (d)** Agricultural Disaster and Risk Management.

5.2.3 Programme 3: Farmer Support and Development Services

The purpose of the programme is to render district level services in support of land agrarian reform and rural development; this includes providing technical and infrastructure support to land reform beneficiaries including subsistence food producers, smallholder farmers and commercial farmers. The

programme seeks to promote job creation, income generation and household food security through the implementation of commodity-based projects funded through Comprehensive Agricultural Support Programme (CASP), the Masibuyele Emasimini and Masibuyele Esibayeni Programmes.

The Programme consists of the following sub- programmes:

- (a) Farmer settlement;
- (b) Extension and Advisory Services; and
- (c) Food Security (Masibuyele Emasimini and Masibuyele Esibayeni)

5.2.4 Programme 4: Veterinary Services

The purpose of the programme is to promote animal health, welfare, production and the health and welfare of both human and animals through veterinary public health programmes. The programme also provides support to the Masibuyele Esibayeni (MESP) programme in terms of advice and animal health services.

The Programme consists of the following sub- programmes:

- (a) Animal Health;
- (b) Veterinary Public Health; and
- (c) Veterinary Laboratory Services.

5.2.5 Programme 5: Technology Research and Development

The programme deals with agricultural research and the development and transfer of appropriate agricultural technologies. The programme conducts adaptive research to improve agricultural productivity. It is responsible for establishment and strengthening of partnership in agriculture research. The key services of the programme include research in crop and animal production as well as range forage research.

The Programme consists of the following sub- programmes:

- (a) Research Services;
- (b) Information Services; and
- (c) Infrastructure Support Services

5.2.6 Agricultural Economics

The purpose of the programme is to provide timely and relevant support to internal and external clients with regard to agricultural marketing, agricultural statistical information, and agricultural feasibility and viability studies in order to ensure sustainable agriculture and rural development.

The Programme consists of the following sub- programmes:

- (a)** Agricultural Business Development; and
- (b)** Macro Economics and Statistics

5.2.7 Structural Agricultural Training

The main focus of this programme is providing agricultural training at the Higher Education and Training and Further Education and Training levels. Training offered at Mzinti and Marapyane training centres focusing on Higher Education and Training (HET) programmes for students whilst Further Education and Training (FET) programmes are conducted throughout the province for farmers on commodity basis. Key services currently provided included accredited and no-accredited programmes at NQF level 1 to 6.

The Programme consists of the following sub- programmes:

- (a)** Higher Education and Training (HET); and
- (b)** Further Education and Training (FET)

5.2.8 Rural Development

The Programme is aimed at creating vibrant, equitable rural communities with food security for all through the sustainable rural economic livelihoods. The programme mainly focuses on the three legs of the Comprehensive Rural Development Strategy which are agrarian transformation, land reform, and rural development.

The Programme consists of the following sub- programmes:

- (a)** Comprehensive Rural Development;
- (b)** Land and Agrarian Reform; and
- (c)** War on Poverty and Community Mobilization.

5.2.9 Environmental Affairs

The purpose of the programme is to promote a well-managed, sustainable environment.

Through environmental planning and co-ordination, greener governance, environmental awareness and capacity building, integrated pollution, and waste management, enforcing compliance to environmental legislation and promoting biodiversity management.

Programme 9 consists of the following sub-programmes:

- (a) Environmental Policy, Planning and Coordination
- (b) Environmental Compliance and Enforcement
- (c) Environmental Quality Management
- (d) Environmental Biodiversity Management
- (e) Environmental Empowerment Services

SECTION 6

6. RECORDS IN THE POSSESSION OF DARDLEA

Description of categories of records that are automatically available in terms of section 15 (1) of the Act

Personal Records	<ul style="list-style-type: none">(a) Personnel records of employees;(b) Files of applicants for vacant positions;(c) Records of interviews for vacancies;(d) Records of procedures relating to grievances and discipline.
Policy Documents	<ul style="list-style-type: none">(a) Internal policies of the Department;(b) National policies either for the public sector or in some cases for the agricultural sector is related to any functional areas outlined above;(c) Planning documents;(d) The Department's strategic and operational plans;(e) Plans for specific initiatives in any of the functional areas of the Department;(f) Some planning documents relating to provinces or individual agricultural institutions.
Minutes of meetings	<ul style="list-style-type: none">(a) For the policy making and coordinating structures outlined earlier(b) For working meetings held in various sections

Proceedings of workshops and seminars	Relating to any of the functional areas of the Department
Documents relating to standards and norms	(a) Norms and standards for agricultural services (b) Protocols and guidelines for specific areas of agricultural matters
Draft legislation	(a) This could relate to any area of agriculture and agricultural services, including regulations of professional matters, as well as veterinary public health services.
Media releases	(a) On any agricultural related subject topical at the time of release.
Copies of speeches	(a) Speeches delivered by the MEC for Agriculture, Rural Development, Land and Environmental Affairs on various topics.
Electronic information systems	(a) Information relating to the vision, mission and strategic objectives of the Department of Agriculture on the Provincial website. The Department is also linked to the general public service databases: PERSAL and Vulindlela, which is a management system linked to the personnel and salary database.
Agricultural promotional material	(a) These are mainly posters and pamphlets on a wide range of agricultural subjects.
Financial documents	(a) Financial planning documents; (b) Statements of accounts; (c) of income and expenditure; (d) Current accounts.
Procurement records	(a) Tenders documents (Specifications, proposals and adjudication) (b) Records of transactions
Administrative documents	(a) Various official forms for job applications, financial transactions, evaluation.
Correspondence	(a) On all matters pertaining to the Department. Increasingly this occurs in electronic format.

NB: The above list may not be exhaustive.

SECTION 7

RECORDS IN THE POSSESSION OF DARDLEA WHICH ARE AUTOMATICALLY AVAILABLE

This Section deals with the provisions of Section 14(1) (d) of the Act, which states that DARDLEA must provide details of records in its possession in order to give effect of requests to access to information. Details of the various subjects on which DARDLEA holds records and the categories of records within these subjects are detailed below. Some of the records are automatically available and no request form or fees need to be paid for such records.

7.1. Access to records in terms of section 14(1) (e): Automatic Disclosure

The Minister must in terms of section 15(2) of the Act publish in the Government Gazette a notice of records that are automatically available. The table below describes in general terms records that are automatically available:

Description of categories of records that are automatically available in terms of section 15(1) of the Act	
Financial Management	<ul style="list-style-type: none"> (a) General information on financial services (b) Budget Information (c) Budget speeches;
Human Resources	<ul style="list-style-type: none"> (a) Publication of vacancies in the Public Service and in the Department of Agriculture, Rural Development, Land and Environmental Affairs; (b) Circular for advertised Tenders; (c) Various official forms for job applications; (d) Brochures; (e) Public service application forms (Z83); (f) Staff contact details; (g) Employment equity reports; (h) Approved departmental structure.
Labour relations	<ul style="list-style-type: none"> (a) Labour relations agreements
Legal Services	<ul style="list-style-type: none"> (a) General information on legal advisory services; (b) Acts and regulations; (c) Promotion of Access to Information Manual;

	<ul style="list-style-type: none"> (d) Legislation reports; (e) Records on legislative amendments since 1994 to date
Policy Documents	<ul style="list-style-type: none"> (a) Internal policies of the Department; (b) The Department's strategic and operational plans; (c) Copies of legislations applicable to the Department from 1994 to date (d) National policies either for the public sector or in some cases for the agricultural sector as a whole; (e) Plans for specific initiatives in any of the functional areas of the Department; (f) Some planning documents relating to provinces or individual agricultural institutions; (a) Norms and standards for agricultural services; (b) Protocols and guidelines for specific areas of agricultural matters
Annual Reports	<ul style="list-style-type: none"> (a) Annual performance plans (b) Copies of all annual reports from 1994 to date
Other	<ul style="list-style-type: none"> (c) Agricultural promotional Materials i.e. booklets; flyers or pamphlets (d) Speeches delivered by the MEC; (e) Media releases on any agricultural related subject topical at the time of release; (f) Information relating to the vision, mission and strategic objectives of the Department of Agriculture on the Provincial website

These automatic disclosures are available in the Departmental internet site or upon request to the Deputy information officer of the Department.

SECTION 8

8. 1 REQUEST PROCEDURE

The request for access shall be made in the prescribed form to the Information Officer of the public body. There is a duty on the public body to assist the requester to comply with the requirements of the Act to request access. The information officer cannot refuse access on the basis of non-compliance with Section 18 (1) of the Act.

8.2 Voluntary Access

Information that is automatically available – automatically available meaning without having to complete FORM A and paying the requester's fee will be made available either at the offices of the Department Agriculture, Rural Development, Land and Environmental affairs or in the manner requested, should this be reasonable and possible. The manner of access will include:

- (a) Perusal with copying of material if needed and at the prescribed fee for copies;
- (b) Access to visual, audio-visual material transcription, dubbing, copying or both if required.

8.3 Section 14(1) (d) requests

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

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

8.3.2 Nature of the Request

- (a) A requester must complete the form attached hereto as **Form A** which is also available at the department's offices;
- (b) The requester must indicate the form or manner of access sought as prescribed by section 29;
- (c) The Department will acknowledge receipt of the request, in writing, within fourteen (14) days of receipt thereof, and advice within thirty (30) days as to whether the information is accessible and how and where you may collect it. Should the requester not receive any acknowledgement of receipt in writing within fourteen (14) days, the requester must contact the Deputy Information Officer to ensure that the request has been received;
- (d) In giving access, the Department shall give due consideration to preservation of material, infringement of copyright, and a fee as prescribed shall be paid before a request is processed and access is given;
- (e) If the requester is requesting information on behalf of another individual, he/she must indicate the capacity in which they are related to the individual or organisation and provide the Department with the individual's consent to avail the requested information. This is to ensure that the Department does not deny access on the basis that the information is confidential;

- (f) The Requester must ensure that they mention the format of the record that they are requesting when making the request, so that the Department can be of maximum assistance to them. If the requester have a disability or if is unable to read or write, they should contact the Deputy Information Officer(s) who will assist them in completing the request, as well as sending them a copy of your request.

SECTION 9

MANNER OF ACCESS TO AUTOMATICALLY AVAILABLE RECORDS

Section 15 of the Act prescribes that the Department must publish in the Government Gazette a schedule of records that are automatically available. Requests for those records are not made by completing the prescribed **Form A**, which is utilized to request information. There are also no requester fees for these records. The fees payable are only for copies of the records made, irrespective of whether it is in a hard copy format, compact disc, stiffer drive, cassette recording, etc.

In the case of records already placed in the National Archives of South Africa, or the Provincial Archives, the records will be made available in compliance with the law as applicable to the perusal of such records, including:

- (a) The Promotion of Access to Information Act; 2000 (Act No. 2 of 2000);
- (b) The Protection of Information Act, 1982 (Act No. 84 of 1982);
- (c) The National Archives and Records of South Africa Act, 1996 (Act No 43 of 1996).

SECTION 10

RECORDS THAT ARE NOT AUTOMATICALLY AVAILABLE, WHICH MAY BE REQUESTED IN TERMS OF SECTION 14(1) (D) OF THE ACT

This section of the Manual serves as a reference to the records that DARDLEA holds in order to facilitate a request in terms of the Act.

10.1 Human Resources Records

These files have records of Organisational Structures; Staff establishment; Bursary files, selection policies; Personal files of employees; Performance contracts; Performance evaluation reports; leave files; salary files; Labour Relations : disciplinary proceedings; conditions of service, personnel recruitment, services, termination, training and development, rewards and recognition, relief arrangements, transformation and change management; Health and wellness programme; Memorandums and Letters.

10.2 Financial and Supply Chain Management

Financial Management files contain records on Budget Management; Cash Management; Reconciliations; Receipts and Payments; Tender Documents; Asset and Liabilities Registers; Data Base of Suppliers; BAS; Annual Financial Statements; Policies; Procurement; Stocktaking and Inventory Controls and Electronic Systems.

10.3 Legal Services

The files contain records relating to Contracts and Service Level Agreements; Legal Opinions; Legal Documents and Litigation Matters.

10.4 Communications

These files contain Policies and Records of Publications; Speeches; Marketing and Events Management; Photographic and Video Footage Image; Internal Communications; Corporate Image Communications.

10.5 Internal Audit and Risk Management Matters

The files contain Reports; Policies and Programmes relating to Internal Audit functions of the Department; Compliance Report; Operational Risk Management Reports; Risk Management Policies; Antifraud and Corruption Investigation Files and Inspection Reports.

SECTION 11

FRIVOLOUS OR VEXATIOUS REQUESTS OR SUBSTANTIAL AND UNREASONABLE DIVERSION OF RESOURCES

The Information Officer may refuse a request for access to a record if:

- 11.1 If the information officer fails to give the decision on a request for access to the requester concerned within 30 days after the request is received, the information officer is, regarded as having refused the request.
- 11.2 The information officer may refuse a request for access to a record if the work involved in processing the request would substantially and unreasonably divert the resources of DARDLEA.

11.3 The information officer may refuse a request to access a record if such access contravenes confidentiality of another person.

11.4 If a record does not exist.

SECTION 12

RECORDS THAT CANNOT BE FOUND OR DO NOT EXIST

12.1 If all reasonable steps have been taken to find a record requested and there are reasonable grounds for believing that the records are in DARDLEA's possession but is lost or damaged or does not exist then the Information Officer must by way of an affidavit notify the requester that it is not possible to give access to that record.

12.2 The affidavit must give full account of all steps taken to find the record in question or to determine whether the records exist, including communicating with every person who conducted the search on behalf of the Information Officer.

SECTION 13

PAYMENT OF FEES IN TERMS OF THE REQUEST

13.1 Personal requester

- (a) A personal requester; that is a requester who seeks information about himself or herself or next of kin if the information is about a deceased individual is exempted from paying the fees. Any other requester will be required to pay such fee, as stipulated in the attached **Annexure B**.
- (b) The information officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee before further processing the request.
- (c) 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.
- (d) If the request is granted, then a further access fee must be paid for the search, preparation, and reproduction and for any other time that has exceeded the prescribed hours to search and prepare the records for disclosure.

13.2 Request Fee

The request fee payable to any public body is R35.00 as prescribed by the Regulations to PAIA. In addition, if any copies are required, these will be charged according to the fee structure as prescribed by the Regulations, and the Information Officer/Deputy Information Officer may charge for the time spent on processing the request.

13.3 Payment Method

Every requester, who is not a personal requester, must pay the required request fee. The requester must deposit the request fee into DARDLEA's bank account (details of which will be given to the requester by the Deputy Information Officer). Proof of payment (deposit slip) must be forwarded to the Deputy Information Officer before any request can be processed.

Details of Bank account

Bank : ABSA Bank
Account holder : DARDLEA
Account number : 4103 0952 53
Branch code : 632005
Account type : Current Account
Branch name: : Business Bank

It is important to note the provisions of section 22 (1) of the Act to the effect that no request may be processed unless a request fee is paid. See attached fee schedule prescribed by PAIA at the end of the manual.

SECTION 14

NATURE OF SERVICES AVAILABLE AND PROVIDED BY DARLEA TO THE PUBLIC

The services available to members of the public from the DARDLEA are listed below:

- (a)** Animal health;
- (b)** Research, technology development and transfer;
- (c)** Agricultural commodity market access facilitation;
- (d)** Value adding and processing facilities;
- (e)** Agricultural risk management;
- (f)** Natural resource conservation and management;
- (g)** Agricultural infrastructure and engineering services; and
- (h)** Advisory agricultural support services.

SECTION 15

REDRESS FOR FAILURE TO ACT.

- 15.1 In general, failures by officials to act in terms of their responsibilities may be reported to the relevant manager.
- 15.2 In respect of the Promotion of Access to Information Act, a failure to respond to request to the record within thirty (30) days can be regard as equivalent to refusal to grant access to the document. In this instance, the requester would be able to lodge an appeal in writing with the MEC for Agriculture, Rural Development, Land and Environmental Affairs. A special form is available for such an appeal.
- 15.3 The contact details for the MEC are as follows:

Postal address: Member of the Executive Council
 Department of Agriculture, Rural Development, Land and Environmental
 Affairs
 Private Bag X 11219
 NELSPRUIT
 1200

Tel : 013 766 6074
Fax : 013 766 8461

SECTION 16

REMEDIES WHERE REQUESTS FOR ACCESS TO INFORMATION IS REFUSED

16.1 Refusals of Request and Internal Appeals against Decisions

- 16.1.1 Should a requester not be satisfied with the decision of the Information Officer/ Deputy Information Officer or the deemed refusal of a request, the requester is entitled to lodge an internal appeal in respect of the decision or refusal of that decision or deemed refusal;
- 16.1.2 The internal appeal must be noted in writing within 60 days using the prescribed **Form B** (Form annexed to this Manual);
- 16.1.3 The requester must set out the grounds of appeal in respect of each record sought;

- 16.1.4 The appeal must be lodged in person or by email, facsimile or post with the Deputy Information Officer, whose particulars are detailed in Section 4 of this Manual. The Deputy Information Officer will then forward the appeal, together with the reasons for his/her decision to the relevant authority (the MEC) for a decision;
- 16.1.5 The requester will then be notified of the outcome of the internal appeal by the relevant authority; and
- 16.1.6 If the requester is not satisfied with the decision of the relevant authority, the requester may within thirty (30) days of receipt of the outcome, lodge a complaint with the information regulator.
- 16.1.7 If the requester or third party is aggrieved by the decision of the information officer, he or she may, by way of an application and within a period of 180 days, apply to a competent court for appropriate relief in terms of section 82 of the Act.

16.2 Application to Court

- 16.2.1 A requester or third party may only, after exhausting the internal appeal procedure against a decision of an Information Officer/ Deputy Information Officer, apply to a court for appropriate relief;
- 16.2.2 A requester whose internal appeal has been unsuccessful or aggrieved by a decision of the relevant Executing Authority or the person designated in writing by the Executing Authority to disallow the late lodging of the appeal in terms of section 75(2) of the Act, may by way of an application, within 30 days apply to a competent court for appropriate relief in terms of section 82 of the Act.

16.3 Other Supportive Measures

Reasons for an administrative action in terms of the Promotion of Administrative Justice Act, 2000 (Section 5); must be furnished where a person's rights have been materially and adversely affected by that administrative action.

SECTION 17

IMBIZO/ COMMUNITY OUTREACH

17.1 Imbizo/outreach are about getting feedback from the communities and also highlighting the progress made by the Department. In accordance with the GCIS guidelines, Imbizo/outreach should be supported by Communication Services. The task will be approached as follows:

- (a)** The team must do environmental scanning and give report to the MEC prior to Imbizo/outreach. MEC and the team should hold a session whereby the creative team discusses the different suggestions and the MEC can give Political and Cabinet position on the matter;
- (b)** Premier's Office, MECs, GCIS, departments, local municipalities and if possible relevant stakeholders e.g. youth and women organisations or Traditional Leadership should be involved;
- (c)** The Department should nominate or select a team of scribes and the Chairperson should be at a Director level;
- (d)** Event management, branding and support team;
- (e)** Exhibitions and information dissemination team;
- (f)** A day before the event a dry run should be conducted, it is mandatory because Imbizo is a big event attended by the Politicians.

17.2 EXTERNAL COMMUNICATION

17.2.1 The main purpose of external communication is to inform stakeholders of the Department's services and programmes. The following communication tools and mediums must be used to communicate with stakeholders:

- (a)** Emails
- (b)** External newsletter
- (c)** Annual reports
- (d)** Pamphlets
- (e)** Brochures
- (f)** Banners
- (g)** Corporate and strategic documents
- (h)** Radio
- (i)** Summits
- (j)** Billboards
- (k)** Social media
- (l)** Conferences
- (m)** Television
- (n)** Exhibitions and expos

- (o) Policy & Budget speech
- (p) Citizen Report
- (q) Newspapers

18 AVAILABILITY OF THE MANUAL [SECTION 14(3)]

18.1 The Manual will be made available in places prescribed by the Legal Deposit Act, 1997(Act No. 54 of 1997), Information Regulator South Africa and all Districts and Municipal Offices of DARDLEA.

18.2 The Manual will also be made available on DARDLEA website: dardlea.mpg.gov.za.

SECTION 19

UPDATING THE MANUAL

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

SECTION 20

PRESCRIBED FEES FOR PUBLIC BODIES

Part II of Notice 187 in the Government Gazette of the 15 February 2002 prescribes fees in respect of the public bodies as follows:

NO	Description	Fee
1.	The request fee payable by every requester	R100.00
2.	Photocopy of A4-size page	R1.50 per page or part thereof
3.	Printed copy of A4-size page	R1.50 per page or part thereof
4.	For a copy in a computer readable form on: <ul style="list-style-type: none"> (a) Flash drive (to be provided by requester) (b) Compact disc (c) If provided by requester (d) If provided by the requester 	R40.00 R40.00 R40.00 R60.00

5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider
6.	Copy of visual images	Service to be outsourced. Will depend on the quotation of the service provider
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: (a) Flash drive (to be provided by requester) (b) Compact disc (c) If provided by requester (d) If provided by the requester	R40.00 R40.00 R40.00 R60.00
9.	To research 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. To not exceed a total cost of	R100.00 R300.00
10.	Deposit: if search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense if any

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 2]

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) *Furnish an address and/or fax number in the Republic to which information must be sent.*
- (c) *Proof of the capacity in which the request is made, if applicable, must be attached.*

Full names and surname : _____
Identity number : _____
Postal address : _____

Telephone Number : _____
Fax Number : _____
Email 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 addition 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 hereunder, state your disability and indicate in which form the record is required.

Disability:	Form in which record is required:
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Mark the appropriate box with an "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 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
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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 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? A postal fee is payable.				YES	NO
<i>Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available.</i>					
In which language would you prefer the record?					

G. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved / denied. If you wish to be informed thereof 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 THE REQUEST IS MADE

FORM B

NOTICE FOR INTERNAL APPEAL

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

Ref no: _____

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 lodges the internal appeal must be provided below:
Proof of capacity in which the appeal is lodged, if applicable, must be attached.

(b) If the appellant is a third person and not the person who originally requested the information, the particulars of the requester must 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 lodged: _____

C. Particulars of requester

This section must be completed only if a third party (other than the requester) lodges an 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 period within which the request must be dealt with in terms of section 26 (1) 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, use a separate page and attach to the form.
N.B all pages to be signed

State the grounds on which the internal appeal is based and state any other relevant information:

F. Notice of decision of 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.

State the manner: _____

Particulars of the manner: _____

Signed at this _____ day of _____ 20_____

Signature of Applicant

FOR DEPARTMENTAL USE:

OFFICIAL RECORD OF INTERNAL APPEAL:

Appeal received on _____ (date) by _____ (state name, surname of Information Officer/Deputy Information Officer).

Appeal accompanied by reasons for the information officer, where applicable, the particulars of any third party to whom or who the records relates, submitted by the 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: _____

Received by information Officer/ Deputy Information Officer from the relevant authority on (date): _____
