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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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# LIMPOPO

PROVINCIAL GOVERNMENT  
REPUBLIC OF SOUTH AFRICA

**DEPARTMENT OF SOCIAL DEVELOPMENT**

**MANUAL  
ON  
PROMOTION OF ACCESS TO INFORMATION ACT  
NO. 2 OF 2000**

**SECOND EDITION  
2013**

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## **2. PARTICULARS IN TERMS OF SECTION 14**

### **The functions and the structure of the Department of Social Development Section 14 (1) (a)**

#### **The functions of the Department of Social Development are:**

To improve, maintain and promote the status, well-being, safety and security of older persons.

To provide social development through integrated poverty alleviation programmes.

To provide protection, care and adoption of children.

To eradicate poverty in an effort to build a better life for all focusing on the following:

- Women's co-operatives

- Youth development

- HIV and AIDS

- Food security

- Older persons

- Social finance

Responding to the impact of HIV and AIDS by providing protection and support to the infected and affected.

To provide Home and Community-Based Care and support programme.

Ensure promotion and protection of the rights of vulnerable groups through the following programmes:

- Child and Youth development

- Social Crime prevention

- Victim Empowerment Programme (VEP)

- Interdepartmental collaboration

- Services to families

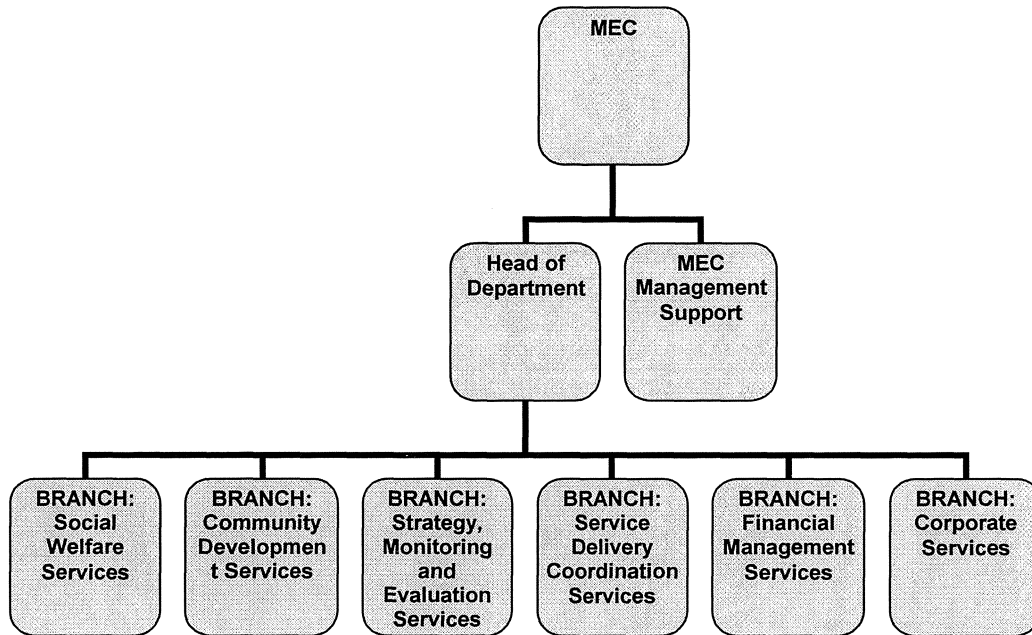
- Prevention and treatment of substance abuse

- Child abuse and neglect

- Women empowerment

- People with disabilities, etc.

### A schematic structure of Department of Social Development, Limpopo Province



#### The structure of the Department of Social Development

The MEC is the Political Head of the Department and the administrative wing of the Department is headed by the HOD, who is also the Department's Accounting Officer. The Department consists of 6 (six) Branches as depicted in the Diagram below:

Administratively, the Department consists of the Provincial Head Office situated in Polokwane and the following five District Offices:

- a. Capricorn
- b. Mopani
- c. Sekhukhune
- d. Vhembe
- e. Waterberg

In terms of service delivery, the Department has 1 Welfare Complex (Place of Safety), 1 Old Age Home, and 2 Children's Homes.

**B. Contact Details (Section 14(1)(b))**

| <b>INFORMATION OFFICER</b>         | <b>ADDRESS</b>  |
|------------------------------------|---|
| <b>Ms Mafubelu D.</b>              | Private Bag X9710<br><b>POLOKWANE</b><br>0700<br>TEL. NO. : +27 15-293 6019<br>FAX. NO. : +27 15-293 6170<br>Email: <a href="mailto:Daisy.Mafubelu@dhsd.limpopo.gov.za">Daisy.Mafubelu@dhsd.limpopo.gov.za</a>  |
| <b>DEPUTY INFORMATION OFFICERS</b> | <b>ADDRESS</b>  |
| <b>Mr. Hlahla K.</b>               | Private Bag X9710<br><b>POLOKWANE</b><br>0700<br>TEL. NO. : +27 15-293 6530<br>FAX. NO. : +27 15-293 6211<br>Email: <a href="mailto:Kgabo.Hlahla@dhsd.limpopo.gov.za">Kgabo.Hlahla@dhsd.limpopo.gov.za</a>  |
| <b>Ms Malamule P.J.</b>            | Private Bag X9710<br><b>POLOKWANE</b><br>0700<br>TEL. NO. : +27 15-293 6000<br>FAX. NO. : +27 15-293 6211<br>Email: <a href="mailto:Priscillah.Malamule@dhsd.limpopo.gov.za">Priscillah.Malamule@dhsd.limpopo.gov.za</a>  |
| <b>Physical Address</b>            | 18 College Street<br>POLOKWANE<br>0700<br>Website: <a href="http://www.dhsd.limpopo.gov.za">www.dhsd.limpopo.gov.za</a><br>Email: <a href="mailto:paia.social@dhsd.limpopo.gov.za">paia.social@dhsd.limpopo.gov.za</a><br>Telephone No. : +27 15 293 6000<br>Fax. No. : +27 15 293 6211 |
| <b>Postal Address</b>              | Department of Social Development<br>Private Bag X9710<br><b>POLOKWANE</b><br>0700   |

**C. Section 10 Guide on how to use the Act (Section 14(1) (c))**

The Guide is available from the Department of Social Development. Please direct any enquiries to:

| <b>DEPUTY INFORMATION OFFICER</b> | <b>ADDRESS</b>   |
|-----------------------------------|--|
| <b>Ms Malamule P.J.</b>           | Private Bag X9302<br>POLOKWANE<br>0700<br>TEL. NO. : +27 15-293 6000<br>FAX. NO. : +27 15-293 6211<br>Email: <a href="mailto:Priscillah.Malamule@dhsd.limpopo.gov.za">Priscillah.Malamule@dhsd.limpopo.gov.za</a><br>Website: <a href="http://www.dhsd.limpopo.gov.za">www.dhsd.limpopo.gov.za</a> |

**D. Access to the records held by the Department of Social Development Limpopo (Section 14(1) (d))****(i) Automatic disclosure (Section 14(1) (e))**

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:

- Approved Departmental Structure
- Departmental contact details
- Quarterly Reports
- Annual Reports
- Service Standards and Norms
- Departmental Strategic Plans
- Annual Performance Plans
- Departmental File Plans
- Acts and Regulations
- News Letters
- Brochures
- Budget Speech
- MEC' speech
- Promotion of Access to Information Manual
- Circular for advertisement of posts
- Public Service Application Forms (Z83)
- Circular for advertisement of Tenders
- Tender documents



**(ii) RECORDS THAT MAY BE REQUESTED [Section 14(1) (d)]****Description of the Subjects and Categories of Records held by the Department of Social Development:**

| <b>SUBJECT</b>  | <b>SUB-CATEGORY</b>  |
|---|--|
| Social Welfare Services<br>(Manage the provision of an integrated Social Welfare Services to the most vulnerable through the delivery of Social Welfare Services) | Policies and reports on:<br>NGO Funding Management Services.<br>Child and Family Care<br>Victim Empowerment, Substance Abuse and Social Crime Prevention<br>Older Persons and Disabilities Services<br>Non-Institutional HIV/AIDS and Social Relief<br>Transversal Social Works Services |
| Community Development Services<br>(Provide the provision of Community Development Services)   | Policies and reports on:<br>Sustainable Livelihood Services<br>Institutional Capacity Building and Support Services<br>Youth Development Services<br>Community Outreach and Support Services.  |
| Strategy, Policy alignment and monitoring and evaluation  | Policies and reports on:<br>Transformation and Transversal Services<br>Monitoring and Evaluation<br>Strategic and Policy Alignment<br>Special Program Coordination<br>Strategic Plans  |
| Financial Management Services   | Finance and Tender policies, documents and reports.<br>Supply Chain Management and Procurement Policies<br>Physical Facilities Management Plans and reports<br>Supplier's records<br>Asset and commitment registers  |
| Communication   | News Letters<br>Brochures<br>Posters<br>Speeches   |
| Human Resource Development and Training   | Organizational Structure<br>Human Resource Development and Training Reports  |
| Human Resource Management   | Recruitment Reports<br>Human Resource Management   |
| Information Technology, Information and Records Management  | IT Infrastructure<br>Information Management Reports<br>Records Management Services   |
| Labour Relations  | Code of Conduct  |
| Physical Facilities Planning and Co-ordination  | Buildings' Plans   |
| Population Development  | Demographic and Statistical Reports  |
| Transport and Logistical Support  | Transport and Maintenance Reports  |

**(iii) THE REQUEST PROCEDURE****A requester may be given access to a record in the Department of Social Development if he/she 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 in terms of the requirements of the Promotion of Access to Information Act 2 of 2000.

**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 requester 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 (S (13)).

**There are two types of fees required to be paid in terms of the Act, being the request fee and the access fee (Section 22):**

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.

## **E. SERVICES OFFERED BY THE DEPARTMENT**

### **(i) Nature of Services**

#### **Social Welfare Services:**

Manage the provision of an integrated social welfare services to the most vulnerable through the delivery of social welfare services.

NGO Funding and Management Services  
Child and Family Care Services  
Victim Empowerment, Substance Abuse and Social Crime Prevention Services  
Older Persons and Disabilities Services  
Non-Institutional HIV/AIDS and Social Relief  
Transversal Social Work Services

#### **Community Development Services**

Provide the provision of community development services.

Sustainable Livelihood Services  
Institutional Capacity Building and Support Services  
Youth Development Services  
Community Outreach and Support Services

#### **Strategy, Policy alignment and monitoring & evaluation**

Manage the development of strategic plan, policy alignment and monitoring and evaluation services.

Transformation and Transversal Services  
Monitoring and Evaluation  
Strategic and Policy Alignment Services  
Special Programme Coordination

#### **Financial Management Services**

Manage a comprehensive financial management services

Financial Planning, Budgeting and Reporting  
Financial Accounting  
Supply Chain Management  
Physical Facilities Management Services  
Financial Regulatory Compliance and Reporting Services

**Corporate Services**

Manage the provision of comprehensive and integrated corporate services

Human Resources Management and Administration Services

Auxiliary Services

Government Information Management and Technology

Information and Records Management

Legal Services

Security Management Service

Communication Services

**(ii) HOW TO GAIN ACCESS TO THESE SERVICES**

A request for access to a record must be made on the prescribed form (see Item F) to the Information Officer or Deputy Information Officer at the following address:

|                            |  |
|----------------------------|--|
| <b>Information officer</b> | The Head Of Department, Social Development   |
| <b>Physical Address</b>    | 18 College Street<br>Polokwane<br>0700   |
| <b>Postal Address</b>      | Private Bag X9710<br>Polokwane<br>0700   |
| <b>Telephone</b>           | 015 293 - 6000   |
| <b>Fax</b>                 | 015 293 – 6211   |
| <b>Email</b>               | <a href="mailto:Paia.Social@dhsd.limpopo.gov.za">Paia.Social@dhsd.limpopo.gov.za</a> |
| <b>Website</b>             | <a href="http://www.dhsd.limpopo.gov.za">www.dhsd.limpopo.gov.za</a>                 |

**F. Arrangement allowing for public participation in the formulation of policy and the exercising of the powers [Section 14(1)(g)]**

Imbizo-Department meetings the community and provides a platform for raising issues of community concerns.

Outreach programmes-Consult with the community on Social Services available in the department.

Internship programmes-There is a recruitment policy in place for the recruitment of the public for such posts.

Consultants and contract workers

**G. The remedies available if the provisions of this Act are not complied with [Section 14(1) (h) ]**

**(i) INTERNAL APPEALS AGAINST DECISIONS.**

An internal appeal against a decision of the Information Officer or Deputy Information Officer may be lodged with the MEC for Health and Social Development, 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.

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.

An internal appeal which is lodged after the expiry of the prescribed period may, on good cause shown, be allowed by the MEC or the person designated in writing by the MEC.

**(ii) COURT 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.

#### H. 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.

#### I. AVAILABILITY OF THE MANUAL (Section 14(3))

The manual will be made available in the following languages:

- o English
- o Sepedi
- o Tshivenda
- o Tsonga
- o Afrikaans

### 3. PRESCRIBED FEES FOR THE DEPARTMENT

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

3.1.1 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.

3.1.2 The fees for reproduction referred to in regulation 7(1) are as follows:

| DESCRIPTION  | R            |
|--|--------------|
| (a) For every photocopy of an A4-size page or part thereof   | <b>0,60</b>  |
| (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine – readable form | <b>0,40</b>  |
| (c) For a copy in a computer-readable form on:   |              |
| i) stiffy disc   | <b>5,00</b>  |
| ii) compact disc   | <b>40,00</b> |
| (d) i) for a transcription of visual images, for an A4-size page or part thereof   | <b>22,00</b> |
| ii) For a copy of visual images  | <b>60,00</b> |
| (e) i) For a transcription of an audio record, for an A4-size page or part thereof   | <b>12,00</b> |
| ii) For a copy of an audio record  | <b>17,00</b> |

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

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

|  | <b>R</b>     |
|--|--------------|
| (1) (a) For every photocopy of an A4-size page or part thereof   | <b>0,60</b>  |
| (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine – readable form   | <b>0,40</b>  |
| (c) For a copy in a computer-readable form on:   |              |
| i) stiffy disc   | <b>5,00</b>  |
| ii) compact disc   | <b>40,00</b> |
| (d) i) for a transcription of visual images, for an A4-size page or part thereof   | <b>22,00</b> |
| ii) For a copy of visual images  | <b>60,00</b> |
| (e) i) For a transcription of an audio record, for an A4-size page or part thereof   | <b>12,00</b> |
| ii) For a copy of an audio record  | <b>17,00</b> |
| (f) To search for an 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. |              |

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

3.2.1 Six hours as the hours to be exceeded before a deposit is payable; and

3.2.2 One third of the access fee is payable as a deposit by the requester.

3.3 The actual postage is payable when a copy of a record must be posted to a requester.

**4. PRESCRIBED FORM 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 2}**

**FOR DEPARTMENTAL USE**

**Reference Number:** \_\_\_\_\_

**Request received by:**

**Name:** .....

**Rank:** .....

**Date:** .....

**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**

**The Information Officer/Deputy Information Officer**

| <b>INFORMATION OFFICER</b>         | <b>ADDRESS</b>  |
|------------------------------------|---|
| <b>Ms Nyathikazi D.N.</b>          | Private Bag X9710<br><b>POLOKWANE</b><br>0700<br>TEL. NO. : +27 15-293 6019<br>FAX. NO. : +27 15-293 6170<br>Email: <a href="mailto:Daisy.Mafubelu@dhsd.limpopo.gov.za">Daisy.Mafubelu@dhsd.limpopo.gov.za</a>  |
| <b>DEPUTY INFORMATION OFFICERS</b> | <b>ADDRESS</b>  |
| <b>Mr. Hlahla K.</b>               | Private Bag X9710<br><b>POLOKWANE</b><br>0700<br>TEL. NO. : +27 15-293 6530<br>FAX. NO. : +27 15-293 6211<br>Email: <a href="mailto:Kgabo.Hlahla@dhsd.limpopo.gov.za">Kgabo.Hlahla@dhsd.limpopo.gov.za</a>  |
| <b>Ms Malamule P.J.</b>            | Private Bag X9710<br><b>POLOKWANE</b><br>0700<br>TEL. NO. : +27 15-293 6000<br>FAX. NO. : +27 15-293 6211<br>Email: <a href="mailto:Priscillah.Malamule@dhsd.limpopo.gov.za">Priscillah.Malamule@dhsd.limpopo.gov.za</a>  |
| <b>Physical Address</b>            | 18 College Street<br>POLOKWANE<br>0700<br>Website: <a href="http://www.dhsd.limpopo.gov.za">www.dhsd.limpopo.gov.za</a><br>Email: <a href="mailto:paia.social@dhsd.limpopo.gov.za">paia.social@dhsd.limpopo.gov.za</a><br>Telephone No. : +27 15 293 6000<br>Fax. No. : +27 15 293 6211 |

**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 and 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.*

**SURNAME:** .....

**FULL NAMES:** .....

**IDENTITY NUMBER:** .....

**POSTAL ADDRESS:** .....

.....  
 .....

**TELEPHONE NUMBER:** .....

**FAX. 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.*

**Surname:** .....

**Full Names:** .....

**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 therefore.*

**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* |
|--|-----------------|--|---------------------|--|------------------------------|

**3. If the record consists of recorded words or information which can be reproduced in sound-**

|  |  |  |   |
|--|--|--|---|
|  | Listen to the soundtrack<br>(audio cassette) |  | Transcription of soundtrack*<br>(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*<br><br>(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?<br><br><b>A postal fee is payable.</b> | 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 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 WHO'S BEHALF REQUEST IS MADE**

**APPROVED BY:**

  
 \_\_\_\_\_  
**HEAD OF DEPARTMENT  
 (INFORMATION OFFICER)**

19/07/13  
**DATE**









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