



Government Gazette Staatskoerant

REPUBLIC OF SOUTH AFRICA
REPUBLIEK VAN SUID-AFRIKA

Vol. 591

Pretoria, 17 September 2014

No. 38010

M A N U A L

IN ACCORDANCE WITH

**THE PROMOTION OF ACCESS TO
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GAUTENG PROVINCE
Department: Roads and Transport
REPUBLIC OF SOUTH AFRICA

**Promotion of Access to Information Manual
Department of Roads and Transport**

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1 Vision and Mission of the GDRT

• Vision

World-class roads and transport infrastructure networks and systems that facilitates seamless mobility of goods and people within Gauteng.

• Mission

To provide an environmentally sustainable road infrastructure and integrated transport systems and services that is reliable, accessible, safe and affordable which promotes socio-economic development in Gauteng.

Guiding values and strategic goals

The values that guide the work of the staff and contractors working on behalf of the Department are the following:

• Good Governance

We pledge to uphold sound principles of institutional management and efficient systems and processes in service delivery

• Responsiveness

Our staff and contractors shall be approachable, receptive, and open and will be quick to respond to needs of residents and clients as well as their responsibilities.

• Innovative

We commit to be original, inventive and novel in the execution of our mandates and activities.

• Accountability

We pledge to be answerable to clients and citizens of Gauteng about our service delivery activities.

• Passion

We undertake to deliver services with passion, excitement and enthusiasm.

• Professionalism

We commit to show competence and to show an attitude of excellence at all times.

• Ethical

We commit to be principled, fair and just in our conduct and in service to the people of Gauteng

• Commitment

We commit to be devoted, faithful and loyal to the citizens and clients.

Summary of programmes

The activities of our Department are organized in the following:

- Administration
- Road Infrastructure
- Public and Freight Transport; and
- Gautrain

Administration

The administration programme consists of the following functions:

- Office of the MEC;
- Management; and
- Corporate Support

Summary of programmes**Public and Freight Transport**

The public and freight transport plans, regulates and facilitates the provision of public and freight transport services and infrastructure in partnership with national and local government as well as private sector formations as follows:

- Public and freight planning
- Public and freight infrastructure
- Institutional management
- Operator safety and compliance
- Safety engineering, which audits road safety on all roads

Road Infrastructure

The transport infrastructure programme consists of the following functions:

- Road Planning;
- Design;
- Construction;
- Maintenance;
- Development projects;
- Overload control monitors;
- Infrastructure grant; and
- Traffic administration and licensing of vehicles according relevant laws.

Transport

The transport programme consists of the following functions:

- Empowerment and Institutional Management;
- Regulation and Control; and
- Transport Admin and licensing: Transport Engineering.

2. Background

2.1 Introduction

The Promotion of Access to Information Act, 2 of 2000 ("the Act") which came into effect on 9 May 2001, seeks to advance the values of transparency and accountability in South Africa.

The 1996 South African Constitution, by providing a statutory right of access on request to any record held by the state as well as access to records held by private bodies, entrenches the fundamental right to information.

The Act establishes the following statutory rights of requesters to any record of a public or private body if the following circumstances are met:

- The requester complies with all the procedural requirements;
- The access is not refused in terms of any ground referred to in the Act.

Section 14 of the Act obliges public bodies to compile a manual. The purpose of the manual is:

- To assist individuals to obtain access to the records of a public body and the Act; and
- Stipulates the minimum requirements with which a manual has to comply.

2.2. Scope and Objectives

This Manual has been prepared by the Department of Roads and Transport for general publication in accordance with Section 14(1) of the Act, to facilitate access to records held by the Department. The manual refers to the Department's operations as a whole, including all trading entities, falling under the jurisdiction of the Department, as described in Annexure 1.

Specifically the manual provides information on:

- The contact details of the Information Officer who will deal with a person's request;
- The structure and functions of the Department of Roads and Transport;
- A reference to the South African Human Rights Commission guide;
- The subjects and categories of records that are held by the Department of Roads and Transport ;
- Latest notice, in terms of Section 15(2), of records that are automatically available, without a person having to request access;
- A description of the services available to members of the public;
- The procedure that needs to be followed to obtain access to a record; and
- Arrangement allowing for the public in the involvement of policy and exercise of power.

2.3 Availability of the Manual

The Information Officer of a public body must, immediately after the manual has been compiled, make available:

- A copy of the manual in each of the three official languages;
- At every place of legal deposit as defined in section 6 of the Legal Deposit Act;
- At the South African Human Rights Commission

- Every office of the Department of Roads and Transport;
 - Publish the manual in three of the official languages in the Government Gazette; and
 - On the website of the Department of Roads and Transport.
- This manual is available in printed and PDF (Portable Document Format) versions. A printed copy of the manual is also available free of charge from:

The Information Officer
Gauteng Department of Roads and Transport
41 Simmonds Street
Johannesburg
2000
Private Bag X 83
Marshalltown 2107
Tel: ((011) 355 7301
Fax: (086) 696 3137
Email- Ronald.Swartz@gauteng.gov.za

2.4 Access to routinely available information

The Department of Roads and Transport routinely make certain information, regarding its functions and activities, available to the public. This information will continue to be made available without having to make a formal request under the Act.

2.4.1 General Information

General information pertaining to the Department of Roads and Transport operations is available on our website. The Department's website:

www.roadsandtransport.gpg.gov.za is available to anyone who has access to the Internet.

The following categories of information are provided or can be accessed on the website:

- The Department's Home page includes news items and details of recent and upcoming events; and
- The Department's Mission / Vision and Mandate.

2.4.2 Publications

The Department of Roads and Transport may, from time to time, issue publications for general release.

The Department of Roads and Transport reserves the right to charge a fee in terms of the Act.

2.5. Policy with regard to confidentiality and Access to Information

The Department of Roads and Transport will protect the confidentiality of information provided to it by individuals or others, subject to the Departments' obligations in terms of any applicable law.

3. Contact Details of Information Officer

The Head of the Gauteng Department of Roads and Transport has delegated the powers vested in him/her, in terms of the Act, to the Information Officer. The Information Officer has therefore assumed direct responsibility for administering all requests made in accordance with the Act. All such requests may be referred to:

3.1. The Information Officer

Gauteng Department of Roads and Transport

**Street Address: 41 Simmonds Street
Johannesburg
2000**

**Postal Address: Private Bag X83
Marshalltown
2107**

Tel: ((011) 355 7301

Fax: (086) 696 3137

Email- Ronald.Swartz@gauteng.gov.za

3.2. The Information Officer

Gauteng Department of Roads and Transport

**Street Address: 41 Simmonds Street
Johannesburg
2000**

**Postal Address: Private Bag X83
Marshalltown
2107**

Tel: (011) 355 7005

Fax: 086 554 7132

Email- Mohlomphegi.thulare@gauteng.gov.za

4. Guidance to requesters

The Human Rights Commission is required by law to compile a guide that will include the following:

- A description of the objects of the Act;
- The relevant information of every private body as applicable;
- The manner and form in which requests must be lodged;
- The remedies available to requesters should a body not comply with the Act;
- The manner in which an appeal can be lodged;
- The fees payable in relation to requests for access; and
- A reference to regulations promulgated.

The Department of Roads and Transport will substitute and complete this section once the Commission has published its guide. You may also request any additional information to assist you in making a request from the South African Human Rights Commission at:

**Private Bag 2700
Houghton
2041**

Tel: (011) 484 8300

Fax: (011) 484 1360

5. Internal Appeals

The Act makes provision in Section 74 for an internal appeal process, which is only applicable to public bodies. A copy of the Internal Appeal Notice (Regulation 8 of Regulation Notice no. 187) forms part of this Manual (Annexure 1).

5.1 What you can do if the Deputy Information Officer refuses to give you a record or information that you are entitled to

Should you believe that our refusal to grant information to you is unjustifiable or should you have any other grounds for complaint in terms of the Promotion of Access to Information Act, you may lodge an internal appeal with us.

5.2 Procedure for lodging of appeals

The following information is required when lodging an appeal.

- Name;
- Reference Number;
- Subject on which the information was requested;
- Date Requested;
- Must give a reason for the Department's refusal to grant you access to a particular record or information in terms of the Promotion of Access to Information Act (POATIA).

This appeal needs to be lodged in writing, within 60 days of the complaint occurring, to the address contained in Section 2, under the heading: Who to contact for information. Should the appeal be lodged after the 60 days expiry period, we will endeavor as far as possible to act on the appeal.

Should your request be granted, you may be required to pay an amount of R50.00 as an appeal fee. This amount will only be forfeited should enough reasons given that original decisions had to be forfeited.

If in addition to the written reply, you wish to be informed of the decision of the internal appeal in any other manner, please state the manner in which you wish to be informed and provide the necessary details.

Should your complaint not be sufficiently addressed by the internal appeal and if you have exhausted the internal appeal procedures, you may apply to Court for relief.

The Court on hearing an application may grant a just and equitable order including:

- Confirming, awarding or setting aside the decision that is the subject of the application concerned;
- Requiring the information officer to take some action or to refrain from taking such action as the Court considers necessary within the period mentioned in the order;
- Granting an interdict, interim specific relief, a declaratory order or compensation; and
- Costs.

6. Procedures

6.1. Prescribed access form

In order for us to facilitate your access to a record you need to complete a prescribed access form. Please take note that the prescribed access form must be completed in full, failure to do so will result in the process being delayed until such additional information is provided.

Proof of identity is also required to authenticate the request and the identity of the requester. Therefore in addition to the access form, requesters will be required to submit a certified copy of his/her identification document or any other means of identification acceptable to the Information Officer.

If the requester acts as an agent requester, he/she shall provide proof of identity of the person on whose behalf the request is made, the authority or mandate given to the requester by such person and proof of identity of the requester. The Information Officer shall not process any such request until he / she is satisfied that these requirements have been met.

6.2. Prescribed fees

Please take note that a request will not be processed until the request fee and the deposit (if applicable) have been paid. Requesters are advised that four types of fees are provided for in terms of the Act. The Department does not levy VAT on any of the under mentioned fees:

- Reproduction fee: this fee is payable with respect to all records that are automatically available;
- Request fee: this fee is an administration fee that must be paid by all requesters, except personal requesters (a personal requester is a request or seeking access containing information about the requester him / herself), before the request is considered and is not refundable;
- Access fee: which is payable once access to a record is granted, this fee is intended to reimburse the Department of Roads and Transport for the costs involved in searching and preparing the record for delivery;
- Deposit: which is payable if the Department of Roads and Transport and receives a request for access to information held on a person other than the requester him/ herself and the preparation for the record will take more than six hours.
- Appeal fee: which is payable in respect of lodging an appeal by a requester against the refusal of his or her access.

6.2.1 How much can you pay for information requested?

The applicable fees (excluding VAT) for reproduction as referred to above are:

	Rand
• For every photocopy of an A4-size page or part thereof	0.60
• For every printed copy of an A4-size page or part thereof held on a computer or in electronic form	0.40
• For a copy in a computer readable form:	
○ Stiffy disk:	5.00
Compact disk:	40.00

■ For a transcription of visual images, for and A4-size page or part thereof	12.00
■ For a copy of visual images	60.00
■ For a transcription of an audio record, for an A4-size page or part thereof	22.00
■ For a copy of an audio record	17.00

6.2.2 Request fee

A request fee of R35.00 (excluding VAT) is payable in advance where a requester submits a request for access to information on anybody else other than him / herself.

6.2.3 Access fee

The applicable fees (excluding VAT) payables are:

	Rand
• For every photocopy of an A4-size page or part thereof	0.60
• For every printed copy of an A4-size page or part thereof held on computer or in electronic form	0.40
• For a copy in a computer readable form:	
○ stuffy disk:	5.00
○ Compact disk:	40.00
• For a transcription of visual images, for and A4-size page or part thereof	22.00
• For a copy of visual images	60.00
• A transcription of an audio record, for an A4-size page or part thereof	22.00
	Rand
• For a copy of an audio record	17.00
• To search a record that must be disclosed, for each hour or part of an hour, excluding the first hour	15.00
• Where a copy of the record needs to be posted the actual postal fee is payable	

6.2.4. Deposit fee

When the Department of Roads and Transport receives a request for access to information about a person other than the requester himself / herself, the information officer is of the opinion that the search for the required record will take more than six (6) hours. The information officer can request that the person who requests for the information pays a deposit of one third (1/3) of the amount of the applicable access fee.

6.2.5. Appeal fee

An appeal fee of R50 is payable per application.

7. Structure and classes of records of the Department

7.1. Scope

The information contained in this chapter is intended to identify the main classes of records held and to further elaborate on the structure within the Department of Roads and Transport.

Further assistance, in identifying records, held by the Department of Roads and Transport can be provided on request by the Information Officer.

7.2. Structure

The Department of Roads and Transport consist of number of business units, each focusing on key areas of business. These are complemented by a number of support functions, including Information Technology, Finance, Human Resources, Legal Services and Corporate Communications, each of which are managed by a Director. Should you need more information on the structure of the Department then please click on the hyperlink provided below.

www.roadsandtransport.gpg.gov.za/Departmental_Divisions/htm

7.3. Categories and subjects of records

7.3.1 Human Resources / Payroll

Applicant details

This would include CV, interview notes, results of any testing done and exam results.

Personnel records

- Full name;
- Biographic (Marital status, birth date and age, ID number, nationality, race, religion, gender, language, sexual orientation, physical and mental health, disability, residential address and next of kin);

- Letter of appointment ;
- Effective start date with the Department of Roads and Transport
- Job title, profile and official grade
- Organisation structure
- General:
 - Employment history
 - Academic status
 - Academic / professional qualifications
 - Training contract details
 - Disability details
 - Disciplinary details
 - Leave Entitlement information
 - Credit history check
 - Police security check
- Annual cost to Department
- Package structure
- Staff appraisal, performance measurement and skills development
- Annual PAYE declarations
- Bank Details
- Tax Number
- RSC Code's
- Attendance record
- Injury, illness or death record
- HIV/Aids test results
- Payslips
- Individual and cumulative gross pay, deduction and net pay details
- Human Resources Management Report

Ex-employees

As above plus letter of resignation, exit interview notes and forwarding address.

Pension Fund Records

- Rules and amendments thereto;
- Membership particulars;
- Membership contributions;
- Claims (withdrawals, retirements, deaths and disabilities);
- Transfers / liquidations;
- Pensioners annuities;
- Disability and death cover payments;
- Actuarial valuations;
- Accounting records, including published Annual Report and Accounts; and
- Circulars and notices distributed to members.

Medical Aid Information

- Rules and amendments thereto;

- Membership particulars;
- Membership contributions;
- Claims and disbursements;
- Accounting records; including published Annual Report and Accounts; and
- Circulars and notices distributed to members.

7.3.2 Accounts Receivable – House / Rental Sales

- House / rental sale policy documents;
- Debtors master file details including name of individual / entity, postal address, telephone and facsimile numbers;
- Complete signed client application form;
- Signed lease agreement;
- Client transaction history reflecting principal amount advanced, interest and fee charges, rates, taxes and utility charges, client repayments, dishonoured repayments, arrears related charges and miscellaneous account adjustments;
- Periodic interest / fee calculations;
- Municipal invoices / statements in respect of rates, taxes and utility charges;
- Payment requests made on behalf of clients;
- Interest rebate calculations processed in accordance “in duplum” rules;
- File closures, ie debt terminations;
- Debtors system instigated receipts;
- Electronic payment transfers and tape submissions;
- Debtors age analysis report;
- Debtors arrears listing;
- Debtors bad and doubtful debt provision policy details and calculations;
- Debtor balances written off with accompanying authority;
- Client correspondence;
- Legal correspondence including litigation details; and
- Accounting reconciliations.

7.3.3 Accounts payable / Staff expense claims

- Policy documents governing goods and services procurement, payment to suppliers and staff expense administration;
- Vendor details including – postal addresses, bank details, payment terms and contact names;
- Supplier database of approved vendors;
- Purchase orders and requisitions;
- Goods received notes;
- Supplier bank details (automated payments only);
- Employee expense claim forms;
- Employee credit card statements;
- Vendor statements / invoices / delivery notes / expense claims;
- Payment requisitions; and
- Creditor reconciliations.

7.3.4 General Ledger

- Standardized reports showing transaction amounts and / or financial value totals captured from other subsystems (including outsourced) interfaced to GL;
- All financial information for the last 3 financial years;
- Standardized reports showing transaction level detail per nominal ledger account;
- Chart of accounts – general ledger structure;
- Cost center structure;
- Trial balances; and
- Nominal ledger account reconciliations (do we include as a matter of principle?).

7.3.5 Cash Management

- Listing of account numbers and description of bank accounts operated by the Department of Housing;
- Bank mandates, including delegated authorities and limits;
- Bank statements;
- Bank deposit slips;
- Electronic receipts transfers and tape submissions;
- Payment / intra bank transfer requisitions;
- Bank account reconciliations;
- Petty cash register; and
- Treasury cash management / investment policies.

7.3.6 Fixed Assets / Facilities Management

- Fixed Asset register, incorporating asset description, location, initial cost and / or valuation and depreciation details of all Department owned fixed assets;
- Serial numbers for computer and office equipment;
- Registration numbers for motor vehicles;
- Mileage and maintenance logs for motor vehicles;
- Property register, including stand numbers;
- Fixed asset policy details including capitalization criteria and depreciation method and amortization rates;
- Cost and accumulated depreciation balances by Asset category;
- Insurance valuations, values at risk and premium values;
- Statements / invoices in lieu of assets acquired under lease arrangements; and
- Operating and finance lease agreements.

7.3.7 Properties in the course of construction (Work in Progress)

- Property register highlighting vacant stands subject to development;
- Policy for tender evaluation and acceptance;
- List of approved contractors and sub-contractors, postal addresses, bank and contact details;
- Contractor and sub-contractor agreements;
- Performance guarantees and contingency plans;
- Tax clearance certificates;
- Work status reports for individual developments;

- Contractor claims, including documentation in support of labour and material expenses;
- Independent work measurement and certification reports;
- Work in progress valuation reports; and
- Quality control assessments and reports.

7.3.8 Financial / Risk Management

- Accounting policies and guidelines;
- Risk management policies and guidelines;
- Published Annual Reports and Accounts;
- Details relating to 'unauthorised', 'irregular', 'fruitless' and 'wasteful' expenditure;
- Internal and external Audit Reports;
- Fraud prevention Plan;
- Disaster Recovery Plan;
- Minutes of meetings convened by SCOPA, Auditor General and Internal Audit Committee;
- Minutes of meetings;
- Public Finance Management Act, 1999 and subsequent amendments;
- Treasury Regulations issued in terms of the Public Finance Management Act, 1999; and
- Transport related legislation, etc.

7.3.9 Outsourcing of Services / Facilities Management

For each outsourcing entity:

- Name, postal address, telephone and facsimile numbers, website / e-mail addresses and contact names;
- Bank details and credit terms;
- Entity history, credit rating and financial performance record;
- Details of ownership and structure of operations;
- Tax clearance certificate;
- Staffing structure and assessment based on race, gender, academic / professional achievements and membership of professional bodies;
- Service Level agreements covering, inter alia, objectives and scope of operations, performance measurement criteria, remuneration scales, reporting structure, method

and mode of interface of financial and non-financial data, contract and notice periods;
and

- Performance guarantees, contingency plans etc.

7.4 Further information and assistance

Further information regarding the subjects and categories of records listed here are available from:

Deputy Information Officer
Department of Roads and Transport
41 Simmonds Street
Johannesburg
2000

Tel: (011) 355 7005

Fax: 086 554 7132

Email- Mohlomphegi.thulare@gauteng.gov.za

Annexure 1

NOTICE OF INTERNAL APPEAL

(Section 75 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))
[Regulation 8]

STATE YOUR REFERENCE
NUMBER: _____

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

A. Particulars

The Information Officer/Deputy Information Officer:

B. Particulars of person requesting access to the record

- (a) *The particulars of the person who is lodging the internal appeal, must be completed below.*
- (b) *Proof of the capacity in which appeal is lodged, if applicable, must be attached.*
- (c) *If the appellant is a third person and not the person who originally requested the information, the particulars of the requester must be stated at C below.*

Full names and surname:

Identity number:

Postal address:

Fax number: _____

Telephone number: _____

E-mail address: _____

Capacity in which an internal appeal on behalf of another person is lodged:

C. Particulars of person on whose behalf request is made

This section must be completed ONLY if a third party (other than the requester) is lodging the internal appeal.

Full names and surname:

Identity number:

D. The decision against which the internal appeal is lodged

Mark the decision against which the internal appeal is lodged with an "X" in the appropriate box:

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

E. Grounds for appeal

If the provided space is inadequate please continue on a separate folio and attach it to this form. You must sign all the additional folios.

State the grounds upon which the internal appeal is based:

State any other information that may be relevant in considering the appeal:

F. Notice of decision on appeal

You will be notified in writing of the decision on your internal appeal. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

State the manner:

Particulars of manner:

Signed at _____ this _____ day of _____
20_____

SIGNATURE OF APPELLANT

FOR DEPARTMENTAL USE ONLY**FOR DEPARTMENTAL USE:****OFFICIAL RECORD OF INTERNAL APPEAL:**

Appeal received on _____ (date) by _____
 _____ (state rank, name
 and surname of information officer/deputy information officer).

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

OUTCOME OF APPEAL:

**DECISION OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER
 CONFIRMED/SUBSTITUTED BY NEW DECISION
 NEW DECISION:**

 DATE

 RELEVANT AUTHORITY

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

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Publications: Tel: (012) 334-4508, 334-4509, 334-4510
Advertisements: Tel: (012) 334-4673, 334-4674, 334-4504
Subscriptions: Tel: (012) 334-4735, 334-4736, 334-4737
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