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M A N U A L

IN ACCORDANCE WITH

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

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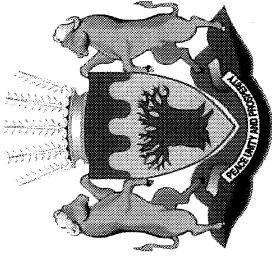
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LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF SAFETY, SECURITY AND LIAISON

PROMOTION OF ACCESS TO INFORMATION MANUAL (PAIA)

SECTION 14 MANUAL FOR THE DEPARTMENT OF SAFETY, SECURITY AND LIAISON

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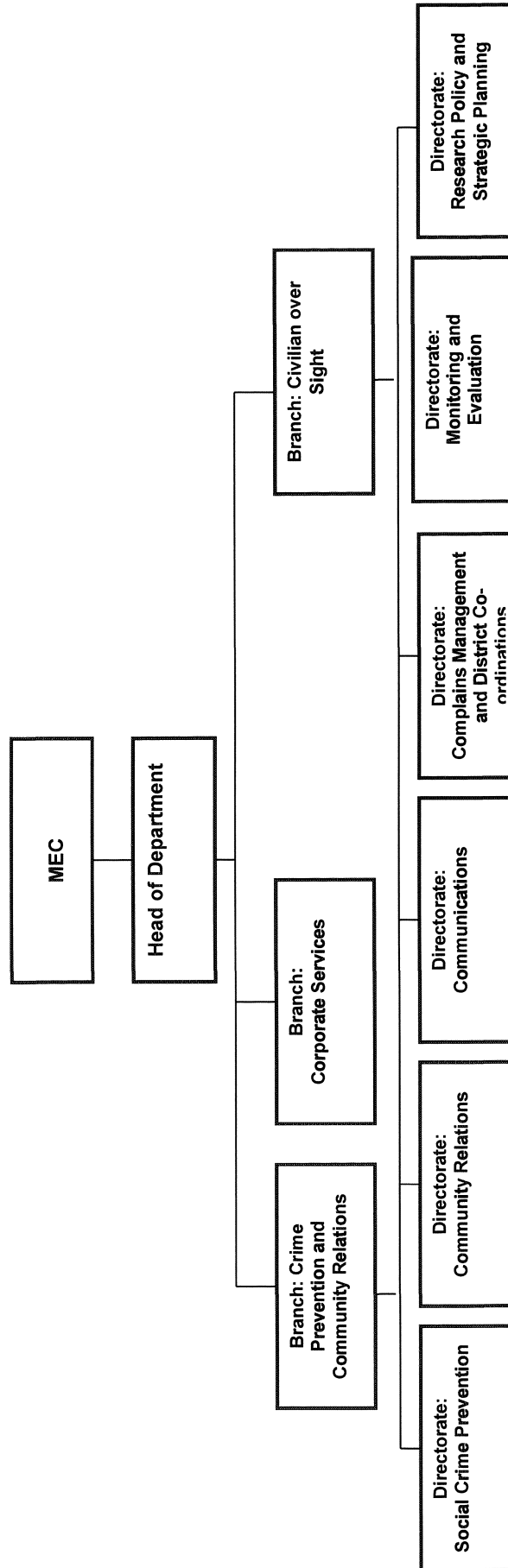
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2. PARTICULARS IN TERMS OF SECTION 14

- A. The functions and the structure of the Department of Safety, Security and Liaison [Section 14(1)(a)]**
- i. The functions of the public body**
- The function of the Department of Safety, Security and Liaison as prescribed by Section 184 (1) of the Constitution (Act 108 of 1996 are as follows):**
- To monitor police conduct;
 - To oversee the effectiveness and efficiency of the police service, including receiving reports on the police service;
 - To promote good relations between the police and the community;
 - To assess the effectiveness of visible policing; and
 - To liaise with the Cabinet member responsible for policing with respect to crime and policing in the Province.

ii. Structure of the Department of Safety, Security and Liaison

The Department of Safety, Security and Liaison consists of a Provincial Offices that is situated in Polokwane and various district offices that are situated in Vhembe District, Mopani District, Waterberg District, Capricorn District and Sekhukhune District in Limpopo.



B. Contact Details [Section 14(1)(b)]

Information Officer	
Ms. N.N.Tsebe	tseben@dssl.limpopo.gov.za
Deputy Information Officer	
Letsoalo S	letoalos@dssl.limpopo.gov.za
General Information	
Physical Address:	32 Schoeman Street Polokwane 0699
Postal Address:	Private Bag X9492 Polokwane 0700
Telephone:	(015) 290 2900
Fax:	(015) 291 4452
Website:	www.dssl.limpopo.gov.za

C. The Section 10 guide on how to use the Act [Section 14(1)(c)]

The guide is available from the South African Human Rights Commission.

D. Access to the records held by the Department of Safety, Security and Liaison [Section 14(1)(d)]

i. Automatic disclosure [Section 14(1)(e)]

- Citizen Report
- Annual Report
- Service Standards
- Calendars
- Newsletters
- Provincial Crime Prevention Strategy
- Departmental Pamphlets
- Business cards with the Toll Free Number
- Budget Speech
- Application forms
- Government gazettes

ii. Records that may be requested [Section 14(1)(d)]

Description of the subjects and categories of records held by the Department of Safety, Security and Liaison

RESEARCH AND DOCUMENTATION PROGRAMME (Subject)

1. CRIME PREVENTION

- National Crime Prevention Strategy
- Provincial Crime Prevention Strategy
- Community Safety Plans / guidelines to establishment of safety plans by Municipalities
- School Safety Plans for the public to develop and implement support victim empowerment programme to non-governmental organization and government institutions.

TRAINING AND EDUCATION PROGRAMME**1. HUMAN RESOURCE DEVELOPMENT**

- Conferences
- Workshops and seminars manuals
- Training plans
- Funding proposals
- Workplace and skills plan

FINANCE AND ADMINISTRATION**1. HUMAN RESOURCES**

- Policies on staff recruitment and other staff related policies
- Employment records and other related policies
- Human Resource Plan

2. PROCUREMENT

- Asset Register
- Procurement policies

3. FINANCIAL MANAGEMENT

- Budgets
- Strategic Plans
- MTEF submissions

iii. The request procedures

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

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

Nature of the request:

- A requester must use the form that has been printed in the Government Gazette [Govt. Notice R187-15 February 2002] (Form A)
- The requester must also indicate if the request is for a copy of the record or if the requester wants to come in and look at the records at the offices of the public body. Alternatively, if the record is not a document, it can then be viewed in the requested form, where possible [s 29(2)]
- If a person asks for access in a particular form then the requester should get access in the manner that has been asked for. This is unless doing so would interfere unreasonably with the running of the public body concerned, or damage the record, or infringe a copyright not owned by the state. If for practical reasons access

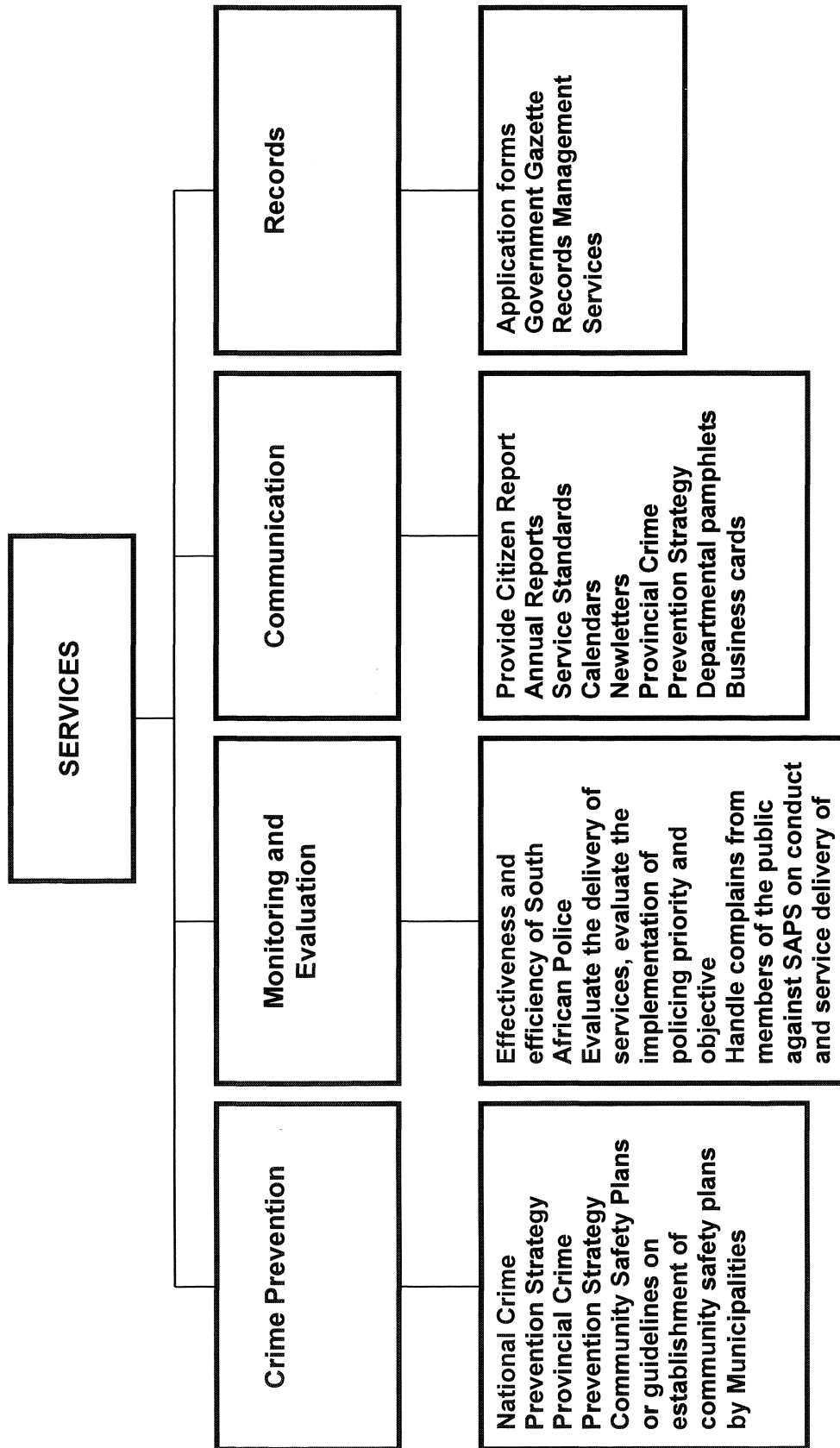
cannot be given in the required form but in an alternate manner, then the fee must be calculated according to the way that the requester first asked for it [s 29(3) and (4)]

- If, in addition to a written reply to their request for the record, the requester wants to be told about the decision in any other way, e.g. telephone, this must be indicated [s 18(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 [s 18(2)(f)].
- If a requester is unable to read or write, or has a disability, then the request for the record can be made orally.

There are two types of fees required to be paid in terms of the Act being the request fee and the access fee s22:

A requester who seeks access to a record containing personal information about him or her, 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 fee 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 a way in which the requester wanted to be notified in.
- If the request is granted then a further access fee must be paid for the search, preparation, reproduction and for any time that has exceeded the prescribed hours to search and prepare the record the disclosure.



iv. **How to gain access to these services**

The Department of Safety, Security and Liaison recommends that the public body should look at the type of organizational structure it has. Whether the structure is centralized or decentralized and who the designated persons are who head up arrangements pertaining to access to services. Whether it is the MEC or the Accounting Officer or a designated Departmental Head.

To gain access to the services at Department of Safety, Security and Liaison, requests must be made to the Head of Department.

The Head of Department of Safety, Security and Liaison:

Physical Address:	32 Schoeman Street Polokwane 0699
Postal Address:	Private Bag X9492 Polokwane 0700
Telephone:	015 – 290 2900
Fax:	015 – 291 4452
Website:	www.dssl.limpopo.gov.za
E-mail:	tseben@dssl.limpopo.gov.za

E. **Arrangement allowing for public involvement in the formulation of policy and the exercise of power [Section 14)(1)(g)]**

Sufficient description should be made of the above arrangements.

At the Department of Safety, Security and Liaison such arrangements for public involvement would include:

Portfolio Committee – Which serves as the board member of the Department.

Hearings and workshops – The public may attend and make representations at these hearings and workshops.

Submissions and Reports – The Annual Report for the Department is open to the Portfolio Committee for commentary before its official submission.

Volunteers and Internship Programmes – There is a recruitment policy in place for the recruitment of the public for such posts.

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

The Department of Safety, Security and Liaison have internal appeal where the Public can appeal to the MEC of the Department.

G. Updating of the manual [Section 14(2)]

The Department of Safety, Security and Liaison will update and publish its manual referred to in subsection (1) of section 14, if there is need to review.

The manual is to be published in three of the official languages in the Gazette.

The manual is to be made available on the website of the Department.

3. Prescribed fees for public bodies

PART II OF NOTICE 187 IN THE GOVERNMENT GAZETTE ON THE 15 FEBRUARY 2002 FEES IN RESPECT OF PUBLIC BODIES

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

	R
(a) For every photocopy of an A4-size page or part thereof	0.60
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0.40
(c) For a copy in a computer readable form on	
(i) stiffy disc	5.00
(ii) compact disc	40.00
(d) (i) for a transcription of visual images for an A4-size page or part thereof	22.00
(ii) for a copy of visual images	60.00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	12.00
(ii) For a copy of an audio record	17.00
3. The request fee payable by every requester, other than a personal requester referred to in regulation 7(2) is R35.00.

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

	R
(a) For every photocopy of an A4-size page or part thereof	0.60
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0.40
(c) For a copy in a computer readable form on	
(i) stiffy disc	5.00
(ii) compact disc	40.00
(d) (i) for a transcription of visual images, for an A4-size page or part thereof	22.00
(ii) for a copy of visual images	60.00
(e) (i) for a transcription of an audio records, for an A4-size page or part thereof	12.00
(ii) for a copy of an audio record	17.00
(f) To search for and prepare the record for disclosure, R15.00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	

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

- (a) Six hours as the hours to be exceeded before a deposit is payable; and
 (b) One third of the access fee is payable as a deposit by the requester.

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

4. Prescribed forms for access to a record of a public body.

ANNEXURE B OF NOTICE 187 IN THE GOVERNMENT GAZETTE

VERSION ONE (2) 2014

NOTICE – CHANGE OF TELEPHONE NUMBERS: GOVERNMENT PRINTING WORKS

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

The new numbers are as follows:

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

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

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

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