



# Government Gazette Staatskoerant

REPUBLIC OF SOUTH AFRICA  
REPUBLIEK VAN SUID-AFRIKA

Vol. 594      Pretoria, 19 December 2014      No. 38352  
Desember

**M A N U A L**

*IN ACCORDANCE WITH*

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

*N.B. The Government Printing Works will  
not be held responsible for the quality of  
"Hard Copies" or "Electronic Files"  
submitted for publication purposes*



**AIDS HELPLINE: 0800-0123-22 Prevention is the cure**

**IMPORTANT NOTICE**

The Government Printing Works will not be held responsible for faxed documents not received due to errors on the fax machine or faxes received which are unclear or incomplete. Please be advised that an "OK" slip, received from a fax machine, will not be accepted as proof that documents were received by the GPW for printing. If documents are faxed to the GPW it will be the sender's responsibility to phone and confirm that the documents were received in good order.

Furthermore the Government Printing Works will also not be held responsible for cancellations and amendments which have not been done on original documents received from clients.

**INDEX**

<b>Company Name</b>	<b>Gazette No.</b>	<b>Date</b>	<b>Page No.</b>
Department of Social Development	38352	19-12-2014	3

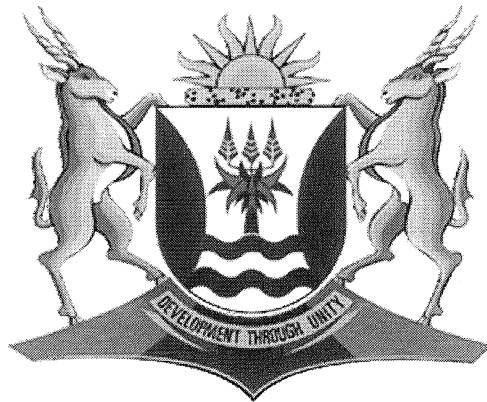


Province of the  
**EASTERN CAPE**  
SOCIAL DEVELOPMENT

---

# PROMOTION OF ACCESS TO INFORMATION ACT MANUAL (PAIA)

Prepared in terms of Section 14 of the Promotion of Access to Information  
Act, 2000 (Act No. 2 of 2000)



# MANUAL FOR THE DEPARTMENT OF SOCIAL DEVELOPMENT

*in terms of section 14 of the Promotion of Access to Information Act, 2000  
(Act No. 2 of 2000)*

## Table of Contents

1.	FUNCTIONS OF DEPARTMENT OF SOCIAL DEVELOPMENT (DoSD).....	3
2.	STRUCTURE OF DoSD.....	5
3.	CONTACT DETAILS OF INFORMATION OFFICER.....	7
4.	GUIDE OF SAHRC ON HOW TO USE THE ACT.....	8
5.	RECORDS.....	8
5.1.	DESCRIPTION OF SUBJECTS ON WHICH DoSD HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT.....	8
5.2.	RECORDS AUTOMATICALLY AVAILABLE.....	9
5.3.	REQUEST PROCEDURE.....	9
6.	TELEPHONIC REQUESTS.....	10
7.	INTERNAL APPEAL PROCEDURES AGAINST REFUSAL OF ACCESS TO INFORMATION.....	11
8.	REMEDIES AVAILABLE IN RESPECT OF ACTS OR FAILURES TO ACT BY THE PUBLIC BODY AS PRESCRIBED BY THE ACT.....	11
9.	AVAILABILITY OF THE MANUAL.....	12

# **1. FUNCTIONS OF DEPARTMENT OF SOCIAL DEVELOPMENT (DoSD)**

**The Eastern Cape Department of Social Development has the following primary CORE functions:**

## **A. To provide Developmental Social Welfare Services**

### **Strategic Goal**

Vulnerable individuals, families, groups and communities in the Eastern Cape are empowered for improved social functioning and quality of life.

### **Purpose**

The purpose of the programme is to provide integrated developmental social welfare services to the poor and vulnerable in partnership with stakeholders and civil society organizations.

## **B. To provide Development and Research Services**

### **Strategic goal**

Livelihood capabilities of poor communities especially youth and women improved.

### **Purpose**

The purpose of the programme is to provide sustainable development programmes which facilitate empowerment of communities, based on empirical research and demographic information.

## **Vision**

A caring society for the protection and development of the poor and vulnerable towards a better life for all.

## **Mission**

To improve the quality of life and social well-being of the poor and vulnerable with a special focus on women, children, older persons, youth and people with disabilities through integrated developmental social services.

**Values**

All employees of the Department are expected to subscribe to the Code of Conduct for Public Servants and the Batho Pele Principles.

The following Department-specific values apply:

- Respect for a person's knowledge and resources, as well as their potential to develop and change.
- Recognition of the rights of all to participate fully in exercising control over and being accountable for their own lives, and accessing their share of societal resources
- A commitment to facilitate social processes towards relationships that build effective and healthy organizations, communities, and ultimately, a just and equitable society
- Absolute integrity
- A culture of honesty
- Professionalism
- Acceptance of responsibility and accountability
- Striving for and maintaining credibility
- High standards of service delivery
- A sense of pride in belonging to the Department

**Key Focus Areas:**

The Department has formulated and committed to the following Key focus areas for the financial year 2014/2015:

- Developmental Social Welfare Services.
- Community Development.
- Coordination of Anti-Poverty Programmes
- Population Development Trends and Research

## 2. STRUCTURE OF DoSD

The DoSD is structured to fulfill the mandate outlined above. There are 5 main programmes or divisions in the Department:

### 1. Programme 1: Administration

- 1.1. Office of the MEC
- 1.2. Corporate Management Services
  - 1.2.1. Office of the HOD
    - 1.2.1.1. Integrated Strategic Planning
    - 1.2.1.2. Special Programme
    - 1.2.1.3. Communication
    - 1.2.1.4. Customer Care
    - 1.2.1.5. Risk Management and Anti-corruption
    - 1.2.1.6. Internal Audit
  - 1.2.2. Office of the Chief Financial Officer
  - 1.2.3. Office of the Chief Operations Officer
  - 1.2.4. Corporate Services
    - 1.2.4.1. Human Resource Administration
    - 1.2.4.2. Human Resource Management
    - 1.2.4.3. Employee Wellness and Labour Relations
  - 1.2.5. Financial Management
    - 1.2.5.1. Financial Systems and Accounting Services
    - 1.2.5.2. Expenditure Management
    - 1.2.5.3. Financial Planning and Revenue Services
  - 1.2.6. Supply Chain Management
    - 1.2.6.1. Logistic Management
    - 1.2.6.2. Demand and Acquisition Management
    - 1.2.6.3. Contract management
  - 1.2.7. Office Of the Chief Information Officer
    - 1.2.7.1. Information Management
    - 1.2.7.2. ICT Engineering
    - 1.2.7.3. System Development and Maintenance
  - 1.2.8. Provincial Anti-Poverty Integration and Coordination
    - 1.2.8.1. Stakeholder Development and Partnership
- 1.3. District Management

**2. Programme 2: Social Welfare Services**

- 2.1. Management and Support
- 2.2. Services to Older Persons
- 2.3. Services to the Persons with Disabilities
- 2.4. HIV and AIDS
- 2.5. Social Relief

**3. Programme 3: Children and Families**

- 3.1. Management and Support
- 3.2. Care and Services to Families
- 3.3. Child Care and Protection
- 3.4. ECD and Partial Care
- 3.5. Child and Youth Care Centres
- 3.6. Community-Based Care Services for children

**4. Programme 3: Restorative Services**

- 4.1. Management and Support
- 4.2. Crime Prevention and Support
- 4.3. Victim Empowerment
- 4.4. Substance Abuse, Prevention and Rehabilitation

**5. Development and Research**

- 5.1. Management and Support
- 5.2. Community Mobilisation
- 5.3. Institutional capacity building and support for NPOs
- 5.4. Poverty Alleviation and Sustainable Livelihoods
- 5.5. Community Based Research and Planning
- 5.6. Youth development
- 5.7. Women development
- 5.8. Population Policy Promotion



### 3. CONTACT DETAILS OF INFORMATION OFFICER

The following have been appointed the Deputy Information Officers of the department.

Deputy Information Officers	
Mr. Sunny Cheriyan	Mrs. N. C. Hackula
Chief Information Officer	Head of Department
Tel: 043 605 5077	Tel: 043 605 5320
Cell: 082 786 7994	
Fax: 043 605 5841	Fax: 043 605 5470
email: <a href="mailto:paia@ecdsd.gov.za">paia@ecdsd.gov.za</a>	

**Postal address:**

Private Bag X0039  
BISHO  
5605

**Street address:**

Beacon Hill Office Park  
Corner of Hargreaves Road and Hockley Close  
KING WILLIAMS TOWN

Telephone: 043 605 5064  
Facsimile: 043 605 5841  
Website: [www.socdev.ecprov.gov.za](http://www.socdev.ecprov.gov.za)  
Email: [paia@ecdsd.gov.za](mailto:paia@ecdsd.gov.za)

## 4. GUIDE OF SAHRC ON HOW TO USE THE ACT

The Guide will be available from the South African Human Rights Commission by not later than August 2003. Please direct any queries to:

Queries can be made at:

**South African Human Rights Commission**

PAIA Unit

The Research and Documentation Department

Postal address: Private Bag 2700

Houghton

2041

Telephone: 011-484 8300

Facsimile: 011 484 1360

Website: [www.sahrc.org.za](http://www.sahrc.org.za)

E-mail: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

## 5. RECORDS

### 5.1. DESCRIPTION OF SUBJECTS ON WHICH DoSD HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT

For purposes of facilitating a request in terms of the Act, the subjects on which the DoSD holds records and the categories of records held on each subject are as follows:

#### **A. HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT**

- Employee Health and Wellness
- Human Resource Development
- Diversity Management
- Employment Practice and Career Management
- Human Resource Planning
- Organizational development

#### **B. MANAGEMENT OF COMPENSATION**

- Information Financial Management System and Job Evaluation
- Remuneration and Macro Benefits
- Negotiations and Labour Relations

#### **C. CHIEF INFORMATION OFFICER**

- e-Government
- Information and Communication Technology Governance
- Information and Communication Technology Infrastructure
- Electronic Records Management
- Information Technology and Knowledge Management

#### **D. SERVICE DELIVERY IMPROVEMENT**

- Developmental Social Welfare Services
- Community Development Services
- Batho Pele Revitalization
- Service Delivery Facilitation
- Service Delivery Mechanism

**E. GOVERNANCE**

- Integrated Monitoring and Evaluation
- Research
- Public Sector Anti-Corruption
- Policy Development

**F. OFFICE OF THE CHIEF FINANCIAL OFFICER**

- Finance
- Supply Chain Management and Security

**G. HUMAN CAPITAL MANAGEMENT**

- People Management and Development
- Employee Relations and Transformation
- Performance Review Mechanism.

**H. LEGAL SERVICES, PROGRAMME MANAGEMENT, INTERNAL AUDIT, OFFICE OF THE HOD, COMMUNICATION AND MINISTERIAL SUPPORT**

- Legal Services
- Programme Management
- Internal Audit
- Office of the Head of Department
- Communication and Ministerial Support

**5.2. RECORDS AUTOMATICALLY AVAILABLE**

No notice has been published yet regarding the categories of records of the DoSD which are available without a person having to request access in terms of the procedures in the Promotion of Access to Information Act. However, the records on the website of DoSD, [www.socdev.ecprov.gov.za](http://www.socdev.ecprov.gov.za), are available for viewing or downloading without a person having to make such a request in terms of the said Act.

**5.3. REQUEST PROCEDURE****a) *Granting or refusal of request***

- 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.

**b) *How do I request access to a record***

- A requester must use the form (Form A) that was printed in the Government Gazette (Government Notice R187 of 15 February 2002).
- The request for access to information must be made to the deputy information officer, at the address, fax number or email mentioned above.
- The requester must provide sufficient detail of the information requested on the request form to enable the information officer to identify the information or records and the requester
- The requester must also indicate if the requester wants a copy of the record or if the requester wants to come and review the record at the offices of the public body. Alternatively if the record is not a paper document it can then be

viewed in the requested form, where possible.

- If a requester asks for access in a particular form (e.g.: a paper copy, electronic copy, etc) then the requester should get access in that form. 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 another form, then the fee must be calculated according to the way that the requester first asked for it.
- 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.
- If a requester is asking for the information on behalf of somebody else, the capacity in which the request is being made must be indicated.
- If a requester is unable to read or write, or has a disability, then the request can be made orally. The information officer must then fill in the form on behalf of such a requester and give them a copy of the completed form.
- The requester must indicate if he/she wishes to be informed of the decision of the request in a particular manner and must provide the details

*c) Fees payable for a request and notification of decision on access*

- 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 must pay the request fee of R35.
- The information officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed request fee (if any) and deposit (if any) before further processing the request.
- The requester may lodge an internal appeal, where appropriate, or an application to the court against the tender or payment of a 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 request is granted then a further access fee must be paid for the reproduction and for search and preparation for any time required in excess of stipulated hours to search and prepare the record for disclosure.
- Access to a record will be withheld until all the applicable fees have been paid.

## **6. TELEPHONIC REQUESTS**

Telephonic requests are not forbidden by the Act. A requester, who cannot read or write or has a disability, can make such a request to the Information Officer/Deputy Information Officer at the telephone number given in this manual. The Information Officer/Deputy Information Officer will complete the form on behalf of such requester and furnish the requester with such completed form.

## **7. INTERNAL APPEAL PROCEDURES AGAINST REFUSAL OF ACCESS TO INFORMATION**

If after complying with the procedural requirements mentioned above:

- i. The Information Officer refuses to grant access to information; and
- ii. Such refusal is not based on any ground of refusal mentioned in the Act; the requester may appeal against the decision of such Information Officer to the MEC Social Development.

When the requester lodges an internal appeal, the prescribed appeal form must be completed.

- a) Within 60 days;
- b) If notice to a third party is required by section 49(1)(b), within 30 days after notice is given to the appellant of the decision appealed against or, if notice to the appellant is not required, after the decision was taken;
- c) The form must be delivered or sent to the information officer of the public body concerned at his or her address, fax number or electronic mail address;
- d) Must identify the subject of the internal appeal and state the reasons for the internal appeal and may include any other relevant information known to the appellant;
- e) If the requestor is not satisfied with the decision of the Information Officer as stated in No. i above, then an appeal may be lodged with the MEC for Social Development;
- f) The requestor may lodge a Court application for further relief if not satisfied with the appeal decision of the MEC for Social Development;
- g) If no such application is filed within 30 days of the decision, the decision of the MEC Social Development will be adhered to.

## **8. REMEDIES AVAILABLE IN RESPECT OF ACTS OR FAILURES TO ACT BY THE PUBLIC BODY AS PRESCRIBED BY THE ACT**

The following procedures exist for persons to report or remedy alleged irregular, improper or unlawful official acts or omissions by the DoSD or any of its employees:

*a) Procedures for reporting or remedying:*

1. Where a requester is not satisfied with any decisions by the deputy information officer, a requester may lodge an appeal to the member of the executive council in the department of social Development, Province of the Eastern Cape

2. An internal appeal in terms of section 74 and 75 of the act,; must be lodged within 60 days of the decision.
3. The internal appeal prescribed form must be filled and delivered to the information officer together with an appeal fee.

## **9. AVAILABILITY OF THE MANUAL**

A copy of the manual is made available as prescribed by section 14(3) of the act in the following manner.

1. A copy in each of the official languages being English, Afrikaans and Xhosa has been made available to the South African Human Rights Commission
2. The manual is available on the website of Social Development at [www.socdev.ecprov.gov.za](http://www.socdev.ecprov.gov.za)

---

**MRS N. C. HACKULA**

**HEAD OF DEPARTMENT**

**SOCIAL DEVELOPMENT**



**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](mailto:GeneralEnquiries@gpw.gov.za)
  - Maps : 012 748 6061/6065 [BookShop@gpw.gov.za](mailto:BookShop@gpw.gov.za)
  - Debtors : 012 748 6060/6056/6064 [PublicationsDebtors@gpw.gov.za](mailto:PublicationsDebtors@gpw.gov.za)
  - Subscription : 012 748 6054/6055/6057 [Subscriptions@gpw.gov.za](mailto:Subscriptions@gpw.gov.za)
- SCM : 012 748 6380/6373/6218
- Debtors : 012 748 6236/6242
- Creditors : 012 748 6246/6274

Please consult our website at [www.gpwonline.co.za](http://www.gpwonline.co.za) for more contact details.

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

Printed by and obtainable from the Government Printer, Bosman Street, Private Bag X85, Pretoria, 0001  
Publications: Tel: (012) 748 6052, 748 6053, 748 6058

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

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

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

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

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

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