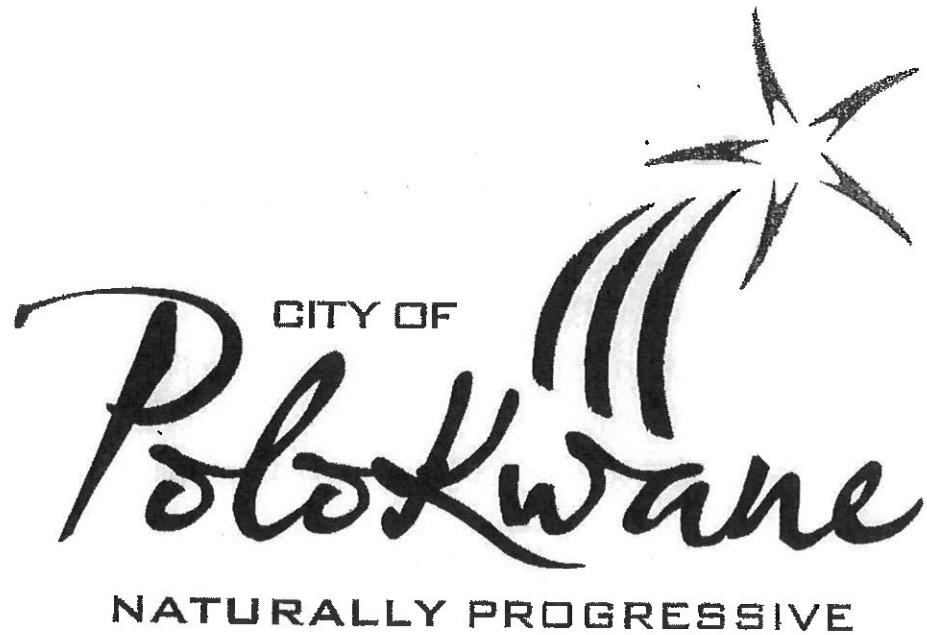
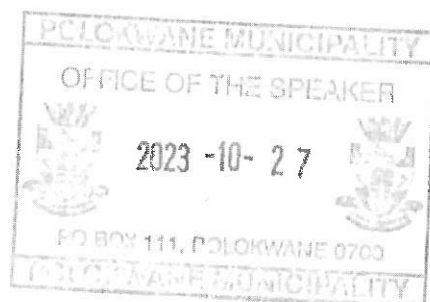


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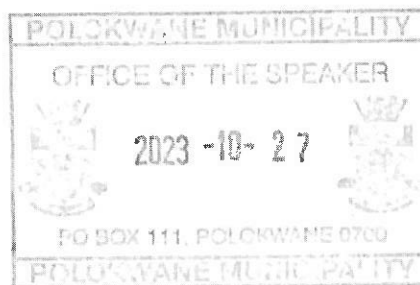
**PROMOTION OF ACCESS TO INFORMATION**  
**and PROTECTION OF PERSONAL**  
**INFORMATION MANUAL, 2022**

Prepared in accordance with Section 14 of the Promotion of Access to Information Act no 2 of 2000 and Protection of Personal Information Act 4 of 2013 and Regulations



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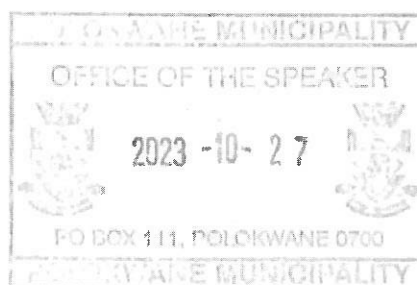
1. **INTRODUCTION**

Demonstrable fairness and openness promotes public confidence in the administration of public affairs. This confidence is one of the characteristics of the democratically governed society towards which the Constitution strives.

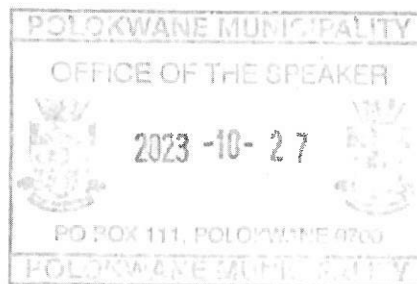
Directly mandated by the 1996 Constitution the **Promotion of Access to Information Act, 2 of 2000** is freedom of information legislation with application to both the public and private sectors.

The Act gives effect to the right of access to information in terms of **Section 32** of the Constitution and allows citizens and organisations the right to access records held by Government in a prescribed manner.

The Municipality is under obligation to provide access to the requested records, unless refusal of the request is permitted or allowed by one of the grounds listed in the Act. The grounds of refusal limit the right of access to information in order to protect other fundamental rights and aspects of the public interest.



2. CONTENTS OF ACCESS TO INFORMATION ACT MANUAL
- 2.1 Part 1 of the Act contains the definition and interpretation:  
Information Officer is defined as the most senior Public Servant of a Government Department or Public Body.  
The **Municipal Manager** of the Polokwane Municipality will be the Information Officer who has to be approached with any request for information in terms of the Act.
- 2.2 Part 2 of the Act addresses all matters pertaining to the request for public records.
- 2.3 Part 3 of the Act deals with private bodies.
- 2.4 Part 4 of the Act contains the enforcement and dispute regulation mechanisms provided for in the Act which includes internal appeals against decisions of certain public bodies to a higher authority within the body as well as appeals to courts.
- 2.5 Part 5 allocates training, promotion and monitoring functions to the South African Human Rights Commission.
- 2.6 Part 6 deals with some transitional arrangements.
- 2.7 Part 7 contains additional general provisions, notably criminal penalties for destruction or concealment of records and a grant of regulatory power to the Minister of Justice and Constitutional Development.



### **3. STRUCTURES, FUNCTIONS, ADDRESS & INFORMATION OFFICER OF POLOKWANE MUNICIPALITY**

#### **3.1 Establishment and functions of the Municipality**

The Polokwane Municipality is an organ of state within the local sphere of government, and was established after the municipal elections held on 5 December 2000 in terms of **Section 12 of the Municipal Structures Act, 1998** which notice was promulgated in Provincial Gazette 307 of 2000 on the 1<sup>st</sup> of October 2000.

The Mayoral Executive and Ward Participatory system of Local Government was adopted. The 76 Councillors of the Municipality consists of both ward and proportional representatives. The Mayoral Committee consists of 10 Councillors, a Speaker, Chief Whip and the Executive Mayor.

The area of jurisdiction of the Polokwane Municipality is the area depicted as NP354 by the Demarcation Board.

Administratively the Polokwane Municipality is led by the Municipal Manager who is responsible for the following directorates:-

#### **3.1.1 Directorate :Strategic Planning, Monitoring & Evaluation**

##### **Service Business Units within this Directorate:**

Project Management Unit  
 Performance Management System  
 Integrated Development (IDP)  
 Cluster offices  
 Legislative support  
 Executive Support  
 Legal Services

#### **3.1.2 Directorate :Community Services**

##### **Service Business Units within this Directorate:**

Waste Management  
 Environmental Management



Cultural Services  
Sport & Recreation

**3.1.3 Directorate: Road and Transportation services**

Service Business Units within this Directorate:

Roads & Transportation services  
Planning and Operations  
Intelligent Transport System Modelling  
Public Transport Regulations and Monitoring  
Public Transport Infrastructure Development

**3.1.4 Directorate: Water and Sanitation services**

Service Business Units within this Directorate:

Reticulation, Distributions and Maintenance Water Demand and Conservation  
Operations, Water and Waste water, Quality management and Laboratory  
infrastructure, Development, Planning and Reticulation Design

**3.1.5 Directorate: Energy Services**

Energy services operations and maintenance  
Energy services Planning and Development

**3.1.6 Directorate :Public Safety**

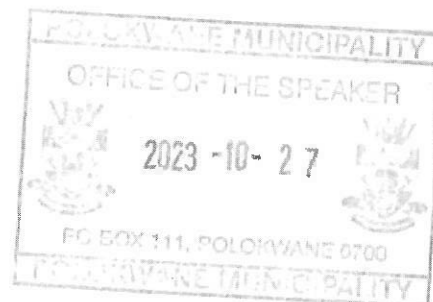
Service Business Units within this Directorate:

Traffic & Licensing  
By-law enforcement and Security  
Disaster Management  
Environmental health services

**3.1.7 Directorate Corporate Services**

Service Business Units within this Directorate:

Information Communication services  
Human Resources Development  
Human Resources Management  
Fleet Management services



Facility Management

**3.1.8 Directorate Planning & Economic Development**

Service Business Units within this Directorate:

City and Regional Planning

Property Management

Building Inspections

Economic Development and Tourism

Corporate Geo-informatics

**3.1.9 Directorate: Budget and Treasury**

Service Business Units within this Directorate:

Expenditure management

Revenue management and customer services

Treasury office support

Supply Chain Management

Assets management

Business and Financial Planning

**3.1.10 Directorate: Human Settlement**

Planning Policy and Administration

Programme Implementation and Quality Assurance.

**3.2 Physical & Postal address of the Municipality**

Civic Centre

Corner Landdros Maré & Bodenstein Streets

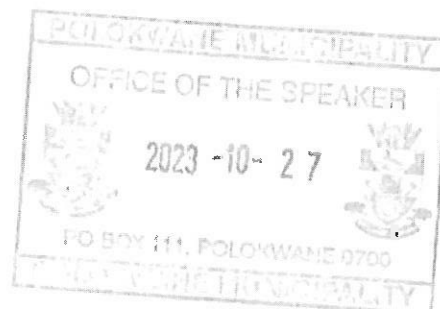
POLOKWANE

0699

P.O. BOX 111

POLOKWANE

0700



**3.3 Particulars of the Information Officer & Deputy Information Officer**

3.3.1 The designated Information Officer for Polokwane Municipality is the Municipal Manager:-

**Ms. Thuso Nemugumoni**

Telephone nr

Fax number

(015) 290 2100

(015) 290 2106

3.3.2 The designated Deputy Information Officer for Polokwane Municipality is its Director Corporate Services:-

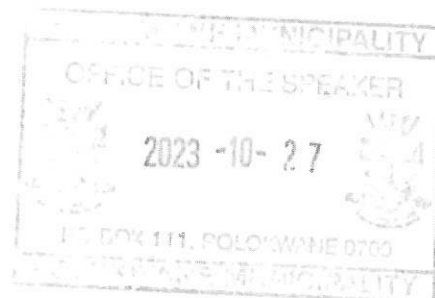
**Mrs. MM Matshivha**

Telephone nr

Fax number

(015) 290 2133

(015) 290 2196





#### 4. RECORDS HELD BY POLOKWANE MUNICIPALITY:

##### 4.1 CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE / VOLUNTARY DISCLOSURE [Section 14(1) (e)]

###### FOR INSPECTION IN TERMS OF SECTION 15(1) (a) (i):

###### General

- Section 14 manual made available in terms of the Promotion of Access to Information Act 2 of 2000
- Old photographs

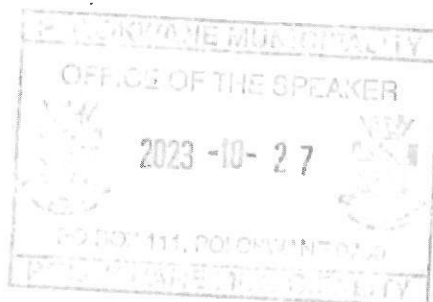
###### (i) Viewing of building plans

Approved building plans or building plans awaiting approval which includes all ancillary documentation pertaining thereto are available subject to making prior arrangements;

- (a). To affected parties in respect of new developments and
- (b). To adjoining neighbours who have a bona fide interest provided that;
- (c). A request form is completed for identification and record keeping purposes
- (d). Satisfactory proof of residence or ownership is submitted by adjoining neighbours viewing will take place under supervision
- (e). Copyright protection applies; plans may not be copied without the written consent of the copyright holder

###### FOR PURCHASING IN TERMS OF SECTION 15(1) (a) (ii):

- (i) Health brochures
- (ii) Photographs
- (iii) Policy Documents which are full colour versions including colour maps.



FOR COPYING IN TERMS OF SECTION 15 (1) (a) (ii): (normal fees for copying as per Council resolution apply in terms of rates policy)

(i) **Agendas and minutes of Council and Council Committees**

(Including agendas and minutes of all meetings of Council structures and those of its predecessors, excluding minutes and agendas that has been marked "confidential")

(ii) **Budget and business plans**

- (a) Capital budget
- (b) Estimates of income and expenditure
- (c) Reports on budget control
- (d) Business plans

(iii) **Business details**

Name, locality, address, telephone numbers, contact persons, hours of business of all Council offices and depots.

(iv) **Official details about councillors**

(including the executive mayor, the speaker and office bearers) Information regarding each councillor

(v) **Council delegations developed in terms of Section 59 of the Local Government: Municipal Systems Act, 32 of 2000**

Delegations to political office bearers, members of staff structure (Mayco, sub-councils, portfolio committees)

(vi) **Council legislation, bylaws and policies Guidelines and standards**

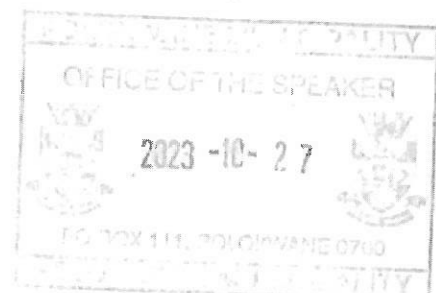
(vii) **Integrated development plan (IDP)**

(viii) **Financial records**

- (a) Account statements (only available to account owners on positive identification)
- (b) Annual statements
- (c) Arrears (only available to account owners on positive identification)

(ix) **Housing**

- (a) Land available for housing development
- (b) Available municipal housing



**(x) Land**

- (a) Details of municipal-owned land
- (b) Records of land owned by requester on positive identification

**(xi) Planning**

- (a) Business processes
- (b) Policy plans
- (c) Zoning schemes & certificates

**(xii) Registers**

(where available, excluding personal information of individuals)

- (a) Moveable assets
- (b) Contractors and service providers
- (c) Tenders awarded
- (d) New tenders
- (e) City-approved file plan

**(xiii) Reports**

- (a) City of Polokwane's annual report
- (b) Municipal entities' annual report
- (c) All reports available on the website

**Schedules**

Refuse collection schedules

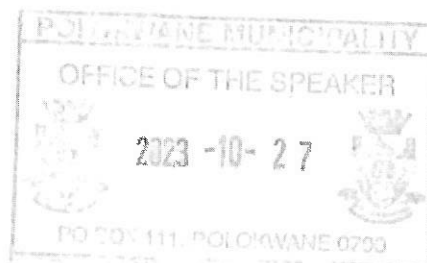
**(xiv) Statistics**

(Excluding personal information of individuals, available in the format the record was created)

- (a) Health statistics
- (b) Waste minimisation statistics
- (c) Waste statistics
- (d) Statistics on solid waste management enforcement
- (e) Other statistics

**(xv) Tariffs, fees, surcharges****Tenders**

- (a) Tender applications of requester after public opening on positive identification
- (b) Tender adjudication decisions and minutes after tender award



**Maps**

(Paper form/digital maps/static maps)

**(xvi) Staff official information**

as included in the exceptions to personal information provided for in terms of section 34 (f) of the Promotion of Access to Information Act 2 of 2000:

An individual who is or was an official of the City: Title, work address and work telephone number. The classification, salary scale or remuneration and responsibilities of the position held or services performed by the individual. (NB: Salary scale or remuneration pertains to that of a post currently occupied by the individual, not specific salary or specific remuneration currently earned by an official)

**AVAILABLE FREE OF CHARGE IN TERMS OF SECTION 15.(1)(a)(iii):****(a) Information brochures/publications**

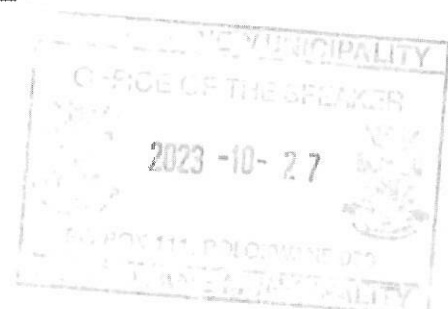
(All publications by and on behalf of the municipality that have been made public or presented to Council and in terms of which no copyright is held by persons or bodies not connected to the City. Printed copies may not always be available)

- (1) Access to Information brochures (Act 2 of 2000)
- (2) Municipality's online newsletter

**(b) All information made available online**

- (i) Any other record available on the website
- (ii) Online information on councillors
- (iii) Photographs
- (iv) Road construction
- (v) Transport, Roads and Storm water schedule maps – online only
- (vi) Transport, Roads and Storm water projects
- (vi) Information on the City Political Structures

4.2 **CATEGORIES OF RECORDS OF WHICH THE AVAILABILITY ARE SUBJECT TO AN ACCESS REQUEST MADE IN TERMS OF THE ACT AND FURTHER SUBJECT THERETO THAT SUCH INFORMATION IS NOT BEING EXCLUDED FROM DISCLOSURE IN TERMS OF THE ACT**



**(i) Infrastructure**

- (1) Electricity distribution layouts.
- (2) Road maps and plans for future road development.
- (3) Geographical Information Systems.
- (4) Landfill sites - future and existing sites.

**(ii) Financial Information**

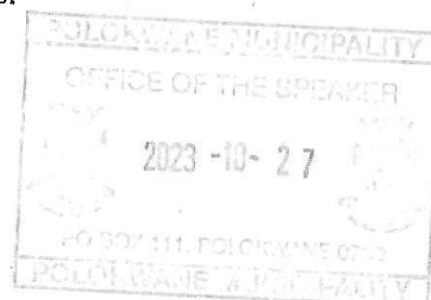
- (1) Ticket pricing and income.
- (2) Subsidy income.
- (3) Estimates
- (4) VAT Records
- (5) Invoices and supporting documentation.
- (6) Bank statements and records of investments held.
- (7) Pension Funds: Annual Reports & Financial Statements.
- (8) Details of turnover and salaries paid.
- (9) Debtor's statements and financial history.
- (10) Council's bank Reconciliations.
- (11) Details of payments made to creditors.
- (12) Rentals levied and arrears situation.
- (13) Details of income from fines.
- (14) Tariffs and income details of municipal facilities.

**(iii) Human Resources Records**

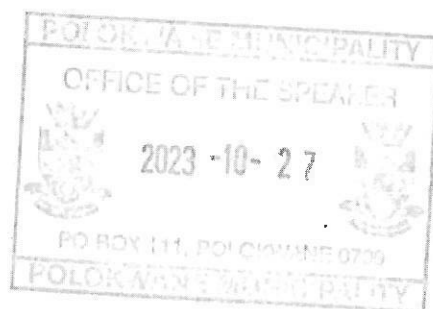
- (1) UIF Records
- (2) Staff vacancy circulars and advertisements.
- (3) Human resource policies and procedures
- (4) Salary and remuneration package details.
- (5) Leave records.
- (6) Councillors' Allowances details
- (7) Medical Records of Patients i.e. employees.
- (8) Health: Training, Promotion & Education.

**(iv) Operational Statistics and Records**

- (1) Statistical information.



- (2) Town planning Statistical Information.
- (3) Electricity disconnection/reconnection statistics.
- (4) Traffic signal information.
- (5) Strategic plans and statistical information relating to:
  - (a) Roads
  - (b) Storm water Engineering.
  - (c) Master Drainage Plans
  - (d) Catchment Management Plans
  - (e) Development Set Back Lines
  - (f) Control Lines
  - (g) Storm water Complaints Database
  - (h) Traffic and Transportation.
  - (i) Architectural Services.
    - a. Registration and Inspection results.
    - b. Contingency and Strategic Emergency Plans.
    - c. Monthly Statistics.
- (6) Operational Emergency Procedures.
- (7) Legal opinions and litigation files.
- (8) Environmental Matters & Nuisances.
- (9) Clinics: Statistical Information.
  - a. Housing: backlog situation and future plans.
- (10) Details of evictions.
- (11) Libraries Archival collection.
- (12) Market Turnover
- (13) Market Prices
- (14) Market Stock levels
- (15) Market Sales information.
- (16) Fines processing details i.e. fines, summons, court rolls etc.
- (17) Motor vehicle testing and license records.
- (18) Contraventions and Prosecutions.
- (19) Accident records.
- (20) Arrest reports.
- (21) Analysis of swimming pools usage.
- (22) Water consumption records.



- (23) Water services disconnection and reconnection details.
- (24) Electricity supply agreements.
- (25) Trade effluent information.

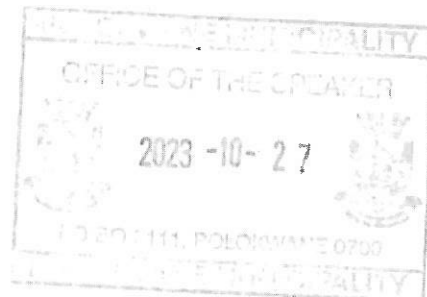
**(v) Municipal Services and Customer Records\***

- (i) Customers' application, registration and consumption details.
- (ii) Libraries Membership details.

**\*NOTE THAT THIS INFORMATION RELATING TO CUSTOMER'S PERSONAL INFORMATION IS SUBJECT TO EXCLUSION FROM DISCLOSURE UNDER THE ACT WHERE SUCH INFORMATION IS REQUESTED BY A THIRD PARTY WITHOUT SHOWING SATISFACTORY CAUSE AS TO WHY THE INFORMATION OF A THIRD PARTY SHOULD BE DISCLOSED TO THE REQUESTER.**

**(vii) Property matters**

- (a) Building Plans - where requester not an affected party or adjacent neighbour – Refer Section 4.1.
- (b) Town Planning applications and consents.
- (c) Town Planning enforcement records.
- (d) Geographical Information.
- (e) Information on Council owned land with particular reference to measures taken to prevent the illegal invasion and settlement on that land.
- (f) Valuation Rolls
- (g) Lease agreements for properties rented by the Municipality.
- (h) Lease agreements for properties rented to the Municipality.
- (i) Title deeds of municipal properties.
- (j) Applications to lease or purchase property.
- (k) Acquisitions of property for municipal usage including expropriations.
- (l) Allocations of social sites to religious/institutional organisations.
- (m) Information on sale of commercial/non commercial property within the municipal area.
- (n) Property holdings of the municipality



**(vii) General Statistics, Surveys and Audits**

- (1) Environmental Impact Assessments.
- (2) Demographic data.
- (3) Social Information.
- (4) Economic information of the region
- (5) Accident records.
- (6) Accident Statistics and reports.
- (7) Flood lines and Rainfall and Stream-flow Statistics.
- (8) Major Hazard Installation Risk Assessments.
- (9) Diseases.
- (10) Details of current housing owners/tenants.
- (11) Occupational Health & Safety Audit of Municipal Buildings.
- (12) Fire Risk surveys of Municipal Buildings.
- (13) Occupational Hygiene reports on municipal properties.
- (14) Records of investigations conducted and their outcomes.
- (15) Water quality of swimming pools, fountains etc.
- (16) Audit reports i.e. forensic, computer and risk audit.

**(viii) Procurement Records**

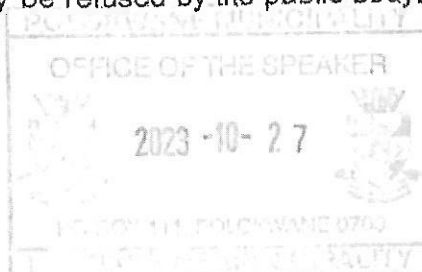
- (i) Details of quotations obtained.
- (ii) Copies of bids/tenders advertised and awarded.
- (iii) Database of suppliers/service providers.
- (iv) Details of bids/tenders/contracts awarded.
- (v) Standards of performance of security bidding companies.

**4.3 INFORMATION EXCLUDED FROM DISCLOSURE IN TERMS OF THE ACT**

The Promotion of Access to Information Act 2/2000 is not unlimited insofar as the making available of information by organs of state are concerned.

**Grounds for Refusal to a request for access to information from a public body**

The information contained in this section is a summary of the grounds upon which a public body is entitled to raise, as a ground for the refusal of access to its records. The information is intended to provide a person with clarity as to the reasons why a request may be refused by the public body. The list is a summary





of the grounds contained in Part 2, Chapter 4 of PAIA, and is by no means exhaustive or complete.

In broad terms, the Act stipulates that a requester may not be given access to information in *inter alia* the following instances:-

**4.3.1 Third party information or records.** Disclosure of this information is subject thereto that access to these records has to be approved by such a third party whose information is requested by a person other than the party to whom the information belongs or relates, especially where the information was given on a confidentiality or privacy basis. This includes information pertaining to a deceased individual or third party.

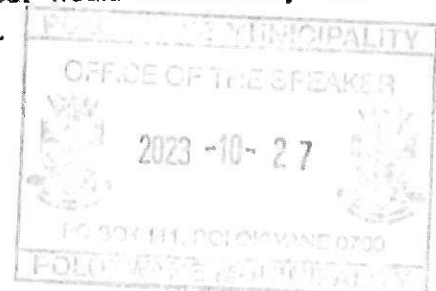
However, a record may not be refused if it consists of information:

- (a) About a third party who has consented in writing to the disclosure of the information;
- (b) Given to the public body by the individual to whom it relates, and that individual is informed by the public body, before it is disclosed, and the information belongs to a class of information that might already be publicly available;
- (c) That is already publicly available;
- (d) Relating to an individual's physical or mental health, or well – being, who is under the care of the requester, and who is under the age of 18 years or is incapable of understanding the nature of the request, and further the disclosure would be in the individual's best interests;
- (e) About an individual who is deceased and the requester is the individual's next of kin, or is making the request with the written consent of the individual's next of kin;
- (f) About an individual who is or was an official of a public body, and the information relates to the position or functions of the individual.

**4.3.2 If the record is requested for the purpose of criminal or civil proceedings.**

The information officer of a public body must refuse a request for access to a record of a public body if the record is privileged from production in legal proceedings, unless such privilege has been waived.

**4.3.3** The information officer of a public body may refuse a request for access to a record of that public body, if **the request is manifestly frivolous or vexatious**; or if the work involved in processing the request would substantially and unreasonably divert the resources of the public body.



### **Mandatory disclosure in the public interest**

Despite the above listed grounds of refusal, the information officer of a public body must grant a request for access to a record of a public body if, the disclosure thereof would reveal evidence of:

- A substantial contravention of, or failure to comply with, the law; or an imminent and serious public safety or environmental risk; and the public interest in the disclosure of the record, outweighs the harm contemplated under the grounds for refusal.

## **5. REQUEST PROCEDURE & FEES PAYABLE**

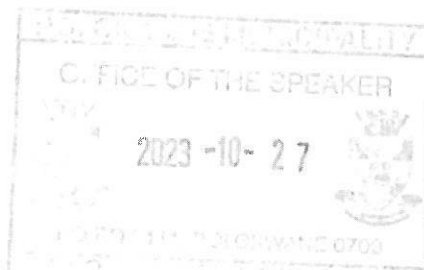
### **5.1 Access Given**

When a record / information are requested in terms of the Act, the requester must be given access thereto if the requester complies with the following:

- (a) All the procedural requirements in the Act relating to the request for access to a record have been met satisfactorily;(refer to paragraph 5.4 a.)
- (b) Access to the record is not refused on any ground of refusal mentioned in the Act.

### **5.2 Form of Request**

- a. The request must be made in writing on the prescribed form, attached as **Annexure A**, and has to be forwarded to *The Information Officer / Deputy Information Officer*.
- b. The application must clearly state what information is required and whether the request is for a copy of a record or whether the requester would like to view the record at the office of the Municipality.
- c. The application form must be accompanied by the prescribed fee applicable at that time as per the official Municipal Fee Structure contained in **Annexure C** hereto.
- d. If a person asks for access in a particular form, the requester will be given access- accordingly, unless doing so will interfere unreasonably with the running of the office, will damage the record, or infringe a copyright not owned by the municipality.



- e. If the requester wishes to be informed of the decision regarding the request in any other manner, e.g. by telephone / fax / e-mail, in addition to a written reply, it must be indicated as such on the application/request form.
- f. In cases where the requester seeks information on behalf of somebody else, the capacity in which the request is being made has to be indicated, and the necessary written consent to such an agent requesting on behalf of somebody else has to be attached to the request/application form.
- g. When a requester is unable to read or write or has a disability, the request can be made orally. In which instance, the Information Officer / Deputy Information Officer must complete the form on behalf of the requester.

### 5.3 Fees Payable

In terms of the Act, two types of fees are required to be paid, namely the request fee and the access fee.

A requester who seeks access to a record of another person other than himself/herself must pay the relevant request fee and where the request for access to information is granted by the Information Officer/Deputy Information Officer, a further access fee must be paid.

The Information Officer / Corporate Deputy Information Officer will notify the requester to pay the prescribed fee before further processing the request. The requester may lodge an internal appeal or an application to the court against payment of the request fee.

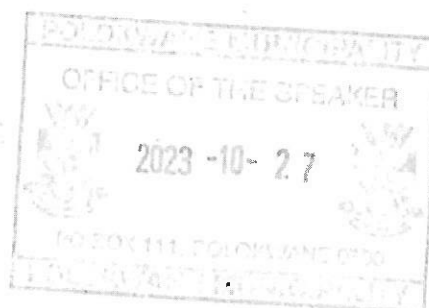
Schedule of Fees set out in Annexure C to this Document.

### 5.4 Decision and Notice

After the Information Officer / Deputy Information Officer has made a decision on the request, the requester will be notified thereof within 30 (thirty) days after the request has been received, unless the period to deal with the request has been extended.

If the request is granted, a further access fee must be paid for the search, preparation and reproduction of the record where applicable. The requester will be given the required information, within a reasonable time after receipt of the prescribed access fee.

### 5.5 Transfer of Requests



If a request for access is made for information which is not in the possession of the Municipality, or if the information is more closely connected to another public body, the request will be transferred within 14 (fourteen) days after the request has been received, to the other body/institution/organisation who can provide the information.

5.6 **Records not found / does not exist**

In cases where records cannot be found or do not exist and all reasonable steps have been taken to find the requested record, the Information Officer/Deputy Information Officers will by means of an affidavit/affirmation inform the requester accordingly, giving full reasons for the unavailability of the record.

5.7 **Deferral of Access**

Requests may be deferred until information becomes available. The requester will be notified accordingly and requested to make representations within 30 (thirty) days as to why the information is required prior to it becoming public.

5.8 **Refusal of Access to Records**

The Information Officer / Deputy Information Officers may refuse access to records under the circumstances as provided for in Part 2, chapter 4, of the Act. Refer to Paragraph 4.3 of this Policy.

6. **REMEDIES AVAILABLE TO THE REQUESTER OF INFORMATION**

6.1 **INTERNAL APPEAL**

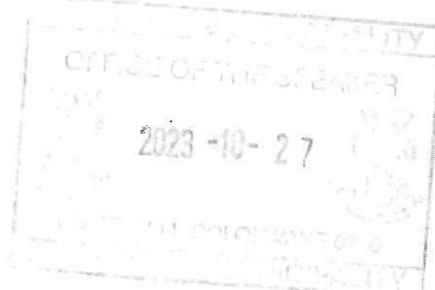
6.1.1 Any person who has requested information and has been denied access to such information has the right to an internal appeal against any decision to refuse access to information.

6.1.2 The institutional framework for the procedure to be used is contained within **Sections 74 – 77 of the Act.**

6.1.3 Annexure B to this Policy deals with the format in which the Notice for Internal Appeal will be lodged.

6.2 **EXTERNAL APPEAL**

6.2.1 In addition to internal appeal, a requester of information has the right to apply to a High Court and/or Magistrate's Court (**Promotion of Access to Information Amendment Act, Act 54 of 2002, Section 1**) for an order that the record requested be disclosed.



6.2.2 Internal remedies in terms of Section 78 of the Act first have to be exhausted.

6.2.3 For the link between the internal appeal and external appeal refer to Section 74-78 of the Act.

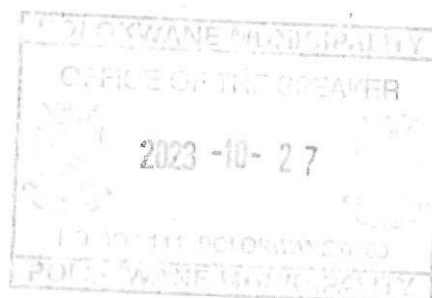
7. **FORMS APPLICABLE WHEN REQUESTING INFORMATION**

6.1 Request for access to record of public body Form A

– Annexure A

6.2 Notice of internal appeal Form B – Annexure B

6.3 Fees in respect of public bodies – Annexure C



ANNEXURE A

**Form A**  
**Request for access to record of public body**  
 (Section 18 (1) of the Promotion of Access to Information Act, 2000 (Act 2 of 2000))  
 [Regulation 6]

<b>FOR DEPARTMENTAL USE</b>	
Request received by _____	Reference number: _____
(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 fees: R .....	
SIGNATURE OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER	

**A Particulars of public body**

The Information Officer/Deputy Information Officer:

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**B Particulars of person requesting access to the record**

- (a) The particulars of the person who requests access to the record must be given below.
- (b) The address and/or fax number in the Republic to which the information is to be sent, must be provided.
- (c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname:

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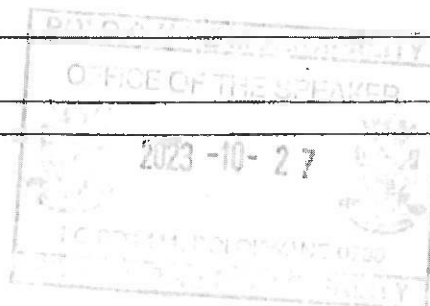
Identify number:

Postal address:

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\_\_\_\_\_

\_\_\_\_\_ Fax number: \_\_\_\_\_

Telephone 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.*

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 additional folios.*

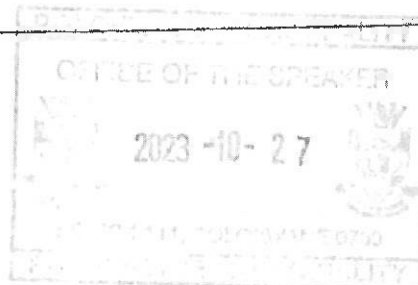
1 Description of record or relevant part of the record:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

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 required request fee amount.  
 (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 below, state your disability and indicate in which form the record is required.

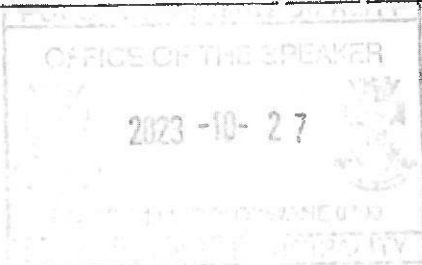
Disability:	Form in which record is required:
_____	_____
_____	_____
_____	_____

mark the appropriate box with an X.

**NOTES:**

- (a) Compliance with your request for access in the specified form may depend 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.

<b>1 If the record is in written or printed form:</b>		
<input type="checkbox"/> copy of record*	<input type="checkbox"/> inspection of record	
<b>2 If record consists of virtual images-</b> (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):		
<input type="checkbox"/> view the images	<input type="checkbox"/> copy the images*	<input type="checkbox"/> transcription of the images*
<b>3 If record consists of recorded words or information which can be reproduced in sound:</b>		
<input type="checkbox"/> listen to the soundtrack (audio cassette)	<input type="checkbox"/> transcription of soundtrack* (written or printed document)	
<b>4 If record is held on computer or in an electronic or machine-readable form:</b>		
<input type="checkbox"/> printed copy of record*	<input type="checkbox"/> printed copy of information derived from the record*	<input type="checkbox"/> copy in computer readable form* (stiffy or compact disc)





* If you request a copy of transcription of a record (above), do you wish the copy or transcription to be posted to you? <b>Postage Is payable</b>	YES	NO
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*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 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?

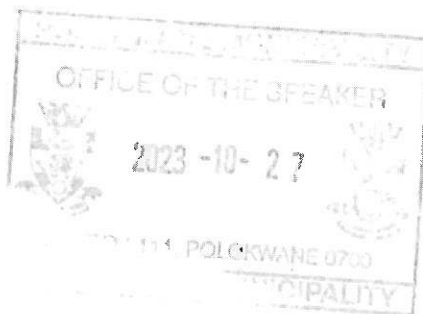
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Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

SIGNATURE OF REQUESTER / PERSON ON WHOSE BEHALF REQUEST IS MADE



**Form B**

**Notice of internal appeal**

(Section 75 of the Promotion of Access to Information Act, 2000 (Act 2 of 2000))

[Regulation 8]

STATE YOUR REFERENCE NUMBER:

**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 given 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 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 is lodged:

\_\_\_\_\_

**C Particulars of requester**

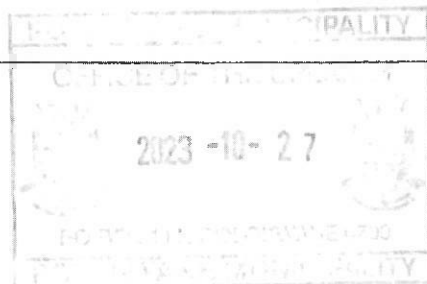
*This section must be completed ONLY if a third party other than the requester lodges the internal appeal.*

Full names and surname:

\_\_\_\_\_

Identity number:

\_\_\_\_\_



**D The decision against which the internal appeal is lodged**

<i>Mark the decision against which the internal appeal is lodged with an X in the appropriate box:</i>	
<input type="checkbox"/>	Refusal of request for access
<input type="checkbox"/>	Decision regarding fees prescribed in terms of section 22 of the Act
<input type="checkbox"/>	Decision regarding the extension of the period within which the request must be dealt with in terms of section 26 (1) of the Act
<input type="checkbox"/>	Decision in terms of section 29 (3) of the Act to refuse access in the form requested by the requester
<input type="checkbox"/>	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 on which the internal appeal is based:

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

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**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 in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.*

State the manner:

Particulars of manner:

---

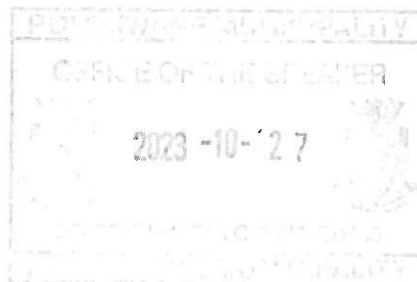


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Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20

\_\_\_\_\_

SIGNATURE OF APPELLANT



**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's/deputy information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer/deputy 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 \_\_\_\_\_ RELEVANT AUTHORITY \_\_\_\_\_  
RECEIVED BY THE INFORMATION OFFICER/DEPUTY INFORMATION OFFICER  
FROM THE RELEVANT AUTHORITY ON (date): \_\_\_\_\_

POLICE MUNICIPALITY  
OFFICE OF THE INFORMATION OFFICER  
2023-10-27  
POLOKWANE

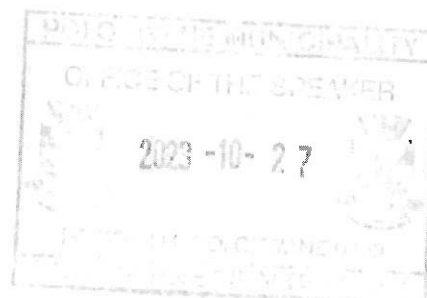
## ANNEXURE C

**Part I**  
**Fees in respect of guide**

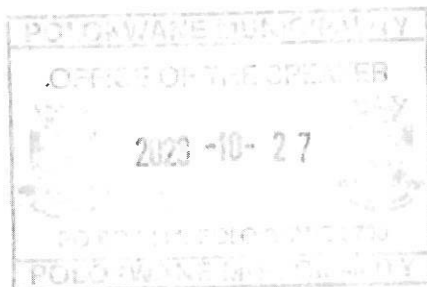
- 1 The fee for a copy of the guide as contemplated in regulations 2 (3) (b) and 3 (4) (c) is R0,60 for every photocopy of an A4-size page or part thereof.

**Part II**  
**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     |
|--|-------|
| (1) (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) Flash drive (device supplied by requester)   | 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 |



- (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.
- (2) 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.
- (3) The actual postage is payable when a copy of a record has to be posted to a requester.



## **8. PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013 AND REGULATIONS( POPIA)**

### **Purpose**

1. To give effect to the constitutional right to privacy which includes the right to protection of personal information processed by public bodies while balancing this right with other rights stipulated in the Constitution of South Africa.
2. To promote the protection of personal information including the free flow of information within the Country and across international borders.
3. To regulate the manner in which personal information may be processed or collected.

### **Process of Collecting Personal Information**

THE MUNICIPALITY collects Personal Information directly from Data Subjects, unless an exception is applicable (such as, for example, where the Data Subject has made the Personal Information public or the Personal Information is contained in or derived from a public record.

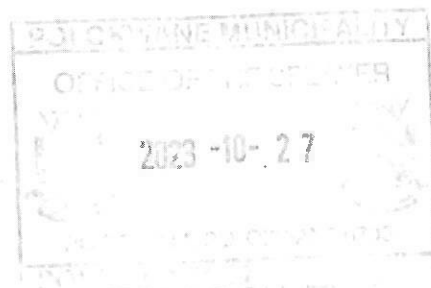
THE MUNICIPALITY will always collect Personal Information in a fair, lawful and reasonable manner to ensure that it protects the Data Subject's privacy and will Process the Personal Information based on legitimate grounds in a manner that does not adversely affect the Data Subject in question.

THE MUNICIPALITY often collects Personal Information directly from the Data Subject and/or in some cases, from Third Parties. Where THE MUNICIPALITY obtains Personal Information from Third Parties, THE MUNICIPALITY will ensure.

It obtains the consent of the Data Subject to do so or will only Process the Personal Information without the Data Subject's consent where THE MUNICIPALITY is permitted to do so.

The other category of personal information processed in the MUNICIPALITY is of suppliers of services and goods. The information is processed for management of contracts and procurement purposes.

Other example of Third Parties include: (i) recruitment agencies; (ii) other companies providing services to THE MUNICIPALITY; and (iii) where THE MUNICIPALITY makes use of publicly available sources of information.



**Description of the categories of Data Subjects and of the information or categories of information relating thereto**

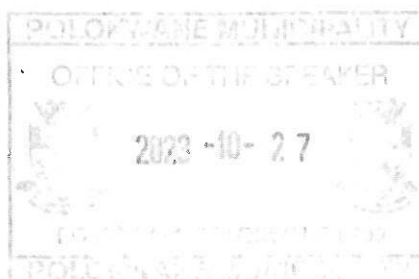
<b>Categories of Data Subjects</b>	<b>Personal information that may be processed</b>
Employees	Gender , marital status , age, language, educational information(qualifications), financial information, employment history, ID number, physical and postal address, contact details , email address , family members , race, medical, nationality, disability, biometric information of the person.
Client or Visitors to the Municipality	Names and surname, contact details, fax numbers, email address, residential and postal or business address.
Service Providers	Names of contact persons, Name of legal entity, physical and postal address, contact details, fax number, email address, registration number.

**The recipients or categories of recipients to whom the personal information may be supplied.**

<b>Category of personal information</b>	<b>Recipients or Categories of recipients</b>
Identity number and names for criminal checks	South African Police Services
Qualifications for qualification verifications	South African Qualifications Authority
Tax: Pay –as-You-Earn	South African Revenue Services

**Availability of the Manual**

- a. This manual should be made available in three official languages.
  - i) English and other two languages
- b. A copy of this updated Manual should be available on Municipal website.
  - i) Polokwane Municipality website [www.polokwane.gov.za](http://www.polokwane.gov.za)
  - ii) To the Information Officer or Deputy Information Officer upon request
  - iii) At Polokwane Municipality offices upon request during working hours.





## 9. CONCLUSION

With this Manual Polokwane Municipality gives effect to the constitutional rights of access to information and Protection of Personal Information and it confirms commitment towards an open and transparent democracy to the Community.

