



# CITY OF TSHWANE METROPOLITAN MUNICIPALITY

## MANUAL PREPARED IN TERMS OF SECTION 14 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000 (ACT 2 OF 2000)

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## 1 DEFINITIONS

Unless the context requires otherwise, the terms listed below will have the meanings ascribed to them in the list.

**“Access fee”** means a fee prescribed for the purposes of searches for, and preparation and reproduction of, a record for disclosure, and for time reasonably required in excess of the hours prescribed to search for and prepare the record for disclosure.

**“Court”** means –

- (a) the Constitutional Court acting in terms of Section 167(6)(a) of the Constitution of the Republic of South Africa, 1996; or
- (b) (i) a High Court or another court of similar status; or
- (c) (ii) a Magistrates’ Court, either generally or in respect of a specified class of decisions in terms of the Promotion of Access to Information Act, designated by the Minister, by notice in the gazette and presided over by a magistrate or an additional magistrate designated in terms of Section 91A, within whose area of jurisdiction –
  - the decision of the information officer or relevant authority of a public body or the head of a private body has been taken;
  - the public body or private body concerned has its principal place of administration or business; or
  - the requester or third party concerned is domiciled or ordinarily resident.

**“City of Tshwane”** means the City of Tshwane Metropolitan Municipality.

**“Guide”** means the book produced by the Human Rights Commission in terms of Section 10 of the Promotion of Access to Information Act, 2000 (Act 2 of 2000), for the purposes of reasonably assisting a person who wishes to exercise any right in terms of the act.

**“Human Rights Commission”** means the South African Human Rights Commission.

**“Information Officer”** in relation to the City of Tshwane means the City Manager.

**“Official”** in relation to a public body or private body means –

- (a) any person in the employ (permanently or temporarily, and full time or part time) of the public or private body, as the case may be, including the head of the body, in his capacity as such; or
- (b) a member of the public or private body, in his capacity as such.

**“PAIA”** means the Promotion of Access to Information Act, 2000 (Act 2 of 2000).

**“Person”** means a natural or a juristic person.

**“Personal requester”** means a requester seeking access to a record containing personal information about the requester.

**“Private body”** means –

- (a) a natural person who carries or has carried on any trade, business or profession, but only in such capacity;
- (b) a partnership which carries or has carried on any trade, business or profession; or
- (c) any former or existing juristic person, but excludes a public body.

**“Public body”** means –

- (a) any department of state or administration in the national or provincial sphere of government or any municipality in the local sphere; or
- (b) any other functionary or institution when –
  - (i) exercising a power or performing a duty in terms of the Constitution or a provincial constitution; or
  - (ii) exercising a public power or performing a public function in terms of any other legislation.

**“Record”** means any recorded information –

- (a) regardless of the form or medium;
- (b) in the possession or under the control of that public or private body; and
- (c) whether or not it was created by that public or private body.

**“Regulations in terms of the promotion of access to information”** means regulations regarding the promotion of access to information published in Government Notice R. 187 of 15 February 2002 (Government Gazette 23119), amended by Government Notice R. 1244 of 22 September 2003 (Government Gazette 25411).

**“Relevant authority”** in relation to records requested from the City of Tshwane means the Executive Mayor of Tshwane.

**“Request for access”** means a request for access to a record in terms of Section 11 of PAIA.

**“Requester”** means –

- (a) any person (other than a public body contemplated in Paragraph (a) or (b)(i) of the definition of “public body”, or an official thereof) making a request for access to a record of that public body; or
- (b) a person acting on behalf of the person referred to in Subparagraph (a).

**“Third party”** means any person (including, but not limited to, the government of a foreign state, an international organisation or an organ of that government or organisation) other than –

- (i) the requester concerned; and
- (ii) a public body.

**“Working days”** means any days other than Saturdays, Sundays or public holidays, as defined in Section 1 of the Public Holidays Act, 1994 (Act 36 of 1994).

In this manual, words importing any one gender include the other gender, and the singular includes the plural, unless the context indicates otherwise.

## **1 INTRODUCTION**

The Promotion of Access to Information Act, 2000 (Act 2 of 2000), (hereafter “PAIA”) prescribes that a public body must provide details of records held by it so that any request for information may be accommodated.

In compliance with the act, the City of Tshwane Metropolitan Municipality (hereafter “the City”) hereby presents its manual containing its core functions, a list of all records kept by the City and the organisational structure of the City.

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

### **2.1 FUNCTIONS AND STRUCTURE OF THE CITY (SECTION 14(1)(A))**

Section 32(1)(a) of the Constitution of the Republic of South Africa Act, 1996 (hereafter “the Constitution”) provides that everyone has the right of access to “any information held by the state”. Section 32(2) of the Constitution creates an obligation on the state to enact national legislation to give effect to this right.

In compliance with Section 32(2) of the Constitution, PAIA was enacted to give effect to the constitutional right of access.

Section 14 of PAIA places a duty on each government entity to prepare a manual to inform the public about the records held by it and to guide them on how to access those records.

#### **Mandate of the City**

The mandate and core business of the City is underpinned by the Constitution, the Municipal Finance Management Act, the Public Service Act (as amended) and all other legislation applicable to the government, including the Batho Pele White Paper and so forth. Our specific mandate is derived from, inter alia, the following:

- The Constitution of the Republic of South Africa, 1996  
Section 152 of the Constitution provides for the following objects of local government:
  - (a) To provide democratic and accountable government for local communities;
  - (b) To ensure the provision of services to communities in a sustainable manner;
  - (c) To promote social and economic development;
  - (d) To promote a safe and healthy environment; and

(e) To encourage the involvement of communities and community organisations in the matters of local government.

- Parliamentary directives and policy decisions
- Public Service Act (as amended) and its regulations
- Municipal Finance Management Act and its regulations
- Various legislation governing public institutions

**Vision:** A prosperous capital city through fairness, freedom and opportunity.

## **2.2 SECTION 10 GUIDE FOR PAIA MANUALS**

The South African Human Rights Commission has published the above guide as prescribed by Section 10 of the Promotion of Access to Information Act. The guide is available at the following address:

PAIA Unit (Promotion of Access to Information)  
South African Human Rights Commission  
Research and Documentation Department  
Private Bag X2700  
HOUGHTON  
2014

Telephone +27 11 877 3600  
Fax +27 11 403 0684  
Website [www.sahrc.org.za](http://www.sahrc.org.za)  
Email [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

## **2.3 CONTACT DETAILS OF THE INFORMATION OFFICER AND DEPUTY INFORMATION OFFICER OF THE CITY OF TSHWANE METROPOLITAN MUNICIPALITY**

### INFORMATION OFFICER

City Manager: Dr Moeketsi Mosola  
Postal address: PO Box 6338  
PRETORIA  
0001

Telephone: +27 12 358 4901/4904  
Email: [citymanager@tshwane.gov.za](mailto:citymanager@tshwane.gov.za)  
Fax: 086 214 9544

## **Description of function**

Efficient and quality service delivery through leadership and commitment to the City of Tshwane's policies and plans are essential for excellence in local government. Therefore the Office of the City Manager focuses on ensuring that the City of Tshwane's employees are imbued with a team spirit and a culture of high performance so as to promote the pursuit of the City's vision for the institution and Tshwane.

### DEPUTY INFORMATION OFFICER

Acting Divisional Head: Governance and Administration: Dr Daphney Mokhele

Office of the City Manager

Postal address: PO Box 6338  
PRETORIA  
0001

Telephone: 012 358 2334

Email: [daphneymokhele@tshwane.gov.za](mailto:daphneymokhele@tshwane.gov.za)

Fax: 086 488 3234

## **2.4 DEPARTMENTS OF THE CITY OF TSHWANE AND THEIR FUNCTIONS**

### POLITICAL GOVERNANCE

1. Office of the Executive Mayor
2. Office of the Speaker
3. Office of the Chief Whip

### ADMINISTRATION GOVERNANCE

#### DEPARTMENTS

4. **Office of the City Manager:** Consists of the following specialist offices: Group Audit and Risk, Office of the Executive Mayor, Group Communication and Marketing, and City Strategy and Organisational Performance; and Strategy and Management Support.

5. **Governance and Support Service:** Led by the Governance and Support Officer; overseeing the Office of the Speaker, Office of the Chief Whip, Group Human Capital Management, Shared Services, Group Legal and Secretariat Services, Economic Development and Spatial Planning, and Group Property.
6. **Office of the Chief Operations Officer:** Led by the Chief Operations Officer; overseeing the following service delivery departments: Customer Relations Management, Health, Utility Services, Roads and Transport, Environment and Agriculture Management, Community and Social Development Services, Housing and Human Settlement, and Regional Operations and Coordination.
7. **Group Audit and Risk:** Conducts risk management, controls, governance, forensics and investigation services, specialised audit services, combined assurance, performance management, financial reporting, compliance, operations and information technology.
8. **Group Communication and Marketing:** Provides strategic leadership and coordinates the City of Tshwane's communication and marketing systems so as to increase awareness of the City's vision, goals, strategic plans and related actions; manages the overall reputation of the City, and enhances its brand as an investment and tourism destination; partners with stakeholders to showcase the City's excellence and success stories.
9. **City Strategy and Organisational Performance:** Develops and approves the annual report; coordinates and compiles organisational performance reports for approval by Council; enhances the integrity of performance information; compiles the IDP, annual reviews and SDBIP adjustment for approval by Council; facilitates the development of strategy-aligned cluster and departmental business plans and the SDBIP; facilitates IDP outreach and stakeholder consultation; facilitates strategic partnerships with stakeholders; mobilises resources for strategic and collaborative partnerships; promotes the use of research in planning and decision-making; delivers services through partnerships with knowledge-based institutions to deliver world-class research; provides the tools, training and methodologies for institutionalising and mainstreaming knowledge management within the City; develops and promotes access to the City's institutional memory to ensure business continuity; improves the efficiency and effectiveness of the City in service delivery through the Quality Management System (QMS); implements and maintains the QMS in accordance with ISO 9001:2008 requirements within all departments; drives and stimulates innovation in the City to establish new value chains, products and/or services through targeted

- innovation programmes; embeds a culture of innovation and excellence in the City through targeted, value-adding training programmes, internal awareness campaigns, appropriate reward mechanisms and inclusive participatory approaches.
10. **Group Financial Services:** Consists of the Treasury Office, Budget Office, and Revenue Management and Supply Chain Management; manages the corporate financial affairs of the City to ensure that the best possible services are provided with the available funds; renders financial services to municipal departments, divisions and units; drafts the annual budget; maintains the financial system and generates financial statements.
  11. **Group Human Capital Management:** Supports good governance through the development and application of corporate strategies, policies and efficient management practices; drives human capital management and organisational efficiency improvement; manages the Tshwane Leadership and Management Academy; takes charge of corporate employee relations.
  12. **Shared Services:** Maintains and manages the data and information resources of the City to ensure that reliable and up-to-date information is available for strategic management and operations; manages the information system; consists of Group Information and Communication Technology, Corporate Fleet Management and Events.
  13. **Group Legal and Secretariat Services:** Consists of the Legal Counsel Division (litigation management, corporate and Council legal compliance, executive legal support, and alienation, acquisitions and development law); Municipal Courts (prosecutions to enforce by-laws, court administration and establishment of periodical courts, judicial support such as arranging meetings with internal and external stakeholders to promote court operations and independency); Contract Management (contract governance and compliance such as performance and financial monitoring and contract administration); and Specialised Legal Services (municipal entities and specialised commercial legal support).
  14. **Economic Development and Spatial Planning:** Consists of City Planning and Development, Building Environment and Enforcement, TEDA, Fresh Produce Market, Business Support Operations, Sector Support and Analysis, Visitors Bureau, Economic Intelligence, and the Integrated Project Delivery Unit (IPDU); promotes spatial efficiency and plays a strategic role in advancing the principles and objectives of sustainable development; determines the development direction

of the city; provides services relating to regional spatial planning, geomatics, building control, metropolitan planning, development control, and land use legislation and applications; provides leadership and facilitates strategic partnerships in economic development to create an enabling environment for economic competitiveness, growth, investment, trade, job creation and poverty eradication through trading and operation support, trading infrastructure and operations, and market system development).

**15. Group Property:** Consists of Investment Property, Property Asset Management and Office Accommodation.

## SERVICE DELIVERY DEPARTMENTS

**16. Community Safety:** Consists of the Tshwane Metropolitan Police Department (which renders effective, efficient and sustainable policing services through regionalised road policing, by-law enforcement and crime prevention so as to make Tshwane a city where the community can prosper in a safe and healthy environment) and the Emergency Management Services Department (which ensures, promotes, protects and sustains lives and livelihoods, resources and property according to relevant fire, rescue, emergency medical and disaster management criteria and standards through the following units: Fire Brigade Services, Emergency Medical Services, Disaster Management Centre, Emergency Services Operational Support and Administration, and Management and Office Administration Support).

**17. Customer Relations Management:** Meets the needs of customers while enhancing the image of the Municipality by interacting daily with Tshwane's communities through a customer care service at walk-in centres that are responsive, accessible (via walk-in centres or telephone, email and fax), courteous and multi-optional, and treats customers with empathy.

**18. Health:** Consists of two divisions and one unit, namely the Health Services Division, Integrated Community Development Division and Multi-sectoral Aids Management Unit:

- The **Health Services Division** (primary healthcare services) is responsible for mother and child services, communicable disease services, curative and chronic disease services, and health promotion.
- The **Integrated Community Development Division** is responsible for environmental health services, employee programme operations, integration

and impact management, multi-sectoral programme operations, mainstreaming operations, community programme management, community awareness operations, community structure operations.

- The **Multi-sectoral AIDS Management Unit** is responsible for HIV/AIDS workplace programme research, information, and multi-sectoral AIDS programmes);

19. **Utility Services:** Consists of the Water and Sanitation Division as well as the Energy and Electricity Division which are responsible for the following:

- **Water and Sanitation Division:** Water and sewer connections to households and business stands, water distribution, waste water collection, waste water treatment, repair of water leaks and leaking meters, burst water pipes, flooded drains and blocked street sewers, infrastructure provision, and maintenance of reservoirs and pump stations.
- **Energy and Electricity Division:** Electricity supply and distribution to residents and businesses in Tshwane and other areas in terms of a NERSA license of supply, street lighting, and replacement of cables.

20. **Roads and Transport:** Consists of Transport Operations, Transportation Planning, Transport Infrastructure Design, Construction and Maintenance, Tshwane Bus Services and the Integrated Rapid Public Transport Network (IRPTN); and is responsible for the construction and maintenance of municipal roads throughout Tshwane and the installation and maintenance of road signs along these roads; develops and maintains, among others, the rail, taxi and bus route network and the Wonderboom National Airport.

21. **Environment and Agriculture Management:** Consists of the Environment Division, which attends to parks and waste management, and the Agriculture Division, responsible for collecting, transporting and disposing of waste in an environmentally friendly and economical way.

Promotes ecological integrity through the protection, utilisation and enhancement of natural and open space resources by integrating environmental considerations into the sustained management and development of Tshwane; manages nature reserves, resorts, parks and cemeteries; and plants street trees.

22. **Community and Social Development Services:** Manages sport and recreation, stadium and facility development, library and information services, arts, culture

and heritage, the indigent programme and social development, strategic interest groups (youth, women and people with disabilities) and EPWP; aims to provide the best possible sport and recreation facilities and services to all people in Tshwane to enhance their quality of life; develops, conserves and maintains arts, culture and heritage in Tshwane to make it a world-renowned cultural city; and provides community library and information services that contribute to the development and education of the residents of Tshwane.

**23. Housing and Human Settlement:** Manages housing administration, housing provision and human settlement planning (informal, existing and new settlements); and provides adequate housing opportunities for all residents of Tshwane through rental housing administration, community residential units (hostel redevelopment), sales, transfers and beneficiary administration, informal settlement and land invasion management, community participation management, consumer education, demand database administration and housing provision project management.

**24. Regional Operations and Coordination:** Manages service delivery across the Municipality; optimises operations at regional level; regionalises the SDBIP and decentralises support systems such as IT, legal services and maintenance management.

## **2.5 CATEGORIES OF RECORDS HELD BY THE CITY OF TSHWANE**

### Legislation

Drafts, amendments, advertising, comments and legal opinions, and revision of legislation.

### Organisation and control

Office management or instructions, organisational development, delegation of authority, service delivery, disclosure of official information or confidentiality, internal emergency planning, use of languages, records control, internal audit, mutual aid to other bodies, visits or inspections, customer relations management, racism or sexism, enterprise resource planning, and smoking.

### Elections

Local, provincial and national government elections.

### Council and councillor matters

Composition of Council, Executive Committee, Portfolio Committees and sub-committees, representation on bodies, meetings of Council, Council committees or sub-committees, matters concerning councillors, functioning of the Junior Council, ad hoc committee meetings, site inspections, and establishment of political offices.

### Finance

Estimates, financial statements, interdepartmental recoveries or recharges, property valuations, property rates, loans, funding or subsidies received, own funds, tariffs, fees, charges, fines and deposits, credit facilities, financial assistance or sponsorship rendered, financial management of bequests, bookkeeping or banking, investments, risk finance, petty cash, value-added tax (VAT), reports and returns, settlement of accounts due by the City of Tshwane, levies, cashier float, financial sustainability, and implementation of the GAMAP project.

### Staff

Staff strength and grading, conditions of service, recruitment or appointments, appeal and freezing or unfreezing, terminations or severances, staff movements, job evaluation or appeals, staff finance, staff appraisals, labour relations, staff control, assistance, letters of thanks, acts of bravery, congratulations, condolences, messages of goodwill to staff, newsletters or notices, statistics, standby duties, staff restructuring, utilisation of offenders for community services, and rendering of chaplain services.

### Training and development

Skills development plan, mentorship, training needs assessment, productivity development scheme, capacity building, statistics, career path development, staff training, councillor training, workshops, information sessions, congresses or seminars, and job shadowing.

### Domestic supplies and services

Domestic supplies, domestic services, occupational risk management, health and safety.

### Procurement services

Tenders and contracts, quotations, and guarantees.

### Information technology

Licences, contracts, service level agreements, smart city strategies, security measures, support, application and operating systems, internet, projects or

investments, Geographic Information Systems (GIS), intranet, and liaison with companies.

#### Publicity and information

Press releases, radio or television interviews, public participation or hearings, own publications or videos, publications by outside bodies or advertising media, courtesy notices received from or dispatched to outside bodies, promotion of products by outside bodies, participation by the City of Tshwane in shows, exhibitions, displays and competitions, competitions arranged by the City of Tshwane, emblems, complaints and enquiries, gifts and souvenirs, history of the City of Tshwane, educational tours and visits, compilation of information regarding specific communities, national or international networking, awareness campaigns, and public relations or communication.

#### Festivals and social matters

Speeches, protocol and list of addresses, festivals or events, receptions and functions, concerts and performances, civic honours or awards, commemorative services or events, letters of thanks, congratulations, condolences and goodwill, mayoral patronage, memorial services, holiday season planning, proposals, and reports.

#### Reports, returns and statistics

Reports, returns, statistics and questionnaires.

#### Buildings and property transactions

Communication on release of bonds, granting or refusal of free use, investigation of sale of buildings and land, asset control or management, investigation of purchase of land, and valuation of City of Tshwane properties, buildings and land.

#### Composition and meetings of bodies

Internal and external minutes.

#### Legal matters

Legal opinions and court decisions, civil action claims, establishment or functioning of municipal courts, prosecutions, contraventions or complaints, appeal decisions in terms of Section 62 of the Municipal Systems Act, 2000 (Act 32 of 2000), and other appeals, access to information requests and decisions in terms of the Promotion of Access to Information Act, 2000 (Act 2 of 2000).

### Licences and permits

Licences, permits, certificates and concessions.

### Urban planning and building control

Termination and alteration of boundaries, surveys, project planning, town planning or zoning schemes, forward planning, township establishment, land use management or township control, identification of land, naming, town entrance improvements, conservation of built environment, building control, control of advertising, and cultural or heritage studies.

### Economic planning and development

Investment and trade facilitation, coordination and management of economic data on GIS, establishment of vehicles of development, statistics, main economic sectors, employment creation, small, medium and micro enterprises (SMMEs), training and development, community improvement districts (CIDs), urban farming, and small farming settlements.

### Traffic engineering and transportation planning

Traffic management systems, traffic impact or transportation studies, traffic accident or incident management plans, transport system management (TSM) projects, traffic data measurements, road accidents, traffic calming measures, traffic signs and road markings, traffic signals, pedestrian facilities, public transport, rail facilities, airports or civil aviation, and parking.

### Environmental management

Integrated environmental impact assessment (EIA) studies or programmes, sustainability of the environment, environmental education and awareness, environmental communication and promotion, environmental enforcement, reports and returns, comments on other development proposals, metropolitan open space studies or planning, matters affecting the environment, and individual environmental units.

### Roads

Reports, proclamations and de-proclamations, road reinstatements, street naming and numbering, management of roads, national roads, trunk roads, provincial roads, proclaimed main roads, local streets and squares, rural or farm roads, private roads, footways, sidewalks, kerbs, verges and boundary fences, access driveways, bridges, subways and level crossings, cycle paths, intersections, permanent closure of streets, lanes and level crossings, control of non-municipal underground construction

works, applications by the City of Tshwane for consent for roadworks on Telkom property or way leaves, road access, scenic routes, and servitudes.

#### Cleansing services

Statistics, special projects, refuse removal, supply of refuse bins, bags and tidy tips, street or area cleansing, river cleansing, cleaning of storm water drains, mobile toilets, stercus or night soil removals, cleaning of subways, refuse disposal, processing of compost, recycling, co-disposals, and rail.

#### Storm water drainage

Regional storm water catchment management, distribution networks and servitudes.

#### Electricity

Generation and purchase of electricity, and distribution and installation of electricity.

#### Sewerage

Bulk sewerage, provision of sewerage treatment capacity, maintenance of regional sewers, installation of distribution network, purification, servitudes and way leaves, and liaison or agreements with the City of Cape Town.

#### Water supply

Master plan, statistics or returns, water restrictions or water demand management, recycling of water, purchasing of water, water quality monitoring, state of water resources, CCTV operations, acquisition of sources, distribution and supply, main pipelines, water treatment plants, reservoirs, dams, filtration plants, water way leaves, registration of notarial water servitudes, meters, fire hydrants, underground water for irrigation purposes, and servitudes.

#### Cemeteries and crematoriums

Reports and returns, and cemeteries and crematoriums.

#### Markets and trading services

Statistics or schedules, fixing of market hours and closing on public holidays, adoption of National Code of Guidelines and Instructions, fresh produce or flower markets, flea or craft markets, and hawking or trading activities.

#### Protection services

Volunteers, open days, shooting ranges, fire services, disaster management, city policing or law enforcement, and traffic control or enforcement.

### Housing

Planning or provision, income of housing beneficiaries or prospective buyers, inspection tours of housing schemes, waiting list or allocations, liaison or role of housing associations or companies, rapid land release, repossession of homes, housing for very poor or indigent people, informal settlements, housing projects, lease housing schemes, housing for the aged, and statistics.

### Health services

Facilities, health plans, health programmes, support services, health statistics, quality assurance and environmental health.

### Library services

Acquisitions of books, interlibrary loans, planning and provision, maintenance of library buildings, usage of library buildings, security in respect of library material, provision of facilities in libraries, computerised library system, liaison, reports and returns, donations, and hours of operation.

### Sport and recreation

Liaison with sport federations or councils or boards, sport facilities, complexes and grounds, swimming pools, recreation facilities or multipurpose halls or civic centres and other halls, planning and staging of recreational events, skateboard or rollerblade facilities, and come-and-play programmes.

### Parks, gardens, public open spaces and horticultural matters

Parks, public open spaces and gardens, nurseries, horticultural matters and landscaping.

### Management of holiday resorts, caravan parks and other facilities

Holiday resorts, caravan parks, camping sites and braai areas, pavilions, tea rooms, kiosks and restaurants, and public ablution facilities.

### Museums, monuments, memorabilia and works of art

Museums, monuments, memorials, plaques and other heritage items, and art galleries or works of art or bequests offered or entrusted to the City of Tshwane.

### Community development and social welfare

Community liaison, Reconstruction and Development Programme (RDP), social development plan, strategies and services, community development projects, investigation of services in previously disadvantaged areas, and database on community organisations.

### Education

Liaison with schools, and the establishment or closure of schools or crèches and facilities.

### Communication and postal services

Postal or telecommunication services.

### Control of animals

Pounds, liaison with animal rescue organisations and management of animals.

## **2.6 RECORDS WHICH ARE AUTOMATICALLY AVAILABLE**

### **INTRODUCTION**

This chapter deals with the provisions of Section 14(1)(d) of the Promotion of Access to Information Act, which prescribes that a body must provide details of records in its possession in order to give effect to requests for access to information.

### **MANNER OF ACCESS TO AUTOMATICALLY AVAILABLE RECORDS**

Section 15 of the Promotion of Access to Information Act prescribes that the Municipality must publish the schedule (list) of records that are automatically available in the City of Tshwane in the Government Gazette. Requests for these records are not made by filling out the prescribed Form A that is utilised to request information. Requester fees are also not payable for these records. Fees are only payable when copies of the record are to be made, irrespective of whether these copies are hard copies, compact discs, stiffy discs, cassette records, etc.

If such records are already with the National Archives of South Africa, they will be made available in compliance with the following laws applicable to the perusal of such records:

- Promotion of Access to Information Act, 2000 (Act 2 of 2000)
- Protection of Information Act, 1982 (Act 84 of 1982)
- National Archives and Records of South Africa Act, 1996 (Act 43 of 1996)

The table below provides a list of records automatically available for inspection at City of Tshwane offices or its website.

## **DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE FOR INSPECTION IN TERMS OF SECTION 15(1)(a)(i)**

Agendas and minutes: Agendas and minutes of all meetings of Council, its structures and formal staff meetings and those of its predecessors, excluding minutes and agendas which have been marked as confidential.

Business details: Name, locality, address, telephone numbers, contact persons, hours of business, etc. of all City of Tshwane offices, depots, installations, facilities and amenities.

Councillors (including the Executive Mayor, Speaker, Chief Whip and office-bearers) Information regarding each councillor's –

- name, office address and office telephone number;
- ward of proportional representation, political party and election details;
- position in Council, eg member of Committee A, and if office-bearer, whether full or part time;
- Council representation on outside bodies; and
- salary and allowances.

Structures (including Council, Executive Committee, sub-councils, portfolio committees and other committees): Composition, names of members, office-bearers, seat, political membership, and time and venue of meetings.

Council legislation, by-laws and policies

Delegations: Political office-bearers, councillors, members of staff and structures (Mayoral Committee, sub-councils, portfolio committees and other committees).

Authority granted to political office-bearers, councillors and members of staff to sign legal documents, cheques, etc (excluding contracts)

Decisions by individuals: Decisions by any political office-bearers, councillors or staff members in terms of a power or duty delegated or sub-delegated.

Budget: Capital budget, estimates of income and expenditure, reports on budget control, the Service Delivery Budget Implementation Plan (SDBIP) and Spatial Development Framework (SDF).

## Integrated Development Plan (IDP)

Financial records: Annual statements and arrears (excluding personal details).

Registers where available: Movable assets, agreements, contractors, service providers and tenders awarded.

Tariffs, fees, surcharges, etc

Personal information of members of staff in terms of Section 34(2)(f) of the act relating to the following: The fact that the individual is or was an official, title, work address, work telephone number and other similar particulars of the individual, and the classification, salary scale or remuneration and responsibilities of the position held or services performed by the individual.

Statistics: Statistics kept for departmental use in the format in which it is available and statistics in the format as requested by legislation.

Personal information of personal requester: Personal information requested by a personal requester seeking access to a record containing personal information about the requester will take place on positive identification.

Publications: All publications by and on behalf of the City of Tshwane and which have been made public or presented to Council, and in which no copyright is held by persons or bodies not connected with the Municipality.

Housing: Land available for housing development, available municipal housing and other housing needs.

Tenders: Tender applications of all bidders after public opening.

Service providers: Details of providers of services to the Municipality.

Planning: Zoning and structure plans, policies and policy plans, individual zonings and conditions, register of approved consent uses, documents on town planning applications and planning files.

Organisational structure: Municipal structure and functions.

## 2.7 SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC AND HOW TO GAIN ACCESS TO THEM

Arts, culture and heritage: Heritage sites include the Union Buildings, Diamond Hill Battlefield, Voortrekker Monument, Freedom Park, Pretoria Botanical Gardens, Pretoria Zoo, Melrose House, Pretoria Art Museum, Pioneer Museum and Sammy Marks Museum.

Business licence issuing and renewal: Services relate to trading facilities, trading licences, hawker's licences and food vending licences. The licence issued to traders for one-day events allows a trader to sell during soccer matches, festivals and other special events.

Enquiries

Telephone: 012 358 4490/0699/4425

Physical address: Saambou Building, cnr Thabo Sehume and Pretorius Street, Pretoria, 0002

City and regional development: Includes city planning, planning law enforcement and support, and city development. The approval of building plans and other services have been regionalised.

Telephone enquiries: 012 358 0940

Community libraries and listings: Services relate to general information, assistance with school projects, reference facilities, study facilities, community information, a wide variety of books, CDs, CD-ROMS and videos, magazines and newspapers, internet and PC use, photocopying, story hours and holiday programmes.

Some libraries also offer skills and youth development programmes, literacy classes and ABET, Technikon SA material, fax and transparency services, tape aids for the visually impaired, educational toys, engraving, certification of documents, activity rooms, auditoriums and seminar rooms for hire, after-hour renewal service, art exhibitions, SA statutes in electronic format (Jutastat), information packages, Tshwane information collection, cutting collection and laminating.

Electricity: The Electricity Division is licensed by NERSA to distribute electricity in most parts of Tshwane and in certain adjacent areas. Most of Tshwane's electricity comes from Eskom under a licence for the area.

Where to pay: City of Tshwane cashier offices and drive-throughs  
When to pay: On the statement due date  
How to pay: Cash and card payment

#### Reconnections

Telephone: 012 358 8514  
Physical address: Credit Control counters at City of Tshwane offices  
Fax: 012 358 8574

#### Property valuations

Enquiries: 012 358 8377/8343/5081

#### Disaster Management Centre

To report incidents or disasters

Office hours: 012 358 2225/2280/2255  
After hours: 084 570 9695  
General enquiries: 012 358 9625/6463/2253  
Fax: 012 358 2003  
Special events: 012 358 2293

Physical address: Pieter Delpport Centre, 133 Beckett Street, cnr Government and Beckett Street, Arcadia, 0083

Environmental management: Services relating to parks and horticulture, nature conservation, urban forestry, nurseries and training, waste removal, alternatives to sustainable energy and climate change, noise management, air quality and internal education strategy.

Urban forestry, nurseries and training: Includes management of trees on the road reserve. (No trees may be planted on the road reserve without the relevant division's permission and supervision.)

Waste management: The collection, transport, processing, recycling or disposal, and monitoring of waste materials.

For services, contact your zone's inspector. You can also complete an application form with your municipal account number and apply at municipal offices for waste services.

General enquiries: 012 358 9999

Cemeteries: Burial space and crematorium services, including pauper's funerals and grave numbers.

Enquiries: 012 327 4825  
Telephone: 012 358 8714  
Fax: 012 358 8934

Fire brigade: Community-focused fire safety, firefighting and rescue service to prevent loss of life and property resulting from any natural or man-made occurrence.

Fire and rescue emergencies: 012 310 6300/6400  
Customer care line: 012 358 9999

Public education, training and liaison

General enquiries: 012 358 6800/1  
Postal address: PO Box 825, Pretoria, 0001  
Physical address: Cnr Tsatsi Street and Lois Avenue, Erasmuskloof

Reservist force services

General enquiries: 012 310 6200/6217  
Postal address: PO Box 825, Pretoria, 0001  
Physical address: Cnr Bosman and Minnaar Street, Pretoria

Health and medical care: One-stop service centres provide environmental health advice, client services and health information to residents of Tshwane. Building and site development plans can be submitted for environmental health scrutiny, and approval is issued when standard requirements have been complied with. Information leaflets and educational brochures are also available.

Clinics: Services rendered at City of Tshwane clinics include antenatal/postnatal care, antiretroviral treatment, chronic care, dental care, directly observed treatment support, emergency care, family planning, HIV counselling and testing, home-based care, immunisation, integrated management of childhood illnesses, outpatient acute curative care, prevention of mother-to-child transmission of HIV, psychiatric care, sexually transmitted infection care, sick baby care (minor ailments for under-sixes), referrals for termination of pregnancy, tuberculosis care, voluntary counselling and testing, weighing of under-sixes and advice to their carers.

Contact details

Tel: 012 358 4656

Fax: 012 358 8674

Email: [ehonestop@tshwane.gov.za](mailto:ehonestop@tshwane.gov.za)

After hours 012 358 2111

Physical address 1<sup>st</sup> Floor, Sammy Marks Square, cnr Sisulu and Helen Joseph Street

Housing rental: Rental administration for municipal houses, flats and/or hostels, maintenance of hostels. Hostels are being converted into family units and allocated to residents.

General enquiries: 012 358 4099/1653

Hostels (community residential units):

- Mamelodi: 012 358 5529/5530/5612
- Kingsley: 012 358 5507/5502
- Saulsville: 012 375 9341
- Soshanguve: 012 358 6483/9685
- Belle Ombre: 012 328 6134

Housing and human settlement: Waiting list and subsidies, subsidy bands and qualification criteria, Gauteng Housing Rental Tribunal and National Home Builders Regulatory Council (NHBRC).

Enquiries: 012 358 4344/4144/1166

Language services: The City of Tshwane adopted a language policy on 2 August 2007, revised on 27 November 2012, to enable the residents of Tshwane to communicate with the Municipality and access municipal services in the language they understand best. Eight languages were approved as the City's languages of communication, namely Afrikaans, English, Sepedi, Setswana, Xitsonga, Tshivenda, isiZulu and isiNdebele.

An effort is also made to use the other official languages of the Republic of South Africa, including South African Sign Language, on request.

For more information on the Language Policy, please contact:

Tel: 012 358 4762

Fax: 012 358 7453

Municipal courts: Information on traffic fines and by-laws (public amenities, street trading, parking meters, solid waste and cemeteries), resolution of the public's objections to traffic fines, assistance via the public prosecutor, checking of outstanding fines of individuals, prosecuting traffic and by-law offenders, and answering enquiries via telephone and the public counter.

#### Main courts

Central: 174 Visagie Street, Pretoria

Centurion: 100 Napier Road, Lyttelton

Wonderboom: Station Square, Daan de Wet Nel Drive

#### Satellite courts

Mamelodi: Mini Munitoria, 19762 Makhubela Street, Mamelodi West

Ga-Rankuwa: Administration Building, 9111 Setlaletoa Street, Zone 5, Ga-Rankuwa

Soshanguve: 2092 Block H, Commissioner Street, Soshanguve

Temba: Temba Main Road, Temba

Atteridgeville: 1 Hlahla Street, Atteridgeville

Prosecution Section (Director: 012 358 9775/4)

Court Administration Section (Director: 012 358 3241)

#### Contact details

Central: 012 358 7138/41

Centurion: 012 358 3325

Wonderboom: 012 358 9521

Ga-Rankuwa: 012 358 9694

Mamelodi: 012 358 9788

#### Enquiries

Centurion court: 012 358 3621

Pretoria North/Winternest court: 012 358 9786/9774

Winternest information desk: 012 358 9822/9788

Central (Rondalia Building): 012 358 7049/7077

By-law enquiries: 012 358 7436

Roads and storm water: Sustainable roads and storm water services of high quality.  
Report street-related problems to [pothole@tshwane.gov.za](mailto:pothole@tshwane.gov.za).  
Report traffic signal faults to [trafficsignalfaults@tshwane.gov.za](mailto:trafficsignalfaults@tshwane.gov.za).  
After hours: 012 358 2111 (call centre)

### Tshwane Bus Services

#### General information

- Routes to use for hospitals and shopping centres
- Tariffs
- Sales points
- Bus routes and timetables
- Bus by-law (Pretoria)

Enquiries: 012 358 0839/0840/0221/0223/0224

Complaints: 012 358 0214/0839/0840

Tshwane Update: This newsletter seeks to inform residents about developments in the City of Tshwane and in Tshwane, such as the arts, entertainment and sport.

Feedback: [media@tshwane.gov.za](mailto:media@tshwane.gov.za)

Water and sanitation: Bulk water supply, sanitation services, and infrastructure planning and development in Tshwane.

#### Services:

- Bulk water supply: Reservoirs, bulk pipelines, bulk water supply from Rand Water/Magalies, City of Tshwane water resources, water treatment plants and blue drop status.
- Waste water treatment: Maintenance of waste water treatment plants, raw/sewage water treatment, and maintaining the green drop status.
- Scientific services and pollution control: Daily sampling of water and sewage.

Telephone: 012 358 7737/8022

Disconnection of water: 012 358 8514

## **2.8 PROCEDURE TO REQUEST ACCESS TO INFORMATION**

### Telephonic requests

Informal (telephonic) requests are not forbidden by the act. Any such requests made to the Information Officer/Deputy Information Officer at the telephone number given in this manual will be attended to unless the Information Officer/Deputy Information Officer indicates that the provision of the act must be carried out. In this case, Form A must be completed.

### Voluntary access

Information that is automatically available will be made available either at the offices of the City of Tshwane or in the manner or form requested, should this be reasonable and possible. The manner of access will include perusal and copying of material, if needed, and at the prescribed fee for copies. Visual and audiovisual material will be made accessible with transcription, dubbing and/or copying facilities if required.

Section 14(1)(d) requests the following:

- A requester must complete the form similar to the one printed in the Government Gazette (Notice R187 – 15 February 2002 – Form A).
- The requester must indicate the form or manner of access sought as prescribed by Section 29.
- The City of Tshwane will endeavour to give access in the form requested unless this would compromise its smooth running.
- The City of Tshwane will give due consideration to the preservation of material and infringement of copyright, and a fee as prescribed will be paid before a request is processed and before access is given.
- A requester representing another person must give details of the capacity in which they act.
- A requester who cannot read or write may present the request orally and the Information Officer/Deputy Information Officer is obliged to assist such a requester.

## **2.9 PAYMENT OF THE FEES IN TERMS OF THE ACT**

### **Personal requester**

Anyone who seeks information on himself is called a personal requester and is exempted from paying the requester's fee.

## **Requester**

The request fee payable to any public body is R37, 00 as prescribed by the regulations to the act. In addition, any copies or transcripts that are requested will be provided according to the fee structure as prescribed by the regulations and the Information Officer/Deputy Information Officer may charge for the time spent on processing the request.

### **2.10 PAYMENT METHODS**

All payments will be made in the form of cash payable at any municipal office or by deposit into the bank account of the City of Tshwane through an electronic fund transfer.

**IMPORTANT:** No request may be processed unless the request fee, where applicable, has been paid (see Section 22(1) of the act).

#### **WHERE AND HOW TO PAY**

##### **Bank deposits**

When paying an account making a bank deposit – over the counter or electronically – please enter “Access Fees – PAIA” and your name as reference.

Here are some easy-to-follow steps for making a bank deposit at key banks via electronic payment (internet banking).

##### **Standard Bank**

Create a beneficiary.

Choose beneficiary type “Company”.

Type in “City of Tshwane”.

Click on “Search”.

Next screen: Select “CITY OF TSHWANE METROPOLITAN MUNICIPALITY”.

Add “Access Fees – PAIA” and your name as reference.

##### **ABSA**

Create a beneficiary.

Choose beneficiary type “Municipalities”.

Click “Search”.

Click or select “Tshwane Municipal Account”.

Enter “Access Fees – PAIA”.

Enter the account holder's name: "Surname and Name".  
Enter description for customer statement.

### **Payment**

Select a beneficiary from the list.  
Insert payment date.  
Payment made by: "Client name and surname".  
Made to: "City of Tshwane".  
Fill in the amount.

### **FNB**

Log in to FNB Online Banking with your personal access details.  
Click on the "Payments" tab.  
Click on "Add Recipient" on the left of the page.  
Click on "Public Recipient".  
Type in "City of Tshwane" and then click "Go".  
Select "City of Tshwane Sap Collection" from the drop-down list and then click "Add".  
Scroll to the bottom of the page and click "Add Recipient".  
Confirm recipient by entering your one-time pin.  
Return to your "Payments" page; the new recipient will show up with all other recipients.

### **Nedbank**

On the "Add New Beneficiary" menu:  
Select "Add a bank-approved beneficiary".  
Type in "C" for the first letter of the beneficiary name.  
On the drop-down list choose: "City of Tshwane (Pretoria)".  
Note that another option, "City of Tshwane (Centurion)", is also visible, but please do not select it.

### **Paying at an approved external pay point**

You can also pay at any post office or any store with an Easy Pay counter, such as Pick 'n Pay or Shoprite/Checkers.

### **Paying at a municipal office**

You can pay access fees at cashier points at municipal offices.

## **Paying at drive-through cashiers**

Residents can pay their municipal accounts and renew their vehicle licences at the drive-through cashiers in Francis Baard Street (Francis Baard and Nana Sita Street fork, diagonally across the Shell garage).

## **List of pay points**

**You can pay the PAIA access fees at a cashier at the following municipal offices:**

<b>Pay point</b>	<b>Location</b>
Tramshed	1 <sup>st</sup> Floor, Shop 119
Mamelodi	19481 Makobela Street
Saambou	227 Thabo Sehume Street
Atteridgeville	Cnr Komane and Mngadi Street
Eersterust	282 Hans Coverdale Road West
HB Phillips	Cnr Bosman and Francis Baard Street
Akasia	16 Dale Avenue
Soshanguve F	Cnr Tlhantlhagane and Commissioner Street
Soshanguve X	Community Centre, Block X, Soshanguve
Rosslyn	Cnr Doreen and Van Niekerk Street
Centurion	Cnr Basden and Clifton Avenue
Laudium	Cnr Tangerine and Jewel Avenue
Olievenhoutbosch	Cnr Rethabile and Lebogang Street
Crocodile River	20 Van der Hoff Road
Hammanskraal	Community Centre, Hammanskraal
Winterveld	Plot 1657
Beirut	Plot 1862
Mabopane A	Plot 2033
Mabopane B	272 Block B, Mabopane
Mabopane X	1653 Block X, Mabopane
Ga-Rankuwa	9111 Setlogelo Street
Temba	4424 Unit 2, Temba
Bodibeng	Community Centre, Block BB, Soshanguve
Waste Management 1	Von Wielligh Street

C de Wet Nel	175 DF Malan Drive
Sinoville	Cnr Marija and Pafuri Street
Stanza Bopape	27401 Mamelodi Extension 5

### **After-hour service**

An after-hour service is available from 16:00 to 19:00 at the following pay points:

Tramshed, 1<sup>st</sup> Floor, Shop 119  
Centurion, cnr Basden and Clifton Avenue  
Akasia, 16 Dale Avenue

### **Open on particular Saturdays**

The cashier services are also available on the Saturday after month end and the Saturday after the 15<sup>th</sup> of every month. Consult the media or the website for possible changes to the Saturday schedule.

## **2.11 REMEDIES AVAILABLE IF THE PROVISIONS OF THE ACT ARE NOT COMPLIED WITH**

The act provides for an internal appeal procedure in terms of Section 74 and 75. The Minister is the relevant authority to review any decision taken on appeal.

An aggrieved party still has an opportunity to approach the courts if dissatisfied with the decision of the relevant authority.

## **2.12 UPDATING THE MANUAL**

The manual will be updated if necessary and published at intervals of not more than one year.

The City of Tshwane will also consider increasing the number of languages in which the manual is published until the legislative aim of publishing in all official languages is achieved.

## **2.13 AVAILABILITY OF THE MANUAL**

The manual will be available in places prescribed by the Legal Deposit Act, and at the offices of the South African Human Rights Commission as set out in Section 3 above.

### 3 PRESCRIBED FORM FOR ACCESS TO RECORDS

#### FEES PAYABLE FOR ACCESSING RECORDS OF THE CITY OF TSHWANE UNDER PAIA

Requesters are required to pay fees for accessing the records of public and private bodies. This fee covers the cost of searching for the record and copying it.

##### Fees for accessing records of public bodies:

ACTIVITY	FEE (R)
Copy per A4 page	1,00
Printing per A4 page	1,50
Copy on a CD	43,00
Transcription of visual images per A4 page	24,00
Copy of a visual image	64,00
Transcription of an audio recording per A4 page	13,00
Copy of an audio recording	18,00
Search and preparation of the record for disclosure per hour or part thereof (excluding the first hour)	15,00

For the 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
- (b) One-third of the access fee is payable as a deposit by the requester.

##### Form of request

Whenever a person (a requester) wants to request information from a public body, he must make such a request in writing. **Form A** must be completed for a request to a public body.

##### Internal Appeal

The requester must complete **Form B** to lodge an internal appeal with the relevant authority.