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CHAPTER 1: INTRODUCTION

1.1 Introduction

This manual is published in terms of section 14(2) of the Promotion of Access to Information Act, 2000 (Act 2 of 2000). The Act gives effect to the provisions of section 32 of the Constitution of the Republic of South Africa, which provides for the right of access to information held by the State and to information held by another person that is required for the exercise and/or protection of any rights.

The City of Tshwane was established on 5 December 2000 through the integration of 14 municipalities which served the greater Pretoria and surrounding areas. The new City of Tshwane was again extended through the incorporation of the former Metsweding District Municipality, including Nokeng tsa Taemane (Cullinan) and Kungwini (Bronkhorstspruit) on 18 May 2011.

The purpose of the manual is –
- to enable people to exercise their rights in terms of the Act;
- to create an understanding of the functions performed and records kept by the City of Tshwane;
- to assist in fostering a culture of transparency, accountability and to promote public participation.

The following vision and mission were adopted by the City of Tshwane:

**Vision**
Tshwane – The African Capital City of Excellence

**Mission**
To sustainably enhance the quality of life of all people in Tshwane through a developmental system of local government and by rendering efficient, effective and affordable services

1.2 Overview

The City of Tshwane has 105 wards, 210 councillors, approximately 2,5 million residents and is divided into 7 regions. The new City of Tshwane covers 6 368 km² and stretches almost 121 km from east to west and 188 km from north to south, making it the third-largest city in the world in terms of land area.

The City of Tshwane’s political leadership is headed by the Executive Mayor and the Mayoral Committee, which has ten members (MMCs) charged with executing
the mandate to uplift the socio-economic conditions of residents.

The administration of the City of Tshwane is headed by the City Manager, who is the Accounting Officer responsible for managing the financial affairs and service delivery in the Municipality. He is supported by four deputies who constitute the Top Management.
2.1 Organisational structure

Local government is functioning in an environment that is constantly changing and therefore its structures and services may also change. The Council’s vision, mission, goals and strategic priorities are continuously reviewed and the current structures are aligned with the strategic direction. The macro organisational structure is set out in the organogram below.

![Organogram](image-url)

2.2 Functions or competencies

The functions or competencies rendered by the City of Tshwane are as per schedules 4 part B and 5 part B of the Constitution of South Africa, as well as those functions or competencies which may have been assigned to the City of Tshwane in terms of section 156(4) of the Constitution. These are listed below.

- Arts, culture and heritage
- Business licences or renewals
- City and regional development
- Community libraries
- Customer relations management
• Disaster management
• Electricity
• Environmental management
• Fire brigade
• Health and medical
• Housing and human settlement
• Language services
• Metro Police
• Municipal court
• Nature conservation
• Open space management
• Outdoor advertising
• Parks and horticulture
• Property rates
• Resorts
• Roads and storm water
• Sport and recreation
• Swimming pools
• Toponomy
• Transport
• Building regulations
• Child care facilities
• Electricity and gas reticulation
• Local tourism
• Municipal airports
• Municipal planning
• Municipal health services
• Municipal public transport
• Municipal public works – only in respect of the needs of municipalities in the discharge of their responsibilities to administer functions specifically assigned to them under this Constitution or any other law
• Storm water management systems in built-up areas
• Trading regulations
• Water and sanitation services – limited to potable water supply systems and domestic wastewater and sewage disposal systems
• Beaches and amusement facilities
• Billboards and the display of advertisements in public places
• Cemeteries, funeral parlours and crematoria
• Cleansing
• Control of public nuisances
• Control of undertakings that sell liquor to the public
- Facilities for the accommodation, care and burial of animals
- Fencing and fences
- Licensing of dogs
- Licensing and control of undertakings that sell food to the public
- Local amenities
- Local sport facilities
- Markets
- Municipal abattoirs
- Municipal parks and recreation
- Municipal roads
- Noise pollution
- Pounds
- Public places
- Refuse removal, refuse dumps and solid waste disposal
- Street trading
- Street lighting
- Traffic and parking
- Libraries
- Ambulances
- Motor vehicle licencing (This function is being perform by the City of Tshwane on behalf of the Gauteng Province in terms of an agency agreement)
1. **Office of the City Manager**

**City Manager**
Name: Mr Jason Ngobeni  
Tel: 012 358 4901  
Fax: 012 359 6149  
Email: citymanager@tshwane.gov.za  
Location: 22nd Floor, Isivuno House, Cnr Lilian Ngoyi and Madiba Streets

**Core functions**
To ensure efficient and quality service delivery through leadership and commitment to the City of Tshwane’s policies and plans.

The Office of the City Manager focuses on ensuring that the City of Tshwane’s employees are imbued with a team spirit and that a culture of high performance is established and sustained. This includes practices that promote the pursuit of the Municipality's vision for the city.

2. **Office of the Deputy City Manager: Strategy Development and Implementation**

**Deputy City Manager: Strategy Development and Implementation**
Name: Ms Lindiwe Kwele  
Tel: 012 358 4963  
Email: lindiwek@tshwane.gov.za  
Location: 22nd Floor, Isivuno House, Cnr Lilian Ngoyi and Madiba Streets

**Core functions**
The Strategy Development and Implementation Office is responsible for the following:
- City planning and development  
- Economic development and investment attraction to Tshwane  
- Development of city strategies and performance management  
- Research and innovation  
- Communication, marketing and events
2.1 City Planning and Development Department
Strategic Executive Director: City Planning and Development
Name: Mr Makgorometje Augustine Makgatha
Tel: 012 358 0940
Fax: 086 214 4411
Email: makgorometjem@tshwane.gov.za
Location: Room 12007A, 12th Floor, Isivuno House, Cnr Lilian Ngoyi and Madiba Streets

Core functions

The City Planning and Development Department is responsible for determining the development direction of the city. It provides services relating to Regional Spatial Planning, Geomatics, Building Control, Metropolitan Planning, Development Control and Land Use Legislation and Applications. In 2009/10 the Department was responsible for the management of the five regions, which function subsequently was transferred to the Office of the Municipal Manager in 2010/11. The most important function of the Department is the development of the city through the submission of land-use applications.

2.2 Economic Development Department
Strategic Executive Director: Economic Development
Name: Ms Tembeka Mhlekwa
Tel: 012 358 1354
Fax: 086 214 8505
Email: tembekam@tshwane.gov.za
Location: Room 216, 2nd Floor, Old Raadsaal Building, South Western Facade, Church Square

Core functions

The City of Tshwane, through the Department of Economic Development, 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.

The Economic Development Department ensures that Tshwane has a viable, sustainable economy that can help to improve the quality of life of its communities, and allows the city to compete in the global economic arena. This Department's activities are aimed at ensuring
accelerated and shared economic growth and broad participation by all.

2.3 City Strategies and Performance Management Department
Strategic Executive Director: City Strategies and Performance Management
Name: Mr Mayur Maganlal
Tel: 012 358 3832
Email: mayurm@tswane.gov.za
Location: 14th floor, Isivuno House, Cnr Lilian Ngoyi and Madiba Streets

Core functions

- Develop and approve the annual report.
- Coordinate and compile organisational performance reports for approval by Council.
- Enhance integrity of performance information.
- Compile the IDP and annual reviews.
- Compile the SDBIP adjustment for approval by Council.
- Facilitate the development of strategy aligned cluster and departmental business plans and SDBIP.
- Facilitate the IDP outreach and stakeholder consultation process.

2.4 Communication, Marketing and Events Department
Strategic Executive Director: Communication, Marketing and Events
Name: Ms Nomasonto Ndlovu
Tel: 012 358 1750
Fax: 012 321 9396
Email: nomasonton@tshwane.gov.za
Location: 16th floor, Isivuno House, Cnr Lilian Ngoyi and Madiba Streets

Core functions

The role of the Communication, Marketing and Events Department is to manage the overall reputation of the City of Tshwane, both in South Africa and globally, thereby enhancing the City’s brand as an investment and tourism destination. The Department endeavours at all times to partner with relevant internal and external stakeholders to tell the City’s success stories and to showcase its excellence as the capital city of South Africa. This is achieved through utilising effective
platforms for communication, marketing, public relations, events, and tourism.

The Department is responsible for ensuring that the City’s stakeholders buy into its vision as expressed in the recently launched Tshwane 2055 Strategy. With this ambitious but attainable vision, a number of strategic projects are currently being implemented as key projects that will change the game altogether for the City and its residents. The Communication, Marketing and Events Department therefore has to ensure proper profiling of these strategic projects through events, communication and marketing interventions, thereby contributing to the vision of becoming the best-run municipality in the country, a technologically savvy city and, most importantly, a great city in which to work, live, invest, visit and play. A city of choice.

2.5 Research and Development Department

Strategic Executive Director: Research and Development

Name: Ms Zukiswa Ncunyana
Tel: 012 358 2000
Fax: 012 358 4464
Email: zukiswanc@tshwane.gov.za
Location: 13th Floor, Bothongo Plaza East, Francis Baard Street

Core functions

- Facilitate strategic partnerships with stakeholders identified in line with the achievement of the Tshwane Vision 2055.
- Mobilise resources for strategic and collaborative partnerships.
- Promote use of research in planning and decision making.
- Deliver services through partnerships with knowledge-based institutions to deliver world-class research.
- Provide the tools, training and methodologies for institutionalising and mainstreaming knowledge management within the City of Tshwane.
- Develop and promote access to Tshwane’s institutional memory to ensure business continuity.
- Improve the efficiencies and effectiveness of the City of Tshwane in service delivery through the Quality Management System (QMS);
- Ensure the establishment, implementation and maintenance of the QMS in accordance with the ISO 9001:2008 requirements within all the departments of the City of Tshwane.
• Drive and stimulate innovation in the City, establishing new value chains, products and/or services through targeted innovation programmes.

• Embed a culture of innovation and excellence in the City, through targeted value-added training programmes, internal awareness campaigns, appropriate reward mechanisms and inclusive participatory approaches.

3. Office of the Deputy City Manager: Operations
Deputy City Manager: Operations
Name: Mr Mokhokela Frans Boshielo
Tel: 012 358 6251
Email: mokhokelab@tshwane.gov.za
Location: 4th Floor, Old Raadsaal Building, South Western Facade, Church Square

Core functions

Under administrative direction, performs complex professional administrative work relative to the operations of the City Manager’s Office and other areas of the municipal government. Assists in the preparation of the City’s annual budget and as assigned by the City Manager, provides supervision and leadership to department. This is done through monitoring and overseeing that departments adhere to prudent financial management performance, promotion of sound good corporate governance principles, ensuring that departments deliver on their core service delivery programmes of the Service Delivery Budget Implementation Plan (SDBIP) and lastly, ensuring performance of Cluster Capital projects against set milestones.

The Office of the Deputy City Manager: Operations provides overall administrative strategic direction and leadership for the following cluster departments:

• Sports, Arts and Recreation
• Environmental and Waste Management Services
• Health and Social Development

In conjunction with other Deputy City Managers, this Office reviews state and country legislation that may affect the City of Tshwane positively or negatively and makes recommendations for the City Council or Mayoral Committee. The Office develops new or revises old policies, procedures, and strategies to improve City operations and service to the public. It participates in the preparation of the City’s annual budget and capital improvement
programme and responds to inquiries of the City Council and the public. The Deputy City Manager serves on various internal and external committees as required and acts as staff liaison to boards and commissions or other resident groups as assigned. The Deputy City Manager performs other related duties as assigned to him by the Executive Mayor and/or the City Manager.

3.1 Sport and Recreation Services Department  
Strategic Executive Director: Sport and Recreation Services  
Name: Mr Doctor Tshwale  
Tel: 012 358 4942  
Fax: 012 358 4753  
Location: Room L2040, 2nd Floor, E’skia Mphahlele Library  
Sammy Marks

Core functions

The focus of this department is three-pronged:

- Providing the best possible sport and recreation facilities and services to all people in Tshwane to enhance their quality of life.
- Promoting the development, conservation and maintenance of the arts, culture and heritage in the city and making it a world-renowned cultural city.
- Providing community library and information services that contribute to the development and education of the residents of Tshwane.

3.2 Agriculture and Environmental Management Department  
Strategic Executive Director: Environmental Management  
Name: Mr Mthobeli Kolisa  
Tel: 012 358 2449  
Email: mthobelik@tshwane.gov.za  
Location: 2nd Floor, Mercedes Benz Building, Francis Baard Street

Core functions

The Agriculture and Environmental Management Department of the City of Tshwane comprises of Agriculture Management, Waste Management, Environmental Management and Fresh Produce Market Divisions.

The responsibility of the Waste Management Division is the collecting, transporting and disposal of waste in an environmentally friendly and
The Environmental Management Division of the City of Tshwane is responsible to promote 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 our city. The development of cemeteries, parks and recreation facilities are carried out annually and are of an ongoing nature.

Services rendered by the Division: Parks, Horticulture and Cemetery Provision Services include the planting of street trees and the maintenance of 32 cemeteries (of which 15 have reached full capacity and that there are no new burial spaces other than second burials and reserved graves) and 1 crematorium.

The functions of the Fresh Produce Market include trading and operation support, trading infrastructure and operations and market system development.

3.3 Health and Social Development Department

Strategic Executive Director: Health and Social Development
Name: Mr Mpho Kekana
Tel: 012 358 4585
Fax: 086 225 9932
Email: mphok@tshwane.gov.za
Location: Sammy Marks, 2nd Floor, E’skia Mphahlele Library

Core functions

Health and Social Development has three divisions, namely Health Services, Social Development and Operational Support.

Health Services (Primary Health Care Services) is responsible for:
- Mother and child services
• Communicable diseases services, eg TB, Aids and sexual transmitted diseases
• Curative and chronic diseases services
• Health promotion

Health Services (Multi-sectoral Aids Management) is responsible for:
• HIV/Aids Workplace Programme
• HIV/Aids Employee Programme Operations
• HIV/Aids Peer Educator Programme Operations
• HIV/Aids Integration and Impact Management
• HIV/Aids Multi-sectoral Programme Operations
• HIV/Aids Mainstreaming Operations
• HIV/Aids Community Programme Management
• Community HIV/Aids Awareness Operations
• Community HIV/Aids Structure Operations

Social Development is responsible for:
• Indigent support services
• Early childhood development services
• Services and programmes to vulnerable groups
• Social research and policy development
• Programme management, empowerment and capacity building services
• Mainstream policies and strategies for vulnerable groups

4. **Office of the Infrastructure and Programme Management**
**Deputy City Manager: Infrastructure**
Name: Mr Lisa Mangcu
Tel: 012 358 7050
Email: lisam@tshwane.gov.za
Location: 5th Floor, Capital Towers Building, 225 Madiba Street

**Core functions**

The Infrastructure and Programme Management Office is responsible for Housing and Human Settlement, Transport and Services and Infrastructure Development.
4.1 Service Infrastructure Department
Strategic Executive Director: Service Infrastructure
Name: Mr Nndwamato Mutshidza
Tel: 012 358 4245
Email: thomasmut@tshwane.gov.za
Location: 6th Floor, Bothongo Plaza East, Francis Baard Street

Core functions

The electricity supply and distribution functions of the Municipality include the provision of electricity and alternative energy to the residents of the City of Tshwane and other areas in terms of National Energy Regulator of SA (NERSA) license of supply.

4.2 Roads and Transport Department
Strategic Executive Director: Transport Department
Name: Pheko Letlonkane
Tel: 012 358 4171
Email: phekol@tshwane.gov.za
Location: Infotech Building, 1090 Arcadia Street

Core functions

The Roads Division is responsible for the construction and maintenance of municipal roads throughout the city, and installation and maintenance of road signs along these roads. The city currently has 5 621 km of surfaced roads and 2 210 km of gravel road.

The Transport Division is responsible for the provision, development and maintenance of, among others, the rail, taxi and bus route network. Included in this network is the Wonderboom Airport, being a municipal airport.

4.3 Housing and Human Settlement Department
Strategic Executive Director: Housing and Human Settlement
Name: Ms Amolemo Mthoagae
Tel: 012 358 4344
Fax: 012 358 4370
Email: amolemom@tshwane.gov.za
Location: 10th Floor, Bothong Plaza East Building, 285 Francis Baard Street
Core functions

The Department is responsible for providing adequate housing opportunities for all residents of the City of Tshwane and performs the following functions:

- Rental housing administration
- Community Residential Unit Programme (Hostel redevelopment)
- Sales, transfers and beneficiary administration
- Informal settlement and land invasion management
- Institutional housing facilitation
- Community Participatory Management
- Consumer education
- Demand database administration
- Housing Provision Project Management

5. Governance, Legislative and Central Services

5.1 Office of Group Audit and Risk Department

Chief Audit Executive
Name: Mr Obed Thenga
Tel: 012 358 0947
E-mail: obedth@tshwane.gov.za
Location: Galleria Office, 1st Floor, Sammy Marks Building

Core functions

The Group Audit and Risk Department provides a range of audit services within and around the City of Tshwane administration. The Department comprise of ten entities responsible for detailed scope of work covered in the following areas:

RISK MANAGEMENT

Internal Audit will assist the Council, Mayoral Committee, Board of Directors, Audit and Performance Committee, the City Manager and CEOs in identifying, quantifying, assessing and evaluating risks, and evaluating the effectiveness of the risk management in the City of Tshwane and its municipal entities. The internal audit review will include evaluation of risk exposures relating to governance, finance, operations and information systems with regard to:

- Reliability and integrity of financial and operational information.
- Effectiveness and efficiency of operations.
• Safeguarding of assets.
• Compliance with laws, regulations and contracts.
• Potential for the occurrence of fraud and how fraud risk is managed.

When assisting management in establishing or improving risk management processes, Internal Audit will not assume any management responsibilities by actually managing risks.

The Risk Management function is a management function in the Group Audit and Risk Department. Internal Audit, together with Risk Management, will facilitate the review of the risk register of the City of Tshwane and its municipal entities annually.

**CONTROLS**

Internal Audit will assist the Council, Mayoral Committee, Board of Directors, Audit and Performance Committee, the City Manager and CEOs in maintaining effective controls by evaluating controls to determine their effectiveness and efficiency, and recommending enhancement and continuous improvement.

Internal Audit will evaluate the adequacy and effectiveness of controls in responding to risks within the organisation’s governance, finance, operations and information systems with regard to the following:

• Reliability and integrity of financial and operational information.
• Effectiveness and efficiency of operations.
• Safeguarding of assets.
• Compliance with laws, regulations and contracts.

**GOVERNANCE**

Internal Audit will assist the Council, Mayoral Committee, Board of Directors, City Manager and CEOs in achieving the goals of the City of Tshwane and its municipal entities by making appropriate recommendations for improving the governance processes. These include the following:

• Promotion of appropriate ethics and values.
• Effective organisational performance management and accountability.
• Communication of risk and control information.
• Coordination of the activities and communication of information among the Council, Mayoral Committee, Board of Directors, Audit and Performance Committee, Office of the City Manager and CEOs of municipal entities.
FORENSICS
Internal Audit assists the Council, Mayoral Committee, Audit and Performance Committee, Board of Directors, City Manager and CEOs in fraud prevention, deterrence and detection. This is achieved by the following:

- Creating and maintaining a culture of honesty and high ethics.
- Evaluating the risk of fraud and recommending controls to mitigate the risk and reduce the opportunity for fraud.
- Investigating allegations relating to financial misconduct, non-compliance to policies and procedures, and non-compliance to regulation and legislation.
- Reporting financial misconduct, non-compliance, and emerging fraud risks to Top Management, the City Manager, CEOs and the Audit and Performance Committee.

Sections 171(4) and 172(3) of the Municipal Finance Management Act, 2003 (Act 56 of 2003) (MFMA) determine that the Municipality or municipal entity must investigate allegations of financial misconduct against the Accounting Officer, the Chief Financial Officer, a Senior Manager or Official of the Municipality or municipal entity unless those allegations are frivolous, vexatious, speculative or obviously unfounded.

S67(i) of the Municipal Systems Act, 2000 (Act 32 of 2000) determines that a municipality or municipal entity must develop and adopt appropriate systems and procedures to ensure fair, efficient, effective and transparent personnel administration, including the investigation of allegations of misconduct and complaints against staff.

Disciplinary Regulations for Senior Managers GN344 of 21 April 2011 states that in terms of the above regulation of the Municipal Systems Act, 2000 (Act 32 of 2000) the Accounting Officer and Senior Manager reporting to the Accounting Officer, all Investigations and Suspensions must be approved by the Council.

COMBINED ASSURANCE
In accordance with the combined assurance framework approved by Council, Internal Audit will ensure that the combined assurance function is established and coordinated, to best optimise costs, avoid duplication, and prevent assurance overload and assessment fatigue. The combined assurance providers include the following:
• Internal Audit
• External Audit as represented by the Auditor General
• Management

The following committees are established through which combined assurance is provided and of which Internal Audit is a member:
• Audit Steering Committee
• Risk Management Committee

PERFORMANCE MANAGEMENT
Section 45 of the Municipal Systems Act, 2000 (Act 32 of 2000), states that the results of performance measurements in terms of section 41 must be audited as part of the Municipality’s internal audit processes and annually by the Auditor General.

Performance management reviews assess the following:
• The extent to which operating and programme goals and objectives have been established and conform to those of the organisation.
• The consistency of operations and programmes results with established goals and objectives.
• The implementation or performance of operations and programmes.
• The adequacy and effectiveness of the performance management system setting key performance indicators for each performance area; setting measurable performance targets for each performance area; and monitoring, measuring and reviewing performance.

FINANCIAL REPORTING
Internal Audit uses financial reporting reviews to assess the adequacy and effectiveness of financial and information technology controls to produce accurate, complete, reliable and timeous financial information and reports.

COMPLIANCE
Internal Audit will comply with the assessment of the City of Tshwane and its municipal entities regarding the extent to which they adhere to laws, regulations, policies, procedures, and resolutions of the Council, Mayoral Committee, Audit and Performance Committee, Risk Committee and the Board of Directors.
The Governance and Secretariat, Finance Department, Legal Services and other relevant departments perform this function for the City of Tshwane and its municipal entities. Internal Audit will periodically assess the adequacy and effectiveness of these departments to ensure compliance in the City of Tshwane and its municipal entities.

**Operations**

Internal Audit will begin with operational reviews to assess the adequacy and effectiveness of operational controls to ensure the generation of recurring revenue; rendering of efficient, effective and affordable services; and increasing value for the organisation and safeguarding of assets.

**Information Technology**

Internal Audit will undertake Information Technology reviews to assess the adequacy and effectiveness of the general controls and application controls. This is to ensure reliability of data generated by the IT systems and to ensure that the IT systems are operating as intended and the output is reliable, the automated processing of data is accurate and complete from input through to output, business continuity and data recovery and information security and privacy.

5.2 **Group Financial Services Department**

**Chief Financial Officer**

Name: Mr Andile Dyakala  
Tel: 012 358 8100  
Fax: 012 358 8111  
Email: andiled@tshwane.gov.za  
Location: 5th Floor, BKS Building, 373 Pretorius Street

**Core functions**

The Financial Services Department manages the corporate financial affairs of the Municipality to ensure that the best possible services are provided with the available funds. The financial services render strategic financial management to municipal departments, divisions and units. This Department is also responsible for drawing up the Annual Municipal Budget, and for implementing and maintaining a system that generates accurate information about the Municipality’s financial position for internal and external roleplayers, enabling them to make informed decisions.
5.3 **Community Safety Department**  
**Chief of Police**  
Name: Mr Steven Ngobeni  
Tel: 012 358 5912  
Fax: 012 358 0193  
Email: steveno@tshwane.gov.za  
Location: TMPD Headquarters

**Core functions**

The Community Safety Department of the City of Tshwane focuses all its efforts on making Tshwane a city where the community can prosper in a safe and healthy environment.

5.4 **Corporate and Shared Services Department**  
**Strategic Executive Director: Corporate and Shared Services**  
Name: Ms Zukiswa Ntsikeni  
Tel: 012 358 8150  
Fax: 086 210 0415  
Email: zukiswan@tshwane.gov.za  
Location: 1st Floor, Old Raadsaal Building, South Western Facade, Church Square

**Core functions**

Corporate and Shared Services provides a range of corporate support functions at strategic and operational levels. The core functions of the department are to manage and oversee the establishment, stabilisation, consolidation and sustainability of the departmental initiatives within the City of Tshwane.

The department comprises of five divisions and a Management and Office Administration Support Section as follows:

- Human Resource Management (HRM)
- Tshwane Leadership and Management Academy (TLMA)
- Organisational Efficiency and Improvement (OEI)
- Corporate Property and Logistical Services (CPLS)
- Corporate Fleet Management (CFM)
- Management and Office Administration Support (MOAS)
5.5 **Group Legal Services**  
**Strategic Executive Director: Group Legal Counsel**

Name: Mr Bruno Seabela  
Tel: 012 358 3140  
Fax: 086 214 4162  
Email: brunos@tshwane.gov.za  
Location: 20th Floor, Saambou Building, 227 Thabo Sehume Street

**Core functions**

Group Legal Services provides a range of support services at strategic and operational levels. The Department comprises of four divisions with the following support functions:

**Legal Counsel Division**  
The Legal Counsel Division consists of four subsections namely:  
- Litigation Management  
- Corporate and Council Legal Compliance  
- Executive Legal Support  
- Alienation, Acquisitions and Development Law

The functions of the abovementioned subsections can be summarised as follows:

**Litigation Management:**  
- Defends all legal actions or applications instituted against the City of Tshwane by third parties.  
- Institutes legal actions or applications on behalf of the City of Tshwane against third parties.

**Corporate and Council Legal Compliance:**  
- Provides legal comments in respect of all reports submitted to City of Tshwane Committees, the Mayoral Committee and the Council.  
- Provides legal opinions to the Council and its departments.  
- Provides legal comments in respect of proposed Provincial and National Legislation.  
- Drafts City of Tshwane by-laws and assists various departments in policy making.  
- Provides legal support to the Office of the Speaker.  
- Provides legal advice or comments or opinions to the various procurement committees in terms of the City of Tshwane’s Supply Change Policy.
• Provides specialised legal services in respect of projects or initiatives of the City of Tshwane and serves on such technical task teams.
• Provides specialised legal support in respect of commercial ventures as well as contracts emanating therefrom.
• Manages and finalises (repudiation, settlement and defending) all claims instituted against the City of Tshwane by third parties.
• Manages the legal process to recover damages caused by third parties against City-owned property.

Alienation, Acquisitions and Development Law:
• Provides legal advice or comments or opinions in respect of the alienation (sale or lease) of City-owned property.
• Provides legal advice or comments or opinions in respect of all applications relating to the change of land use rights.
• Oversees and finalises the obtaining of land or servitudes needed to provide municipal services through expropriations or purchase agreements.

Executive Legal Support:
• Provides support or assistance to the Executive Director of Legal Counsel.
• Assists in executing strategic projects.

Municipal Courts
• Prosecutions: Enforce By-laws of the City of Tshwane.
• Court Administration: Establishes periodical courts.
• Judicial Support: Arranges meetings with internal and external stakeholders to promote courts operations and its independency.

Contract Management
• Process Management: Coordination of the audit of all contracts in the City of Tshwane, the development of contract management strategy and policy, and the IT support system.
• Contract Management: Development, review and vetting of contracts and development of an electronic database of all contracts in the City.
Specialised Legal Services
- Municipal Owned Entities: Development of a regulatory and compliance framework for municipal-owned entities, compliance audits and ad hoc legal support to shareholder unit.
- Specialised Commercial Legal Support: Compliance and legal support to game changing projects and catalytic projects.

5.6 Information and Communication Technology Management Department
Strategic Executive Director: Group Information and Communication Technology Management
Name: Mr Dumisani Otumile
Tel: 012 358 1066
Email: dumisanio@tshwane.gov.za
Location: 2nd Floor, Old Raadsaal Building, South Western Facade, Church Square

Core functions
The Department maintains and manages the data and information resources of the City to ensure reliable and up to date information are available for strategic management and operations. It manages the information systems of the City and ensures the reliability and integrity of information across all departments. The Department also plans and executes the integration of all business systems and applications in the City to improve and increase the efficient use of systems in the City.

5.7 Emergency Services Department
Chief of Emergency Services
Name: Ms Joan De Beer
Tel: 012 358 2136
Email: joand@tshwane.gov.za
Location: 1st Floor, Pieter Delport Centre House

Core functions
The Emergency Services Department comprises of the following core functions:
- Fire Brigade Services
- Emergency Medical Services
- Disaster Management Centre
- Emergency Services Operational Support and Administration
- Management and Office Administration Support
6. **Service Delivery Coordination and Transformation Management**

**Service Delivery Coordination and Transformation Manager**

Name: Dr Ndivho Lukhwareni  
Tel: 012 358 1045  
Email: ndivhol@tshwane.gov.za  
Location: 19th Floor, Isivuno House, Cnr Lilian Ngoyi and Madiba Streets

**Core functions**

The Service Delivery Coordination and Transformation Management Department is responsible for the following key areas:

- Managing service delivery across the Municipality.
- Optimising operations at regional level.
- Driving the transformation agenda across the Municipality and engaging stakeholders in matters that can benefit businesses and communities.
- Regionalising the SDBIP so as to tackle issues such as the IDP and budget strategically, as well as decentralising support systems, such as IT, legal services and maintenance management.

**Regional Service Delivery Clusters**

6.1.(i) **Division: Regional Operations: Region 1**  
**Regional Executive Director**  
Name: Mr James Murphy  
Tel: 012 358 9142  
Email: jamesmu@tshwane.gov.za  
Location: 2nd Floor, Akasia Municipal Offices, 16 Dale Ave

6.1.(ii) **Division: Regional Operations: Region 2**  
**Regional Executive Director**  
Name: Mr Solly Mogaladi  
Tel: 012 358 1157  
Fax: 012 358 0069  
Email: sollymog@tshwane.gov.za  
Location: 1st Floor, Temba Municipal Offices

6.1.(iii) **Division: Regional Operations: Region 3**  
**Regional Executive Director**  
Name: Ms Kgomotso Mohlala  
Tel: 012 358 3000  
Email: kgomotsom@tshwane.gov.za  
Location: Pilditch Offices, Maltzan Street
6.1.(iv) Division: Regional Operations: Region 4
Regional Executive Director
Name: Ms Mashadi Manong
Tel: 012 358 8664
Email: mashadima@tshwane.gov.za
Location: Room D28, Lyttelton Municipal Complex, Centurion

6.1.(v) Division: Regional Operations: Region 5
Regional Executive Director
Name: Adv Frederick Lekwane
Tel: 012 734 60 35
Email: frederickl@tshwane.gov.za
Location: Cnr Oakley and Montrose Streets, Rayton

6.1.(vi) Division: Regional Operations: Region 6
Regional Executive Director
Name: Mr Nava Pillay
Tel: 012 358 1539
Fax: 012 358 5008
Email: navap@tshwane.gov.za
Location: Cnr JL Ledwaba and Makhibela Streets, Mamelodi

6.1.(vii) Division: Regional Operations: Region 7
Regional Executive Director
Name: Mr David Tshili
Tel: 012 358 3827
Email: davidtsh@tshwane.gov.za
Location: Muniforum Building, Cnr Mark and Botha Streets, Bronkhorstspruit

6.2 Office Regionalisation Model and Turnaround Strategy and Implementation

Office Manager: Regionalisation Model and Turnaround Strategy and Implementation
Name: Mr Tys Barnard
Tel: 012 358 4048
Email: tysb@tshwane.gov.za
Location: 19th Floor, Isivuno House, Cnr Lilian Ngoyi and Madiba Streets
Core functions

- Ensure decentralised delivery of services.
- Ensure and implement a broader focus on urban management and development and administrative issues within the targeted area.
- Manage facilitation of a customer-centric service delivery orientation.
- Ensure efficient and effective delivery of services through maintaining a focus on regional delivery, and promoting service integration across functional lines.
- Accelerate prioritised targeted development in order to ensure a strategic focus and allocation of resources to areas most in need.
- Provide a government that is accountable to communities.
- Promote councillor interaction with the City of Tshwane administration team at the regional level.
- Bring the government closer to the people, thereby providing customers with greater accessibility.
- Address past shortcomings, such as uneven development prioritisation and racially segregated governance.
- Allow for cross-subsidisation and effectiveness.
- Ensure optimal utilisation of all resources to optimise efficient and effective service delivery to the communities in the region.
CHAPTER 3: CONTACT DETAILS OF INFORMATION OFFICER OR DEPUTY INFORMATION OFFICER

Formal requests for access to information made in terms of the Act must be addressed to the Information Officer or Deputy Information Officer. The contact details are as follows:

Information Officer
The City Manager
Name: Jason Ngobeni
Tel: 012 358 4901/4904
Fax: 012 359 6149
Email: citymanager@tshwane.gov.za
Postal address: PO Box 6338, Pretoria, 0001
Location: 22nd Floor, Isivuno House, Cnr Lilian Ngoyi and Madiba Streets

Deputy Information Officer
Name: Dr Daphney Mokhele
Tel: 012 358 2234/8175
Fax: 012 359 6149
Email: daphneym@tshwane.gov.za
Postal address: PO Box 6338, Pretoria, 0001
Location: 22nd Floor, Isivuno House, Cnr Lilian Ngoyi and Madiba Streets
CHAPTER 4: SECTION 10 GUIDE ON HOW TO USE THE ACT

In terms of section 10 of the Act, the Human Rights Commission compiled a guide containing information as may be required by a person who wishes to exercise any right contemplated in the Act. This guide is available from the South African Human Rights Commission whose contact details are as follows:

The South African Human Rights Commission
PAIA Unit
Research and Documentation Department

Postal address: Private Bag 2700, Houghton, 2041
Tel: 011 484 8300
Fax: 011 484 1360
Website: www.sahrc.org.za
Email: paia@sahrc.org.za
CHAPTER 5: ACCESS TO RECORDS HELD BY THE CITY OF TSHWANE

5.1 General

A “record” is defined in the Act as any recorded information –
(a) regardless of form or medium;
(b) in the possession or under the control of the City of Tshwane; and
(c) irrespective of whether or not the information was created by the City of Tshwane.

The records as listed in Annexure A are readily available on request against payment of the prescribed fees of the City of Tshwane, while the records as listed in Annexure B will be made available in accordance with the provisions of the Act.

The description of the subjects of which the City of Tshwane holds records, as well as the categories of records held on each subject are hereby listed in Annexure B.

5.2 Records that may be requested

The fact that a request falls within the category of records that may be requested does not mean that the City of Tshwane is obliged to provide the requester with the record(s) as requested. The City of Tshwane is obliged to consider its own rights and responsibilities and those of third persons in deciding whether to provide the requester with the information that the requester is requesting.

The City of Tshwane may therefore consider the requested information on the following basis:

1. Mandatory protection of privacy of a third party who is a natural person

The Information Officer of the City of Tshwane must refuse a request for access to a record if the disclosure would involve the unreasonable disclosure of personal information about a third party, including a deceased individual.

However, a record may not be refused if it consists of information –
- about an individual who has consented in writing to the disclosure of the information;
- given to the City of Tshwane by the individual to whom it relates, and that individual is informed by the City of Tshwane before it is disclosed that the information belongs to a class of information that might already be publicly available;
that is already publicly available;
relating to an individual's physical or mental health, or wellbeing, 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 that the giving of access would be in the individual's best interest;
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; and
about an individual who is or was an official of the City of Tshwane and the information relates to the position or functions of the individual.

2. Mandatory protection of certain records of the South African Revenue Service

The Information Officer must refuse a request for access to a record of the South African Revenue Service (SARS) if it contains information obtained or held by SARS for the purposes of enforcing legislation concerning the collection of revenue in terms of the South African Revenue Service Act, 1997 (Act 32 of 1997), unless the record requested consists of information about the requester or the person on whose behalf the request is being made, in which case the record may not be refused.

3. Mandatory protection of commercial information of a third party

The Information Officer of the City of Tshwane must refuse a request for access to a record if it contains –
- trade secrets of a third party;
- financial, commercial, scientific or technical information other than trade secrets of a third party, where the disclosure thereof would be likely to cause harm to the commercial or financial interests of that third party; and
- information supplied by a third party in confidence, and if disclosed would reasonably be expected to place the third party at a disadvantage in contractual or other negotiations, or prejudice the third party in commercial competition.

However, a record may not be refused if it consists of information –
- already publicly available;
- about a third party who has consented in writing to its disclosure to the requester;
- about the results of any product or environmental testing (not the results of preliminary testing or investigations conducted for developing methods of testing) or other investigation carried out by or on behalf of
a third party where the disclosure thereof would reveal a serious public safety or environmental risk.

4. **Mandatory protection of certain confidential information and protection of certain other confidential information of a third party**

The Information Officer must refuse a request for access to a record of the City of Tshwane if the disclosure thereof would constitute a breach of a duty of confidence owed to a third party in terms of an agreement.

The Information Officer of the City of Tshwane may refuse a request for access to a record of the City of Tshwane if the record consists of information supplied in confidence by the third party and, if disclosed, could prejudice the future supply of similar information or information from the same source and it is in the public's interest that the information from the same source continue to be supplied.

However, a record may not be refused if it consists of information –
- already publicly available; and
- about the third party concerned and the third party has consented in writing to its disclosure to the requester.

5. **Mandatory protection of safety of individuals and protection of property**

The City's Information Officer must refuse a request for access to a record of the City of Tshwane if its disclosure could reasonably be expected to endanger the life or physical safety of an individual. The City’s Information Officer may refuse a request for access to a record of the City of Tshwane if its disclosure would likely prejudice or impair the security of a building, structure or system, including a computer or communication system, a means of transport or any other property.

The City’s Information Officer may refuse a request for access to a record of the City of Tshwane if its disclosure would likely prejudice or impair the methods, systems, plans or procedures for the protection of –
- an individual under a witness protection scheme;
- the safety of the public or any part of the public;
- the security of a building, structure or system, including a computer or communication system, a means of transport or any other property.

6. **Mandatory protection of police dockets in bail proceedings and protection of law enforcement and legal proceedings**
The Information Officer of the City of Tshwane must refuse a request for access to a record of the City of Tshwane if access to that record is prohibited in terms of section 60(14) of the Criminal Procedure Act, 1977 (Act 51 of 1977). The Information Officer has a discretionary ground of refusal in terms of section 39(1)(b) of the Promotion of Access to Information Act, 2000 (Act 2 of 2000) (PAIA).

7. Mandatory protection of records privileged from production in legal proceedings

The City's Information Officer must refuse a request for access to a record of the City of Tshwane if the record is privileged and has been waived.

8. Defence, security and international relations of the Republic

The Information Officer of the City of Tshwane may refuse a request for access to a record of the City of Tshwane if its disclosure could reasonably be expected to cause prejudice to –
- the defence of the Republic;
- the security of the Republic;
- the international relations of the Republic.

The City's Information Officer may refuse access to a record of the City of Tshwane if its disclosure could reveal information –
- supplied in confidence by or on behalf of another state or an international organisation;
- supplied by or on behalf of the Republic to another state or international organisation in terms of an arrangement or international agreement with that state or organisation, which requires the information to be held in confidence; and
- required to be held in confidence by an international agreement or customary international law contemplated under sections 231 or 232 of the Constitution.

9. Economic interests and financial welfare of the Republic and commercial activities of public bodies

The Information Officer of the City of Tshwane may refuse a request for access to a record of the City of Tshwane if its disclosure would likely materially jeopardise the economic interests or financial welfare of the Republic or the government to manage the economy of the Republic effectively, in the best interests of the Republic.
The City’s Information Officer may refuse a request for access to a record of that body if the record –
- contains trade secrets of the State or the City of Tshwane;
- contains financial, commercial, scientific or technical information and the disclosure thereof would likely cause harm to the commercial or financial interests of the State or the City of Tshwane;
- contains information which, if disclosed, could place the public body at a disadvantage in contractual or other negotiations, or prejudice the City of Tshwane in commercial competition; and
- is a computer programme as defined in the Copyright Act, 1978 (Act 98 of 1978), which is owned by the State or the City of Tshwane, unless it is required to give access in terms of PAIA.

The Information Officer may not refuse a request for access to a record of the City of Tshwane if the record consists of information –
- already publicly available;
- about or owned by a public body other than the public body to which request is made which has consented in writing to its disclosure to the requester;
- about the results of any product or environmental testing or other investigation (excluding the results of preliminary testing or investigations conducted for developing methods of testing) carried out by or for the City of Tshwane, and the disclosure thereof would reveal a serious public safety or environmental risk.

10. Mandatory protection of research information of a third party and protection of research information of a public body

The information officer of the City of Tshwane must refuse a request for access to a record of the City of Tshwane if the record contains information about research being carried out or to be carried out on behalf of a third party, and if this were to be disclosed it would likely expose the third party, the person carrying out or will be carrying out the research on behalf of the third party, or the subject matter of the research, to a serious disadvantage.

The City’s Information Officer may refuse a request for access to a record of the City of Tshwane if the record contains information about research being carried out, or to be carried out on behalf of the City of Tshwane, and if this were to be disclosed, it would likely expose the City of Tshwane, the person carrying out or will be carrying out the research on behalf of the City of Tshwane or the subject matter of the research, to a serious disadvantage.
11. **Operation of public bodies**

The Information Officer of the City of Tshwane may refuse a request for access to a record of the City of Tshwane if the record contains an opinion, advice, report or recommendation obtained or prepared, or an account of a consultation, discussion or deliberation, including the minutes of meetings, for the purposes of assisting to formulate policy or the taking of a decision in the exercise of power or the performance of a duty in terms of the law in the City of Tshwane.

The City’s Information Officer may refuse a request for access to a record of the City of Tshwane if the disclosure of the record could reasonably be expected to frustrate the deliberative process in the City of Tshwane or between public bodies, by inhibiting the candid communication of an opinion, advice, report or recommendation, or the conduct of a consultation, discussion or deliberation, or if the disclosure of the record could, by premature disclosure of a policy or contemplated policy, reasonably be expected to frustrate the success of that policy.

The Information Officer of the City of Tshwane may refuse a request for access to a record of the City of Tshwane if –

- the disclosure of the record could reasonably be expected to jeopardise the effectiveness of a testing, examining, or auditing procedure or method used by the City of Tshwane;
- the record contains evaluative material (whether or not the person who supplied it is identified in the record), and the disclosure of the material would breach an express or implied promise which was made to the person who supplied the material, that the material or the identity of the person who supplied it would be held in confidence; or
- the record contains a preliminary, working or other draft of an official of the City of Tshwane.

12. **Manifestly frivolous or vexatious requests, or substantial and unreasonable diversion of resources**

The City’s Information Officer may refuse a request for access to a record of the City of Tshwane if the request is trifling or intended to harass, or if the work involved in processing the request would substantially and unreasonably divert the resources of the City of Tshwane.

13. **Mandatory disclosure in the public interest**
Despite the above-listed grounds for refusal, the Information Officer of the City of Tshwane must grant a request for access to a record of the City of Tshwane 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 records outweighs the harm contemplated under the grounds for refusal.

A requester shall be given access to a record held by the City of Tshwane if the following requirements set out in the Act are met:

- The requester complies with all the procedural requirements set out in the Act relating to a request.
- Access to the requested record(s) is not refused in terms of any ground for refusal set out in the Act.

The City of Tshwane will not consider the identity of a requester or the reason why the requester wants information in making its decision to allow the requester access to information or not. Instead, the City of Tshwane will make its decision based on whether the requester has a right to the information.

In particular, the right of a requester to access information in terms of this Act is not affected by any reasons given by that requester for requiring access. In addition, the Information Officer’s beliefs as to what the reasons for the request may be are not considered in deciding the requester’s right to access information in terms of the Act.

5.3 Request procedure

5.3.1 General

When a record or information is requested in terms of the Act, the requester will be given access thereto if the requester complies with the following:

- All the procedural requirements in the Act relating to the request for access to a record as prescribed are met.
- Access to the record is not refused on any ground of refusal mentioned in the Act and discussed in paragraph 5.2 above.
- The request is made in writing on the prescribed form, attached as Annexure C, and forwarded to –

  **Deputy Information Officer:** Dr Daphney Mokhele  
  **Postal address:** P O Box 6338, Pretoria, 0001  
  **Fax:** 012 359 6149  
  **Email:** daphneym@tshwane.gov.za
The application should clearly state what information is required and if the request is for a copy of a record or whether the requester would like to view the record at the office of the City of Tshwane.

The application form must be accompanied by the prescribed request fee (for fees, see “Fees payable”).

The requester should also indicate which form of access is required, such as a copy or inspection of a written or printed record, a copy or view of an image, a transcription or an opportunity to listen to a sound recording, a print-out or electronic copy of a record stored by way of computer or a copy of any other record.

The requester must indicate if he or she wishes to be informed of the City of Tshwane’s decision regarding such request in a particular manner (post, face to face, electronically, etc) and state the necessary particulars to be so informed. If no details are given, the City of Tshwane will use its discretion and will usually respond in the same manner that the requester used to request the information by fax or electronic mail.

The requester must also state whether the record concerned is preferred in a particular language.

If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the satisfaction of the Information Officer, ie power of attorney must be attached.

Should an individual be unable to make a request for access to a record of the City of Tshwane because of illiteracy or disability, he or she may make such a request orally. The Deputy Information Officer of the City of Tshwane shall reduce the oral request to writing in the prescribed form and supply the requester with a copy thereof.

If a person asks for access in a particular form, the requester will be given access in the manner that has been asked for, unless doing so would interfere unreasonably with the running of the office, damage the record or infringe a copyright not owned by the City of Tshwane.

If the requester wishes to be informed of the decision regarding the request in any other manner, eg by telephone, fax or email, in addition to a written reply, he or she must indicate as such.

In cases where the requester is asking for information on behalf of somebody else, the capacity in which the request is being made should be indicated.

When a requester is unable to read or write or has a disability, the request can be made orally. In such a case, the Information Officer or Deputy Information Officer must complete the form on behalf of the requester.

5.3.2 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 containing personal information about that requester is not required to pay the request fee. Every other requester must pay the relevant request fee.
- The Information Officer will notify the requester to pay the prescribed fee before further processing the request.
- The request fee payable is R35 (thirty five rand). The requester may lodge an internal appeal in terms of section 74 of the Act or should the requester object to the payment of the request fee, lodge an application to the court against payment of the request fee.

5.3.3 Decision and notice

- After the Deputy Information Officer has made a decision on the request, the requester will be notified thereof within 30 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. See also Annexure D for fees payable.
- The requester will be given the required information if available, within a reasonable time after receipt of the application form and prescribed fee.

5.3.4 Transfer of requests

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

5.3.5 Records not found or do not exist

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

5.3.6 Deferral of access

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

There are remedies available if the City of Tshwane does not comply with the provisions of the Act.

A requester may lodge an internal appeal with the City of Tshwane against a decision of the Information Officer or Deputy Information Officer if –

- a request for access is refused;
- the fees charged are unacceptable;
- the period within which a decision with regard to access to a record must be made is extended; and
- access to a record is not provided in the requested form.

A third party may lodge an internal appeal with the City of Tshwane against a decision by the Information Officer or Deputy Information Officer to disclose information relating to the third party.

5.3.8 Appeal procedure

An internal appeal must be lodged on the prescribed form which is attached as Annexure E –

i) within a period of 60 days; and

ii) if notice to a third party is required by section 49(1)(b) of the Act, within 30 days after notice is given to the appellant of the decision appealed against or, if notice to the appellant is not required, after the decision was taken.

The internal appeal –

- must be delivered, posted, faxed or sent by electronic mail to the Information Officer or Deputy Information Officer;
- must identify the subject of the internal appeal and give reasons for the appeal;
- must state the manner in which the applicant wishes to be informed of the decision on the internal appeal, in addition to a written reply;
- must, if applicable, be accompanied by the prescribed appeal fee; and
- must specify a postal address, fax number or email address.

The Information Officer or Deputy Information Officer must, within 10 working days after receipt of an internal appeal, submit it to the Appeal Authority, namely the Speaker, for consideration.

Late appeals may be allowed if good cause can be shown.
A requester or third party may only apply to a court if the internal appeal procedure against a decision of the Information Officer or Deputy Information Officer has been exhausted.
CHAPTER 6: ARRANGEMENT ALLOWING FOR PUBLIC PARTICIPATION

Public participation is governed by the Local Government Municipal Systems Act, 2000 (Act 32 of 2000) and the Municipal Structures Act, 1998 (Act 117 of 1998). The purpose of the public participation process is to ensure that all the affected parties, i.e., the City of Tshwane and the broader community’s inputs are obtained and taken into account before the final decision is taken in respect of policies, by-laws, budgets, strategic development, decisions, etc.

The City of Tshwane may use the following methods to engage in public participation:
- Distribution of documents in public places for comments
- Surveys
- Newspaper advertisements
- Public meetings and hearings
- Ward committees
- Focused engagement of specific stakeholders or interest parties
- Petitions
- Comments
- Radio broadcasts
- Head office and satellite offices and libraries
- Website
- The City of Tshwane’s Integrated Development Plan
- Performance management system
- Budget
- Strategic decision in respect of the provision of services
- By-laws
- Policies
CHAPTER 7: UPDATING AND AVAILABILITY OF THE SECTION 14 MANUAL

Updating
The manual will be published in the Government Gazette and will be updated once a year, if necessary.

Availability
Deputy Information Officer
Information Officer
The manual is available at any of the offices listed below and may be viewed free of charge.

Offices
All public libraries

City of Tshwane website
www.tshwane.gov.za

The Human Rights Commission
PAIA Unit
Research and Documentation Department
Postal Address: Private Bag 2700, Houghton, 2041
Tel: 011 484 8300
Fax: 011 484 1360

At every place of legal deposit as defined in the Legal Deposit Act, 1997 (Act 54 of 1997)

In Cape Town the National Library of South Africa is a legal depository.
Physical Address: 5 Queen Victoria Street, Cape Town
Postal Address: PO Box 496, Cape Town, 8000
Tel: 021 424 6320
Fax: 021 424 1079 or 021 423 3359
CHAPTER 8: CONCLUSION

The City of Tshwane is guided by values as set out in terms of Section 9 of the Promotion of Access to Information Act, 2000 (Act 2 of 2000) namely –

- to promote transparency;
- accountability;
- effective governance; and
- empowering and educating everyone to –
  - understand their rights in terms of the Act;
  - understand the functions and operations of the City of Tshwane; and
  - scrutinise and participate in the decision-making of the City of Tshwane.
(These records are automatically available without a person having to request access in terms of the Act, but where appropriate, remain subject to review by the Information Officer in terms of section 15(4) of the Act.)

1. 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.

2. BUSINESS DETAILS

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

3. COUNCILLORS

(Including Mayor, Deputy Mayor, Speaker and office bearers)

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

4. STRUCTURES

(Including Council, Executive Committee, Subcouncils, Portfolio Committees and other committees)

- Composition, names of members, office bearers, seat, political membership
- Time and venue of meetings

5. COUNCIL LEGISLATION, BY-LAWS AND POLICIES
6. **DELEGATIONS**

- Political office bearers
- Councillors
- Members of Staff
- Structures (Mayoral Committee, Subcouncils, Portfolio Committees and other committees)

7. **AUTHORITY GRANTED TO POLITICAL OFFICE BEARERS, COUNCILLORS AND MEMBERS OF STAFF TO SIGN LEGAL DOCUMENTS, CHEQUES ETC (EXCLUDING CONTRACTS)**

8. **DECISIONS BY INDIVIDUALS**

Decisions by any political office bearer, Councillor or staff member in terms of a power or duty delegated or subdelegated.

9. **BUDGET**

- Capital budget
- Estimates of income and expenditure
- Reports on budget control
- The Service Delivery Business Plan (SDBIP)
- Spatial Development Framework (Plan) (SDF)

10. **INTEGRATED DEVELOPMENT PLAN (IDP)**

11. **FINANCIAL RECORDS**

- Annual statements
- Arrears (excluding personal details)

12. **REGISTERS WHERE AVAILABLE**

- Movable assets
- Agreements
- Contractors, service providers
- Tenders awarded

13. **TARIFFS, FEES, SURCHARGES ETC**
14. 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
- The classification, salary scale or remuneration and responsibilities of the position held or services performed by the individual

15. STATISTICS (excluding personal details of individuals)

- Statistics kept for departmental use in the format in which it is available
- Statistics in the format as requested by legislation

16. PERSONAL INFORMATION OF PERSONAL REQUESTER

Personal information requested by personal requester seeking access to a record containing personal information about the requester, on positive identification

17. PUBLICATIONS

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

18. HOUSING

- Land available for housing development
- Available municipal housing and other housing needs

19. TENDERS

Tender application of all bidders after public opening

20. SERVICE PROVIDERS

Details of providers of services to the Municipality

21. PLANNING

- Zoning and structure plans
- Policies and policy plans

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• Individual zonings and conditions
• Register of approved consent uses
• Documentation relating to town planning applications
• Documentation on planning files

22. ORGANISATIONAL STRUCTURE

• Structure and functions
ANNEXURE B

SUBJECTS AND CATEGORIES OF RECORDS HELD BY THE CITY OF TSHWANE METROPOLITAN MUNICIPALITY

1. LEGISLATION

Drafting, Amendments, Advertising, Comments and Legal Opinions
Revision of Legislation

2. 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 (ERP)
Smoking

3. ELECTIONS

Local Government Elections
Provincial Elections
National Elections

4. COUNCIL AND COUNCILLOR MATTERS

Composition of Council, Executive Committee, Portfolio Committees and Subcouncils
Representation on bodies
Council or Committee or Subcouncil meetings
Matters concerning Councillors
Functioning of Junior Council
Ad-hoc committee meetings
Site inspections
Establishment of political offices

5. **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 Council
Levies
Cashiers float
Financial sustainability
Implementation of GAMAP Project

6. **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
Rendering of chaplain services

7. TRAINING AND DEVELOPMENT

Skills Development Plan
Mentorship
Training needs assessment
Productivity Development Scheme
Capacity building
Statistics
Career Path Development
Staff training
Councillor training
Workshops or information sessions or congresses or seminars
Job shadow
Beebread

8. DOMESTIC SUPPLIES AND SERVICES

Domestic supplies
Domestic services
Occupational Risk Management or Health and Safety

9. PROCUREMENT SERVICES

Tenders and contracts
Quotations
Guarantees

10. INFORMATION TECHNOLOGY

Licences
Contracts
Service level agreements
Smart City Strategies
Security measures
Support
Application and operating systems
Internet
Projects or investigations
Geographic Information Systems (GIS)
Intranet
Liaison with companies

11. PUBLICITY AND INFORMATION

Press releases
Radio or television interviews
Public participation or hearing
Own publications or videos
Publications by outside bodies or advertising media
Courtesy notices received from or despatched to outside bodies
Promotion of products by outside bodies
Participation by Council in shows, exhibitions, displays and competitions
Competitions arranged by Council
Emblems
Complaints and enquiries
Gifts and souvenirs
History of Council
Educational tours and visits
Compilation of information regarding specific communities
National or international networking
Awareness campaigns
Public relations or communications

12. 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 messages of goodwill
Mayoral patronage
Memorial services
Holiday season planning, proposals and reports
13. REPORTS, RETURNS AND STATISTICS

Reports
Returns and statistics
Questionnaires

14. BUILDINGS AND PROPERTY TRANSACTIONS

Release of bonds: communicate
Granting or refusal of free use
Investigation on sale of buildings and land
Asset control or management
Investigation in respect of purchase of land
Valuation of Council properties
Buildings
Land

15. COMPOSITION AND MEETINGS OF BODIES

Internal
External

16. 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))

17. LICENCES AND PERMITS

Licences
Permits, certificates and concessions

18. 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
Cultural or heritage studies

19. ECONOMIC PLANNING AND DEVELOPMENT

Investment and Trade facilitation
Coordinating and managing economic data on GIS
Establishment of development vehicles
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

20. 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
Parking
21. ENVIRONMENTAL MANAGEMENT

Integrated Environmental Impact Assessment (EIA) studies or programmes
Sustainable 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
Individual environmental units

22. ROADS

Reports
Proclamations and de-proclamations
Road reinstatements
Street naming and numbering
Management of roads
National roads
Trunk roads
Provincial roads
Main and 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 Council for consent for road works on Telkom property or way leaves
Road access
Scenic routes
Servitudes

23. CLEANSING SERVICES RENDERED

Statistics
Special projects  
Beach cleansing  
Refuse removals  
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  
Codisposals  
Bale and rail

24. STORMWATER DRAINAGE

Regional storm water catchment management  
Distribution network  
Servitudes

25. ELECTRICITY

Generation and purchase of electricity  
Distribution of electricity  
Installation of electricity

26. SEWERAGE

Bulk sewerage  
Provision of sewerage treatment capacity  
Maintenance of regional sewers  
Installation of distribution network  
Purification  
Servitudes and way leaves  
Liaison or agreements with Cape Metropolitan administration

27. 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
Servitudes

28. CEMETERIES AND CREMATORIA

Reports and returns
Cemeteries
Crematoria

29. 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
Hawking or trading activities

30. PROTECTION SERVICES

Volunteers
Open day
Shooting ranges
Fire services
Disaster management
City policing or law enforcement
Traffic control or enforcement
31. **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  
Informal settlements  
Housing projects  
Leased housing schemes  
Housing for the aged  
Statistics

32. **HEALTH SERVICES**

Facilities  
Health plans  
Health programmes  
Support services  
Health statistics  
Quality assurance  
Environmental health

33. **LIBRARY SERVICES**

Acquisition of books  
Inter-library 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  
Hours of operation
34. **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 facilities or roller blading
Come and play programmes

35. **PARKS, GARDENS, PUBLIC OPEN SPACES AND HORTICULTURAL MATTERS**

Parks, public open spaces and gardens
Nurseries, horticultural matters and landscaping

36. **MANAGEMENT OF HOLIDAY RESORTS, CARAVAN PARKS AND OTHER FACILITIES**

Holiday resorts, caravan parks, camping sites and braai areas
Pavilions, tea rooms, kiosks and restaurants
Public ablution facilities

37. **MUSEUMS, MONUMENTS, MEMORABALIA AND WORKS OF ART**

Museums, monuments, memorials, plaques and other heritages
Art galleries or works of art or bequests offered or entrusted to Council

38. **COMMUNITY DEVELOPMENT AND SOCIAL WELFARE**

Community liaison
Reconstruction and Development Programme (RDP)
Social Development Plan
Strategies and services
Community Development Projects
Investigation in respect of services in previously disadvantaged areas
Database in respect of community organisations

39. **EDUCATION**

Liaison with schools
Establishment or closure of schools or crèches and facilities
40. COMMUNICATION AND POSTAL SERVICES

Postal or telecommunication services

41. CONTROLLING OF ANIMALS

Pounds
Liaison with animal rescue organisations
Management of animals
ANNEXURE C

CITY OF TSHWANE METROPOLITAN MUNICIPALITY

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]

A. PARTICULARS OF PUBLIC BODY

The Information Officer: Jason Ngobeni
Postal Address: P O Box 6338, Pretoria, 0001
Tel: 012 358 4901/4904
Fax: 012 359 6149
Email: citymanager@tshwane.gov.za

B. PARTICULARS OF PERSON REQUESTING ACCESS TO RECORD(S)

(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 given.
(c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname: .................................................................
Identity number: ...........................................................................
Postal address: ...........................................................................
........................................................................................................
........................................................................................................
........................................................................................................
........................................................................................................
........................................................................................................
........................................................................................................
........................................................................................................
Tel: ................................................................................................
Fax: ...............................................................................................
Email: ..........................................................................................

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 is made on behalf of another person.

Full names and surname: ........................................................................................................

Identity number: ......................................................................................................................

D. PARTICULARS OF RECORD(S)

(a) Provide full particulars of the record(s) to which access are requested, including the reference number if it 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 additional folios.

1. Description of record or relevant part of record:
   ........................................................................................................................................
   ........................................................................................................................................

2. Reference number if available: ..........................................................................................

3. Any further particulars of record:..........................................................................................

E. FEES

(a) A request for access to a record, other than record containing personal information about yourself, will be processed only after a request fee has been paid.

(b) You will be notified of the amount required to be paid as the request fee.

(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(S)

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, please state the disability and indicate in which form the record is required.
<table>
<thead>
<tr>
<th>Disability:</th>
<th>Form in which record is required:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please 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.

<table>
<thead>
<tr>
<th>Disability:</th>
<th>Form in which record is required:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please 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.

1. If the record is in written or printed form:

<table>
<thead>
<tr>
<th>copy of record</th>
<th>inspection of record</th>
</tr>
</thead>
</table>

2. If a record consists of visual images-
   (Includes photographs, slides, video recordings, computer-generated images, sketches):
3. If record consists of recorded words or information which can be reproduced in sound:

| Listen to the soundtrack (audio cassette) | Transcription of soundtrack (written or printed document) |

4. If record is held on computer or in an electronic or machine-readable form:

| Printed copy of record | Printed copy of information derived from the record | Copy in computer readable form (stiffy or compact disc) |

If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?

Yes [ ] No [ ]

Postage is payable.

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 do you prefer the record? .................................................................

G. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS

You will be notified in writing whether your request has been approved or denied. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

..........................................................................................................................
Signed at .................................................this........day of ................. 20.....

...........................................................
SIGNATURE OF REQUESTER OR
PERSON ON WHOSE BEHALF
REQUEST IS MADE

<table>
<thead>
<tr>
<th>H. FOR DEPARTMENTAL USE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference number..............</td>
</tr>
<tr>
<td>Request received by (state rank, name and surname of Information Officer or Deputy Information Officer)</td>
</tr>
<tr>
<td>..........................................................</td>
</tr>
<tr>
<td>Date: ..........................................................</td>
</tr>
<tr>
<td>Place: ..........................................................</td>
</tr>
<tr>
<td>Request fee (if any) R..............</td>
</tr>
<tr>
<td>Deposit (if any)          R..............</td>
</tr>
<tr>
<td>Access fee               R..............</td>
</tr>
</tbody>
</table>

..........................................................
SIGNATURE OF INFORMATION OFFICER OR
DEPUTY INFORMATION OFFICER
ANNEXURE D

FEES PAYABLE
(In terms of Regulation 187 dated 15 February 2002)

<table>
<thead>
<tr>
<th>REQUEST FEE (APPLICABLE TO REQUESTERS OTHER THAN PERSONAL REQUESTERS)</th>
<th>R35</th>
</tr>
</thead>
<tbody>
<tr>
<td>REPRODUCTION OR ACCESS FEES</td>
<td></td>
</tr>
<tr>
<td>The manual: For every photocopy of an A4-size page or part thereof. Also any other A4-size photocopy.</td>
<td>60c</td>
</tr>
<tr>
<td>Every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form.</td>
<td>40c</td>
</tr>
<tr>
<td>For a copy in a computer-readable form on: stiffy disc</td>
<td>R5</td>
</tr>
<tr>
<td>compact disc</td>
<td>R40</td>
</tr>
<tr>
<td>Transcription of visual images, for an A4-size page or part thereof.</td>
<td>R22</td>
</tr>
<tr>
<td>For a copy of visual images.</td>
<td>R60</td>
</tr>
<tr>
<td>For a transcription of an audio record for an A4-size page or part thereof.</td>
<td>R12</td>
</tr>
<tr>
<td>For a copy of an audio record.</td>
<td>R17</td>
</tr>
</tbody>
</table>

To search for and prepare the record for disclosure, R15 for each hour or part of an hour, excluding the first hour, reasonably required for search and preparation.

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.

The actual postage is payable by the requester when a copy of a record must be posted.

Please note: If the Information Officer believes that the research and preparation of the record will require more than six hours, the Information Officer may notify the requester (excluding personal requester) to pay a deposit of one third of the access fee.
CITY OF TSHWANE METROPOLITAN MUNICIPALITY

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:  Jason Ngobeni
Postal Address:  P O Box 6338, Pretoria, 0001
Tel:  012 358 4901/4904
Fax:  012 359 6149
Email:  citymanager@tshwane.gov.za

B.  PARTICULARS OF REQUESTER OR 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: | ...................................................................................................................... |
| Tel: | ......................................................................................................................... |
| Fax: | ......................................................................................................................... |
| Email: | ......................................................................................................................... |

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**

Mark the decision against which the internal appeal is lodged with an “X” in the appropriate box.

<table>
<thead>
<tr>
<th>Decision Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refusal of request for access</td>
</tr>
<tr>
<td>Decision regarding fees prescribed in terms of section 22 of the Act.</td>
</tr>
<tr>
<td>Decision regarding the extension of the period within which request must be dealt with in terms of section 26(1) of the Act.</td>
</tr>
<tr>
<td>Decision in terms of section 29(3) of the Act to refuse access in the form as requested by the requester.</td>
</tr>
<tr>
<td>Decision to grant request for access.</td>
</tr>
</tbody>
</table>

E. **GROUND 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.

1. State the grounds upon which the internal appeal is based.
   ..................................................................................................................................................
   ..................................................................................................................................................
   ..................................................................................................................................................
   ..................................................................................................................................................
   ..................................................................................................................................................
   ..................................................................................................................................................

2. State any other information that may be relevant in considering the appeal.
   ..................................................................................................................................................
   ..................................................................................................................................................
   ..................................................................................................................................................
F. NOTICE OF DECISION ON APPEAL

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

1. State the manner: .............................................................................................................

2. Particulars of manner: .............................................................................................................

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 or Deputy Information Officer)

Appeal accompanied by the reasons for the Information Officer’s or Deputy Information Officer’s decision and, where applicable, the particulars of any third party to whom or which the records relate, submitted by the Information Officer or Deputy Information Officer on .........................(date) to the relevant authority.

OUTCOME OF APPEAL

DECISION OF INFORMATION OFFICER OR DEPUTY INFORMATION OFFICER CONFIRMED OR NEW DECISION SUBSTITUTED
NEW DECISION

DATE....................... RELEVANT AUTHORITY..........................

RECEIVED BY THE INFORMATION OFFICER OR DEPUTY INFORMATION OFFICER FROM THE RELEVANT AUTHORITY ON (date): .........................