



**Western Cape
Government**

Cultural Affairs and Sport

**Promotion of Access to Information Manual, 2019 compiled in terms of
section 14 of the Promotion of Access to Information Act, 2000 for the
Department of Cultural Affairs and Sport**

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1 INTRODUCTION

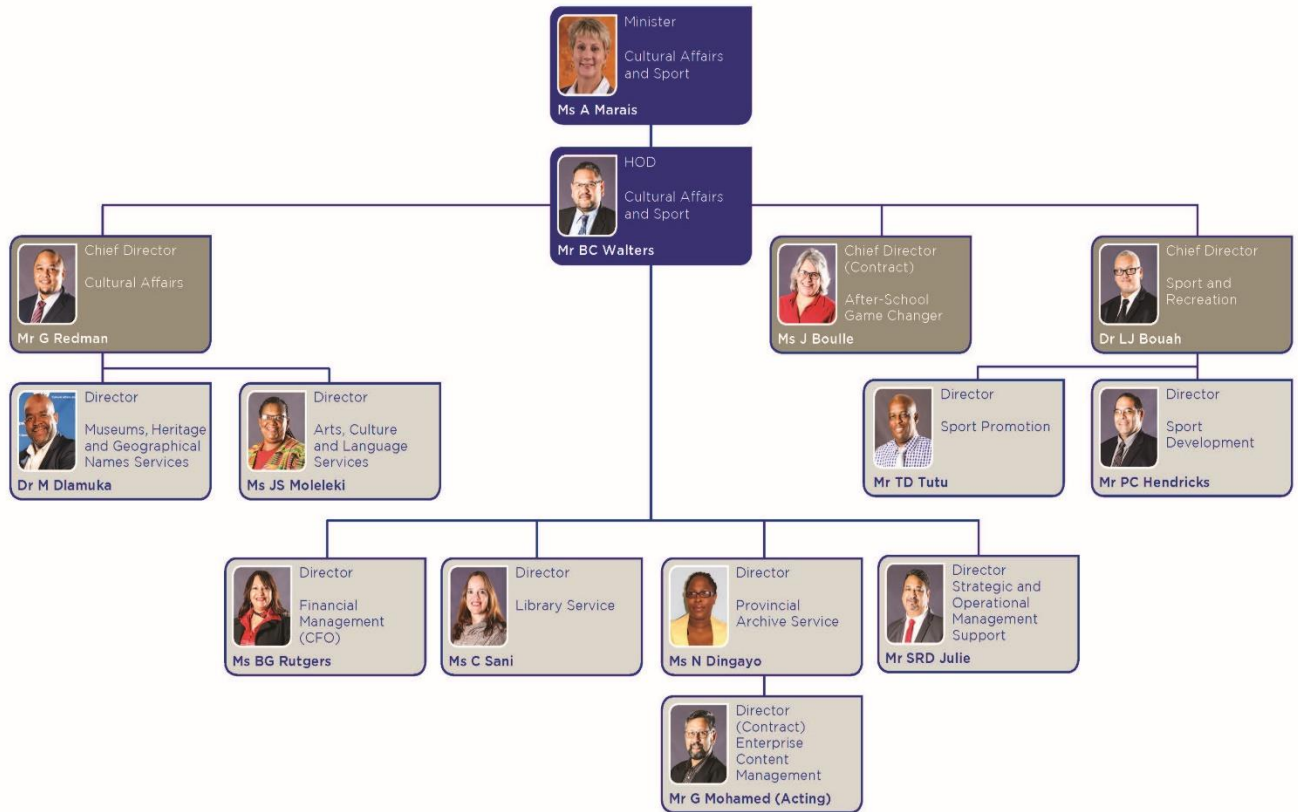
- 1.1 The Constitution of the Republic of South Africa, 1996 (the Constitution) makes provision for the right of access to any information held by the State, subject to justifiable limitations, which includes the limitation to protect privacy.
- 1.2 The Constitutional Court interpreted the right of access to information as not merely a right to obtain access to information for the exercise or protection of a right, but also to ensure that there is an open and accountable administration at all levels of government.
- 1.3 Section 32(1)(a) and (2) of the Constitution reads as follows:
*“(1) Everyone has the right of access to –
(a) any information held by the State; and
(b) any information that is held by another person and that is required for the exercise or protection of any rights.
(2) National legislation must be enacted to give effect to this right, and may provide for reasonable measures to alleviate the administrative and financial burden on the state.”*
- 1.4 The aforesaid resulted in the enactment of the Promotion of Access to Information Act, 2000 (PAIA). The purpose of PAIA is to foster a culture of transparency and accountability in public and private bodies and to empower and educate the people of South Africa to understand their rights.
- 1.5 This manual is compiled in terms of section 14 of PAIA which requires that the Department of the Cultural Affairs and Sport must have a manual which sets out, amongst others, its structure and functions, include an index of its records and services, provide assistance on the procedure to access its records and services.

2 STRUCTURE OF THE DEPARTMENT



BETTER TOGETHER.

Organisational Organogram



3 FUNCTIONS OF THE DEPARTMENT OF CULTURAL AFFAIRS AND SPORT - section 14(1)(a)

3.1 Programme 1: Administration

To provide overall financial and strategic management and administrative support for the Department of Cultural Affairs and Sport.

3.1.1 Sub-programme 1.1: Office of the MEC

To provide administrative, client liaison and support services to the Minister for Cultural Affairs and Sport.

3.1.2 Sub-programme 1.2: Financial Management Services

To provide an overall financial management support service to DCAS, including financial management services to the three public entities reporting to the Minister for Cultural Affairs and Sport.

3.1.3 Sub-programme 1.3: Management Services

To render an administrative support function to the Head of Department by providing an effective communication service and strategic and operational support service, including a monitoring and evaluation service, the implementation of service delivery improvement initiatives, effective client relations, or effective management of intra/intergovernmental relations, and making limited provision for maintenance and accommodation needs.

3.2 Programme 2: Cultural Affairs

To provide arts and culture, museum, heritage and language-related services to the inhabitants of the Western Cape.

3.2.1 Sub-programme 2.1: Management

To provide strategic managerial support to Cultural Affairs.

3.2.2 Sub-programme 2.2: Arts and Culture

To facilitate the development, preservation and promotion of arts and culture in the Western Cape through the creation of inclusive, effective and vibrant functioning arts and culture structures, activities and environments; and to support and assist the Western Cape Cultural Commission to execute its legislative mandate.

3.2.3 Sub-programme 2.3: Museum Services

To accelerate the transformation of the Western Cape's heritage by providing museological service to conserve, develop and promote the heritage of the Province through the museum services and affiliated museums.

3.2.4 Sub-programme 2.4: Heritage Resource Services

To support and assist Heritage Western Cape to identify, protect, conserve, manage and promote heritage resources of significance, in terms of the National Heritage Resources Act, 1999; to facilitate matters related to World Heritage Sites in the Western Cape in terms of the World Heritage Convention Act, 1999; to facilitate processes for the standardisation or changes, where necessary, of geographical names in the Western Cape by implementing at provincial level the mandates of the South African Geographical Names Council Act, 1998.

3.2.5 Sub-programme 2.5: Language Services

To promote multilingualism in the Western Cape to improve service delivery and accessibility; to actively promote the development of the previously marginalised indigenous languages; to facilitate the implementation and monitoring of the Western Cape Language Policy; and to provide administrative and management support to the Western Cape Language Committee to execute its legislative mandate.

3.3 Programme 3: Library and Archive Services

To provide comprehensive library and archive services in the Western Cape.

3.3.1 Sub-programme 3.1: Management

To provide strategic management and support for the Library Service, Provincial Archives Services and Enterprise Content Management directorates.

3.3.2 Sub-programme 3.2: Library Service

To provide library services in accordance with relevant applicable legislation and constitutional mandates.

3.3.3 Sub-programme 3.3: Archives

To provide archives and records management services in terms of the Provincial Archives and Records Service of the Western Cape Act, 2005.

To implement and/or support Enterprise Content Management (ECM)/MyContent in Western Cape Governmental bodies.

3.4 Programme 4: Sport and Recreation

To provide sport and recreation activities for the inhabitants of the Western Cape.

3.4.1 Sub-programme 4.1: Management

To provide strategic support to the sport and recreation component.

3.4.2 Sub-programme 4.2: Sport

To promote sport in order to contribute towards the reconciliation and development of the Western Cape community through the provision of equitable, accessible and affordable sport facilities, programmes and services.

3.4.3 Sub-programme 4.3: Recreation

To promote recreation activities through sustainable programmes; to provide assistance to recreation structures for specific development purposes; and to use recreation to promote and encourage an active and healthy lifestyle.

3.4.4 Sub-programme 4.4: School Sport

To promote school sport by assisting with structures, competitions, talent identification, development, as well as specific, and next-level activities.

3.4.5 Sub-programme 4.5 MOD Programme

To provide school-going learners with a structured and planned, daily, after-school recreation programme, that includes the provision of fun-filled play and modified opportunities and activities.

4 CONTACT DETAILS OF THE INFORMATION OFFICER SECTION 14(1)(b)

Mr H Malila
1st Floor
15 Wale Street
Cape Town
8000
Tel: 021 4836032
Fax: 021 4833300/4715
E-mail: Harry.Malila@westerncape.gov.za

4.1 CONTACT DETAILS OF DEPUTY INFORMATION OFFICER SECTION 14(1)(b)

Mr Brent C Walters
Protea Assurance Building / Private Bag X9067
Greenmarket Square
CAPE TOWN
8000
Tel : 021 483 9501
Fax: 021 483 9504
E-mail: Brent.Walters@westerncape.gov.za

5 GUIDE BY SOUTH AFRICAN HUMAN RIGHTS COMMISSION - SECTION 14(1)(c)

5.1.1 The South African Human Rights Commission updates and makes available a guide compiled in terms of section 10 of the PAIA which informs persons of:

- the objects of PAIA and how to exercise their rights in terms of these two acts;
- the contact details of the information officer and deputy information officer (where applicable) of every public body and the assistance available from them;
- how to access records of public bodies; and.
- the legal remedies that are available when there is a failure to act in accordance with PAIA.

5.1.2 All enquiries to obtain access to this guide should be directed to:

The South African Human Rights Commission	
Telephone	+27 11 877 3900
Fax	+27 11 403 0684
E-Mail Address	PAIA@sahrc.org.za
Postal Address	PAIA Unit: Promotion of Access to Information Private Bag 2700 Houghton 2041
Street Address	South African Human Rights Commission 33 Hoofd Street Braamfontein 2017 JOHANNESBURG
Website	www.sahrc.org.za

5.1.3 **Appendix A** to this manual includes information on how to access records of the Department, its internal appeal procedure, or applying to a court against decisions by the Information Officer or Deputy Officer, as the case may be.

6 INFORMATION ON THE PROMOTION OF ACCESS TO INFORMATION ACT, 2002

6.1 SUBJECTS AND CATEGORIES OF DEPARTMENTAL RECORDS – section 14(1)(d)

The Department holds records on the following subjects:

CATEGORIES AND SUBJECT MATTER	Programme Requires a request
6.1.1 STATUTORY AND REGULATORY FRAMEWORK <ul style="list-style-type: none"> – National Constitutional Framework – Policy – Routine enquiries – Constitution of the Republic of South Africa – Amendments – Interpretation and legal opinions 	Programme 1

<ul style="list-style-type: none"> - International Legislation - Policy - Routine enquiries - Name of International Law or Convention - Amendments - Interpretation and legal opinions - National Legislation - Policy (includes Green and White Papers) - Routine enquiries - Bill/ Act - (Including amendment legislation) - Title of Bill or Act - Comments and implementation - Interpretation and legal opinions - Western Cape Provincial Legislation - Bill/ Act - Title of Bill/ Act - Policy (Includes Green and White Papers) - Routine enquiries - Drafting and amendments - (Including Cabinet submissions and Request for assistance for Legal Advice) - Comments and Implementation - Interpretation and Legal Opinions - Subordinate Legislation - (Regulations, Proclamations, Guidelines and Instructions in terms of Legislation) - Title - Comments and Implementation - Interpretations and Legal Opinions 	
<p>6.1.2. Organisation and Control</p> <ul style="list-style-type: none"> - Reorganisation of functions - Delegation of Powers - Establishment of new sections/offices - Planning - Office instructions and codes 	<p>Programme 1</p>

<ul style="list-style-type: none"> - Organisational Performance Systems - Policy and Strategy - Strategic Management Information - Consolidated reports on key partnerships and engagements - Corporate Service Centre - Corporate Assurance - Internal Audit 	
<p>6.1.3 Human Resource Management</p> <ul style="list-style-type: none"> - Organisational Development - Provincial Training Institute - Human Resource Management - Policy and Planning - Human Capital Management 	Programme 1
<p>6.1.4 Internal Financial Management</p> <ul style="list-style-type: none"> - Budget - Accounting responsibility - Expenditure - Banking Arrangements - Funds - Internal Control 	Programme 1
<p>6.1.5 Supply Chain Management</p> <ul style="list-style-type: none"> - Procurement - Provisioning - Asset management 	Programme 1
<p>6.1.6 Internal Facilities Management</p> <ul style="list-style-type: none"> - Buildings and Grounds - Equipment and Furniture - Postal Services - Telecommunication services - Occupational Health and Safety 	Programme 1
<p>6.1.7 Internal Travel and Transport Services</p> <ul style="list-style-type: none"> - Transport 	Programme 1
<p>6.1.8 Internal Information Services</p> <ul style="list-style-type: none"> - Internal records management - Library management 	Programme 1

<ul style="list-style-type: none"> - Information management - Knowledge management - Internal security matters - Promotion of Access to Information - Centre for E-Innovation 	
<p>6.1.9 Communications</p> <ul style="list-style-type: none"> - Government Products & Publications - Events & Public participation - Advertising, Marketing & Branding - Media Support - Language Services - Translations - Media Monitoring - Speeches and Lectures - Publicity guides - Social matters - Strategic communications 	Programme 1
<p>6.1.10 Legal Services</p> <ul style="list-style-type: none"> - Provision of Legal Advice - Litigation 	Programme 1
<p>6.1.11 Attending and hosting meetings and other gatherings</p> <ul style="list-style-type: none"> - Auxiliary functions - Line functions 	Programme 1
<p>6.1.12 Sport and Recreation</p> <ul style="list-style-type: none"> - Sports Development - Specific Projects - Women In Sport - Major Sport Events - School Sport - Sport - Financial Aid To Sport Bodies - Sports Research And Scientific Matters - Provincial Sport Academy - Provincial Sport Development - Sport Awards 	Programme 4

<ul style="list-style-type: none"> - Sport Facilities - Recreation and Development - Sport Transformation Dispute & Resolution - Policy - International Sport Bodies - Co-ordinating Bodies - Tertiary Institutions - Local Authorities - Operational Support 	
<p>6.1.13 Cultural Affairs</p> <ul style="list-style-type: none"> - Statutory Bodies - Museums - Heritage Western Cape - Cooperation With Statutory and Other Bodies 	Programme 2
<p>6.1.14 Library Services</p> <ul style="list-style-type: none"> - Acquisition records - Book And Selection Lists - Suppliers Of Library Material - Receipt, Preparation And Dispatch - Donations - Research And Statistics - Conditional Grant, Metro Library Fund and Municipal Replacement Funding payments <p>6.1.15 Archives and Records Services</p> <ul style="list-style-type: none"> - Records Management Services - Preserve and provide access to archival Material - Management and Implementation of Electronic Content Management 	Programme 3

6.2 DEPARTMENTAL RECORDS THAT ARE AUTOMATICALLY AVAILABLE WITHOUT THE NEED TO REQUEST ACCESS – section 14 (1)(e)

The following records are available for inspection in terms of section 15(1)(a)(i) and copying in terms of section 15(1)(a)(ii).

Documents that are available for download from the WCG portal at <https://www.westerncape.gov.za/dept/cas> free of charge in terms of section 15(1)(a)(iii) are marked with an asterisk.

DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15(1) (a)	MANNER OF ACCESS TO RECORDS Section 15(1)(b)
DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE FOR COPYING OR PURCHASING IN TERMS OF SECTION 15(1)(a)(ii)	
<ul style="list-style-type: none"> (a) "Step-by-Step to project execution" document of the Museum Service (b) Two-monthly in-house magazine "the Cape Librarian" * (c) Annual review of the Western Cape Library Service (d) Event Strategy of the Province (e) HIV and AIDS Strategy of the Department (f) Strategic Plan* (g) Service Delivery Improvement Plan* (h) Annual Performance Plans* (i) Annual Reports* (j) Annual Reports to Citizens* (k) Service Charters* (l) Western Cape Department of Cultural Affairs and Sport Budget Speech (m) Department of Cultural Affairs and Sport: Organogram (n) Norms and Standards for Western Cape Public Libraries (o) Contact list for Western Cape Public Libraries 	<p>Records referred to in (a) to (m) are available for inspection at the Department of Cultural Affairs and Sport, Protea Assurance Building, Greenmarket Square, Cape Town.</p>

6.3 SERVICES AVAILABLE TO THE PUBLIC SECTION 14(1)(f)

The Department renders a limited number of services directly to the public. Full details of these services appear in the Service Charter published for the Department of Cultural Affairs and Sport, which can be accessed at:

[Service Charter for the Department of Cultural Affairs and Sport | Western Cape Government.](#)

Services rendered by the Department of Cultural Affairs and Sport	How to access these services
<p>CHIEF DIRECTORATE: CULTURAL AFFAIRS</p> <ul style="list-style-type: none"> • Services related to the powers and duties of the Western Cape Cultural Commission and Cultural Councils Act, 1998 (Act 14 of 1998) • Information can be obtained from the Western Cape Cultural Commission website. Through the distribution of Annual Reports, annual advertisements, brochures, posts and pamphlets and by contacting the Department's Cultural Services. • Services related to the powers and duties of the Language Committee as provided for in the Western Cape Provincial Languages Act, 1998 (Act 13 of 1998) • Information can be obtained from the Western Cape Language Committee website, through the wide distribution of Annual Reports, brochures, posters and pamphlets and by contacting the Western Cape Language unit 	<p>Tel: 021 483 9503 Fax:086 607 0208 E-mail: dcas.com @westerncape.gov.za</p> <p>https://www.westerncape.gov.za/dept/cas</p>

<p>CHIEF DIRECTORATE: SPORT AND RECREATION</p> <ul style="list-style-type: none"> • Funding of federations for development programmes • Funding and administrative assistance to federations in respect of major events • Funding to local authorities in respect of establishing new facilities and maintaining and upgrading of existing facilities • In certain instances, information pamphlets are drafted and distributed 	<p>https://www.westerncape.gov.za/dept/cas</p>
<p>DIRECTORATE: LIBRARY SERVICES</p> <ul style="list-style-type: none"> • Public can obtain library materials via public libraries (local library authorities) • Public libraries access materials and information can be obtained from the Directorate: Provincial Library Services 	<p>https://www.westerncape.gov.za/dept/cas</p>
<p>DIRECTORATE: ARCHIVES SERVICES</p> <ul style="list-style-type: none"> • Provide archival and records management services 	<p>https://www.westerncape.gov.za/dept/cas</p>

6.4 ARRANGEMENT ALLOWING INVOLVEMENT IN THE FORMULATION OF POLICY AND PERFORMANCE OF FUNCTIONS SECTION 14(1)(g)

CHIEF DIRECTORATE: CULTURAL AFFAIRS

- The members of the Western Cape Cultural Commission are appointed every three years through a public process. Members of the public have the right to nominate candidates. This public entity is representative of the cultural community of the Western cape and advises the provincial Minister on policy
- Policy suggestions can be made directly to the Provincial Minister or Members of the Western Cape Cultural Commission
- New policy is always consulted through public hearing and advertisement in the newspapers
- In most instances legislation prescribes the procedure for making matters known for public participation

- Notification in the media, such as the Provincial Gazette, provincial newspapers and local/community newspapers. Workshops with concerned and affected groups. All projects in execution of the powers and duties of the Language Committee are performed in collaboration and after extensive consultation with the affected communities or interested parties
- To this end, the business plan for projects make specific provision for information to be furnished outlining the individual and/or organisations that will be consulted or incorporated in the project
- In formulating a policy, such as the Western Cape Language Policy, every stage of the draft document is widely distributed to interested parties, such as local municipalities, language organisations and provincial government departments and institutions
- Regular surveys are undertaken to ascertain the needs of specific sectors in the Western Cape, such as a language audit of the provincial government departments and institutions and local municipalities
- Individuals and/or organisations are invited to send language-related complaints to the Language Committee for its attention and possible forwarding to the Pan South African Language Board
- Forums and workshops with concerned and affected groups – librarians
- Steering committee meetings

REMEDIES AVAILABLE IN RESPECT OF ACTS OR FAILURE TO ACT SECTION 14(1)(h)

Legislation applicable to the Department may provide for an internal review or appeal procedure. Should this procedure be exhausted, or no provision be made for such procedure, a court may be approached for an appropriate order.

Questions, complaints or comments regarding any service delivery by the Department of the Cultural Affairs and Sport may be made as follows:

Call: Tel: 021 483 9503 Monday to Friday from 7am. to 4pm.

Fax: 086 607 0208E-mail: dcas.com@westerncape.gov.za

7. ACCESSIBILITY AND AVAILABILITY OF THIS MANUAL

SECTION 14 (3)

- 7.1 The manual is available in English, Afrikaans and Xhosa for viewing between 7.30 and 16.00 Mondays to Fridays (excluding public holidays) at

- Department of Cultural Affairs and Sport, Protea Assurance Building, Greenmarket Square, Cape Town. And
- The office of the Deputy Information Officer, Mr B. Walters at: Protea Assurance Building, Greenmarket Square, Cape Town.

7.2 The English version of this manual is available for viewing at the physical address of the Deputy Information Officer. The manual has been translated into the Afrikaans and Xhosa languages and is available for viewing on the Department's website. The link to the website is as follows:

<https://www.westerncape.gov.za/general-publication/promotion-access-information-dcas-manual-2018>

APPENDIX A:

GUIDANCE ON ACCESS TO RECORDS THAT ARE NOT AUTOMATICALLY AVAILABLE

1 COMPLETION OF APPLICATION FORM, PAYMENT OF FEES and FORM OF ACCESS – sections 18, 19, 22, 29 and 31.

1.1 Application form

- A prescribed form (attached as **FORM A**) must be completed by the requester and submitted to the Information Officer/Deputy Information Officer.
 - If a requester cannot read or write or complete the form due to a disability, the request may be made orally. The Information Officer/Deputy Information Officer will then complete Form A on behalf of the requester, keep the original and give the requester a copy thereof.
 - A request may be made on behalf of another person but then the capacity in which the request is made must be indicated on Form A.

1.2 Fees

- The fees for requesting and searching for a record, as well as making copies of the record, are prescribed by the regulations made in terms of PAIA.
(Attached as **FEE SCHEDULE**) The following fees are payable:
 - Request fee of R35.00 for each request;
 - Access fee for the reasonable time spent to search for and prepare the record, if it takes more than an hour to search and prepare a record. A deposit, of not more than a third of the total access fee, may be required. However, the full access fee is payable before access is granted; and
 - For making copies of the record.

1.3 Applicants who are exempt from paying a request fee:

- A maintenance officer/investigator requesting access to a record for a maintenance investigation or inquiry in terms of the Maintenance Act, 1998 (or regulations made in terms thereof.)
- A person requesting a record that contains his/her personal information.

1.3 Applicants who are exempt from paying an access fee:

- A person requesting a record that contains his/her personal information.
- A single person whose annual income does not exceed R14 712 per annum.

- Married persons, or a person and his or her life partner whose annual income does not exceed R27 192.

1.4 Form of access

- A requester must indicate on Form A if a copy or an inspection of the record is required.
 - If a copy is required, the requester must indicate the form thereof (e.g. printed or electronic) and the preferred language (where the record is available in more than one language). The Department does not translate records that are only available in one language.
- The record will be provided in the requested format unless it is unpractical or it will unreasonably interfere with the running of the Department's business

2 **DECISION TO GRANT OR REFUSE ACCESS – Sections 25 and 26**

2.1 Time period to make a decision

The Information Officer/ Deputy Information Officer must as soon as reasonably possible after receipt of the R35 and the completed Form A, but at least within **30 days** of receipt thereof, decide whether to grant or refuse the request and notify the requester of the decision.

2.2 Extension of time period

The Information Officer / Deputy Information Officer may extend the period of 30 days, **once** for a further period of **30 days** in the following circumstances:

- the request is for a large number of records or requires a search through a large number of records and attending to the request unreasonably interferes with the department's activities;
- the request requires a search for records from an office that is not in the same town or city as that of the Information officer/Deputy Information Officer;
- consultation is required with other departments of the WCG or other public bodies to decide upon the request; or
- the requester consented to an extension.

3. RECORDS THAT CONTAIN INFORMATION OF THIRD PARTIES – sections 47, 48

3.1 Notification:

The Information Officer/Deputy Information Officer must take all reasonable steps to inform a third party as soon as possible, but at least within **21 days**, of receipt of any request for a record that contains:

- a third party's personal information;
- a third party's trade secrets;
- a third party's financial, commercial, scientific or technical information and disclosure would likely cause commercial or financial harm to the third party;
- information supplied by a third party in confidence and the disclosure would prejudice or put the third party at a disadvantage in contractual or other negotiations or commercial competition;
- information supplied in confidence by a third party and disclosure would (i) amount to a breach of a duty of confidence owed to the third party in terms of an agreement; or (ii) reasonably prejudice the future supply of similar information which should, in the public interest, be supplied; or
- information about research being carried out by or on behalf of a third party that would seriously disadvantage either the third party, the agent or the research subject matter.

3.2 Third Party representations and consent

Within **21 days** of the notification (3.1 above) a third party may either (i) make written or oral representations to the Information Officer/ Deputy Information Officer why the request should be refused; or (ii) give written consent for the disclosure of the record.

3.3 Decision on representation for refusal

The Information Officer/ Deputy Information Officer must as soon as reasonable possible, but at least within **30 days** after the notification (3.1 above) decide whether to grant or refuse the request for access and must notify the third party concerned as well as the requester of the decision.

4. INTERNAL APPEAL – sections 74 and 75

4.1 Requester

A requester may lodge an internal appeal, within **60 days** after notice is given of a decision by the Information Officer/Deputy Information Officer to:

- refuse a request for access (see 2 above);
- pay a fee (see 1.2 above);
- extend the period to give access (see 2.2 above).

4.2 Third party

A third party may lodge an internal appeal, within **30 days** after notice is given of a decision by the Information Officer/Deputy Information Officer to grant access to a record that contains information about the third party (see 3 above).

4.3 Manner of internal appeal

An internal appeal is lodged by completing the prescribed form (**Form B** attached) and delivering or sending it to the Information Officer/ Deputy Information Officer.

5. APPLICATION TO COURT

5.1 A requester or third party may apply to court for appropriate relief if

- an internal appeal was lodged and the applicant remains unsatisfied with the outcome of the internal appeal; or

5.2 The application to court must be made within **180 days** after being informed of the outcome of the internal appeal.

APPENDIX B: SERVICE CHARTER

SERVICE DELIVERY CHARTER

The Department of Cultural Affairs and Sport is committed through this Service Delivery Charter to provide quality services to you. Let's make service delivery **BETTER TOGETHER.**

Our Responsibility To You

- We will acknowledge receipt of correspondence within 5 working days.
- We will respond to correspondence from clients within 14 working days.
- We will endeavour to answer telephone calls within five rings.
- We will treat you with courtesy and respect and in a dignified manner at all times.
- We undertake to consult you about your service needs and about your expectations about the level and quality of service.
- We will provide full information upon request in an open and transparent manner.
- We will provide access to prompt and efficient service in accordance with applicable service delivery standards.

Your Responsibility To Us

- Be civil, courteous and respect the dignity of officials who render service to you.
- Be honest in your deliberations with us.
- Be willing to consider making yourself available for empowerment programmes.

OUR VISION

The Department's vision is to contribute to a socially inclusive, creative, active and connected Western Cape.

OUR PURPOSE

The Department's mission is to encourage excellence and inclusivity in sport and culture through the effective, efficient and sustainable use of our resources, and through creative partnerships with others.

As we move towards excellence, we will create the conditions for access, mass participation, talent identification and skills development.



We Value Being Accessible

- Our buildings are accessible to people with disabilities.
- Our buildings are clearly identified with visible signage.
- Our Service Access Booklet provides contact details of key management staff.
- The Department's Service Standards Schedule is available at: www.westerncape.gov.za/cas.
- We will endeavour to render our services in all three official languages of the Western Cape.

**Office hours:
Monday to
Friday
7:30-16:00**

Our Redress Mechanism

If you have a complaint, you are welcome to contact us. We will respond to your complaint within 14 working days. If we cannot deal with your telephonic query immediately, we will give you the name of the person to whom the query will be referred and give you an indication of when we expect them to reply.

You are invited to send any suggestions, compliments, constructive criticism or recommendations for improvement of our services or standards to:

The Head: Communication, Tel: 021 483 9877, Fax: 021 483 9521 or Email: Dcas.Com@westerncape.gov.za.

Western Cape Government Call Centre: 0860 142 142 (07:00 to 19:00)



BETTER TOGETHER.

Executive Authority Declaration:

I, Anroux Marais, commit the Department of Cultural Affairs and Sport in terms of Part III, C.2 of the Public Service Regulations, 2001 as amended, to adhere to this charter.

Anroux Marais

01/04/2018

APPENDIX C: FORM A

REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY

(Section 18(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

[Regulation 2]

<p>FOR DEPARTMENTAL USE</p> <p>Reference number: _____</p> <p>Request received by _____ (state rank, name and surname of information officer/deputy information officer) on (date) at _____ (place).</p> <p>Request fee (if any): R</p> <p>Deposit (if any): R</p> <p>Access fee: R</p> <p style="text-align: right;">SIGNATURE OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER</p>
--

A. Particulars of public body

The Information Officer/Deputy Information Officer:

B. Particulars of person requesting access to the record

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

Full names and surname:

Identity number:

Postal address:

_____ Fax number:

Telephone number: _____ E-mail address:

Capacity in which request is made, when made on behalf of another person:

C. Particulars of person on whose behalf request is made

This section must be completed only if a request for information is made on behalf of another person.

Full names and surname:

Identity number:

D. Particulars of record

- (a) *Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.*
- (b) *If the provided space is inadequate please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.***

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

2. Reference number, if available:

3. Any further particulars of record:

E. Fees

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid.
- (b) You will be notified of the 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 therefore.

Reason for exemption from payment of fees:

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

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

Mark the appropriate box with an "X".

NOTES:

- (a) Your indication as to the required form of access depends 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 -

<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
--------------------------	-----------------	--------------------------	----------------------

2. If record consists of visual images -

(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)

<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images*	<input type="checkbox"/>	transcription of the images*
--------------------------	-----------------	--------------------------	---------------------	--------------------------	------------------------------

3. If record consists of recorded words or information which can be reproduced in sound -

<input type="checkbox"/>	listen to the soundtrack (audio cassette)	<input type="checkbox"/>	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? A postal fee is payable.	YES	NO
--	-----	----

Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available.

In which language would you prefer the record?

G. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved/denied. If you wish to be informed 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 / PERSON ON WHOSE BEHALF REQUEST IS MADE

APPENDIX D: FORM B

NOTICE OF INTERNAL APPEAL

(Section 75 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

[Regulation 6]

**STATE YOUR REFERENCE
NUMBER:**

A. Particulars of public body

The Information Officer/Deputy Information Officer:

B. Particulars of requester/third party who lodges the internal appeal

- (a) *The particulars of the person who is lodging the internal appeal, must be completed 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 stated at C below.*

Full names and surname:

Identity number:

Postal address:

Fax number:

Telephone number: _____ E-mail address:

Capacity in which an internal appeal on behalf of another person is lodged:

C. Particulars of requester

This section must be completed ONLY if a third party (other than the requester) is lodging 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:

	Refusal of request for access.
	Decision regarding fees determined in terms of section 22 of the Act.
	Decision regarding the extension of the period within which request must be dealt with in terms of section 26(1) of the Act.
	Decision in terms of section 29(3) of the Act to refuse access in the form as requested by the requester.
	Decision to grant request for access.

E. Grounds for appeal

If the provided space is inadequate please continue on a separate folio and attach it to this form. You must sign all the additional folios.

State the grounds upon which the internal appeal is based:

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.

State the manner:

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/deputy information officer).

Appeal accompanied by the reasons for the information officer/deputy information officer's decision and, where applicable, the particulars of any third party to whom or which the records, submitted by information officer/deputy information officer on (date) to the relevant authority.

OUTCOME OF APPEAL:

DECISION OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER
CONFIRMED/SUBSTITUTED BY NEW DECISION
NEW DECISION:

DATE

RELEVANT AUTHORITY

DATE RECEIVED BY THE INFORMATION OFFICER/DEPUTY INFORMATION
OFFICER FROM THE RELEVANT AUTHORITY:

APPENDIX E: FEE SCHEDULE

FEES

Annexure A

GENERAL: VALUE-ADDED TAX

Public and private bodies registered under the Value-Added Tax Act, 1991 (Act No. 89 of 1991), as vendors may add value-added tax to all fees prescribed in this Annexure.

PART I

FEES IN RESPECT OF GUIDE

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

PART II

FEES IN RESPECT OF PUBLIC BODIES

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

	R
(a) For every photocopy of an A4-size page or part thereof	0,60
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,40
(c) For a copy in a computer-readable form on—	
(i) stiffy disc	5,00
(ii)compact disc	40,00
(d)	
(i)For a transcription of visual images, for an A4-size page or part thereof	22,00
(ii)For a copy of visual images	60,00
(e)	
(i) For a transcription of an audio record, for an A4-size page or part thereof	12,00
(ii)For a copy of an audio record	17,00

3.The request fee payable by every requester, other than a personal requester, referred to in regulation 7 (2) is R35,00.

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

	R
(1) (a)For every photocopy of an A4-size page or part thereof	0,60
(b)For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,40
(c)For a copy in a computer-readable form on—	
stiffy disc	(i) 5,00
compact disc	(ii) 40,00
(d)(i)For a transcription of visual images, for an A4-size page or part thereof	22,00
(ii)For a copy of visual images	60,00
(e)(i)For a transcription of an audio record, for an A4-size page or part thereof	12,00
(ii)For a copy of an audio record	17,00
(f)To search for and prepare the record for disclosure, R15,00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	

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

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

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

PART III
FEES IN RESPECT OF PRIVATE BODIES

1. The fee for a copy of the manual as contemplated in regulation 9 (2) (c) is R1,10 for every photocopy of an A4-size page or part thereof.

2.

2. The fees for reproduction referred to in regulation 11 (1) are as follows:

	R
(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on—	
(i) stiffy disc	7,50
(ii) compact disc	70,00
(d)(i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e)(i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii) For a copy of an audio record	30,00

3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11 (2) is R50,00.

4. The access fees payable by a requester referred to in regulation 11 (3) are as follows:

	R
(1)(a) For every photocopy of an A4-size page or part thereof	1,10

(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on—	
(i) stiffy disc	7,50
(ii) compact disc	70,00
(d)(i) For a transcription of visual images, for an A4-size page or part thereof	
(ii) For a copy of visual images	60,00
(e)(i) For a transcription of an audio record, for an A4-size page or part thereof	
(ii) For a copy of an audio record	20,00 30,00
(f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.	

(2) For purposes of section 54 (2) of the Act, the following applies:

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

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