



PAIA MANUAL

**Promotion of Access to Information (PAIA) Manual, 2021
compiled in terms of section 14 of the Promotion of Access to
Information Act, 2000 (as amended) for the Department of
Health**

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1. LIST OF ACRONYMS AND ABBREVIATIONS

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|-------|---------------------------|--|
| 1.1. | “DIO” | Deputy Information Officer |
| 1.2. | “DoH” | Department of Health |
| 1.3. | “DoTP” | Department of the Premier |
| 1.4. | “HOD” | Head of Department |
| 1.5. | “IO” | Information Officer |
| 1.6. | “MEC” | Member of the Executive Committee |
| 1.7. | “PAIA” | Promotion of Access to Information Act, 2000 |
| 1.8. | “PFMA” | Public Finance Management, 1999 |
| 1.9. | “POPIA” | Protection of Personal Information Act,2013 |
| 1.10. | “PSA” | Public Service Act, Proclamation 103 of 1994 |
| 1.11. | “Regulator” | Information Regulator |
| 1.12. | “the Constitution” | Constitution of the Republic of South Africa, 1996 |
| 1.13. | “WCG” | Western Cape Government |
| 1.14. | “WCGH” | Western Cape Government Health |

2. PURPOSE OF THE PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1. check the nature of the records which may already be available within the DoH, without the need for submitting a formal PAIA request.
- 2.2. understand how to make a request for access to a record of the DoH.
- 2.3. obtain all the relevant contact details of the persons who will assist the public with the records they intend to access.
- 2.4. be aware of all the remedies available from the DoH regarding a request for access to the records, before approaching the Regulator or the Courts.
- 2.5. obtain a description of the services available to members of the public from the DoH and how to gain access to those services.
- 2.6. obtain a description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it.
- 2.7. know if the DoH will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto.
- 2.8. know if the DoH has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied.
- 2.9. know whether the DoH has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. ESTABLISHMENT OF THE DEPARTMENT OF HEALTH

The DoH is a provincial structure within the public service which is established in terms of section 197 of the Constitution. The PSA which gives effect to section 197 of the Constitution provides in section 7 thereof for provincial departments.

3.1. Objectives/Mandate

3.1.1 National Health Act, 2003 (Act 61 of 2003)

Provides a framework for a structured health system within the Republic, taking into account the obligations imposed by the Constitution and other laws of the national, provincial and local governments with regard to health services. The objectives of the National Health Act (NHA) are to:

- unite the various elements of the national health system in a common goal to actively promote and improve the national health system in South Africa.
- provide for a system of co-operative governance and management of health services, within national guidelines, norms and standards, in which each province, municipality and health district must deliver quality health care services.
- establish a health system based on decentralised management, principles of equity, efficiency, sound governance, internationally recognized standards of research and a spirit of enquiry and advocacy which encourage participation.
- promote a spirit of co-operation and shared responsibility among public and private health professionals and providers and other relevant sectors within the context of national, provincial and district health plans.
- create the foundation of the health care system and understood alongside other laws and policies which relate to health in South Africa.

3.1.2 Choice on Termination of Pregnancy Act (Act 92 of 1996)

3.1.3 Criminal Procedure Act, 1977 (Act No. 51 of 1977), Sections 212 4(a) and 212 8(a)

3.1.4 Mental Health Care Act, 2002 (Act No. 17 of 2002)

3.1.5 National Roads Traffic Act (Act No. 93 of 1996)

3.1.6 Occupational Diseases in Mines and Works Act, 1973 (Act No. 78 of 1973)

3.1.7 Sterilisation Act, 1998 (Act No. 44 of 1998)

3.1.8 National Environmental Health Norms and Standards (Notice 1229 of 2015)

3.1.9 Health Infrastructure Norms and Standards Guidelines (No. R. 116 and R. 512 of 2014 and R. 414 of 2015)

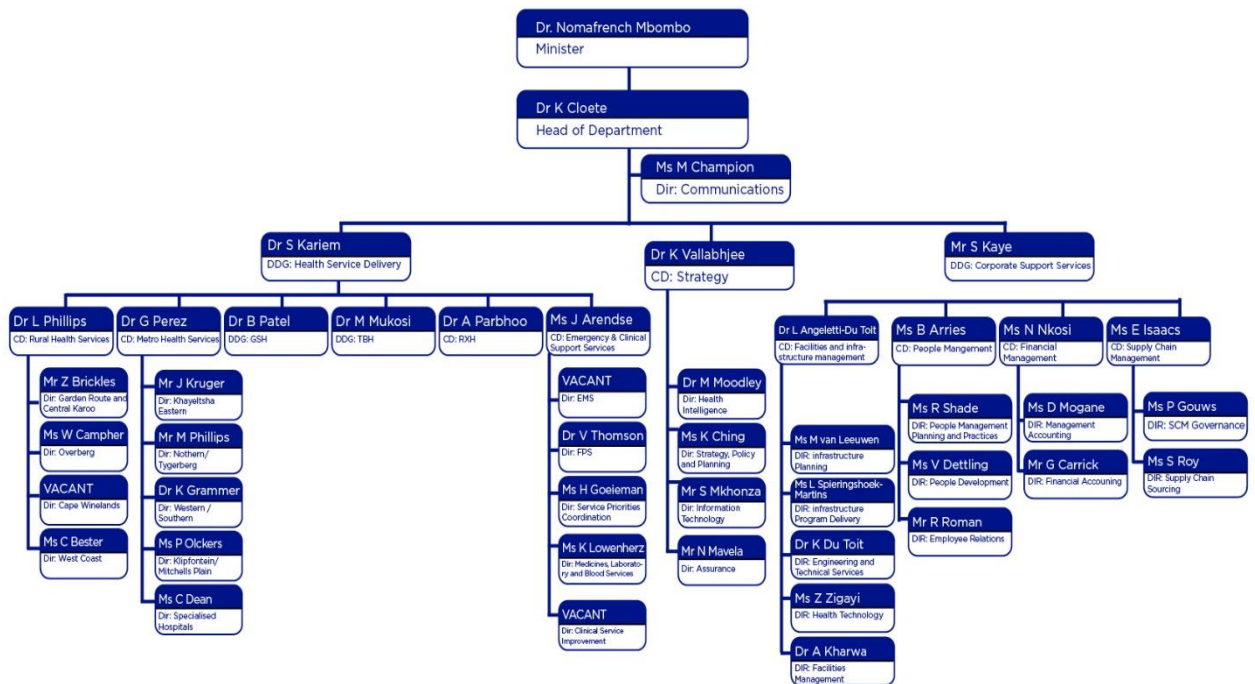
4. STRUCTURE OF THE DEPARTMENT OF HEALTH AND FUNCTIONS

4.1. Structure

4.1.1. Organogram



Organisational Organogram Structure as at December 2021.



4.1.2 Strategic Committees

TEXCO	Top Executive Committee
OPEXCO	Operations Executive Committee
CORPEXCO	Corporate Executive Committee
STRATEXCO	Strategy Executive Committee
FMC	Financial Monitoring Committee
M&E	Monitoring and Evaluation Committee

4.2. **Functions**

- Provide people-centred health care services across the service delivery continuum for optimal impact on the population
- Facilitate synergy and alignment between Departmental core and non-core functions across departmental management tiers with specific focus on strategic management and technical support processes
- Provide integrated administrative support services to enable the provisioning of optimal health services aligned to departmental mandates.
- Provide strategic communication services for the department of Health.

DIRECTORATE: COMMUNICATION

- Ensure the development and implementation of the communication strategy and policies
- Implement the departmental communication strategy and demand plan within a geographical functional area.

BRANCH: HEALTH SERVICE DELIVERY

- Provide health services in rural areas with specific focus on the district health services delivery continuum and general specialist hospital services within the context of an intersectoral approach
- Provide health services in the Metro District with specific focus on the district health services delivery continuum inclusive of general specialist hospital, specialized hospitals and oral health within the context of an intersectoral approach
- Provide a central hospital service within Groote Schuur Hospital in support of the geographical service continuum
- Provide a central hospital service within Tygerberg Hospital in support of the geographical service continuum
- Provide a tertiary hospital service within Red Cross Children's Hospital in support of the geographical service continuum
- Provide an appropriate range of transversal clinical service support functions across the health service components

DDG: GROOTE SCHUUR HOSPITAL

- Provide a clinical service
- Render a nursing service
- Render a financial administrative service

- Render a people management service
- Render a general support service
- Provide a maintenance and engineering service

DDG: TYGERBERG HOSPITAL

- Provide a clinical service
- Render a nursing service
- Render a financial administrative service
- Render a people management service
- Render a general support service
- Provide a maintenance and engineering service

CHIEF DIRECTORATE: RED CROSS WAR MEMORIAL CHILDREN'S HOSPITAL

- Provide clinical and clinical support services
- Provide nursing care services
- Render finance and supply chain management services
- Provide a personnel management and support service
- Provide a maintenance and engineering service.

CHIEF DIRECTORATE: EMERGENCY AND CLINICAL SERVICES SUPPORT

- Provide emergency medical health services across the province (management mechanism to integrate services with the other service continuums)
- Provide forensic pathology health services across the province (management mechanism to integrate services with the other service continuums)
- Facilitate a coordinated and integrated implementation approach to maintain key service policy priorities
- Coordinate medicines management, laboratory and blood services delivery and utilization in the Western Cape
- Facilitate optimal health service delivery through the development of innovative alternative SDM's and continuous improvement initiatives
- Provide human resource support to the Chief Directorate including EMS and FPS
- Provide financial management support to the Chief Directorate including EMS and FPS

DIRECTORATE: CLINICAL SERVICE IMPROVEMENT

- Streamline the care continuum across the province (Identify and address bottlenecks).
- Support innovation and prototype new concepts that will ultimately lead to the Improvement of services and population health outcomes (e.g. DRGs; identification and development of best practices).
- Continuous improvement of health services delivery in order to improve the efficiency and effectiveness of the health system (facilitate implementation of approved new projects and concepts).

DIRECTORATE: EMERGENCY MEDICAL SERVICES

- Provide ambulance and medical rescue services.
- Provide medical support services
- Provide clinical governance and manage emergency speciality.
- Provide a financial management service.
- Provide a people management service

DIRECTORATE: FORENSIC PATHOLOGY SERVICES

- Render forensic pathology services at the Tygerberg Hospital complex.
- Render forensic pathology services at the Groote Schuur Hospital complex.
- Render forensic pathology services within the Metro District
- Render forensic pathology services within the Cape Winelands/Overberg Districts
- Render forensic pathology services within the West Coast District
- Render forensic pathology services within the Garden route/Central Karoo District
- Provide line specific administrative support services

DIRECTORATE: MEDICINES, LABORATORY AND BLOOD SERVICES SUPPORT

- Ensure rational use of and equitable access to medicines across all levels of care within the province as well as the cost effective procurement and distribution of medicines,
- Provide a procurement, warehousing and distribution service for pharmaceuticals and medical consumables across the province (Cape Medical Depot)

- Manage the Chronic Dispensing Unit services including contract management of the concluded service level agreement.
- Ensure that effective, affordable and accessible medical laboratory and blood services are provided by the National Health Laboratory Service to the DoH.

DIRECTORATE: SERVICE PRIORITIES COORDINATION

- Manage the system for clinical governance including nursing and other practice guidelines.
- Facilitate the development of guidelines and frameworks to strengthen early life-course services across the province.
- Facilitate the development of guidelines and frameworks to strengthen late life-course services across the province.
- Ensure the effective containment and control of communicable diseases and to investigate and coordinate provincial responses to disease outbreaks
- Coordinate planning and business plans as well as report on the service related special end conditional grants funding to the Western Cape
- Promote healthy lifestyle initiatives across multiple settings in both public and private organisations in the province

CHIEF DIRECTORATE: RURAL DISTRICT HEALTH SERVICES

- Provide district health services In the Garden Route and Central Karoo Districts
- Provide district health services in the Overberg District.
- Provide district health services In the Cape Winelands District.
- Provide district health services in the West Coast District.
- Provide regional hospital services in a geographic service area (Worcester, Paarl and George Hospitals.)
- Interface between Macro and O-Meso levels to facilitate alignment regarding departmental clinical strategy, policy and planning priorities, frameworks and protocols as well as facilitation of integrated implementation support for service delivery in the rural districts.
- Provide a strategic support service to facilitate alignment of strategy development, priority setting and implementation for the rural districts to that of the Department In support of its common purpose, vision and policy imperatives.

- Provide a strategic health intelligence support service to facilitate alignment with Department of Health intelligence processes and application of knowledge in management decisions for the improvement of services and clinical outcomes in the rural districts.
- Provide an assurance support service to facilitate alignment and assurance regarding Departmental processes and actions in support of the improvement of services and clinical outcomes in the rural districts.
- Interface between Macro and O-Meso levels to facilitate alignment and assurance with regard to departmental corporate strategy, policy and
- planning priorities, frameworks and protocols for service delivery in the rural areas.

DIRECTORATE: WEST COAST DISTRICT

- Provide primary health care and district hospital services.
- Facilitate an integrated clinical implementation support service.
- Facilitate alignment with departmental strategic policy, planning, IT and assurance management processes.
- Interface with FIM to facilitate input for planning and implementation (delivery processes).
- Provide a people management support service.
- Provide a financial and supply chain management support service.

DIRECTORATE: OVERBERG DISTRICT

- Provide primary health care and district hospital services.
- Facilitate an integrated clinical implementation support service.
- Facilitate alignment with departmental strategic policy, planning, IT and assurance management processes.
- Interface with FIM to facilitate input for planning and implementation (delivery processes).
- Provide a people management support service.
- Provide a financial and supply chain management support service.

DIRECTORATE: GARDEN ROUTE AND CENTRAL KAROO DISTRICTS

- Provide primary health care and district hospital services.
- Facilitate an integrated clinical implementation support service.
- Facilitate alignment with departmental strategic policy, planning, IT and assurance management processes.

- Interface with FIM to facilitate input for planning and implementation (delivery processes).
- Provide a people management support service.
- Provide a financial and supply chain management support service.

DIRECTORATE: CAPE WINELANDS DISTRICT

- Provide primary health care and district hospital services.
- Facilitate an integrated clinical implementation support service.
- Facilitate alignment with departmental strategic policy, planning, IT and assurance management processes.
- Interface with FIM to facilitate input for planning and implementation (delivery processes).
- Provide a people management support service.
- Provide a financial and supply chain management support service.

CHIEF DIRECTORATE: METRO DISTRICT HEALTH SERVICES

- Provide DHS and general specialist hospital services within the Khayelitsha and Eastern Subdistricts.
- Provide DHS and general specialist hospital services within the Northern and Tygerberg Subdistricts.
- Provide DHS and general specialist hospital services within the Southern and Western Subdistricts.
- Provide DHS and general specialist hospital services within the Klipfontein and Mitchells Plain Subdistricts.
- Provide specialised hospital services.
- Interface between Macro and O-Meso levels to facilitate alignment regarding departmental clinical strategy, policy and planning priorities, frameworks and protocols as well as facilitation of integrated implementation support for service delivery in the Metro District.
- Provide a strategic support service to facilitate alignment of strategy development, priority setting and implementation for the Metro District to that of the Department in support of its common purpose, vision and policy imperatives.
- Provide a strategic health intelligence support service to facilitate alignment with Department of Health intelligence processes and application of knowledge in management decisions for the improvement of services and clinical outcomes in the Metro District.

- Provide an assurance support service to facilitate alignment and assurance regarding departmental processes and actions in support of the improvement of services and clinical outcomes in the Metro District.
- Interface between Macro and O-Meso levels to facilitate alignment and assurance with regard to departmental corporate strategy, policy and planning priorities, frameworks and protocols for service delivery in the Metro District.

DIRECTORATE: NORTHERN AND TYGERBERG SUBDISTRICTS

- Provide primary health care and hospital services
- Facilitate an integrated clinical implementation support service
- Facilitate alignment with departmental strategic, policy, planning, IT and assurance management processes.
- Interface with FIM to facilitate input for planning and implementation
- Provide a people management support service
- Provide a financial and supply chain management support service

DIRECTORATE: WESTERN AND SOUTHERN SUBDISTRICTS

- Provide primary health care and hospital services
- Facilitate an integrated clinical implementation support service
- Facilitate alignment with departmental strategic, policy, planning, IT and assurance management processes.
- Interface with FIM to facilitate input for planning and implementation
- Provide a people management support service
- Provide a financial and supply chain management support service

DIRECTORATE: MITCHELLS PLAIN AND KLIPFONTEIN SUBDISTRICTS

- Provide primary health care and hospital services
- Facilitate an integrated clinical implementation support service
- Facilitate alignment with departmental strategic, policy, planning, IT and assurance management processes.
- Interface with FIM to facilitate input for planning and implementation
- Provide a people management support service
- Provide a financial and supply chain management support service

DIRECTORATE: EASTERN AND KHAYELITSHA SUBDISTRICTS

- Provide primary health care and hospital services
- Facilitate an integrated clinical implementation support service
- Facilitate alignment with departmental strategic, policy, planning, IT and assurance management processes.
- Interface with FIM to facilitate input for planning and implementation
- Provide a people management support service
- Provide a financial and supply chain management support service

DIRECTORATE: SPECIALISED HOSPITALS

- Provide a psychiatric hospital service
- Provide a rehabilitative service
- Provide an oral health service

CHIEF DIRECTORATE: STRATEGY

- Govern and provide data, information, knowledge and evidence in a user friendly manner to enable efficient decision making to improve service delivery, patient care and quality of life (Custodian for departmental monitoring and evaluation process)
- Facilitate strategy and policy development, priority setting and coordination of implementation actions.
- Provide and govern IT solutions as well as technical support for departmental processes.
- Provide a high-level integrated assurance function with regard to the Department's efforts in relation to optimal patient experience and outcomes.

DIRECTORATE: STRATEGIC PLANNING AND CO-ORDINATION

- Facilitate strategy development and priority setting at a provincial level within the Department.
- Facilitate horizontal and vertical alignment and coherence in policy development across the Department
- Facilitate horizontal and vertical alignment and coherence in medium and long-term planning across the Department.
- Facilitate horizontal and vertical alignment and coherence in short term planning (including compliance) across the Department.

DIRECTORATE: HEALTH INTELLIGENCE

- Ensure a data and information governance system to enable efficient decision making.
- Establish and maintain a consolidated data environment to ensure access to relevant information to enable clinical and managerial decision making (Provincial Health Data Centre).
- Monitor and forecast the burden of disease and risk trends (EPI and Surveillance).
- Generate knowledge and evidence through research translation and evaluation
- Provide policy frameworks, norms and standards for records management as well as ensure compliance with PAIA

DIRECTORATE: INFORMATION TECHNOLOGY

- Establish and maintain an IT governance system and provide an integrated departmental IT support service.
- Understand and document corporate and service needs by developing user and functional specifications for IT solutions.
- Oversee in-house or outsourced development of IT solutions to address service and corporate needs
- Implement and provide continued technical support with regard to corporate IT projects.
- Implement and provide continued technical support with regard to services IT projects.

DIRECTORATE: ASSURANCE

- Provide policy direction, provincial coordination and oversight with regard to quality assurance, occupational health and safety as well as infection prevention control (IPC).
- Regulate the distribution of PHE (PE, CMHF, EMS) and provide integrated assurance of optimal patient care in private facilities.
- Render a medico-legal service
- Ensure compliance with the statutory obligations of the Health Officer function (Inspector of Anatomy).

BRANCH: CORPORATE SUPPORT SERVICES

- Provide an infrastructure, health technology and facilities management service in support of departmental strategies and policies.
- Provide people management services in support of departmental strategies and policies.
- Provide a financial management service in support of departmental strategies and policies.
- Provide a supply chain management service to the Department of Health, in support of departmental needs, policies and strategies.

CHIEF DIRECTORATE: INFRASTRUCTURE MANAGEMENT

- Optimise and expand the health infrastructure portfolio via long- and short-term capital infrastructure and maintenance plans
- Oversee delivery of CAPEX building projects as well as building maintenance work outsourced to public works and other implementing agents
- Provide a departmental building maintenance plan and service
- Facilitate and support the optimized life-cycle management of medical equipment and related devices and systems.
- Develop policy, norms standards and guidelines as well as monitor the implementation thereof with regard to soft facility management (SFM) functions.
- Provide a dedicated finance and supply chain management corporate support service to FIM.

DIRECTORATE: INFRASTRUCTURE PLANNING

- Develop built environment and property strategies, policies, systems and functional norms to realise an infrastructure plan as well as provide continuous strategic infrastructure planning.
- Monitor, evaluate and report on all activities required to implement the infrastructure and related technical support services portfolio of the Department as well as ensure integration with the departmental corporate assurance program.

DIRECTORATE: INFRASTRUCTURE PROGRAMME DELIVERY

- Manage, monitor and oversight of the delivery of capital and scheduled maintenance building programmes (Implementing Agents) as well as DOH related building infrastructure projects.

- Ensure that facilities are commissioned and prepared to be operationalized after project completion as well as provide institutional support and QA after implementation.

DIRECTORATE: ENGINEERING AND TECHNICAL SERVICES

- Provide an engineering professional support service (incl. policy, norms, standards assurance) with regard to building maintenance and related equipment for the Department (Professional Support Services).
- Provide mostly specialist (level 3) maintenance services for the Department, including medical gas, air-conditioning and autoclaves, which is not located at the district hubs. (Provincial maintenance hub Bellville).
- Provide mostly level 2 maintenance services (as well as level 1 maintenance services to PHC facilities) to all facilities in the metro areas (Metro maintenance services consisting of 3 district hubs, namely Karl Bremer, Lentegeur and Zwaanswyk.)
- Provide mostly level 2 maintenance to all facilities in the rural areas (Rural maintenance services consisting of 2 district hubs, namely Worcester and George. The West Coast District will be serviced by strengthened facility hubs at Vredendal and Malmesbury, supported from Paarl Hospital). (Rural maintenance services),

DIRECTORATE: HEALTH TECHNOLOGY

- Provide for the management and utilization of health technology through formulation and implementation of appropriate systems, policies and standard operation procedures.
- Facilitate and support the optimised planning, procurement, installation and maintenance of medical equipment and systems
- Liaise with MESO's in respect of medical equipment standardisation and replacement planning as well as provide a Level 3 maintenance service for the Department, including Level 1 and 2 service for the metro only (Metro Clinical Engineering Service - Goodwood.)
- Liaise with MESO's in respect of medical equipment standardisation **and** replacement planning for the Department as well as provide Level 1 & 2 maintenance services in the rural districts, through 3 district hubs, namely Worcester, Paarl and George.

- Coordinate and provide advisory support for radiography services in DOH, formulate and implement related policies to ensure compliance of all medical imaging modalities and analyse medical imaging service utilisation.
- Provide for the identification, assessment, planning, budgeting, procurement, installation and commissioning of appropriate healthcare technologies on defined infrastructure projects for PHC and district facilities.
- Provide for the identification, assessment, planning, budgeting, procurement, installation and commissioning of appropriate healthcare technologies on defined infrastructure projects for all other facilities.

DIRECTORATE: FACILITIES MANAGEMENT

- Provide the above-mentioned SFM service for the Linen and Laundry functions as well as a departmental laundry and linen service.
- Provide the above mentioned SFM service for security management functions
- Provide the above mentioned SFM service for medical and other waste, catering, cleaning, pest control, gardening as well as other functions to be added.

CHIEF DIRECTORATE: FINANCIAL MANAGEMENT

- Ensure optimal departmental expenditure budget support and revenue generation management.
- Ensure optimal financial accounting services.

DIRECTORATE: MANAGEMENT ACCOUNTING

- Enable managers to effectively plan and manage the budgets.
- Enable managers to effectively plan and manage, from a financial perspective, their posts and CoE costs.
- Develop and maintain decision support systems for the Department of Health as well as to provide financial intelligence with respect to expenditure efficiency and effectiveness.
- Set and monitor adherence to transverse revenue policies, tariffs, and facility budgets as well as to manage revenue collection from external organisations such as state departments, RAF, COIDA, debt collectors and medical aids.
- Ensure the billing systems operate optimally and generate accounts correctly.
- Manage an accurate account assessment process to ensure correct billing to all paying customers.

DIRECTORATE: FINANCIAL ACCOUNTING

- Ensure that the department has effective financial policies, systems and processes and that these are adhered to.
- Render a service by administering all financial accounting functions of the department.
- Produce interim (quarterly) and annual financial statements to ensure an unqualified audit opinion as well as managing the external audit process in a cost-effective manner.

DIRECTORATE: MANAGEMENT ACCOUNTING

- The compilation of the MTEF and Adjustments Estimate
- Formats and to implement Expenditure Control measures
- The enhancement of income management
- The assurance that the Billing Operating Systems comply with the hospital fees requirements

CHIEF DIRECTORATE: SUPPLY CHAIN MANAGEMENT

- Ensure SCM governance for the department
- Provide demand management, acquisition (incl. bid processes) and contract administration services (incl. dispute resolution).

DIRECTORATE: SUPPLY CHAIN MANAGEMENT GOVERNANCE

- Develop and implement SCM policy, capacitate institutions and render a Head Office procurement and asset management service.
- Provide a transversal SCM system, fleet management and asset and inventory support.

DIRECTORATE: SUPPLY CHAIN SOURCING

- Ensure demand management planning for the department
- Facilitate sourcing processes to put in place National and Provincial procurement contracts for Clinical Sourcing (End-to-end sourcing process)
- Facilitate sourcing processes to put in place National and Provincial procurement contracts for Goods and Services (End-to-end sourcing process)
- Facilitate and guide acquisition and contract management for maintenance-related goods, services and equipment for the department.

CHIEF DIRECTORATE: PEOPLE MANAGEMENT

- Provide people management planning and practices services.
- Promote, facilitate and deliver people development and training services.
- Promote, facilitate and deliver optimal employee relations services.
- Ensure the provision of formal nurse education and training as well as coordination of the administration of the Western Cape College of Nursing.
- Facilitate and support all change initiatives
- Provide employee health as wellness as well as diversity management services within the DoH

DIRECTORATE: PEOPLE MANAGEMENT AND PRACTICES

- Provide people policy, planning, practices and information management services.
- Coordinate organizational transformation and render a departmental compensation management service.
- Ensure the optimal application of people management policies, practices and processes.
- Coordinate the departmental performance management system and transversal employment matters.
- Deliver personnel management services for Head Office, FIM and the Nursing College.
- Provide an advertising service for the entire department as well as a recruitment and selection service for all SMS posts.

DIRECTORATE: PEOPLE DEVELOPMENT

- Develop and implement the departmental skills plan (WSP), coordinate placement of bursary holders, medical interns and community services personnel.
- Promote, facilitate and deliver people development and training services.
- Provide and coordinate the provision of the clinical skills development programs.
- Render education, training and development in the disciplines of emergency care services.

DIRECTORATE: EMPLOYEE RELATIONS

- Provide a collective bargaining service within the DoH
- Handle all matters regarding misconduct, discipline and grievance as well as render administrative support services.
- Coordinate the dispute resolution process.

DIRECTORATE: WESTERN CAPE COLLEGE OF NURSING

- Facilitate the planning, coordination, monitoring and evaluation of nursing education and training.
- Facilitate the provision of formal nurse education and training programs at nursing campuses and satellite campuses.

5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE DEPARTMENT OF HEALTH

5.1. Information Officer

Name: Dr Keith Cloete
Tel: 021 483 3647
Email: Keith.Cloete@westerncape.gov.za
Fax number: 021 483 6169

5.2. Deputy Information Officer

Name: Eugene Reynolds
Tel: 021 483 4661
Email: Eugene.Reynolds@westerncape.gov.za

5.3. Access to information general contacts

Ms. Imay Felix

Email: Imay.Felix@westerncape.gov.za
Tel: 021 483 6589

Ms. Phelisa Mngxekeza

Email: Phelisa.Mngxekeza@westerncape.gov.za
Tel: 021 483 0847

5.4. Head Office

Postal Address: PO Box 2060, Cape Town, 8000

Physical Address: 4 Dorp Street, Cape Town

Telephone: 0860 142 142

Email: service@westerncape.gov.za

Website: <https://www.westerncape.gov.za/dept/health>

6. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE DEPARTMENT OF HEALTH

Users of the department's health services have the right to lodge a complaint at any level within the department. These complaints will be processed according to the procedure set out in the department's Circular H64 of 2015: Amendment of Circular H111 of 2013: Management and monitoring of consumer complaints and complements.

Questions, complaints, or comments regarding any service delivery by the Department of Health may be made as follows

Tel: 086 014 2142 between 07:30 and 16:00

E-mail: service@westerncape.gov.za

More information is available on the department's Service Delivery Charter which is available on department's website at:

https://www.westerncape.gov.za/assets/departments/health/health_service_charter.pdf

7. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 7.1. The Regulator has, in terms of section 10(1) of PAIA, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 7.2. The Guide is available in each of the official languages.
- 7.3. The aforesaid Guide contains the description of-
 - 7.3.1. the objects of PAIA and POPIA;
 - 7.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 7.3.2.1. the Information Officer of every public body, and

- 7.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
- 7.3.3. the manner and form of a request for-
 - 7.3.3.1. access to a record of a public body contemplated in section 11³; and
 - 7.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 7.3.4. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- 7.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 7.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - 7.3.6.1. an internal appeal;
 - 7.3.6.2. a complaint to the Regulator; and
 - 7.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 7.3.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

³ Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁴ Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁵ Section 14(1) of PAIA- *The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.*

⁶ Section 51(1) of PAIA- *The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.*

- 7.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 7.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 7.3.10. the regulations made in terms of section 92¹¹.
- 7.4. Members of the public can inspect or make copies of the Guide from the offices of the public or private bodies, including the office of the Regulator, during normal working hours. The Guide can also be obtained-
- 7.4.1. upon request to the Information Officer;
- 7.4.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>). The contact details of the Regulator are in the table below.

The Office of the Information Regulator	
Telephone	Not available
Fax	Not available
E-Mail Address	General enquiries: enquiries@inforegulator.org.za PAIA Complaints: PAIAComplaints@inforegulator.org.za POPIA Complaints: POPIAComplaints@inforegulator.org.za
Postal Address	P O Box 31533 Braamfontein, Johannesburg, 2017
Street Address	J.D. House 27 Stiemens Street Braamfontein, Johannesburg, 2001
Website	https://www.justice.gov.za/inforeg/

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-
(a) any matter which is required or permitted by this Act to be prescribed;
(b) any matter relating to the fees contemplated in sections 22 and 54;
(c) any notice required by this Act;
(d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
(e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

8. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY THE DEPARTMENT OF HEALTH

The Department of Health holds records on the following subjects and categories

CATEGORIES AND SUBJECT MATTER	Programme Requires a request	Programme Automatically available (Open Data)
Management <ul style="list-style-type: none"> – Annual and Five-Year Provincial Health Plans – Dept. Policies and Strategies – Annual Publications and Reports 	Programme 1	
Human Resource Management <ul style="list-style-type: none"> – Establishment and Posts Control – Conditions of Service – Vacancies and Appointments – Termination of Service – Qualifications, Training and Skills Development – Staff movement – Staff control – Labour relations – Employee Health and wellness 	Programme 1 Programme 6	
Financial Management <ul style="list-style-type: none"> – Budget – Accounting – Expenditure – Revenue – Banking – Audit reports 	Programme 1	
Supply Chain Management <ul style="list-style-type: none"> – Procurement – Provisioning – Asset management 	Programme 1	

Infrastructure Management <ul style="list-style-type: none"> - Facilities Planning - Health Facilities Projects - Health Facilities Maintenance 	Programme 8	
Health Services <ul style="list-style-type: none"> - Patient Records 	Programme 2 Programme 3 Programme 4 Programme 5	

9. CATEGORIES OF RECORDS OF THE DEPARTMENT OF HEALTH WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

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/health/documents> 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)
(a) Medical records for purposes of on-going medical care. (Medical record: this term is used interchangeable with "clinical record" and refers to any document or record in any form whatsoever, which accumulates in the course of patient care, but excludes documents compiled in response to litigation or pending litigation.) This excludes medical records of psychiatric patients (available in terms of section 30 of the Promotion of Access to Information Act).	Copies of medical records may be obtained via the Deputy Information Officer and may incur a prescribed reproduction fee.

(b) Medical records will be made automatically available to patients, their legal guardians, or an appointed legal representative only after producing proof of written permission signed by the patient. No information will be given to any other third party.	
All health-related publications including plans, reports, booklets, pamphlets and brochures made available to and by the provincial Health Department expressly for free public distribution.	Available for download from the WCG portal at www.westerncape.gov.za/dept/health or on request to the Deputy Information Officer

10. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE DEPARTMENT OF HEALTH AND HOW TO GAIN ACCESS TO THOSE SERVICES

The Public Body renders the following services directly to the public

Services rendered by the Department of the Premier	How to access these services
Emergency Medical Services	Telephone 10177
Health services in general are available at the nearest primary health care facility (clinic, community health centre or community day centre). If more specialised treatment is required, the treating medical officer will refer the patient to the appropriate level of care.	Any provincial primary health care facility. Contact details available at: https://www.westerncape.gov.za/dept/health/facilities

11. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY DEPARTMENT OF HEALTH

Involving the public in policy formulation takes place in various ways, depending on the level of involvement desired or required. Methods of such involvement could include the following -

- The public may be invited to comment on conceptual documents and draft plans.

- The department may engage community health forums which represent the communities they serve
- Standing District Health Councils, Clinic Committees and Health Facility Boards also include community representation.
- The formal annual plans and annual reports are tabled in the provincial legislature which is open to the public for attendance and participation.

12. PROCESSING OF PERSONAL INFORMATION

12.1. Purpose of the Processing

12.1.1. Personal Information is processed to comply with the Public Body's constitutional and legislative mandates as set out in its Annual Strategic, Business and Performance Plans available at www.westerncape.gov.za/dept/health/documents/plans/2021 and https://www.westerncape.gov.za/dept/health/documents/annual_reports/2020

12.1.2. Personal Information is used for

- Human resources and employment purposes such as:
 - recruitment, selection and placement;
 - administration of compensation and benefits;
 - performance management and training; and
 - government reporting.
- Risk management which includes physical and electronic security and access control;
- Planning;
- Procurement of goods and services; and
- Rendering of health services.

12.2. **Description of the categories of Data Subjects, information processed and recipients thereof**

DATA SUBJECTS	INFORMATION	RECIPIENTS
Prospective employees, current employees, consultants, interns and volunteers	<ul style="list-style-type: none"> - Name, identification number, biographical information; - Contact details; - Educational, employment and criminal history; - Biometric and health information; - Psychometric assessments; and - References, background checks. 	Relevant Provincial and National Government Departments and their agents.
Current employees, consultants, interns	<ul style="list-style-type: none"> - Account information; - Performance reports; and - Skills/training reports. 	Relevant Provincial and National Government Departments and their agents
Prospective and current suppliers, service providers, contractors, sub-contractors and business partners	<ul style="list-style-type: none"> - Name, identification number/company registration number; - Relevant registration number; - Contact details; - Financial history; - References, background checks; - Account information; and - Performance reports. 	Relevant Provincial and National Government Departments and their agents.
Service users (clients / customers) and visitors.	<ul style="list-style-type: none"> • Name, identification number, biographical information • Contact details • Compliments or complaints • Health status and clinical notes 	Relevant Provincial and National Government Departments and their agents.

12.3. **Planned transborder flows of personal information**

At present, no personal information collected by the Department of health is stored or transferred out of the Republic of South Africa.

12.4. **General Description of Information Security Measures to be implemented by the Department of Health to ensure the confidentiality, integrity and availability of the information**

12.4.1. The integrity and confidentiality of personal information is protected against anticipated threats and unauthorised access by employing security safeguards that are reasonable and appropriate to the identified risks and the sensitivity of the information.

12.4.2. These safeguards include the following:

12.4.3. Organisational measures:

- The Head of Department takes overall responsibility for the security of all Departmental information.
- The Departmental Security Manager manages this security function in DotP on behalf of the DG supported by a DotP Security Committee.
- The Chief Information Officer (CIO) ensures that appropriate measures are in place to safeguard ICT infrastructure, networks and systems. This includes taking responsibility for third parties that develop, access or use WCG ICT infrastructure, networks and systems.
- A Chief Information Security Officer (CISO) assesses and documents enterprise information risk and manages the risk in respect of ICT infrastructure, networks and systems.
- Safekeeping and security responsibilities are included in the responsibilities of employees working with personal information and they have to adhere to information security laws, policies, plans and procedures.
- Security incidents are reviewed and reported on.

12.4.4. Physical measures:

- Access to facilities and equipment is controlled and auditable.
- Access points are limited with provision for physical security controls, such as window bars, grilles, shutters and security doors. Where

required access points are enhanced by the use of intruder detection systems, guard services and/or closed-circuit television surveillance.

- Access is controlled and monitored through a combination of manned guarding, electronic access control systems, ID access cards, visitor management systems, biometric activation doors, turnstiles and entry & egress searching.

12.4.5. Technical measures

- The Information Security standards issued for the public service is adhered to.
- Agreements concluded with third parties include the protection of the integrity and confidentiality of information by the third parties.
- Risks are assessed during the development of new applications and systems, when changing existing systems, when changing business processes and when areas of concern are identified.
- Risk to the ICT infrastructure, networks and systems is managed through vulnerability and threat testing and awareness, audit controls, incident management and security awareness training.

12.4.6. Similar safeguards are required from service providers, suppliers and business partners who receive personal information from or on behalf the WCG during their relationship with the Department of Health.

13. ACCESSIBILITY AND AVAILABILITY OF THIS MANUAL

13.1. The manual is currently available in English and will soon be available in Afrikaans and Xhosa. The manual may be viewed between 07.30 and 16:00 Mondays to Fridays (excluding public holidays) at the office of the Deputy Information Officer, 18th Floor, 4 Dorp Street, Cape Town.

13.2. The manual and soon the Afrikaans and Xhosa translations thereof, may be accessed online through the World Wide Web by visiting the following web address:
<https://www.westerncape.gov.za/dept/health/documents/guides/A>

14. UPDATING OF THE MANUAL

The Department of Health will, if necessary, update and publish this manual annually.

Issued by

Dr Keith Cloete

Western Cape Head of Health

**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 2** 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 2 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 2. The requester must also submit proof of the capacity in which the request is made, to the reasonable satisfaction of the Information Officer/Deputy Information Officer.
 - A requester (data subject) seeking to confirm whether his/her personal information is held by the public body or the identities of third parties who had access or requires access to his/her own personal information must provide proof of their identity and is required to supply a certified copy of their identity document for authentication purposes.

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 R100.00 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 2 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 impractical, 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 R100,00 and the completed Form 2, 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 4** attached) and delivering or sending it to the Information Officer/ Deputy Information Officer.

5. **COMPLAINT TO INFORMATION REGULATOR – sections 77A and 77B**

Only after an internal appeal has been lodged and the requester or third party remains unsatisfied with the outcome of the internal appeal a complaint may be lodged to the Information Regulator.

5.1 Requester

- A requester may complain to the Regulator in respect of:
 - an unsuccessful internal appeal;
 - a disallowed late appeal;
 - a refusal of a request for access to information;
 - a decision about fees;
 - a decision to extend the time to deal with a request; or
 - a decision to provide access in a particular form.

5.2 Third party

- A third party may complain to the Information Regulator in respect of:
 - an unsuccessful internal appeal,
 - any grant of a request for access to information.

5.3 Format

A complaint to the Information Regulator must be made in writing in the prescribed form (**Form 5** attached) within **180 days** of the decision giving rise to the complaint.

6. **APPLICATION TO COURT – section 78**

6.1 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

- a complaint was lodged with the Information Regulator and the complainant remains unsatisfied with the outcome of the complaint.

6.2 The application to court must be made within **180 days** after being informed of the outcome of the internal appeal or the decision by the Information Regulator, as the case may be.

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

(Address)

E-mail address:

Fax number:

Mark with an "X"

- Request is made in my own name
 Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable):</i>			
Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		

PARTICULARS OF RECORD REQUESTED

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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)

Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	

TYPE OF RECORD

(Mark the applicable box with an "X")

Record is in written or printed form	
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

FORM OF ACCESS

(Mark the applicable box with an "X")

Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	

Copy of record saved on cloud storage server	
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MANNER OF ACCESS
(Mark the applicable box with an "X")

Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(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)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED
If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.

Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEEES

<p>a) A request fee must be paid before the request will be considered.</p> <p>b) You will be notified of the amount of the access fee to be paid.</p> <p>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.</p> <p>d) If you qualify for exemption of the payment of any fee, please state the reason for exemption</p>	
Reason	

--	--

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (<i>Please specify</i>)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

<i>Reference number:</i>	
<i>Request received by: (State Rank, Name And Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

Signature of Information Officer

ANNEXURE B FEES

Fees in Respect of Public Bodies

<u>Item</u>	<u>Description</u>	<u>Amount</u>
1.	The request fee payable by every requester	R100.00
2.	Photocopy of A4-size page	R1.50 per page or part thereof.
3.	Printed copy of A4-size page	R1.50 per page or part thereof
4.	For a copy in a computer-readable form on: (i) Flash drive (to be provided by requestor) (ii) Compact disc . If provided by requestor . If provided to requester	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from the Service Provider
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24,00
8.	Copy of an audio record on: (i) Flash drive (to be provided by requestor) (ii) Compact disc . If provided by requestor . If provided to the requestor	R40,00 R40,00 R60,00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	R100,00 R300,00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any

INTERNAL APPEAL FORM

FORM 4

[Regulation 9]

Reference Number:

PARTICULARS OF PUBLIC BODY			
Name of Public Body			
Name and Surname of Information Officer:			
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL			
Full Names			
Identity Number			
Postal Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
E-Mail Address			
Is the internal appeal lodged on behalf of another person?	Yes		No
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: <i>(Proof of the capacity in which appeal is lodged, if applicable, must be attached.)</i>			
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED <i>(If lodged by a third party)</i>			
Full Names			
Identity Number			
Postal Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
E-Mail Address			

DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED <i>(mark the appropriate box with an "X")</i>	
Refusal of request for access	
Decision regarding fees prescribed in terms of section 22 of the Act	
Decision regarding the extension of the period within which the 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 requested by the requester	
Decision to grant request for access	
GROUND FOR APPEAL <i>(If the provided space is inadequate, please continue on a separate page and attach it to this form. all the additional pages must be signed)</i>	
State the grounds on which the internal appeal is based:	
State any other information that may be relevant in considering the appeal:	

You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Appellant/Third party

FOR OFFICIAL USE
OFFICIAL RECORD OF INTERNAL APPEAL

Appeal received by: <i>(state rank, name and surname of Information Officer)</i>					
Date received:					
Appeal accompanied by the reasons for the information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer:				Yes	
				No	
OUTCOME OF APPEAL					
Refusal of request for access. Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				
Fees (Sec 22). Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				
Extension (Sec 26(1)). Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				
Access (Sec 29(3)). Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				
Request for access granted. Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				

Signed at _____ this _____ day of _____ 20 _____

Relevant Authority

COMPLAINT FORM

FORM 5

[Regulation 10]

NOTE:

1. This form is designed to assist the Requester or Third Party (hereinafter referred to as "the Complainant") in requesting a review of a Public or Private Body's response or non-response to a request for access to records under the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("PAIA"). Please fill out this form and send it to the following email address: PAIAComplaints@justice.gov.za or complete online complaint form available at <https://www.justice.gov.za/inforeg/>.
2. PAIA gives a member of the public a right to file a complaint with the Information Regulator about any of the nature of complaints detailed in part F of this complaint form.
3. It is the policy of the Information Regulator to defer investigating or to reject a complaint if the Complainant has not first given the public or private body (herein after referred to as "the Body") an opportunity to respond to and attempt to resolve the issue. To help the Body address your concerns prior to approaching the Information Regulator, you are required to complete the prescribed **PAIA Form 2** and submit it to the Body.
4. A copy of this Form will be provided to the Body that is the subject of your complaint. The information you provide on this form, attached to this form or that you supply later, will only be used to attempt to resolve your dispute, unless otherwise stated herein.
5. The Information Regulator will only accept your complaint once you confirm having complied with the prerequisites below.
6. **Please attach copies of the following documents, if you have them:**
 - a. Copy of the form to the Body requesting access to records;
 - b. The Body's response to your complaint or access request;
 - c. Any other correspondence between you and the Body regarding your request;
 - d. Copy of the appeal form, if your complaint relate to a public body;
 - e. The Body's response to your appeal;
 - f. Any other correspondence between you and the Body regarding your appeal;
 - g. Documentation authorizing you to act on behalf of another person (if applicable);
 - h. Court Order or Court documents relevant to your complaint, if any.
7. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

CAPACITY OF PERSON/PARTY LODGING A COMPLAINT (Mark with an "X")

Complainant Personally

Representative of Complainant

Third Party

PREREQUISITES

Did you submit request (PAIA form) for access to record of a public/private body?	Yes		No	
Has 30 days lapsed from the date on which you submitted your PAIA form?	Yes		No	
Did you exhaust all the internal appeal procedure against a decision of the Information officer of a public body?	Yes		No	
Have you applied to Court for appropriate relief regarding this matter?	Yes		No	

FOR INFORMATION REGULATOR'S USE ONLY

Received by: (Full names)				
Position				
Signature				
Complaint accepted	Yes		No	
Reference Number				

Date stamp

Postal address	Facsimile	Other electronic communication (<i>Please specify</i>)
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**PART A
PERSONAL INFORMATION OF COMPLAINANT**

Full Names				
Identity Number				
Postal Address				
Street Address				
E-Mail Address				
Contact numbers	Tel. (B)		Facsimile	
	Cellular			

**PART B
REPRESENTATIVE INFORMATION**
(Complete only if you will be represented. A Power of Attorney must be attached if complainant is represented, failing which the complaint will be rejected)

Full Names of Representative				
Nature of representation				
Identity Number / Registration Number				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			

**PART C
THIRD PARTY INFORMATION**
(Please attach letter of authorisation)

Type of Body	Private		Public	
Name of Public / Private Body				
Registration Number (if any)				
Name, Surname and Title of person authorised to lodge a complaint				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile	
	Cellular			

**PART D
BODY AGAINST WHICH THE COMPLAINT IS LODGED**

Type of body	Private		Public	
Name of public / private body				
Registration number (if any)				

Name, surname and title of person you dealt with at the public or private body to try to resolve your complaint or request for access to information				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile	
	Cellular			
Reference Number given (if any)				
PART E COMPLAINT				
<i>Tell us about the steps you have taken to try to resolve your complaint (Complaints should first be submitted directly to the public or private body for response and possible resolution)</i>				
Date on which request for access to records submitted.				
Please specify the nature of the right(s) to be exercised or protected, if a complaint is against a private body.				
Have you attempted to resolve the matter with the organisation?	Yes		No	
If yes, when did you receive it? (Please attach the letter to this application.)				
Did you appeal against a decision of the information officer of the public body?	Yes		No	
If yes, when did you lodge an appeal?				
Have you applied to Court for appropriate relief regarding this matter?	Yes		No	
If yes, please indicate when was the matter adjudicated by the Court? Please attach Court Order, if there is any.				
PART F DETAILED TYPE OF ACCESS TO RECORDS				
<i>(Please select one or more of the following to describe your complaint to the Information Regulator)</i>				
Unsuccessful appeal (Section 77A(2)(a) or section 77A(3)(a) of PAIA)	<i>I have appealed against the decision of the public body and the appeal is unsuccessful.</i>			
Unsuccessful application for condonation (Sections 77A(2)(b) and 75(2) of PAIA)	<i>I filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed.</i>			
Refusal of a request for access (Section 77A(2)(c)(i) or 77A(2)(d)(i) or 77A(3)(b) of PAIA)	<i>I requested access to information held by a body and that request was refused or partially refused.</i>			
The body requires me to pay a fee and I feel it is excessive (Sections 22 or 54 of PAIA)	<i>Tender or payment of the prescribed fee.</i>			
	<i>The tender or payment of a deposit.</i>			
Repayment of the deposit (Section 22(4) of PAIA) <i>The information officer refused to repay a deposit paid in respect of a request for access which is refused.</i>				
Disagree with time extension (Sections 26 or 57 of PAIA)	<i>The body decided to extend the time limit for responding to my request, and I disagree with the requested time limit</i>			

	<i>extension or a time extension taken to respond to my access request.</i>	
Form of access denied (Section 29(3) or 60 (a) of PAIA)	<i>I requested access in a particular and reasonable form and such form of access was refused.</i>	
Deemed refusal (Section 27 or 58 of PAIA)	<i>It is more than 30 days since I made my request and I have not received a decision.</i>	
	<i>Extension period has expired and no response was received.</i>	
Inappropriate disclosure of a record (Mandatory grounds for refusal of access to record) .	<i>Records (that are subject to the grounds for refusal of access) have inappropriately/ unreasonable been disclosed.</i>	
No adequate reasons for the refusal of access (Section 56(3) (a) of PAIA)	<i>My request for access is refused, and no valid or adequate reasons for the refusal, were given, including the provisions of this Act which were relied upon for the refusal.</i>	
Partial access to record (Section 28(2) or 59(2) of PAIA)	<i>Access to only a part of the requested records was granted and I believe that more of the records should have been disclosed.</i>	
Fee waiver (Section 22(8) or 54(8) of PAIA)	<i>I am exempt from paying any fee and my request to waive the fees was refused.</i>	
Records that cannot be found or do not exist (Section 23 or 55 of PAIA)	<i>The Body indicated that some or all of the requested records do not exist and I believe that more records do exist.</i>	
Failure to disclose records	<i>The Body decided to grant me access to the requested records, but I have not received them.</i>	
No jurisdiction (exercise or protection of any rights) (Section 50(1)(a) of PAIA)	<i>The Body indicated that the requested records are excluded from PAIA and I disagree.</i>	
Frivolous or vexatious request (Section 45 of PAIA)	<i>The Body indicated that my request is manifestly frivolous or vexatious and I disagree.</i>	
Other (<i>Please explain</i>)		
PART G EXPECTED OUTCOME		
How do you think the Information Regulator can assist you? Describe the result or outcome that you seek.		
PART H AGREEMENTS		

The legal basis for the following agreements is explained in the Privacy Notice on how to file your complaint document. In order for the Information Regulator to process your complaint, you need to check each one of the checkboxes below to show your agreement:

I agree that the Information Regulator may use the information provided in my complaint to assist it in researching issues relating to the promotion of the right of access to information as well as the protection of the right to privacy in South Africa. I understand that the Information Regulator will never include my personal or other identifying information in any public report, and that my personal information is still protected by the Protection of Personal Information Act, 2013 (Act No. 4 of 2013). I understand that if I do not agree, the Information Regulator will still process my complaint.

The information in this Complaint Form is true to the best of my knowledge and belief.

I authorize the Information Regulator to collect my personal complaint information (such as the information about me in this complaint form) and use it to process my human rights complaint relating to the right of access to information and / or the protection of the right to privacy.

I authorise anyone (such as an employer, service provider, witness) who has information needed to process my complaint to share it with the Information Regulator. The Information Regulator can obtain this information by talking to witnesses or asking for written records. Depending on the nature of the complaint, these records could include personnel files or employer data, medical or hospital records, and financial or taxpayer information.

If any of my contact information changes during the complaint process, it is my responsibility to inform the Information Regulator; otherwise my complaint could experience a delay or even be closed.

Signed at _____ this _____ day of _____ 20 _____

Complainant/Representative/Authorised person of Third party