



**Western Cape  
Government**

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Department of Environmental Affairs and  
Development Planning

# **Promotion of Access to Information (PAIA) Manual**

## **2023**

*Prepared in terms of section 14 of the Promotion of  
Access to Information Act 2 of 2000 (as amended) for  
the Department of Environmental Affairs  
and Development Planning (DEA&DP)*

November 2023

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## 1. LIST OF ACRONYMS AND ABBREVIATIONS

<b>DEA&amp;DP</b>	Department of Environmental Affairs and Development Planning
<b>DIO</b>	Deputy Information Officer
<b>DoTP</b>	Department of the Premier
<b>HOD</b>	Head of DEA&DP
<b>IO</b>	Information Officer
<b>MEC</b>	Member of the Executive Committee
<b>NEMA</b>	National Environmental Management Act, 1998 (Act 107 of 1998)
<b>PAIA</b>	Promotion of Access to Information Act, 2000 (Act 2 of 2000)
<b>PFMA</b>	Public Finance Management, 1999 (Act 1 of 1999)
<b>POPIA</b>	Protection of Personal Information Act, 2013 (Act 4 of 2013)
<b>PSA</b>	Public Service Act, 1994 (Proclamation 103 of 1994)
<b>Regulator</b>	Information Regulator
<b>the Constitution</b>	Constitution of the Republic of South Africa, 1996
<b>WCG</b>	Western Cape Government

## 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 at DEA&DP, without the need for submitting a formal PAIA request.
- 2.2. understand how to make a request for access to a record of the DEA&DP.
- 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 DEA&DP regarding a request for access to the records, before approaching the Regulator or the Courts.

## Promotion of Access to Information (PAIA) Manual 2023

- 2.5. obtain a description of the services available to members of the public from the DEA&DP, 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 DEA&DP 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 DEA&DP 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 DEA&DP has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

### 3. ESTABLISHMENT OF THE DEA&DP

The DEA&DP 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/Constitutional Mandate

Section 24 of the Constitution provides that everyone has the right to an environment that is not harmful to their health or well-being; and to have the environment protected, for the benefit of present and future generations, through reasonable legislative and other measures that:

- Prevent pollution and ecological degradation,
- Promote conservation, and
- Secure ecologically sustainable development and use of natural resources, while promoting justifiable economic and social development.

The DEA&DP is responsible for Environmental Management and Development Planning, which emanate from the Constitution. The Provincial Government has a direct responsibility and a mandate for environmental management, which falls within the ambit of "Environment", "Nature Conservation" and "Pollution Control" (Schedule 4: Part A of the Constitution). Planning falls within the ambit of "Regional Development"; "Urban Rural Development" (Schedule 4: Part A of the Constitution) and "Provincial Planning" (Schedule 5: Part A of the Constitution).

The functional areas of Schedule 4: Part A of the Constitution refers to those areas of Concurrent National and Provincial Legislative Competence, whilst the functional areas of Schedule 5: Part A of the Constitution refers to those areas of Exclusive Provincial Legislative Competence.

The DEA&DP's powers of "supervision", "monitoring" and "support" of local government is derived from section 41, 139, 154 and 155 of the Constitution.



## 4. STRUCTURE OF THE DEA&DP AND FUNCTIONS

### 4.1. Structure

<b>ANTON BREDELL</b> Provincial Minister of Local Government, Environmental Affairs and Development Planning				
<b>GERHARD GERBER</b> Head of DEA&DP Environmental Affairs and Development Planning				
<b>VACANT</b> <b>Chief Director</b> Management Support	<b>AYUB MOHAMED</b> <b>Chief Director</b> Environmental Governance, Policy Coordination and Enforcement	<b>KAREN SHIPPEY</b> <b>Chief Director</b> Environmental Sustainability	<b>GOTTLIEB ARENDSE</b> <b>Chief Director</b> Environmental Quality	<b>FEZEKA MABUSELA</b> <b>Chief Director</b> Development Planning
<b>ANWAAR GAFFOOR</b> <b>Director</b> Strategic and Operational Support	<b>PAUL HARDCASTLE</b> <b>Director</b> Planning and Policy	<b>RONALD MUKANYA</b> <b>Director</b> Sustainability	<b>JOY LEANER</b> <b>Director</b> Air Quality Management	<b>ZAAHIR TOEFY</b> <b>Director</b> Development Management - Region 1
<b>JOHANNES FRITZ</b> <b>Director</b> Financial Management	<b>ACHMAD BASSIER</b> <b>Director</b> Environmental Law Enforcement	<b>GOOSAIN ISAACS</b> <b>Director</b> Climate Change	<b>SALIEM HAIDER</b> <b>Director</b> Waste Management	<b>KOBUS MUNRO</b> <b>Director</b> Development Management - Region 2
	<b>CHARMAINE MARÉ</b> <b>Director</b> Environmental Governance	<b>MARLENE LAROS</b> <b>Director</b> Biodiversity and Coastal Management	<b>NATASHA DAVIS WOLMARANS</b> <b>Director</b> Pollution and Chemicals Management	<b>GAVIN BENJAMIN</b> <b>Director</b> Development Management - Region 3
				<b>CATHERINE STONE</b> <b>Director</b> Spatial Planning
				<b>THEA JORDAN</b> <b>Director</b> Development Facilitation
				<b>HELENA JACOBS</b> <b>Director</b> Development Planning Intelligence Management and Research

## 4.2 Functions

In pursuit of a resilient, sustainable, quality, and inclusive environment, the functions of the DEA&DP are focussed:

- To embed sustainability in the growth and development that mitigates and adapts to climate change in the Western Cape.
- To provide leadership and innovation in environmental management and integrated development planning.
- To provide for a system of integrated and cooperative development planning that promotes social and economic inclusion, improved settlement functionality, efficiency, and resilience.
- To contribute to economic growth as well as participation in, and provide access to, the environmental economy.
- Well maintained, protected, and restored biodiversity and ecosystems, which are accessible and create sustainable socio-economic benefits to stimulate the green economy, and
- To fulfil the various Constitutional mandates and obligations as it relates to the powers and functions of sub-national level of government in so far as environmental affairs and development planning is concerned.

### 4.2.1 CHIEF DIRECTORATE: MANAGEMENT SUPPORT

- Provide overall management of the DEA&DP and centralized support services, and
- Provide strategic leadership and sound co-operative governance.

### 4.2.1 DIRECTORATE: FINANCIAL MANAGEMENT

- Manage the allocation and utilization of financial resources in line with priorities, needs and the strategic plan of the DEA&DP.
- Ensure sound financial accounting practices.
- Manage the supply chain functions.
- Ensure systems of financial and internal control.
- Provide support regarding transversal financial matters.

### 4.2.2 DIRECTORATE: STRATEGIC & OPERATIONAL SUPPORT

- Provision of support services to the DEA&DP to align its core mandate with actual operational implementation.



### 4.3 CHIEF DIRECTORATE: ENVIRONMENTAL GOVERNANCE, POLICY COORDINATION AND ENFORCEMENT

- Ensure that environmental compliance monitoring systems are established and implemented.
- Enforcement of legislation and environmental authorisations.
- Building compliance monitoring and enforcement capacity through the establishment and training of environmental management inspectorates.
- Acting on complaints and notifications of environmental infringements and acting to monitor these complaints and enforce environmental compliance where required.
- Advance legally sound decision-making within the DEA&DP.

#### 4.3.1 DIRECTORATE: PLANNING AND POLICY COORDINATION

- Coordinate integrated environmental and land management planning.
- Ensure that legislation, policies, procedures, systems, and guidelines are developed to guide environmental decisions.
- Facilitate the development and maintenance of a comprehensive cohesive and integrated suite of environmental and land management laws and policies.
- Coordinate collaboration with international, intergovernmental, intra-governmental and inter-sector stakeholders.

#### 4.3.2 DIRECTORATE: ENVIRONMENTAL LAW ENFORCEMENT

- Monitor and enforce compliance with environmental laws.
- Ensure compliance with environmental legislation by way of administrative and criminal enforcement mechanisms.
- Building compliance monitoring and enforcement capacity through the establishment and training of an environmental management inspectorate.

#### 4.3.3 DIRECTORATE: ENVIRONMENTAL GOVERNANCE

- The provision of legal support services.
- The processing of NEMA section 24G Applications.
- The management of appeals lodged in terms of environmental legislation.

### 4.4 CHIEF DIRECTORATE: ENVIRONMENTAL SUSTAINABILITY

- Strategically guide sustainable development in the Western Cape.

- Strategically guide, co-ordinate and harmonise provincial responses to climate change.
- Facilitate the conservation of biodiversity.
- Coordinate coastal resource management.

#### **4.4.1 DIRECTORATE: SUSTAINABILITY**

- Embed environmentally sustainable development in the policies and strategies of the province.
- Raise stakeholder sustainability awareness.
- Assess the Province's progress regarding sustainability.

#### **4.4.2 DIRECTORATE: CLIMATE CHANGE**

- Develop strategies to respond to the challenges and potential impact of climate change, including the development of a provincial climate policy and programmes.
- Manage both the greenhouse gas mitigation response as well as the vulnerability and adaptation response to climate change.
- Implement relevant tools such as a greenhouse gas inventory and vulnerability maps.

#### **4.4.3 DIRECTORATE: BIODIVERSITY AND COASTAL MANAGEMENT**

- Promote equitable and sustainable use of ecosystem goods and services to contribute to economic development, by managing biodiversity, and its components, processes, habitats, and functions.
- Effectively mitigate threats to biodiversity.
- Promote integrated marine and coastal management.
- Ensure a balance between socio-economic development and the coastal and marine ecology.
- Ensure effective management of pollution and the impact on the marine and coastal environment.

### **4.5 CHIEF DIRECTORATE: ENVIRONMENTAL QUALITY**

Improve and sustain environmental quality through the promotion and implementation of integrated pollution and chemicals management, integrated air quality management and integrated waste management.

#### 4.5.1 DIRECTORATE: AIR QUALITY MANAGEMENT

Promote integrated air quality management through –

- Coordinating and facilitating integrated air quality planning, implementation of legislation and reporting level.
- Regulating the management of air quality management activities.
- Monitoring ambient air quality as part of the air quality management system.

#### 4.5.2 DIRECTORATE: POLLUTION AND CHEMICAL MANAGEMENT

Promote integrated pollution and chemicals management through -

- Developing, maintaining, and implementing integrated pollution legislation, policies, strategies, programmes and plans.
- Managing remediation and emergency incidents.
- Monitoring pollution and facilitating the improvement in chemical management to prevent pollution.

#### 4.5.3 DIRECTORATE: WASTE MANAGEMENT

- Coordinate and facilitate integrated waste management planning and reporting.
- Regulate the management of waste management activities.
- Promote, develop, and implement integrated waste management policies and strategies.

#### 4.6 CHIEF DIRECTORATE: DEVELOPMENT PLANNING

- To provide a provincial development facilitation service to both the public and private sectors.
- To provide a provincial development planning intelligence management service to provide the spatial coherence and logic of physical development initiatives and informed decision-making.
- To provide a provincial spatial planning and land use management policy development and implementation service.
- To monitor municipal performance in terms of municipal spatial planning and land use management and to provide the necessary support to municipalities and other clients in this regard.

- To provide intergovernmental coordination, spatial and development planning to facilitate cooperative and corporate governance and promote the implementation of intergovernmental environmental and planning programmes.
- To provide a regional planning and management service to promote inter-governmental and inter-sectoral co-ordination and ensure improved impact of public and private investment in physical development initiatives.
- To implement the WCG RSEP/VPUU Programme and other special projects that promote a “whole of society” approach to development planning by utilizing the power of partnerships and “crowding-in” to realise an improved impact in service delivery.

#### **4.6.1 DIRECTORATE: LAND MANAGEMENT REGION 1 (WEST COAST AND CITY OF CAPETOWN)**

- Manage sub-regional integrated environmental management and regulatory services.
- Provide specialist integrated land management regulatory advice on a regional basis.
- Provide regional integrated land use management and regulatory services.
- Render administrative support to regional components.

#### **4.6.2 DIRECTORATE: LAND MANAGEMENT REGION 2 (OVERBERG AND CAPE WINELANDS)**

- Manage sub-regional integrated environmental management and regulatory services.
- Provide specialist integrated land management regulatory advice on a regional basis.
- Provide regional integrated land use management and regulatory services.
- Render administrative support to regional components.

#### **4.6.3 DIRECTORATE: LAND MANAGEMENT REGION 3 (EDEN AND CENTRAL KAROO)**

- Manage sub-regional integrated environmental management and regulatory services.
- Provide specialist integrated land management regulatory advice on a regional basis.
- Provide regional integrated land use management and regulatory services.
- Render administrative support to regional components.

#### **4.6.4 DIRECTORATE: SPATIAL PLANNING**

- Provide a provincial spatial planning and land use management policy development and implementation service.
- Monitor municipal performance on the implementation of municipal spatial planning and land use management and provide the necessary support to municipalities in this regard.
- Ensuring the effective coastal zone management system through the compliance monitoring and enforcement of all coastal zone permits and regulations.

#### 4.6.5 DIRECTORATE: DEVELOPMENT FACILITATION

- Annually review of the DEA&DP's Municipal Support and Capacity Building Strategy.
- Provide support to municipalities and other organs of state.
- Provide a regional planning and management service to promote intergovernmental and inter-sectoral coordination and thus ensuring improved impact of public and private investment in physical development initiatives.
- Implement the RSEP/VPUU Programme and projects that promotes a "whole of society" approach to develop planning and other special projects.

#### 4.6.6 DIRECTORATE: DEVELOPMENT PLANNING, INTELLIGENCE MANAGEMENT AND RESEARCH

- Coordinate the formulation, coordination, implementation & monitoring of provincial spatial policy, and lead & coordinate the landing, mainstreaming & institutionalising of provincial land use planning policy (spatial and land use management).
- To strategically and operationally ensure the effective, efficient and economic management and implementation of a development planning intelligence management and research function, and to act as a repository/ clearing house for relevant Development Planning data and information (including policy, case law, research etc.) in the Western Cape and coordinate the spatial depiction of relevant Development Planning data and information.
- To build capacity of municipalities with regard to Development Planning Intelligence management.
- To ensure the effective strategic coordination of provincial land use policy formulation, review, and implementation by ensuring provincial coordination and participation in national policy development processes pertaining to Land Use Planning (spatial planning and land use management) (LUP) and assisting local municipalities with their LUP policy formulation processes.
- To monitor local municipalities' ability to perform their LUP functions effectively and lead & coordinate the development and review of relevant provincial land use planning policy.
- To provide a Development Planning Research function - define and lead a common development planning research agenda with stakeholders, obtain, analyse, and share Development Planning research being performed provincially, nationally & internationally within the Western Cape Provincial Development Planning sector and to coordinate, develop and publish popular articles and the annual "Provincial State of Development Planning" report.

## 5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE DEA&DP

### 5.1. Information Officer

Name: Mr. Gerhard Gerber  
Tel: (021) 483-2787  
Email: [HOD.DEA-DP@westerncape.gov.za](mailto:HOD.DEA-DP@westerncape.gov.za)

### 5.2. Deputy Information Officers

Name: Mr. Ayub Mohamed  
Tel: (021) 483-4793  
Email: [Ayub.Mohamed@westerncape.gov.za](mailto:Ayub.Mohamed@westerncape.gov.za)

Name: Adv. Charmaine Maré  
Tel: (021) 483-0502  
Email: [Charmaine.Maré@westerncape.gov.za](mailto:Charmaine.Maré@westerncape.gov.za)

**5.3** Refer to Annexure I for the Information Regulator Registration Certificate (Registration Number: 81554/2021-2022/IRRTT)

**5.4** Access to information general contacts  
Email: [Enquiries.Eadp@westerncape.gov.za](mailto:Enquiries.Eadp@westerncape.gov.za)

### 5.5 Head Office

Postal Address: Private Bag X9086, Cape Town, 8001  
Physical Address: 1 Dorp Street, Utilitas Building, Cape Town, 8000  
Telephone: (021) 483-8315  
Email: [Enquiries.Eadp@westerncape.gov.za](mailto:Enquiries.Eadp@westerncape.gov.za)  
Website: [www.westerncape.gov.za/eadp](http://www.westerncape.gov.za/eadp)

## 6. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE DEA&DP

Legislation applicable to the DEA&DP 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 in terms of the Promotion of Administrative Justice Act, 2000.

Questions, complaints, or comments regarding any service delivery by the DEA&DP may be made as follows:

Tel: (021) 483-8315 (between 08h00 and 16h00)

E-mail: [Enquiries.Eadp@westerncape.gov.za](mailto:Enquiries.Eadp@westerncape.gov.za)

Visit: 1 Dorp Street, Utilitas Building, Cape Town, 8000 (between 08h00 and 16h00)

Refer to Annexure B for the Service Delivery Charter of the DEA&DP, also accessible at <https://www.westerncape.gov.za/eadp/sites/eadp.westerncape.gov.za/files/atoms/files/Service%20Charter%202023.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 PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;
- 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 11<sup>3</sup>; and
  - 7.3.3.2. access to a record of a private body contemplated in section 50<sup>4</sup>;
- 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;

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<sup>1</sup> 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.*

<sup>2</sup> 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.*

<sup>3</sup> 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.*

<sup>4</sup> 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.*



- 7.3.7. the provisions of sections 14<sup>5</sup> and 51<sup>6</sup> requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 7.3.8. the provisions of sections 15<sup>7</sup> and 52<sup>8</sup> 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 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and
- 7.3.10. the regulations made in terms of section 92<sup>11</sup>.

**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 [www.https://info regulator.org.za](https://info regulator.org.za) The contact details of the Regulator are in the table below.
- 7.4.3. Please refer to Annexure D(1)(Regulation 2) for [Form 01](#): Request a copy of the Guide from the Regulator or Annexure D(2)(Regulation 3) for [Form 01](#): Request a copy of the Guide from the Information Officer (Regulation 3).

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<sup>5</sup> 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.

<sup>6</sup> 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.

<sup>7</sup> 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

<sup>8</sup> 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

<sup>9</sup> 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.

<sup>10</sup> 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.

<sup>11</sup> 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.”

The Office of the Information Regulator	
<b>Telephone</b>	010 023 5200
<b>E-Mail Address</b>	General inquiries: <a href="mailto:enquiries@inforegulator.org.za">enquiries@inforegulator.org.za</a> Complaints: <a href="mailto:POPIAComplaints@inforegulator.org.za">POPIAComplaints@inforegulator.org.za</a>
<b>Postal Address</b>	P O Box 31533 Braamfontein, Johannesburg, 2017
<b>Street Address</b>	J.D. House 27 Stiemens Street Braamfontein, Johannesburg, 2001
<b>Website</b>	<a href="https://inforegulator.org.za">https://inforegulator.org.za</a>

To request the Regulator to assess whether the Department generally complies with the provisions of the Act, please refer to **Annexure J Form 13**.

#### 8. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY THE DEA&DP

The DEA&DP holds records on the following subjects and categories:

CATEGORIES AND SUBJECT MATTER	Programme Requires a request
<ul style="list-style-type: none"> <li>• DEA&amp;DP's Organisational and Financial Information</li> <li>• Departmental Strategic Planning and Reporting Information</li> <li>• Provincial Strategic Mandates and the Municipal alignment to such</li> <li>• Research Reports</li> <li>• Geographical Information, data sets as well as spatial information</li> <li>• Provincial and Regional Planning</li> <li>• Land Management/Environmental Impact Assessment</li> <li>• Development Facilitation</li> <li>• Efficient and Sustainable Resource Use</li> </ul>	<p>Programme 1</p> <p>Programme 7</p>

CATEGORIES AND SUBJECT MATTER	Programme Requires a request
<ul style="list-style-type: none"> <li>• Biodiversity Management</li> <li>• Green Economy</li> <li>• Coastal and Estuary Management</li> <li>• Air Quality Management</li> <li>• Pollution and Chemical Management</li> <li>• Waste Management</li> <li>• Environmental Law Enforcement</li> <li>• Environmental Governance</li> <li>• Environmental and Planning Legislation and Policies (national and provincial)</li> <li>• Delegation of Powers</li> </ul>	<p>Programme 5</p> <p>Programme 4</p> <p>Programme 3</p> <p>Programme 2</p>

**9. CATEGORIES OF RECORDS OF THE DEA&DP 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/eadp/about-us/promotion-access-information-act/records-decision>

free of charge in terms of section 15(1)(a)(iii) are marked with an asterisk.

9.1 Description of categories of records automatically available in terms of section 15(1)(a)	Manner of access to records section 15(1)(b)
<p>Authorisations / permits and licenses and decisions: -</p> <ul style="list-style-type: none"> <li>a. Environmental Authorizations issued in terms of the Environmental Impact Assessment Regulations.</li> <li>b. Licenses issued in terms of the NEM: Waste Act.</li> </ul>	<p>Records referred to in (a) to (f) are available for inspection at the Head of DEA&amp;DP, 1 Dorp Street, Cape Town - between 08:00 and 15:00.</p> <p>Note:</p> <ul style="list-style-type: none"> <li>i) <i>The release of the abovementioned documents, together with all relevant supporting documentation, will be subject to compliance with section 15(4) of PAIA, wherein certain portions may be redacted, and where relevant, will be released in the same form as</i></li> </ul>

9.1 Description of categories of records automatically available in terms of section 15(1)(a)	Manner of access to records section 15(1)(b)
<p>c. Atmospheric Emission Licenses issued in terms of the NEM: Air Quality Act.</p> <p>d. Environmental Authorizations issued in terms of section 24G of NEMA.</p> <p>e. Appeal Decisions in terms of section 43 NEMA.</p> <p>f. Decisions in terms of section 54 of Western Cape Land Use Planning Act, 2014 (Act No. 3 of 2014)</p>	<p><i>they were published during public participation process.</i></p> <p>ii) <i>Certain subcategories may not be accessible in their entirety on grounds stated in Chapter 4 of PAIA.</i></p> <p>iii) <i>The DEA&amp;DP shall withhold any part of a record listed which must be refused, in terms of Chapter 4 of PAIA as per section 15(4) of PAIA</i></p>
9.2 AVAILABLE FREE OF CHARGE IN TERMS OF SECTION 15(1)(a)(iii)	
<ol style="list-style-type: none"> <li>1. The Departmental Calendar of Events*</li> <li>2. Policy and Legislation*</li> <li>3. Departmental Annual Performance Reports*</li> <li>4. Departmental Annual Performance Plan*</li> <li>5. Departmental Strategic Plans*</li> <li>6. Media releases*</li> <li>7. Circulars and Guidelines*</li> </ol>	

**10. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE DEA&DP AND HOW TO GAIN ACCESS TO THOSE SERVICES:**

The Public Body renders the following services directly to the public:

Services available to the public – Section 14(1)(f)	How to access these services
<ul style="list-style-type: none"> <li>• Considering development applications in terms of the relevant EIA legislation;</li> <li>• Investigating environmental contraventions;</li> <li>• Considering NEMA section 24G applications;</li> <li>• Considering applications for Waste Management Licenses;</li> </ul>	<p><a href="mailto:www.eadp@westerncape.gov.za">www.eadp@westerncape.gov.za</a></p>

Services available to the public – Section 14(1(f))	How to access these services
<ul style="list-style-type: none"> <li>• Considering applications for Atmospheric Emission licenses;</li> <li>• Processing appeals and objections lodged against decisions and notices issued by the DEA&amp;DP; and</li> <li>• Considering applications for provincial approval of land development.</li> </ul> <p>Refer to Appendix B for a copy of the DEA&amp;DPs' Service Charter.</p>	

The Public Body renders the following services directly to the public:

Services available to the public – Section 14(1(f))	How to access these services
<ul style="list-style-type: none"> <li>• Considering development applications in terms of the relevant EIA legislation.</li> <li>• Investigating environmental contraventions.</li> <li>• Considering NEMA section 24G applications.</li> <li>• Considering applications for Waste Management Licenses.</li> <li>• Considering applications for Atmospheric Emission licenses.</li> <li>• Processing appeals and objections lodged against decisions and notices issued by the DEA&amp;DP; and</li> <li>• Considering applications for provincial approval of land development.</li> </ul> <p>Refer to Annexure B for a copy of the DEA&amp;DPs' Service Charter.</p>	<p><a href="mailto:www.eadp@westerncape.gov.za">www.eadp@westerncape.gov.za</a></p>

**11. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY DEA&DP**

Provincial Policies that have an external impact will require Public Participation and the process to be followed will be approved of by the Provincial Cabinet on a case-by-case basis.

## 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 <https://www.westerncape.gov.za/eadp/about-us>

12.1.2 Personal Information is used for:

- Human resources and employment purposes such as (1) recruitment, selection and placement; (2) administration of compensation and benefits; (3) performance management and training; and (4) government reporting.
- Risk management which includes physical and electronic security and access control.
- Planning.
- Procurement of goods and services; and
- Rendering of 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"> <li>- Name, identification number, biographical information</li> <li>- Contact details.</li> <li>- Educational, employment and criminal history</li> <li>- Biometric and health information</li> <li>- Psychometric assessments; and</li> <li>- References, background checks.</li> </ul>	Relevant Provincial and National Government Departments and their agents.

DATA SUBJECTS	INFORMATION	RECIPIENTS
Current employees, consultants, interns	<ul style="list-style-type: none"> <li>- Account information.</li> <li>- Performance reports; and</li> <li>- Skills/training reports.</li> </ul>	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"> <li>- Name, identification number/company registration number</li> <li>- Relevant registration number</li> <li>- Contact details</li> <li>- Financial history</li> <li>- References, background checks</li> <li>- Account information; and</li> <li>- Performance reports.</li> </ul>	Relevant Provincial and National Government: <ul style="list-style-type: none"> <li>- Departments</li> <li>- Public Entities</li> <li>- Business Enterprises; and their agents.</li> </ul>
Service users (clients / customers) and visitors.	<ul style="list-style-type: none"> <li>• Name, identification number, biographical information</li> <li>• Contact details</li> <li>• Compliments or complaints</li> </ul>	Relevant Provincial and National Government: <ul style="list-style-type: none"> <li>- Departments</li> <li>- Public Entities; Public Enterprises; and their agents.</li> </ul>

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

The DEA&DP stores all personal information within South Africa. Paper and other physical records are stored in our offices in archives in Cape Town. Electronic records reside on hosted servers in data centres located within South Africa. No transborder flows of personal information are anticipated.

**12.4 General Description of Information Security Measures to be implemented by the DEA&DP 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:

12.4.2.1 Organizational measures:

- The Head of DEA&DP takes overall responsibility for the security of all Departmental information.
- The Departmental Security Manager manages this security function in DEA&DP on behalf of the HOD supported by a DEA&DP 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.

12.4.2.2 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.

12.4.2.3. 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.

12.4.2.4 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 DEA&DP.

## 13 ACCESSIBILITY AND AVAILABILITY OF THIS MANUAL

13.1 The manual is available in English, and is being translated into Afrikaans and isiXhosa for viewing between 8:00 and 16:00 Mondays to Fridays (excluding public holidays) at

- The office of the Information Officer, Mr Gerhard Gerber, 8<sup>th</sup> Floor, 1 Dorp Street, Utilitas Building, Cape Town; or
- the office of the Deputy Information Officer, Mr Ayub Mohamed, 2<sup>nd</sup> Floor, Leeusig Building, Building, Cape Town.

13.2 The manual, may be accessed online through the World Wide Web by visiting the following web address:

<https://www.westerncape.gov.za/eadp/about-us/promotion-access-information-act>

**14. UPDATING OF THE MANUAL**

The DEA&DP will, if necessary, update and publish this manual annually.

**Issued by**



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**GERHARD GERBER**

**HOD: DEA&DP AND INFORMATION OFFICER**

**DATE: 01/11/23**

## ANNEXURE 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 **Annexure E: Form 02**) must be completed by the requester and submitted to the Information Officer<sup>12</sup>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 02 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 02. 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 **Annexure C: 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.

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<sup>12</sup> The processing of the request may be referred to the Deputy Information Officers in the DEA&DP – requesters will be informed of such.

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.

1.4 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.

1.5 Form of access

- A requester must indicate on Form 02 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 DEA&DP 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 DEA&DP's business.<sup>8</sup>

## 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 02, but at least within **30 days** of receipt thereof, decide whether to grant or refuse the request and notify the requester of the decision (format of which is prescribed is attached as **Annexure F – Form 03**)

### 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 DEA&DP'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 DEA&DPs 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 04**, attached as **Annexure G**) 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. A dissatisfied requester may lodge a complaint to the Regulator or approach a court for appropriate relief.

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 05** attached as **Annexure H**) 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 maybe.



## ANNEXURE B: Service Delivery Charter

The SDC can be accessed online: <https://www.westerncape.gov.za/eadp/about-us>



### SERVICE CHARTER

The **Department of Environmental Affairs and Development Planning** is responsible for making informed decisions based on our environmental and planning legislation while also being aware of how other legislation impacts on these decisions.

We are committed to improving urban and rural areas through enhanced management of land, an enhanced climate change plan, and better living conditions for all.

**Our vision:** An environment conducive to sustainable life.

**Our mission:** To promote a resilient, sustainable, quality and inclusive living environment in support of human well-being.

**Our purpose:** The services that the Department provides to Western Cape Citizens are all aimed at creating a more sustainable environment.

### OUR SERVICES AND STANDARDS

We offer the following core services against the related service standards.

SERVICE DELIVERY AREA				
Submitting a development application in terms of the relevant legislation (EIA)	Reporting environmental crimes and contraventions	Submitting NEMA Section 24G applications	Waste Management licence applications	Atmospheric Emissions licence Applications
All applications will be acknowledged within 2 working days from receipt	All reported complaints will be acknowledged within 1 day of receipt and attended to within 4 working days	All applications will be acknowledged within 2 working days from receipt	All applications will be acknowledged within 2 working days from receipt	All applications will be acknowledged within 2 working days from receipt

**SERVICE STANDARDS**

All external enquiries will receive immediate acknowledgment and will be responded to within 5 working days.

### CONTACT US

<p><b>Operating Hours</b> 07:30 - 16:00</p> <p><b>Cape Town Office</b> Utilitas Building, 1 Dorp St., Cape Town, 8001 <b>Tel:</b> +27 (0)21 483 4091</p> <p><b>enquiries.eadp@westerncape.gov.za</b></p>	<p><b>Head of Department</b> 8<sup>th</sup> Floor, Utilitas Building, 1 Dorp St., Cape Town, 8001 <b>Tel:</b> +27 (0)21 483 8315 <b>Fax:</b> +27 (0)21 483 3016 <b>Email:</b> Anneize.DeVilliers@westerncape.gov.za</p>	<p><b>Communication Services</b> 4<sup>th</sup> Floor, Utilitas Building, 1 Dorp St., Cape Town, 8001 <b>Tel:</b> +27 (0)21 483 2990 <b>Fax:</b> +27 (0)21 483 3311 <b>Email:</b> Nicole.Philander@westerncape.gov.za</p>	<p><b>George Office</b> York Park Building, 93 York Street George, 6529 <b>Tel:</b> +27 (0)44 805 8600 <b>Email:</b> DTADPTIAAdmin.George@westerncape.gov.za</p>
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### OUR VALUES

We endorse the values of the Western Cape Government, and are committed to delivering services according to the following values.

<p> <b>Caring:</b> We care for those we serve and work with.</p>	<p> <b>Accountability:</b> We take responsibility.</p>	<p> <b>Innovation:</b> We are continuously looking for ways to improve our services.</p>	<p> <b>Responsiveness:</b> To serve the needs of our citizens and employees.</p>
<p> <b>Competence:</b> The ability and capacity to do the job appointed to do.</p>	<p> <b>Integrity:</b> To be honest and do the right thing.</p>		

### YOUR RIGHTS

<p><b>Information:</b> You're entitled to full particulars.</p> <p><b>Access:</b> One and all should get their fair share.</p>	<p><b>Consultation:</b> You can tell us what you want from us.</p> <p><b>Service Standards:</b> Insist that our promises are kept.</p>	<p><b>Courtesy:</b> Don't accept insensitive treatment.</p> <p><b>Redress:</b> Your complaints must spark positive action.</p>	<p><b>Value for Money:</b> Your money should be employed wisely.</p> <p><b>Openness and Transparency:</b> Administration must be an open book.</p>
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## REPORT ENVIRONMENTAL CRIMES, FRAUD AND CORRUPTION

Report any **unlawful environmental activities** to:  
National 24-Hour Toll-free Environmental Crimes and Incidents Hotline: **0800 205 005**  
Western Cape Central Complaints: **Law.Enforcement@westerncape.gov.za**  
Report any suspected **fraud and corruption** affecting the Western Cape Government to:  
National Anti-corruption Hotline: **0800 701 701**

Executive Authority Declaration  
I, Anton Bredell, commit the Department in terms of Part III, C.2 of the Public Service Regulations, 2001 as amended, to adhere to this charter.



 Minister Anton Bredell	 Head of Department, Gerhard Gerber
	01.04.2022 Date

**ANNEXURE C: FEE SCHEDULE***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 requester	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

## ANNEXURE D (1) FORM 01: REQUEST FOR A COPY OF THE GUIDE FROM THE REGULATOR

This form can be downloaded from the Regulators website: [https://info regulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form01-Reg2.pdf](https://https://info regulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form01-Reg2.pdf)

### FORM 01

#### [Regulation 2]

I,

Full names:			
In my capacity as (mark with "x"):	Information officer		Other
<b>Name of "public/private body (if applicable)</b>			
Postal Address:			
Street Address:			
E-mail Address:			
Facsimile:			
Contact numbers:	Tel. (B)		Cellular:

hereby request the following copy(ies) of the Guide:

Language (mark with "X")	No of copies	Language (mark with "X")	No of copies
<input type="checkbox"/> Sepedi		<input type="checkbox"/> Sesotho	
<input type="checkbox"/> Setswana		<input type="checkbox"/> siSwati	
<input type="checkbox"/> Tshivenda		<input type="checkbox"/> Xitsonga	
<input type="checkbox"/> Afrikaans		<input type="checkbox"/> English	
<input type="checkbox"/> isiNdebele		<input type="checkbox"/> isiXhosa	
<input type="checkbox"/> isiZulu			

Manner of collection (mark with "x"):

Personal collection	Postal address	Facsimile	Electronic communication (Please specify)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

\_\_\_\_\_

Signature of requester

## **ANNEXURE D (2) FORM 01: REQUEST FOR A COPY OF THE GUIDE FROM THE INFORMATION OFFICER (REGULATION 3)**

This form can be downloaded from the Regulators website: <https://info regulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form01-Reg3.pdf>

### **FORM 1**

#### **REQUEST FOR A COPY OF THE GUIDE**

[Regulations 3]

**TO:** The Information Officer


I,

Full names:	ef			
In my capacity as (mark with "x"):	Information officer		Other	
Name of *public/private body (if applicable)				
Postal Address:				
Street Address:				
E-mail Address:				
Facsimile:				
Contact numbers:	Tel.(B):		Cellular:	

Hereby request the following copy (ies) of the Guide:

Language (mark with "X")	No of copies	Language (mark with "X")	No of copies
<input type="checkbox"/> Sepedi		<input type="checkbox"/> Sesotho	
<input type="checkbox"/> Setswana		<input type="checkbox"/> siSwati	
<input type="checkbox"/> Tshivenda		<input type="checkbox"/> Xitsonga	
<input type="checkbox"/> Afrikaans		<input type="checkbox"/> English	
<input type="checkbox"/> isiNdebele		<input type="checkbox"/> isiXhosa	
<input type="checkbox"/> isiZulu			

Manner of collection (mark with "x"):

<input type="checkbox"/> Personal collection	<input type="checkbox"/> Postal address	<input type="checkbox"/> Facsimile	<input type="checkbox"/> Electronic communication (Please specify)
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Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
Signature of requester

## ANNEXURE E: FORM 02

Form 02 can be downloaded from the Regulators website:

<https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form02-Reg7>

### FORM 02

#### 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 (if applicable):			
Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
<b>PARTICULARS OF RECORD REQUESTED</b>			
<p><i>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.)</i></p>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
<p><b>TYPE OF RECORD</b>  <i>(Mark the applicable box with an "X")</i></p>			



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	
<b>FORM OF ACCESS</b> (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	

<b>MANNER OF ACCESS</b> (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:	

**FEES**

<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**

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

---

**Signature of Information Officer**

## ANNEXURE F: FORM 03 OUTCOME OF REQUEST AND FEES PAYABLE

Form 03 can be downloaded from the Regulators website:

<https://inforegulator.org.za/wp-content/uploads/2020/07/Form-3-PAIA.pdf>

### FORM 03

#### OUTCOME OF REQUEST AND OF FEES PAYABLE

##### [Regulation 8]

Note:

1. If your request is granted the—
  - (a) amount of the deposit, (if any), is payable before your request is processed; and
  - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: \_\_\_\_\_

TO: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Your request dated \_\_\_\_\_, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (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) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.

OR

2. You requested:

Printed copies of the information (including copies of any virtual images, transcriptions and	
Written or printed transcription of virtual images (this includes photographs, slides, video	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	

Preferred language: (Note that if the record is not available in the language you prefer, access may be granted in	
---	--

Kindly note that your request has been:

Approved

Declined

For the following reasons:

4. Fees payable with regards to your request

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on: (i) Flash drive • To be provided by requestor (ii) Compact disc • If provided by requestor	R40.00 R40.00 R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record (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		
Postage, e-mail or any other electronic transfer:	Actual costs		
<b>TOTAL:</b>			

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5. Deposit payable (if search exceeds six hours):

Yes

No

Hours of search		Amount of deposit <i>(calculated on one third of total amount per request)</i>	
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The amount must be paid into the following Bank account:

Name of Bank:

\_\_\_\_\_

Name of account holder: Type of account:

\_\_\_\_\_

Account number: Branch Code:

\_\_\_\_\_

Reference Nr:

\_\_\_\_\_

Submit proof of payment to:

\_\_\_\_\_

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

\_\_\_\_\_

Information officer

**ANNEXURE G: FORM 04 INTERNAL APPEAL FORM**

Form 04 can be downloaded from the Regulators website:

<https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form04-Reg9.pdf>

**FORM 04**

[Regulation 9]

Reference Number: .....

<b>PARTICULARS OF PUBLIC BODY</b>			
Name of Public Body			
Name and Surname of Information Officer:			
<b>PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL</b>			
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>			
<b>PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED (If lodged by a third party)</b>			
Full Names			
Identity Number			
Postal Address			

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Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				

**DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED**  
*(mark the appropriate box with an "X")*

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	

**GROUNDS FOR APPEAL**  
*(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)*

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>



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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:			<table border="1"> <tr> <td>Yes</td> <td></td> </tr> <tr> <td>No</td> <td></td> </tr> </table>	Yes		No	
Yes							
No							
<b>OUTCOME OF APPEAL</b>							
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**

## ANNEXURE H: FORM 05 COMPLAINT FORM

Form 05 can be downloaded from the Regulators website:

<https://info regulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form05-Reg10-1.pdf>

### FORM 05

#### [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@infoRegulator.org.za](mailto:PAIAComplaints@infoRegulator.org.za) or complete online complaint form available at <https://www.justice.gov.za/infoereg/>. 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.
2. 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 02** and submit it to the Body.
3. 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.
4. The Information Regulator will only accept your complaint once you confirm having complied with the prerequisites below.
5. **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.
6. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

<b>CAPACITY OF PERSON/PARTY LODGING A COMPLAINT</b> <b>(Mark with an "X")</b>
--

**Complainant Personally**

**Representative of Complainant**

**Third Party**

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<b>PREREQUISITES</b>				
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	

<b>FOR INFORMATION REGULATOR'S USE ONLY</b>				
Received by: (Full names)				
Position				
Signature				
Complaint accepted	Yes		No	
Reference Number				
Date stamp				

Postal address	Facsimile	Other electronic communication (Please specify)		

<b>PART A PERSONAL INFORMATION OF COMPLAINANT</b>				
Full Names				
Identity Number				
Postal Address				
Street Address				
E-Mail Address				
Contact numbers	Tel. (B)		Facsimile	
	Cellular			

<b>PART B REPRESENTATIVE INFORMATION</b>				
<i>(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)</i>				
Full Names of Representative				
Nature of representation				
Identity Number / Registration Number				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			

<b>PART C THIRD PARTY INFORMATION</b>				
<i>(Please attach letter of authorisation)</i>				
Type of Body	Private		Public	
Name of Public / Private Body				
Registration Number (if any)				

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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**

*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)*

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**

*(Please select one or more of the following to describe your complaint to the Information Regulator)*

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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 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 (Please explain)		

**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**

## ANNEXURE I

### Information Regulator Registration Certificate



**INFORMATION  
REGULATOR  
(SOUTH AFRICA)**  
Ensuring protection of your personal information  
and effective access to information

## REGISTRATION CERTIFICATE

**Registration Number: 81554/2021-2022/IRRTT**

This is to certify that **Gerhard Gerber** and **Ayub Mohamed, Charmaine Marè** have been registered with the Information Regulator by **Department of Environmental Affairs and Development Planning** as the Information Officer and Deputy Information Officer respectively, in terms of section 55(2) of the Protection of Personal Information Act 4 of 2013 on the 25<sup>th</sup> of May 2022.



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**Chief Executive Officer  
INFORMATION REGULATOR**

**NB:** Please note that it is your responsibility to ensure that the particulars of an Information Officer and/or Deputy Information Officer(s) are correct and updated on an annual basis or as and when it becomes necessary.



## ANNEXURE J FORM 13: PAIA REQUEST FOR COMPLIANCE ASSESSMENT FORM (REGULATION 14(1))

This form can be downloaded from the Regulator's website: [/https://inforegulator.org.za/wp-content/uploads/2020/07/PAIA-Request-for-Compliance-Assessment-Form-13.pdf](https://inforegulator.org.za/wp-content/uploads/2020/07/PAIA-Request-for-Compliance-Assessment-Form-13.pdf)



**INFORMATION  
REGULATOR  
(SOUTH AFRICA)**

*Ensuring protection of your personal information  
and effective access to information*

Address: JD House, 27 Stiemens Street  
Braamfontein, Johannesburg, 2001  
P.O. Box 31533  
Braamfontein, Johannesburg, 2017  
Tel: 010 023 5200

Email: [PAIACompliance@infoRegulator.org.za](mailto:PAIACompliance@infoRegulator.org.za)

# REQUEST FOR ASSESSMENT

## FORM 13

[Regulation 14(1)]

I,

<b>Full Name(s)</b>			
<b>Postal Address</b>			
<b>Street Address</b>			
<b>E-Mail Address</b>			
<b>Contact Numbers</b>	<b>Tel. (B)</b>		<b>Facsimile</b>
	<b>Cellular</b>		

hereby, in terms of section 77H of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), request that the Information Regulator assess whether the under-mentioned public or private body generally complies with the provisions of the Act insofar as its policies and implementation procedures are concerned.

<b>Name of Private / Public Body</b>	
--------------------------------------	--

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<b>Postal Address</b>			
<b>Street Address</b>			
<b>E-Mail Address</b>			
<b>Contact Number(s)</b>	<b>Tel. (B)</b>		<b>Facsimile</b>
	<b>Cellular</b>		

<b>PARTICULARS OF INFORMATION TO BE ASSESSED</b>
<b>PERSONS AFFECTED BY THE RELEVANT INFORMATION PRACTICE/S</b>
<b>THE REASON WHY AN ASSESSMENT IS REQUESTED</b>
<b>SPECIFIC ASPECTS OF THE INFORMATION THAT THE ASSESSMENT SHOULD ADDRESS</b>

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

\_\_\_\_\_  
**Requester**

[www.westerncape.gov.za](http://www.westerncape.gov.za)

Department of Environmental Affairs and Development Planning: General Enquiries

Email: [enquiries.eadp@westerncape.gov.za](mailto:enquiries.eadp@westerncape.gov.za)

Tel: +27 21 483 4091

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**Western Cape  
Government**