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## MANUAL

*IN ACCORDANCE WITH*

**THE PROMOTION OF ACCESS TO  
INFORMATION ACT (NO. 2 OF 2000)**



**AIDS HELPLINE: 0800-0123-22 Prevention is the cure**

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**MPUMALANGA  
DEPARTMENT OF  
SAFETY AND  
SECURITY**



**MANUAL  
ON FUNCTIONS OF  
AND  
INDEX OF RECORDS HELD  
BY PUBLIC BODY**

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**A. DEPARTMENT'S CONSTITUTIONAL MANDATE**

Section 206(3) of the Constitution of the Republic of South Africa, 1996 (Act No.108 of 1996) provides that:-

Each Province is entitled –

- (a) to monitor police conduct;
- (b) to oversee the effectiveness and efficiency of the police service, including receiving reports on the service;
- (c) to promote good relations between the police and the community;
- (d) to assess the effectiveness of visible policing; and
- (e) to liaise with the Cabinet member responsible for policing with respect to crime and policing in the province.

**B. OUR MISSION**

To improve public safety in the Province by ensuring the following:

- Monitoring and evaluating the policing activities in Mpumalanga and to ensure that quality policing services are delivered;

- ❑ Facilitating the building of positive relationships between the police services and the community;
- ❑ Initiating and co-ordinating social crime prevention activities;
- ❑ Co-ordinating the criminal justice cluster to reduce crime; and
- ❑ Safeguarding government property.

### **C. OUR VISION**

To make Mpumalanga a safe, secure and crime free Province by encouraging community participation in crime prevention.

### **D. OUR GOALS**

- To raise public awareness and facilitate public education on safety and security matters and activities;
- To close the gap between police stations and the community by establishing Crime Prevention Forum (CPF) organised community meetings, events and information dissemination;
- To facilitate and improve the efficiency and effectiveness of the Criminal Justice System (CJS) by building capacity and improving systems;
- To improve border security;

- To improve the relationship between all stakeholders in the farming community;
- To mobilise communities for maximum participation in social crime prevention initiatives in Mpumalanga Province;
- To cultivate and promote leadership within the police service through seminars and workshops;
- To monitor the re-distribution of resources in the South African Police Services (SAPS);
- To facilitate and monitor the implementation of the Presidential Lead Project at KaNyamazane, the Provincial Priority Projects at Vosman, Embalenhle and Driefontein;
- To identify, advise and participate on policy development on matters relating to safety and security;
- To conduct research on crime and policing related issues and challenges.
- To provide information system that is on-line and compatible with the South African Police Service (SAPS); and
- To enhance our activities in improving the relationship in the farming community.

**E. DEPARTMENT'S STRUCTURE AND ITS RELATED FUNCTIONS.**

The Department (Public Body) consists of the following structure with its related functions: -

***The Office of the MEC******Member of the Executive Council (relevant authority)***

To promote effective oversight of the Provincial South African Police Service by the Civilian Secretariat.

***The Office of the Head of Department******Head of Department (Deputy Information Officer)***

To render Administrative support on both administrative and policy directives in the Department.



***The Office of the Chief Financial Officer***

***Chief Financial Officer***

To provide effective and efficient financial management and administration.

***The Office of the Director: Operations and Support***

***Director***

To monitor and evaluate the South African Police Services in the Province and facilitate the establishment of Crime Prevention Strategy.

***The Office of the Director: Policy, Planning and Research***

***Director***

To facilitate the planning of Provincial Policy directives.

***The Office of the Deputy Director: Communications******Deputy- Director***

To render communication services to the Department and raise public awareness on Safety and Security matters.

***The Office of the Deputy Director: Human Resources******Deputy Director***

To render effective and efficient Administrative Human Resource Services to line functionaries.

***The Office of the Deputy Director: Security Services******Deputy Director***

To safeguard government property by providing, advising, coordinating and supporting other Provincial Government Departments.

**F. ADDRESSES AND CONTACT DETAILS****POSTAL ADDRESS AND PHYSICAL ADDRESS OF INFORMATION OFFICER****POSTAL ADDRESS**

Private Bag x 11291  
NELSPRUIT  
1200

**PHYSICAL ADDRESS**

Building No.2 Ext. 2  
Government Boulevard  
Riverside Park  
NELSPRUIT

**NAME AND SURNAME OF INFORMATION OFFICER**

Adv. Mmeli Stanley Soko

**ELECTRONIC ADDRESS OF INFORMATION OFFICER**

*Nmhlanga@nel.mpu.gov.za*

**TELEPHONE AND FACSIMILE NUMBERS OF INFORMATION OFFICER**

Tel: (013) 766-2168

Fax: (013) 766-2500

**POSTAL ADDRESS AND PHYSICAL ADDRESS OF DEPUTY INFORMATION OFFICER****POSTAL ADDRESS**

Private Bag x 11269  
NELSPRUIT  
1200

**PHYSICAL ADDRESS**

No.7 Government Boulevard  
Building No. 4 Ext 2  
Riverside Park  
NELSPRUIT

**NAME AND SURNAME OF DEPUTY INFORMATION OFFICER**

Mr. Gulam Hoosen Karim

**ELECTRONIC ADDRESS OF DEPUTY INFORMATION OFFICER**

*gkarim@nel.mpu.gov.za*

**TELEPHONE AND FACSIMILE NUMBERS OF DEPUTY INFORMATION OFFICER**

Tel: (013) 766-4037

Fax: (013) 766-4600

**G. DESCRIPTION OF THE GUIDE ON HOW TO USE THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000 (ACT No. 2 OF 2000).**

The Guide on how to use the Act, *inter-alia* includes a description of: -

- (a) the objects of the Act;
- (b) the postal and street address, phone and fax number as well electronic mail address of-
  - (i) the information officer of the public body; and
  - (ii) every deputy information officer of every public body appointed in terms of section 17(1);
- (c) such particulars of every private body as are practicable;
- (d) the manner and form of a request for-
  - (i) access to a record of a public body contemplated in section 11; and
  - (ii) access to a record of a private body contemplated in section 50;
- (e) the assistance available from the information officer of a public body in terms of the Act;
- (f) the assistance available from the Human Rights Commission in terms of the Act;

- (g) all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by the Act, including the manner of lodging-
  - (i) an internal appeal; and
  - (iii) an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision of the head of a private body;
- (h) the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- (i) the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- (j) the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
- (k) the regulations made in terms of section 92.

This Guide is obtainable from the Human Rights Commission, at the following address: -

Entrance 1  
Wilds View  
Isle of Houghton  
Boundry Road  
Parktown, Johannesburg

or

Private Bag 2700  
Houghton  
2041

Tel: (011) 484-8300

Fax: (011) 484-7149

#### **H. FACILITATION OF A REQUEST FOR ACCESS TO A RECORD OF DEPARTMENT**

Any person who wishes to obtain access to information held by the public body (Department) may access them by filling in the application form as prescribed in Government Notice No. R 187 of 15 February 2002.

#### **I. RECORDS HELD BY THE DEPARTMENT**

The Public body (Mpumalanga Department of Safety and Security) holds the following records, which could be requested in terms of the Act: -

##### **CHIEF FINANCIAL OFFICER**

- ❖ Records related to the financial management and administration.

##### **POLICY PLANNING AND RESEARCH**

- ❖ Records related to facilitating the planning of Provincial Policy directives.

**OPERATIONS AND SUPPORT**

- ❖ Records related to monitoring and evaluation of crime prevention in the South African Police Services and Social Crime Projects of the Department.

**HUMAN RESOURCES SERVICES**

- ❖ Records related to rendering the effective and efficient Administrative Human Resource Personnel structures.

**COMMUNICATIONS**

- ❖ Records related to rendering communication services to the Department

**SECURITY SERVICES**

- ❖ Records related to safeguarding of government's property by providing, advising, co-ordinating and supporting other Provincial Government Departments.

**J. DESCRIPTION OF SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC AND HOW TO GAIN ACCESS TO SUCH SERVICES**

The following services are available to the General Public in Mpumalanga Province.

- Access to safety and security information;
- Receive complaints from community members of South African Police Services;



- Information on Crime Prevention promotional material; and
- Assistance in facilitating the establishment of Crime Prevention Forum's.

Any member of the public may gain access to these services by contacting any of the Department's Regional Offices or the main office to the necessary assistance. The addresses, telephone numbers and contact personnel of these offices are as follows:-

Ms J. Moruwane

Private Bag x11269 Nelspruit 1200	Area Office Building SECUNDA	Tel: (017) 624 2046 Fax: (017) 624 2341
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Mr. J.W Msiza

Private Bag x11269 Nelspruit 1200	Building No. 2 Government Complex KWAMHLANGA	Tel: (013) 947 3049 Fax: (013) 947 3049
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Mr N.A Mabuza

Private Bag x11269 NELSPRUIT 1200	Building No.4 No.7 Government Boulevard Riverside Park NELSPRUIT	Tel: (013) 766 4035 Fax: (013) 766
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**K. ARRANGEMENTS BY CONSULTATION, REPRESENTATIONS TO PARTICIPATE IN THE FORMULATION OF POLICY.**

- Any person (other than a public body referred to in paragraph (a) or(b)(i) of the definition of "public body" in section 1 of the Act), may participate in policy or legislative drafting of the public body through consultative public hearings on matters that may have fundamental implications on that person, or through commenting on the draft legislation and regulations that are being proposed in the *Provincial Gazette* from time to time.

**L. DESCRIPTION OF REMEDIES AVAILABLE TO PERSONS.**

Any person who feels aggrieved by the failure of the public body to act, (commission) or in respect of an act (commission) may lodge a complaint with the following but not limited institutions-

- The Public Protector at the following address: -

Private Bag x 677  
PRETORIA  
0001

or

9<sup>th</sup> Floor Sinodale Centre  
Visagie Street  
Pretoria

Tel: (012) 322-2916

Fax: (012) 322-5093

- The South African Human Rights Commission at the following address: -

Private Bag 27100  
HOUGHTON  
2041

*or*

Entrance 1  
Wilds View  
Isle of Houghton  
Boundary Road  
Parktown  
Johannesburg

- The Chairperson of the Portfolio Committee on Safety and Security-  
Mpumalanga Province at the following address:-

Private Bag x 11289  
NELSPRUIT  
1200

*or*

Building No. 1  
Extension 1  
Mpumalanga Provincial Legislature  
Government Boulevard  
Nelspruit

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