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

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No FUTURE QUERIES WILL BE HANDLED IN CONNECTION WITH THE ABOVE.

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government
printing

Department:
Government Printing Works
REPUBLIC OF SOUTH AFRICA

HIGH ALERT: SCAM WARNING!!!

TO ALL SUPPLIERS AND SERVICE PROVIDERS OF THE GOVERNMENT PRINTING WORKS

It has come to the attention of the *GOVERNMENT PRINTING WORKS* that there are certain unscrupulous companies and individuals who are defrauding unsuspecting businesses disguised as representatives of the *Government Printing Works (GPW)*.

The scam involves the fraudsters using the letterhead of *GPW* to send out fake tender bids to companies and requests to supply equipment and goods.

Although the contact person's name on the letter may be of an existing official, the contact details on the letter are not the same as the *Government Printing Works*. When searching on the Internet for the address of the company that has sent the fake tender document, the address does not exist.

The banking details are in a private name and not company name. Government will never ask you to deposit any funds for any business transaction. *GPW* has alerted the relevant law enforcement authorities to investigate this scam to protect legitimate businesses as well as the name of the organisation.

Example of e-mails these fraudsters are using:

PROCUREMENT@GPW-GOV.ORG

Should you suspect that you are a victim of a scam, you must urgently contact the police and inform the *GPW*.

GPW has an official email with the domain as @gpw.gov.za

Government e-mails DO NOT have org in their e-mail addresses. All of these fraudsters also use the same or very similar telephone numbers. Although such number with an area code 012 looks like a landline, it is not fixed to any property.

GPW will never send you an e-mail asking you to supply equipment and goods without a purchase/order number. *GPW* does not procure goods for another level of Government. The organisation will not be liable for actions that result in companies or individuals being resultant victims of such a scam.

Government Printing Works gives businesses the opportunity to supply goods and services through RFQ / Tendering process. In order to be eligible to bid to provide goods and services, suppliers must be registered on the National Treasury's Central Supplier Database (CSD). To be registered, they must meet all current legislative requirements (e.g. have a valid tax clearance certificate and be in good standing with the South African Revenue Services - SARS).

The tender process is managed through the Supply Chain Management (SCM) system of the department. SCM is highly regulated to minimise the risk of fraud, and to meet objectives which include value for money, open and effective competition, equitability, accountability, fair dealing, transparency and an ethical approach. Relevant legislation, regulations, policies, guidelines and instructions can be found on the tender's website.

Fake Tenders

National Treasury's CSD has launched the Government Order Scam campaign to combat fraudulent requests for quotes (RFQs). Such fraudulent requests have resulted in innocent companies losing money. We work hard at preventing and fighting fraud, but criminal activity is always a risk.

How tender scams work

There are many types of tender scams. Here are some of the more frequent scenarios:

Fraudsters use what appears to be government department stationery with fictitious logos and contact details to send a fake RFQ to a company to invite it to urgently supply goods. Shortly after the company has submitted its quote, it receives notification that it has won the tender. The company delivers the goods to someone who poses as an official or at a fake site. The Department has no idea of this transaction made in its name. The company is then never paid and suffers a loss.

OR

Fraudsters use what appears to be government department stationery with fictitious logos and contact details to send a fake RFQ to Company A to invite it to urgently supply goods. Typically, the tender specification is so unique that only Company B (a fictitious company created by the fraudster) can supply the goods in question.

Shortly after Company A has submitted its quote it receives notification that it has won the tender. Company A orders the goods and pays a deposit to the fictitious Company B. Once Company B receives the money, it disappears. Company A's money is stolen in the process.

Protect yourself from being scammed

- If you are registered on the supplier databases and you receive a request to tender or quote that seems to be from a government department, contact the department to confirm that the request is legitimate. Do not use the contact details on the tender document as these might be fraudulent.
- Compare tender details with those that appear in the Tender Bulletin, available online at www.gpwonline.co.za
- Make sure you familiarise yourself with how government procures goods and services. Visit the tender website for more information on how to tender.
- If you are uncomfortable about the request received, consider visiting the government department and/or the place of delivery and/or the service provider from whom you will be sourcing the goods.
- In the unlikely event that you are asked for a deposit to make a bid, contact the SCM unit of the department in question to ask whether this is in fact correct.

Any incidents of corruption, fraud, theft and misuse of government property in the *Government Printing Works* can be reported to:

Supply Chain Management: Ms. Anna Marie Du Toit, Tel. (012) 748 6292.
Email: Annamarie.DuToit@gpw.gov.za

Marketing and Stakeholder Relations: Ms Bonakele Mbhele, at Tel. (012) 748 6193.
Email: Bonakele.Mbhele@gpw.gov.za

Security Services: Mr Daniel Legoabe, at tel. (012) 748 6176.
Email: Daniel.Legoabe@gpw.gov.za

Closing times for **ORDINARY BI-WEEKLY** **2019** **MANUALS GAZETTE**

*The closing time is **15:00** sharp on the following days:*

- **03 January**, Thursday for the issue of Thursday **10 January 2019**
- **24 January**, Thursday for the issue of Thursday **31 January 2019**
- **07 February**, Thursday for the issue of Thursday **14 February 2019**
- **21 February**, Thursday for the issue of Thursday **28 February 2019**
- **07 March**, Thursday for the issue of Thursday **14 March 2019**
- **20 March**, Thursday for the issue of Thursday **28 March 2019**
- **04 April**, Thursday for the issue of Thursday **11 April 2019**
- **17 April**, Wednesday for the issue of Thursday **25 April 2019**
- **02 May**, Thursday for the issue of Thursday **09 May 2019**
- **23 May**, Thursday for the issue of Thursday **30 May 2019**
- **06 June**, Thursday for the issue of Thursday **13 June 2019**
- **20 June**, Thursday for the issue of Thursday **27 June 2019**
- **04 July**, Thursday for the issue of Thursday **11 July 2019**
- **18 July**, Thursday for the issue of Thursday **25 July 2019**
- **01 August**, Thursday for the issue of Thursday **08 August 2019**
- **22 August**, Thursday for the issue of Thursday **29 August 2019**
- **05 September**, Thursday for the issue of Thursday **12 September 2019**
- **18 September**, Wednesday for the issue of Thursday **26 September 2019**
- **03 October**, Thursday for the issue of Thursday **10 October 2019**
- **24 October**, Thursday for the issue of Thursday **31 October 2019**
- **07 November**, Thursday for the issue of Thursday **14 November 2019**
- **21 November**, Thursday for the issue of Thursday **29 November 2019**
- **05 December**, Thursday for the issue of Thursday **12 December 2019**
- **18 December**, Wednesday for the issue of Thursday **26 December 2019**

GOVERNMENT PRINTING WORKS - BUSINESS RULES

The **Government Printing Works (GPW)** has established rules for submitting notices in line with its electronic notice processing system, which requires the use of electronic *Adobe* Forms. Please ensure that you adhere to these guidelines when completing and submitting your notice submission.

CLOSING TIMES FOR ACCEPTANCE OF NOTICES

1. The *Government Gazette* and *Government Tender Bulletin* are weekly publications that are published on Fridays and the closing time for the acceptance of notices is strictly applied according to the scheduled time for each gazette.
2. Please refer to the Submission Notice Deadline schedule in the table below. This schedule is also published online on the Government Printing works website www.gpwonline.co.za

All re-submissions will be subject to the standard cut-off times.

All notices received after the closing time will be rejected.

Government Gazette Type	Publication Frequency	Publication Date	Submission Deadline	Cancellations Deadline
National Gazette	Weekly	Friday	Friday 15h00 for next Friday	Tuesday, 15h00 - 3 working days prior to publication
Regulation Gazette	Weekly	Friday	Friday 15h00 for next Friday	Tuesday, 15h00 - 3 working days prior to publication
Petrol Price Gazette	Monthly	Tuesday before 1st Wednesday of the month	One day before publication	1 working day prior to publication
Road Carrier Permits	Weekly	Friday	Thursday 15h00 for next Friday	3 working days prior to publication
Unclaimed Monies (Justice, Labour or Lawyers)	January / September 2 per year	Last Friday	One week before publication	3 working days prior to publication
Parliament (Acts, White Paper, Green Paper)	As required	Any day of the week	None	3 working days prior to publication
Manuals	Bi- Monthly	2nd and last Thursday of the month	One week before publication	3 working days prior to publication
State of Budget (National Treasury)	Monthly	30th or last Friday of the month	One week before publication	3 working days prior to publication
<i>Extraordinary Gazettes</i>	As required	Any day of the week	<i>Before 10h00 on publication date</i>	<i>Before 10h00 on publication date</i>
Legal Gazettes A, B and C	Weekly	Friday	One week before publication	Tuesday, 15h00 - 3 working days prior to publication
Tender Bulletin	Weekly	Friday	Friday 15h00 for next Friday	Tuesday, 15h00 - 3 working days prior to publication
Gauteng	Weekly	Wednesday	Two weeks before publication	3 days after submission deadline
Eastern Cape	Weekly	Monday	One week before publication	3 working days prior to publication
Northern Cape	Weekly	Monday	One week before publication	3 working days prior to publication
North West	Weekly	Tuesday	One week before publication	3 working days prior to publication
KwaZulu-Natal	Weekly	Thursday	One week before publication	3 working days prior to publication
Limpopo	Weekly	Friday	One week before publication	3 working days prior to publication
Mpumalanga	Weekly	Friday	One week before publication	3 working days prior to publication

GOVERNMENT PRINTING WORKS - BUSINESS RULES

Government Gazette Type	Publication Frequency	Publication Date	Submission Deadline	Cancellations Deadline
Gauteng Liquor License Gazette	Monthly	Wednesday before the First Friday of the month	Two weeks before publication	3 working days after submission deadline
Northern Cape Liquor License Gazette	Monthly	First Friday of the month	Two weeks before publication	3 working days after submission deadline
National Liquor License Gazette	Monthly	First Friday of the month	Two weeks before publication	3 working days after submission deadline
Mpumalanga Liquor License Gazette	Bi-Monthly	Second & Fourth Friday	One week before publication	3 working days prior to publication

EXTRAORDINARY GAZETTES

3. *Extraordinary Gazettes* can have only one publication date. If multiple publications of an *Extraordinary Gazette* are required, a separate Z95/Z95Prov *Adobe* Forms for each publication date must be submitted.

NOTICE SUBMISSION PROCESS

4. Download the latest *Adobe* form, for the relevant notice to be placed, from the **Government Printing Works** website www.gpwonline.co.za.
5. The *Adobe* form needs to be completed electronically using *Adobe Acrobat / Acrobat Reader*. Only electronically completed *Adobe* forms will be accepted. No printed, handwritten and/or scanned *Adobe* forms will be accepted.
6. The completed electronic *Adobe* form has to be submitted via email to submit.egazette@gpw.gov.za. The form needs to be submitted in its original electronic *Adobe* format to enable the system to extract the completed information from the form for placement in the publication.
7. Every notice submitted **must** be accompanied by an official **GPW** quotation. This must be obtained from the *eGazette* Contact Centre.
8. Each notice submission should be sent as a single email. The email **must** contain **all documentation relating to a particular notice submission**.
 - 8.1. Each of the following documents must be attached to the email as a separate attachment:
 - 8.1.1. An electronically completed *Adobe* form, specific to the type of notice that is to be placed.
 - 8.1.1.1. For National *Government Gazette* or *Provincial Gazette* notices, the notices must be accompanied by an electronic Z95 or Z95Prov *Adobe* form
 - 8.1.1.2. The notice content (body copy) **MUST** be a separate attachment.
 - 8.1.2. A copy of the official **Government Printing Works** quotation you received for your notice. (*Please see Quotation section below for further details*)
 - 8.1.3. A valid and legible Proof of Payment / Purchase Order: **Government Printing Works** account customer must include a copy of their Purchase Order. **Non-Government Printing Works** account customer needs to submit the proof of payment for the notice
 - 8.1.4. Where separate notice content is applicable (Z95, Z95 Prov and TForm 3, it should **also** be attached as a separate attachment. (*Please see the Copy Section below, for the specifications*).
 - 8.1.5. Any additional notice information if applicable.

GOVERNMENT PRINTING WORKS - BUSINESS RULES

9. The electronic *Adobe* form will be taken as the primary source for the notice information to be published. Instructions that are on the email body or covering letter that contradicts the notice form content will not be considered. The information submitted on the electronic *Adobe* form will be published as-is.
10. To avoid duplicated publication of the same notice and double billing, Please submit your notice **ONLY ONCE**.
11. Notices brought to **GPW** by “walk-in” customers on electronic media can only be submitted in *Adobe* electronic form format. All “walk-in” customers with notices that are not on electronic *Adobe* forms will be routed to the Contact Centre where they will be assisted to complete the forms in the required format.
12. Should a customer submit a bulk submission of hard copy notices delivered by a messenger on behalf of any organisation e.g. newspaper publisher, the messenger will be referred back to the sender as the submission does not adhere to the submission rules.

QUOTATIONS

13. Quotations are valid until the next tariff change.
 - 13.1. **Take note:** **GPW**'s annual tariff increase takes place on **1 April** therefore any quotations issued, accepted and submitted for publication up to **31 March** will keep the old tariff. For notices to be published from 1 April, a quotation must be obtained from **GPW** with the new tariffs. Where a tariff increase is implemented during the year, **GPW** endeavours to provide customers with 30 days' notice of such changes.
14. Each quotation has a unique number.
15. Form Content notices must be emailed to the *eGazette* Contact Centre for a quotation.
 - 15.1. The *Adobe* form supplied is uploaded by the Contact Centre Agent and the system automatically calculates the cost of your notice based on the layout/format of the content supplied.
 - 15.2. It is critical that these *Adobe* Forms are completed correctly and adhere to the guidelines as stipulated by **GPW**.
16. **APPLICABLE ONLY TO GPW ACCOUNT HOLDERS:**
 - 16.1. **GPW** Account Customers must provide a valid **GPW** account number to obtain a quotation.
 - 16.2. Accounts for **GPW** account customers **must** be active with sufficient credit to transact with **GPW** to submit notices.
 - 16.2.1. If you are unsure about or need to resolve the status of your account, please contact the **GPW** Finance Department prior to submitting your notices. (If the account status is not resolved prior to submission of your notice, the notice will be failed during the process).
17. **APPLICABLE ONLY TO CASH CUSTOMERS:**
 - 17.1. Cash customers doing **bulk payments** must use a **single email address** in order to use the **same proof of payment** for submitting multiple notices.
18. The responsibility lies with you, the customer, to ensure that the payment made for your notice(s) to be published is sufficient to cover the cost of the notice(s).
19. Each quotation will be associated with one proof of payment / purchase order / cash receipt.
 - 19.1. This means that **the quotation number can only be used once to make a payment.**

GOVERNMENT PRINTING WORKS - BUSINESS RULES**COPY (SEPARATE NOTICE CONTENT DOCUMENT)**

20. Where the copy is part of a separate attachment document for Z95, Z95Prov and TForm03
- 20.1. Copy of notices must be supplied in a separate document and may not constitute part of any covering letter, purchase order, proof of payment or other attached documents.
- The content document should contain only one notice. (You may include the different translations of the same notice in the same document).
- 20.2. The notice should be set on an A4 page, with margins and fonts set as follows:
- Page size = A4 Portrait with page margins: Top = 40mm, LH/RH = 16mm, Bottom = 40mm;
Use font size: Arial or Helvetica 10pt with 11pt line spacing;
- Page size = A4 Landscape with page margins: Top = 16mm, LH/RH = 40mm, Bottom = 16mm;
Use font size: Arial or Helvetica 10pt with 11pt line spacing;

CANCELLATIONS

21. Cancellation of notice submissions are accepted by **GPW** according to the deadlines stated in the table above in point 2. Non-compliance to these deadlines will result in your request being failed. Please pay special attention to the different deadlines for each gazette. Please note that any notices cancelled after the cancellation deadline will be published and charged at full cost.
22. Requests for cancellation must be sent by the original sender of the notice and must be accompanied by the relevant notice reference number (N-) in the email body.

AMENDMENTS TO NOTICES

23. With effect from 01 October 2015, **GPW** will not longer accept amendments to notices. The cancellation process will need to be followed according to the deadline and a new notice submitted thereafter for the next available publication date.

REJECTIONS

24. All notices not meeting the submission rules will be rejected to the customer to be corrected and resubmitted. Assistance will be available through the Contact Centre should help be required when completing the forms. (012-748 6200 or email info.egazette@gpw.gov.za). Reasons for rejections include the following:
- 24.1. Incorrectly completed forms and notices submitted in the wrong format, will be rejected.
- 24.2. Any notice submissions not on the correct *Adobe* electronic form, will be rejected.
- 24.3. Any notice submissions not accompanied by the proof of payment / purchase order will be rejected and the notice will not be processed.
- 24.4. Any submissions or re-submissions that miss the submission cut-off times will be rejected to the customer. The Notice needs to be re-submitted with a new publication date.

GOVERNMENT PRINTING WORKS - BUSINESS RULES**APPROVAL OF NOTICES**

25. Any notices other than legal notices are subject to the approval of the Government Printer, who may refuse acceptance or further publication of any notice.
26. No amendments will be accepted in respect to separate notice content that was sent with a Z95 or Z95Prov notice submissions. The copy of notice in layout format (previously known as proof-out) is only provided where requested, for Advertiser to see the notice in final Gazette layout. Should they find that the information submitted was incorrect, they should request for a notice cancellation and resubmit the corrected notice, subject to standard submission deadlines. The cancellation is also subject to the stages in the publishing process, i.e. If cancellation is received when production (printing process) has commenced, then the notice cannot be cancelled.

GOVERNMENT PRINTER INDEMNIFIED AGAINST LIABILITY

27. The Government Printer will assume no liability in respect of—
 - 27.1. any delay in the publication of a notice or publication of such notice on any date other than that stipulated by the advertiser;
 - 27.2. erroneous classification of a notice, or the placement of such notice in any section or under any heading other than the section or heading stipulated by the advertiser;
 - 27.3. any editing, revision, omission, typographical errors or errors resulting from faint or indistinct copy.

LIABILITY OF ADVERTISER

28. Advertisers will be held liable for any compensation and costs arising from any action which may be instituted against the Government Printer in consequence of the publication of any notice.

CUSTOMER INQUIRIES

Many of our customers request immediate feedback/confirmation of notice placement in the gazette from our Contact Centre once they have submitted their notice – While **GPW** deems it one of their highest priorities and responsibilities to provide customers with this requested feedback and the best service at all times, we are only able to do so once we have started processing your notice submission.

GPW has a 2-working day turnaround time for processing notices received according to the business rules and deadline submissions.

Please keep this in mind when making inquiries about your notice submission at the Contact Centre.

29. Requests for information, quotations and inquiries must be sent to the Contact Centre **ONLY**.
30. Requests for Quotations (RFQs) should be received by the Contact Centre at least **2 working days** before the submission deadline for that specific publication.

GOVERNMENT PRINTING WORKS - BUSINESS RULES

PAYMENT OF COST

31. The Request for Quotation for placement of the notice should be sent to the Gazette Contact Centre as indicated above, prior to submission of notice for advertising.
32. Payment should then be made, or Purchase Order prepared based on the received quotation, prior to the submission of the notice for advertising as these documents i.e. proof of payment or Purchase order will be required as part of the notice submission, as indicated earlier.
33. Every proof of payment must have a valid **GPW** quotation number as a reference on the proof of payment document.
34. Where there is any doubt about the cost of publication of a notice, and in the case of copy, an enquiry, accompanied by the relevant copy, should be addressed to the Gazette Contact Centre, **Government Printing Works**, Private Bag X85, Pretoria, 0001 email: info.egazette@gpw.gov.za before publication.
35. Overpayment resulting from miscalculation on the part of the advertiser of the cost of publication of a notice will not be refunded, unless the advertiser furnishes adequate reasons why such miscalculation occurred. In the event of underpayments, the difference will be recovered from the advertiser, and future notice(s) will not be published until such time as the full cost of such publication has been duly paid in cash or electronic funds transfer into the **Government Printing Works** banking account.
36. In the event of a notice being cancelled, a refund will be made only if no cost regarding the placing of the notice has been incurred by the **Government Printing Works**.
37. The **Government Printing Works** reserves the right to levy an additional charge in cases where notices, the cost of which has been calculated in accordance with the List of Fixed Tariff Rates, are subsequently found to be excessively lengthy or to contain overmuch or complicated tabulation.

PROOF OF PUBLICATION

38. Copies of any of the *Government Gazette* or *Provincial Gazette* can be downloaded from the **Government Printing Works** website www.gpwonline.co.za free of charge, should a proof of publication be required.
39. Printed copies may be ordered from the Publications department at the ruling price. The **Government Printing Works** will assume no liability for any failure to post or for any delay in despatching of such *Government Gazette*(s)

GOVERNMENT PRINTING WORKS CONTACT INFORMATION

Physical Address:
Government Printing Works

149 Bosman Street

Pretoria

Postal Address:

Private Bag X85

Pretoria

0001

GPW Banking Details:
Bank: ABSA Bosman Street

Account No.: 405 7114 016

Branch Code: 632-005

For Gazette and Notice submissions: Gazette Submissions:

For queries and quotations, contact: Gazette Contact Centre:

E-mail: submit.egazette@gpw.gov.za
E-mail: info.egazette@gpw.gov.za
Tel: 012-748 6200

Contact person for subscribers: Mrs M. Toka:

E-mail: subscriptions@gpw.gov.za
Tel: 012-748-6066 / 6060 / 6058

Fax: 012-323-9574

DEPARTMENT OF HUMAN SETTLEMENTS

MANUAL

IN ACCORDANCE WITH

PROMOTION OF ACCESS TO INFORMATION ACT (2/2000)

**PROMOTION OF ACCESS TO INFORMATION ACT (PAIA)
MANUAL DEPARTMENT OF HUMAN SETTLEMENTS, 2019–
2020**



human settlements

Department:
Human Settlements
REPUBLIC OF SOUTH AFRICA

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL

*Prepared in terms of section 14 of the Promotion of Access to Information Act, 2000
(Act No. 2 of 2000)*

2019-2020

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FOREWORD

Section 32 of the Constitution of the Republic of South Africa, 1996 (the Constitution) grants everyone the right of access to any information held by the state or by another person and that is required for the exercise or protection of any right.

The Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (PAIA), in realisation of these constitutional rights, specifically–

- charges all public bodies with the responsibility to facilitate public access to information/record(s) under their custody;
- provides a framework and procedures for the public to exercise their constitutional right to information as swiftly, inexpensively and effortlessly as reasonably possible;
- stipulates mechanisms which governmental bodies must put in place, to facilitate access to such information by members of the public; and
- outlines conditions under which restricted access apply, including those relating to personal, commercial, financial, technical or scientific information about a third party; information which may affect court or police proceedings, e.g., police dockets in bail proceedings and certain categories of information about the South African Revenue Service.

There are undoubtedly limitations to public realisation of the rights as stipulated in section 36 of the Constitution and sections 33 to 45 of the PAIA Act, respectively.

In compliance with the statutory requirements of the PAIA and to contribute to the promotion of departmental transparency, accountability and effective governance, the Department of Human Settlements has produced a manual as a mechanism to facilitate public access to information/record(s) under its custody.

It is hoped that this manual will serve as an effective platform/tool for providing the public with the relevant information to enable them to exercise their right of access to information under the custody of the Department.



M TSHANGANA
DIRECTOR-GENERAL
DEPARTMENT OF HUMAN SETTLEMENTS
DATE: 11/10/2019

ACRONYMS

BNG	: Breaking New Ground
CD	: Chief Director
CSOS	: Community Scheme Ombud Services
DDG	: Deputy Director-General
DHS	: Department of Human Settlements ("the Department")
DIO	: Deputy Information Officer (designated in terms of section 17 of the PAIA)
EAAB	: Estate Agency Affairs Board
FLISP	: Finance Linked Individual Subsidy Programme
HDA	: Housing Development Agency
HS	: Human Settlements
HSS	: Housing Subsidy System
IO	: Information Officer (Director-General of the Department)
M&E	: Monitoring and Evaluation
MTEF	: Medium-Term Expenditure Framework
NHBRC	: National Home Builders Registration Council
NHFC	: National Housing Finance Corporation
NURCHA	: National Urban Reconstruction and Housing Agency
PAIA	: Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)
PDHS	: Provincial Department of Human Settlements
RHLF	: Rural Housing Loan Fund
SAHRC	: South African Human Rights Commission
SHRA	: Social Housing Regulatory Authority
SLA	: Service Level Agreement
USDG	: Urban Settlements Development Grant

DEFINITION OF TERMS

	Term	Definition/Description
1.	Access fee	Fee payable by a requester for search, preparation and reproduction of requested records, as prescribed in PAIA section 22(6).
2.	Act	The Promotion of Access to Information Act, 2000 (Act No. 2 of 2000). Also referred to as the PAIA or "the Act".
3.	Department	The Department of Human Settlements. Also referred to as the DHS.
4.	Deputy Information Officer (DIO)	A person designated by the Director-General to render the public body as accessible as reasonably possible for requesters of its records as prescribed in PAIA section 17(1).
5.	Guide	Document or book produced by the South African Human Rights Commission for the purposes of assisting any person who wishes to exercise any right in terms of the PAIA as prescribed in section 10.
6.	Information Officer (IO)	The Director-General of the Department of Human Settlements as defined in PAIA section 1.
7.	Internal appeal	An appeal against a decision to refuse access to information, as stipulated in PAIA section 74.
8.	Personal information	Information about an identifiable individual, including, but not limited to, information relating to race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the individual as defined in PAIA section 1.
9.	Personal requester	A person seeking access to information/records containing personal information about himself/herself as defined in PAIA section 1.
10.	Public body	Any department of state or administration in the national or provincial sphere of government, any municipality in the local

		sphere of government or any institution performing a public function in terms of any legislation as defined in PAIA section 1. Also referred to as government body or department.
11.	Record	Any recorded information, in any form or medium under the custody of DHS as defined in PAIA section 1.
12.	Records automatically available	Records that can be accessed without a person having to request access in terms of the Act as stipulated in section 15(1)(a) of PAIA.
13.	Records available on request	Records that can be accessed through following PAIA processes as stipulated in PAIA sections 11 and 18; access to these records may be refused on the basis of sections 33 to 45 of the Act.
14.	Relevant authority	Minister of Human Settlements or the person designated in writing by the Minister to deal with internal appeals as defined in PAIA section 1.
15.	Request fee	A non-refundable fee payable by a requester when submitting a request for access as per the provisions of PAIA section 22(1). (Personal requester excluded from paying request fee).
16.	Request for access	A request for access to a record or records held by the Department made in accordance with PAIA sections 8 and 11.
17.	Requester	Any person making a request for access to information or records of DHS or a person acting on behalf of the person requesting information as defined in PAIA section 1.
18.	Third party	Any person, including, but not limited to, the government of a foreign state, an international organisation or an organ of that government or organisation other than the requester concerned and a public body as defined in PAIA section 1.
19.	Working days	Any days other than Saturdays, Sundays or public holidays as defined in PAIA section 1.

1. INTRODUCTION

This manual is compiled as a statutory requirement in compliance with the provisions of section 14 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (PAIA), which mandates all government bodies to compile and publish a manual indicating information/records under its custody that are readily available to the public, as well as those that need to be requested through provisions of the Act.

This manual represents only the Department of Human Settlements (DHS) and does not include information/records of the various provincial departments.

2. OBJECTIVES OF THE ACT

The objectives of PAIA according to section 9 are to –

- give effect to the constitutional right of access to information held by the state and any information that is held by another person that is required for the exercise or protection of any rights;
- give effect to the right of access to information; subject to justifiable limitations, including, but not limited to, limitations aimed at the reasonable protection of privacy, commercial confidentiality and effective, efficient and good governance; and in a manner which balances that right with any other rights, including the rights in the Bill of Rights in Chapter 2 of the Constitution;
- give effect to the constitutional obligations of the state of promoting a human rights culture and social justice;
- establish voluntary and mandatory mechanisms or procedures to give effect to the right of access to information in a manner which enables persons to obtain access to records of public and private bodies as swiftly, inexpensively and effortlessly as reasonably possible; and
- Promote transparency, accountability and effective governance of all public and private bodies.

3. PURPOSE OF THE MANUAL

This manual is intended to:

- Provide information on the DHS's structure, functions and services it renders to the public and how to gain access to them;
- Provide information about departmental contact information including details of postal, street and electronic mail addresses; phone and fax numbers of the Information Officer (IO) and the designated Deputy Information Officer (DIO);
- Provide a list of automatically available records under departmental custody;
- Provide a list of records categories accessible to members of the public by following the processes as stipulated in PAIA sections 11 and 18;
- Outline procedures to be followed by members of the public in accessing information under DHS's custody, in accordance with the provisions of PAIA.

4. GUIDE ON HOW TO USE PAIA (SECTION 10)

The South African Human Rights Commission (SAHRC) compiled a guide on the use of the PAIA as prescribed by section 10 of the Act. The guide is available at the offices of the SAHRC.

South African Human Rights Commission

National Head Office

33 Hoofd Street

Braampark Forum III

Braamfontein

Johannesburg, Gauteng

2001

Telephone number: +27 11 877 3600/3645

Fax number: +27 11 403 0668

Email address: paia@sahrc.org.za

Website: www.sahrc.org.za

5. CONTACT INFORMATION

5.1 Information Officer

As provided for in the Act, the Director-General is the IO.

Director-General: Mr M Tshangana
Telephone: +27 12 421 1486
Fax: +27 12 341 1257
Email: InformationOfficer@dhs.gov.za

5.2 Deputy Information Officers

The following officials are designated as the Deputy Information Officers as provided for in section 17(1) of the Act.

5.2.1 Deputy Information Officer: Mr. M Xaba
Telephone: +27 12 444 9055
Fax: +27 86 471 1939
Email: DeputyInformationOfficer@dhs.gov.za

5.2.2 Deputy Information Officer: Ms. RM Thaga
Telephone: +27 12 444 9012
Fax: +27 86 471 1939
Email: DeputyInformationOfficer@dhs.gov.za

5.3 PAIA Unit

The PAIA unit facilitates the provision of public access to departmental information.

Telephone: +27 12 444 9045/57/58

Fax: +27 86 471 1939

Email: paia@dhs.gov.za

5.4 General information

Postal address: Private Bag X644

PRETORIA

0001

Physical address: Govan Mbeki House

240 Justice Mahomed Street

PRETORIA

0002

Telephone: 0800 146 873

Fax: +27 12 444 9000

Email: info@dhs.gov.za

Website: www.dhs.gov.za

6. LEGISLATIVE MANDATE INFORMING THE FUNCTIONS OF THE DEPARTMENT

- Breaking New Ground (BNG): A Comprehensive Plan for the Creation of Sustainable Human Settlements
- Community Schemes Ombuds Service Act, 2011 (Act No. 9 of 2011)
- Constitution of the Republic of South Africa, 1996
- Development Facilitation Act, 1995 (Act No. 67 of 1995)
- Division of Revenue Act as amended
- Home Loan and Mortgage Disclosure Act, 2000 (Act No. 63 of 2000)
- Housing Act, 1997 (Act No. 107 of 1997)
- Housing Consumers Protection Measures Act, 1998 (Act No. 95 of 1998)
- Housing Development Agency Act, 2008 (Act No. 23 of 2008)
- Inclusionary Housing Bill
- Intergovernmental Relations Framework Act, 2005 (Act No. 13 of 2005)
- Less Formal Township Establishment Act, 1991 (Act No. 113 of 1991)
- National Development Plan (NDP), Chapter 8
- National Environment Management Act, 1998 (Act No. 107 of 1998)
- Prevention of Illegal Eviction from and Unlawful Occupation of Land Act, 1998 (Act No. 19 of 1998)
- Public Finance Management Act, 1999 (Act No. 1 of 1999)
- Rental Housing Act, 1999 (Act No. 50 of 1999)
- Sectional Titles Schemes Management Act, 2011 (Act No. 8 of 2011)
- Social Housing Act, 2008 (Act No. 16 of 2008)
- Spatial Planning and Land Use Management Act, 2013 (Act No. 16 of 2013)

7. FUNCTIONS AND STRUCTURE OF THE DEPARTMENT OF HUMAN SETTLEMENTS

7.1 STRATEGIC OVERVIEW

7.1.1 VISION: A nation housed in sustainable human settlements.

7.1.2 MISSION: To facilitate the creation of sustainable human settlements and improved quality of household life.

7.1.3 VALUES

The core values guiding and regulating the Department are based on the Constitution and supporting legislations and includes:

- Accountability
- Fairness and equity
- Choice, quality and affordability
- Sustainability
- Innovation
- *Batho Pele* principles

7.2 ORGANISATIONAL STRUCTURE OF THE DEPARTMENT



7.3 SERVICES RENDERED BY THE DEPARTMENT

The Department primarily:

- Establishes and maintains a policy and legislative framework required for facilitation of a sustainable and integrated human settlements objective in line with government's objective and departmental mandate; and
- Facilitates apportionment of annual allocation to provinces and municipalities for human settlements, infrastructure development and land acquisition.

In addition to the role that provinces and municipalities play with regard to human settlements, the following national institutions were established to facilitate the human settlements related needs of the sector:

Institutions	Services	Clients	Obtain information at
Estate Agency Affairs Board (EAAB)	<ul style="list-style-type: none"> • Regulate, maintain and promote the standard of conduct by estate agents having due regard to the public interest; • Issue fidelity fund certificates to qualifying applicants; • Prescribe the standard of training of estate agents; • Investigate complaints against estate agents and institute disciplinary proceedings against offending estate agents where required; and • Manage and control the estate agents fidelity fund. 	Housing consumers and estate agents.	DHS, EAAB offices.
Community Schemes Ombud Service (CSOS)	<ul style="list-style-type: none"> • Provide a dispute resolution service for community schemes; • Provide training for conciliators, adjudicators and other employees of the ombud service; • Regulate, monitor and control the quality of all sectional title schemes governance 	Community scheme body corporate, community scheme unit owners and tenants.	DHS, CSOS offices.

Institutions	Services	Clients	Obtain information at
	<p>documentation; and</p> <ul style="list-style-type: none"> • Take custody of, preserve and provide public access to scheme governance documentation. 		
Housing Development Agency (HDA)	<ul style="list-style-type: none"> • Identify, acquire, hold, develop and release well-located land and buildings for the development of housing and human settlements; and • Provide project management support and housing development services. 	Housing consumers, developers and organs of state (municipalities and metros).	DHS, provincial department of human settlements (PDHS), municipalities, HDA offices.
National Home Builders Registration Council (NHBR)	<ul style="list-style-type: none"> • Regulate the home building environment through home enrolment and home builder registration processes; • Protect the housing consumer against structural defects through building inspections and administration of the warranty reserve; • Promote innovative home building technologies; and • Set home building standards and improve the capabilities of home builders through training. 	Housing consumers and home builders.	DHS, PDHS, municipalities, NHBR offices.
National Housing Finance Corporation (NHFC)	<ul style="list-style-type: none"> • Provide innovative and affordable housing finance solutions for the low- to middle-income housing market; • The NHFC provides the following services: <ul style="list-style-type: none"> ▪ Private rental term loans; ▪ Social housing rental facilities; ▪ Bridging finance to developers; 	Low-income earners, established housing institutions, social housing institutions, developers, non-banking retail intermediaries and banks' lending to poor households.	DHS, PDHS, municipalities, NHFC offices.

7.4 PROGRAMMES OF THE DEPARTMENT

<p>Programme 1: Administration</p>	<p>Purpose: To provide strategic leadership and administrative support services to the.</p> <p>Strategic objectives:</p> <ul style="list-style-type: none"> • To efficient and effective administrative processes. • To have a capacitated and diverse workforce in a conducive working environment • To have effective and efficient legal support. • To have ICT infrastructure that is reliable, secure and available • To promote internal and external communication human settlements.
<p>Programme 2: Human Settlements (HS) Policy, Strategy and Planning</p>	<p>Purpose: To manage the development of, and compliance with, sector delivery and intergovernmental relations frameworks and to oversee integrated strategic and planning services.</p> <p>Strategic objectives:</p> <ul style="list-style-type: none"> • Policies and programmes for improved alignment. • And strengthen partnerships for development.
<p>Programme 3: Programme Monitoring and Delivery Support</p>	<p>Purpose: IO supports the execution and monitor and evaluate the implementation of programmes and projects. To manage capacity and skills in the sector and provide oversight of public entities.</p> <p>Strategic objectives:</p> <ul style="list-style-type: none"> • Implementation supports the delivery of adequate housing. • Enhanced sector monitoring and evaluation. • Improved support and capacity for the sector.
<p>Programme 4: Housing Development Finance</p>	<p>Purpose: To fund the delivery of housing and programmes and to manage all matters related to improving access to housing finance and developing partnerships with the financial sector.</p> <p>Strategic objectives:</p> <ul style="list-style-type: none"> • Human settlements grants and monitor lending patterns financial institutions.

8. ACCESS TO RECORDS HELD BY THE DEPARTMENT

Certain records, excluding records that are available on request, are automatically available without having to request access in terms of PAIA. Other records maintained by the DHS must be requested from the DIO in terms of the procedures outlined in sections 11 and 18 of PAIA.

8.1 CATEGORIES OF RECORDS HELD BY THE DEPARTMENT

DHS records are managed in accordance with the provisions and requirements of the National Archives Act of South Africa, 1996 (Act No. 43 of 1996). Categories of records below are provided in accordance with the approved DHS file plan. Some of the records listed in the categories below may be formally requested, but access to parts of these records or the whole record may be refused on the basis of the provisions of PAIA as stipulated in sections 33 to 45.

***Automatically available:** Records that can be accessed without having to request access in terms of the Act as stipulated in section 15(1)(a) of PAIA.

***Available on request:** Records that can be accessed by following the processes as stipulated in PAIA sections 11 and 18; access to these records may be refused on the basis of sections 33 to 45 of the Act.

No.	Category	Subject	Automatically available*	Available on request*
8.1.1	STATUTORY AND REGULATORY FRAMEWORK	DHS legislation (Bills, Acts, regulations and international commitments)	Yes	No
		Sectorial transformation (plans, commendations and social and change management) No longer on File Plan	No	Yes
8.1.2	ORGANISATION AND CONTROL	Internal policies	No	Yes
		Risk management	No	Yes
		Anti-fraud and corruption policy framework	No	Yes
		Internal audits	No	Yes
		Disaster management measures and reports	No	Yes

No.	Category	Subject	Automatically available*	Available on request*
		DHS annual reports and Medium-Term Strategic Framework (MTSF 2014-2019); strategic plans; Annual Performance Plans (2018-2019)	Yes	No
		Establishment and Operationalization of Human Settlement Centre of Excellence Research Capacity	No	Yes
		Departmental Annual Report	Yes	No
		Departmental Performance Reports (Quarterly and Mid-term)	No	Yes
		Departmental Guidelines on Performance Reporting and Planning	No	Yes
		Departmental Strategic Plan (2015-2020)	Yes	No
		Departmental Annual Performance Plan (2018-2019)	Yes	No
		Departmental Operational Plan.	No	Yes
		Occupational health and safety matters	No	Yes
		Security management	No	Yes
8.1.3	HUMAN RESOURCES	Post control, establishment and planning matters.	No	Yes
		Vacancies, appointments and placements.	No	Yes
		Personnel records (Case files)	No	Yes
		Employee health and wellness client files	No	Yes
		Staff retention	No	Yes
		Staff development (plans, engagements, skills and academic programmes,	No	Yes

No.	Category	Subject	Automatically available*	Available on request*
		learnerships, bursaries, scholarships, fellowships and reports).		
		Planning, utilization, control and monitoring (HR plan, declarations, leave utilisation, overtime, social matters, movements and mobility, termination of services and exits).	No	Yes
		Performance management and development.	No	Yes
		Labour and employee relation matters (Case Files)	No	Yes
		Organisational transformation plans and reports (Employment Equity, Batho Pele, Change Management and Employee Health and Wellness)	No	Yes
		Delegation of powers/authority.	No	Yes
		Establishment matters.(Micro Structure)	No	Yes
		Establishment matters (Macro Structure)	Yes	No
8.1.4	FINANCIAL MANAGEMENT	Basic Accounting System (BAS) Reports	No	Yes
		Budget (Estimates of National Expenditure)	Yes	No
		Financial compliance (Treasury, Auditor-General, disclosures and declarations).	No	Yes
		Financial audits.	Yes	No
		Financial statements	Yes	No
		Claims.(Intergovernm	No	Yes

No.	Category	Subject	Automatically available*	Available on request*
		ental payments)		
		Debtors system.	No	Yes
		Bank matters.	No	Yes
		Financial irregularities.	Yes	No
		Reconciliation of Accounts.	No	Yes
		Financial assistance (donations and sponsorships).	No	Yes
		Invoices, statements and payments	No	Yes
		Printed receipts.	No	Yes
		Supplementary accounting records.	No	Yes
		Journal transactions.	No	Yes
		Financial system appraisals.	No	Yes
		Pay sheets	No	Yes
		Deposit book	No	Yes
		Registers (includes salaries, invoices and payments).	No	Yes
		Loss control matters	No	Yes
		Practice notes (HS Development Grant (HSDG) and Urban Settlements Development Grant (USDG))	No	Yes
8.1.5	SUPPLY CHAIN MANAGEMENT	Bids (proposals, specifications, advertisements, allocations and committees)	No	Yes
		Demand and acquisition (quotations, requisitions and acquisitions)	No	Yes
		Acquisition and Procurement Plans	No	Yes
		Fixed Asset Register, disposals, verification count sheets, assets and inventory lists, monthly reconciliations, asset movements.	No	Yes

No.	Category	Subject	Automatically available*	Available on request*
		Registers (includes bids, suppliers database records, payment register, stocktaking control sheets, invoices, assets and inventory)	No	Yes
		Orders and payments (systems, invoices, service level agreements (SLAs), stock take on inventory (plans), acquisitions)	No	Yes
		Asset management (allocations, maintenance, disposals, inspections and reports, stocktaking control sheets, assets and inventory)	No	Yes
8.1.6	TRAVEL AND TRANSPORT SERVICES	Local trips and journeys	No	Yes
		Transport (hired and government-owned vehicles)	No	Yes
		Log sheets	No	Yes
8.1.7	FACILITIES MANAGEMENT	Buildings, grounds and properties (needs identification and analysis, planning and design, acquisition and leases of offices and official residences, allocations, maintenance and alienation).	No	Yes
		Machinery, Equipment and other facilities (installation, repairs and maintenance).	No	Yes
		Energy efficiency and maintenance (Plan, management, inspections and reports).	No	Yes

No.	Category	Subject	Automatically available*	Available on request*
		Service Level Agreement, Maintenance, monitoring, inspections and reports (Electrical, Plumbing, Pest Control, Hygiene and Cleaning Services).	No	Yes
8.1.8	INFORMATION SERVICES	Promotion of Access to Information Act (Section 32 Reports: PAIA Manual: Section 15 list)	Yes	No
		Knowledge Management.	No	Yes
		Library Management.	No	Yes
		Records management (file plans; schedule of records other than correspondence files, transfers, disposals, reports and registry registers).	No	Yes
		HSS Environment applications (Housing Subsidy System, National Housing Needs Register and National Housing Subsidy Database) Maintenance, Support and Training Services provided to provincial Human Settlements	No	Yes
		Development and Support of Infrastructure Services for the National Department of Human Settlements	No	Yes
		Information Systems & Applications that support the National Department of Human Settlements business process and	No	Yes

No.	Category	Subject	Automatically available*	Available on request*
		objectives		
		Parliamentary Questions (Replies to Parliamentary Questions)	No	Yes
8.1.9	COMMUNICATION	Communication strategy	No	Yes
		Departmental logo/emblem.	No	Yes
		Customer care calls centre and presidential hotline matters.	No	Yes
		Press Releases.	Yes	No
		Profiles of Executive Authority	Yes	No
		Events, campaigns, launches and publicity programmes (includes speeches of the Minister and Deputy Minister and photographs).	Yes	No
		Departmental publications; Brochures; Newsletters; Magazines and Posters.	Yes	No
		Human Settlements 20-year book.	Yes	No
		DHS Media Monitoring (News Clippings, Copies of media adverts and television series breaking new ground (BNG), which aired on SABC 2.)	Yes	No
		Draft White paper on human settlements	Yes	No
		Social contract for the development of sustainable human settlements	Yes	No
		DHS Corporate Diary	Yes	No
		Leading Change (Delivering the New Urban Agenda through Urban and	Yes	No

No.	Category	Subject	Automatically available*	Available on request*
		Territorial Planning)		
		BNG Human Settlements Sector Journal [Edition 01, 02, 03 and 04]	Yes	No
8.1.10	LEGAL SERVICES	Appointment of legal experts.	No	Yes
		Legal opinions.	No	Yes
		Claims, litigations and appeals.	No	Yes
		Prosecutions including serving of lawsuit documents.	No	Yes
		Contracts, memoranda of understanding and service level agreements.	No	Yes
		Department of Human Settlements [Legislation [Bills/ Acts/Regulations & International Commitments]	Yes	No
8.1.11	ATTENDING AND HOSTING OF GATHERINGS AND MEETINGS	Records of interface with Committees of Parliament	No	Yes
		Governance Structures	No	Yes
8.1.12	MONITORING, EVALUATION AND IMPACT ASSESSMENTS	Monitoring evaluation and impact assessment system matters.	No	Yes
		Evaluations, Assessments and monitoring reports (includes impact, performance, project monitoring and beneficiary occupancy audits).	No	Yes
		Report on the evaluation of the impact of the Rural Housing Programme.	Yes	No
		Report on the evaluation of the performance of Social	Yes	No

No.	Category	Subject	Automatically available*	Available on request*
		and Rental Housing Programmes.		
		Measuring success in Human Settlements development: an impact evaluation study of the upgrading of informal settlements programme in selected projects in South Africa.	Yes	No
		Upgrading of Informal Settlements	Yes	No
		Rapid Appraisal of Outcome 8 Output 1	No	Yes
		Spatial and non-spatial information.	No	Yes
		Data acquisition and management (informal settlement, delivery figures, rectification, delivery per project, and blocked projects).	Yes	No
		Monitoring, Evaluation and Impact Assessment (MEIA) Policy and Implementation Framework for the Human Settlement Sector.	Yes	No
		Monitoring evaluation and impact assessment 2013/14-2018/19: policy and implementation framework for the Human Settlements sector	Yes	No
		Environmental implementation plan: DHS 2015-2020	Yes	No
8.1.13	POLICY DEVELOPMENT, ASSISTANCE AND RESEARCH	National Housing Code 2009.	Yes	No
		The Comprehensive Plan for the Creation of Sustainable Human Settlements	Yes	No

No.	Category	Subject	Automatically available*	Available on request*
		of 2004		
		Finance Linked Individual Subsidy Programme (FLISP Policy).	Yes	No
		Towards Policy Foundation for the Human Settlements Legislation (White Paper)	Yes	No
8.1.14	HUMAN SETTLEMENT PLANNING	Approved National Human Settlements Development Plan (National Business Plan),	No	Yes
		Approved Provincial Multi-year Housing Development Plans and Business Plans.	No	Yes
		Approved Municipal Urban Settlements Development Grant Plans.	No	Yes
		Neighborhood Planning and Design Guideline (The Red Book)	No	Yes
8.1.15	PROGRAMME IMPLEMENTATION SUPPORT	Project Readiness Matrix implemented	No	Yes
		Support provided for the implementation of the Catalytic Projects Programme	No	Yes
		Support provided for the implementation of the Revitalization of Distressed Mining Communities Programme	No	Yes
		Blocked Projects	No	Yes
		Upgrading Informal Human Settlements (includes plans, implementation, co-ordination and support)	No	Yes
		Project Process Guide for Human	Yes	No

No.	Category	Subject	Automatically available*	Available on request*
		Settlements Programmes		
		2015 Impact of the implementation of the social housing programme and evaluation of implementation of Social Housing Programme.	No	Yes
		Social housing: Social Housing Act, 2008; Social Housing Regulations and social housing policy guidelines.	No	Yes
		Tribunals.	No	Yes
		Tenant support.	No	Yes
		Analysis, assessments, monitoring, reviews, reports and statistics on rental projects and programmes.	No	Yes
		Community Residential Unit Programme {CRUP}.	No	Yes
8.1.16	HOUSING EQUITY AND PRIORITY PROJECTS	Office Of Disclosure annual report 2017 on the performance of financial institutions	Yes	No
		Quarterly report on the performance of financial institutions (April – Dec 2019)	Yes	No
		Booklet – Office of Disclosure Complaints handling procedure manual (in 8 languages: English; Afrikaans; isiZulu; Sepedi; Setswana; isiXhosa; Xitsonga and Tshivenda)	Yes	No
8.1.17	RENTAL HOUSING AND PEOPLE HOUSING PROCESS	Rental HS programmes: 2007 research report, rental accommodation for	No	Yes

No.	Category	Subject	Automatically available*	Available on request*
		public sector professionals, and 2015 impact and evaluation of implementation of social housing programme		
		Development of private rental projects: National Housing Programme for the provision of basic services to backyard residents and the approved Gauteng Policy on Backyard Rental Housing	No	Yes
		Social housing: Social Housing Act, 2008; Social Housing Regulations and social housing policy guidelines	Yes	No
		Tribunals	No	Yes
		Tenant support	No	Yes
		Analysis, assessments, monitoring, reviews, reports and statistics on rental projects and programmes	No	Yes
		Establishment matters relating to housing institutions and entities (Entity Enabling Acts, Memorandum of Incorporation)	No	Yes
		Entity board matters (Names of Board members, term of office, Shareholder Compacts, Mandate documents, Board Evaluation Reports)	No	Yes
		Entity plans/reports (Strategic Plans, Annual Performance Plans)	No	Yes

No.	Category	Subject	Automatically available*	Available on request*
		Monitoring and review of entities (Quarterly reports, Annual reports)	No	Yes
		Budget information and transfers (Annual budgets, MTEF information, grant allocations, transfers)	No	Yes
8.1.18	STAKEHOLDER MOBILISATION	Engagements, alliances and liaisons (includes matters relating to governmental, international and multi-lateral alliances).	No	Yes
		Govan Mbeki Housing Awards.	Yes	No
		Sponsorships for human settlement projects.	No	Yes
		The enhanced People's Human Settlement Process (EPHP) (includes old debts, pipeline/Rollout unblocking of PHP projects, Partnerships and Dispute resolutions matters).	No	Yes
		International Relation (Study Tours ,Bilateral Agreements)	No	Yes
		Seminars, conferences, symposia and summits (includes campaigns & workshops).	Yes	No
		Policy orientation programmes (includes implementation and collaborations).	No	Yes

No.	Category	Subject	Automatically available*	Available on request*
8.1.19	HOUSING CAPACITY DEVELOPMENT	Beneficiary and Community empowerment (includes implementation and collaborations, assessments monitoring and evaluation)	No	Yes
		Professionalization of the HS sector (includes business plans, qualifications accreditations and matters relating to training providers, institutions and management of HS professional bodies).	No	Yes
		HS bursaries and scholarships (includes policy applications and allocations, monitoring and assessments).	No	Yes
		Institutional capacity development (includes business plans matters relating to coordination, implementation and support of provincial programmes as well as assessments monitoring and evaluation).	No	Yes
		National Technical Capacity Development Strategy	No	Yes
		South African Cuban Technical Support Programme	No	Yes
		Skills Transfer Framework	No	Yes
		Housing Consumer Educational Manual	No	Yes

No.	Category	Subject	Automatically available*	Available on request*
		Training Manuals for Councilors (DHS and SALGA)	No	Yes
		Framework for Women and Youth (Policy Framework).	Yes	No
		Reports on Human Settlements Environmental Scanning & Analysis (Economic trends analysis and Markets).	Yes	No
		Research Reports	Yes	No

9. PROCEDURE FOR REQUESTING ACCESS TO INFORMATION

The PAIA Unit receives requests for access to information on behalf of the DIO and assists any person wishing to lodge a request.

Any enquiries regarding the lodging of request(s) for access to information of the Department should be made by visiting the PAIA Unit at 260 Justice Mahomed Street; sending a fax to 086 471 1939; calling the PAIA Unit at 012 444 9045/57/58; or sending an email to paia@dhs.gov.za.

9.1 WHO CAN REQUEST INFORMATION?

- Any person can request information.
- Personal requesters requesting information about themselves.
- Requesters requesting information on behalf of another person. A requester that is acting on behalf of someone else must produce a letter of authority.

9.2 MANNER OF ACCESSING INFORMATION

9.2.1 AUTOMATICALLY AVAILABLE RECORDS

Certain categories of records are automatically available without a person having to request them through PAIA processes as per the provisions of section 15(1)(a) of the Act. Information/records that are automatically available will be made available on the departmental website, and at departmental offices in the manner or form requested, should this be reasonable and possible.

9.2.2 TELEPHONIC REQUESTS

The DHS also accepts telephonic requests. Attention will be given to any such request made to the DIO or the PAIA Unit at the numbers provided in this manual. Officials at the PAIA Unit will complete the prescribed Form A on behalf of the requester and furnish them with a copy thereof.

9.2.3 ORAL REQUESTS

If an individual is unable to complete the prescribed form because of illiteracy or a disability, such person may make the request orally to the DIO.

The DIO at the DHS must reduce the oral request to writing in the prescribed form and provide a copy thereof to the requester.

9.3 FORMAL REQUESTS AS PER PAIA REQUIREMENTS

STEP 1: Completing the prescribed access request form

- Obtain the prescribed request form, Form A contained in Annexure B of this manual, which is available on the DHS website or at any office of the DHS upon request.
- Complete the prescribed form in full, clearly indicating the record(s) requested, and sign the request form in the space provided.
- If a request is made on behalf of another person, the requester must submit proof of the capacity in which the request is made, to the reasonable satisfaction of the DIO.

STEP 2: Payment

The requester must pay the prescribed request fee if due and when requested to do so by making a deposit into the account number provided below. Persons listed in paragraph 9.5.4 of this manual are exempted from paying the request fees.

PAYMENT METHOD

Account name	Department of Human Settlements
Bank	Standard Bank
Account number	010160310
Branch name	Pretoria, Van der Walt Street
Branch code	010145
Reference	Promotion of Access to Information Act

STEP 3: Submission of request

The requester must submit the application form to the DIO through the PAIA Unit at the address, fax number or email address provided in this manual. The request form should be accompanied by proof of payment for the request fee. No proof of payment is attached by people qualifying for exemption, but the reasons for exemption should be clearly stated on the form.

9.4 TURNAROUND TIMES FOR ATTENDING TO REQUESTS

In terms of section 25 of the Act, the DHS must decide whether to grant or refuse a request and give notice with reasons to that effect within 30 days of receipt of the request.

The 30 days within which the DHS has to decide whether to grant or refuse the request may be extended once for a period of not more than 30 days if the request is for large amounts of information or if the request requires a search for information held at another office of the DHS and the information cannot be reasonably obtained within the original period of 30 days.

The DHS must notify the requester in writing if an extension is required.

9.5 FEES

The Act provides for two types of fees, namely:

9.5.1 NON-REFUNDABLE REQUEST FEE

A requester, other than a personal requester, requesting access to information held by the Department will be required to pay the prescribed request fee of R35, 00, as specified on Form A, before the request will be processed. Persons listed under paragraph 9.5.4 of this manual are exempted from paying request fees.

The DIO will withhold a record(s) until the requester concerned has paid the applicable fees (if any).

9.5.2 ACCESS FEE

- An access fee is payable in all instances where a request for access to information is granted for reproduction costs and, if applicable, the postal fee and the time reasonably required to search for and prepare the record for disclosure.

- Persons listed under paragraph 9.5.4 of this manual are exempted from paying an access fee.
- A requester requesting copies of records that are publicly available does not have to pay the request fee of R35, 00, but must pay the access fee for reproduction, if applicable.

The DIO will withhold a record until the requester has paid the applicable fees if any.

9.5.3 DEPOSITS

If the search for a record(s) and the preparation of the record(s) for disclosure, including arrangements to make it available in the requested format, would require more than the hours prescribed for this purpose in the regulations, the DIO must by notice require the requester to pay as a deposit the prescribed portion (not more than a third) of the access fee which would be payable if the request is granted.

If a deposit has been paid in respect of a request for access which is then refused, the DIO of the DHS will refund the deposit to the requester.

9.5.4 EXEMPTIONS

The following persons are exempted from paying the access fee contemplated in section 22(6) of the Act:

- A single person whose annual income after permissible deductions does not exceed R14 712, 00 per annum.
- Married persons or life partners whose combined annual income after permissible deductions does not exceed R27 192,00 per annum.
- Where the cost of collecting any fee in respect of the search and preparation of a record for disclosure exceeds the amount charged, such fee does not apply.
- The search and preparation cost do not apply to the personal records of a requester.
- The request and access fees do not apply to records requested by a maintenance officer or maintenance investigator for purposes of a maintenance investigation or inquiry in terms of the provisions of the Maintenance Act, 1998 (Act No. 99 of 1998), or the Regulations made under section 44 of that Act.

10. REFUSED ACCESS AND APPEALS

10.1 GROUNDS FOR REFUSAL

The DHS may refuse a request for access to its information if the requested information relates to:

- Mandatory protection of privacy of a third party who is a natural person, including a deceased individual.
- Mandatory protection of certain records of South African Revenue Service.
- Mandatory protection of commercial information of a third party.
- Mandatory protection of certain confidential information and protection of certain other confidential information of a third party.
- Mandatory protection of safety of individuals and protection of property.
- Mandatory protection of police dockets in bail proceedings and protection of law enforcement and legal proceedings.
- Mandatory protection of records privileged from production in legal proceedings.
- Defence, security and international relations of the Republic.
- Economic interests and financial welfare of the Republic and commercial activities of the Department.
- Mandatory protection of research information of a third party and protection of research information of the Department.
- Operations of the Department.
- Manifestly frivolous or vexatious requests or substantial and unreasonable diversion of resources of the Department.

10.2 MANDATORY DISCLOSURE IN PUBLIC INTEREST

A request for access to a record that could otherwise be refused on the grounds for refusal in terms of PAIA may be granted, however, in circumstances where the disclosure of the record is in the public interest, and if such public interest clearly outweighs the harm contemplated in the grounds for refusal.

10.3 DEEMED REFUSAL OF A REQUEST

If the DIO fails to give a decision on a request for access to the requester within the prescribed 30 day period, the DIO will be deemed to have refused such a request. The requester may then lodge an internal appeal against such refusal.

10.4 REMEDIES IF REQUEST FOR ACCESS IS REFUSED

10.4.1 INTERNAL APPEAL

A requester aggrieved by a decision of the DIO to refuse a request for access to information may lodge an internal appeal with the Minister of Human Settlements against the said decision.

10.4.2 LODGING INTERNAL APPEAL

An internal appeal:

- Must be lodged within 60 days after the requester is informed of the decision taken on the request.
- Must be completed on the prescribed internal appeal form contained in Annexure C of this manual, which is also available on the DHS website [www.dhs.gov.za], or from any office of the DHS, upon request.
- Must be completed in full on the prescribed internal appeal form indicating the decision against which the internal appeal is lodged.
- Must be signed in the space provided on the internal appeal form.
- Must be submitted to the DIO through the contact details or address provided in this manual.

10.4.3 REFERRAL OF INTERNAL APPEAL TO RELEVANT AUTHORITY

- The DIO must, within 10 working days of receipt of an internal appeal, refer the internal appeal, together with reasons for his or her decision regarding the request, to the relevant authority.
- The relevant authority must consider and decide on the internal appeal within 30 days after the notice of internal appeal is received.
- The decision of the relevant authority must confirm or set aside the decision of the DIO or, where applicable, substitute a new decision for it.

10.5 APPLICATION TO COURT

A requester who has been unsuccessful in an internal appeal may, within 180 days of receipt of notice of the decision regarding the internal appeal, apply to the court for appropriate relief as stipulated in section 78(2).

11. AVAILABILITY OF MANUAL

11.1 This manual will be made available in three official languages on the DHS website, at all departmental offices and to the Human Rights Commission.

11.2 This manual may be published in the *Government Gazette*.

12. UPDATE AND REVIEW OF MANUAL

This manual will be reviewed by the Department annually and as and when necessary and may be updated and published as contemplated in PAIA.

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