

CITY OF CAPE TOWN

SECTION 14 MANUAL

PROMOTION OF ACCESS TO
INFORMATION ACT, 2000 (ACT 2 OF 2000)

CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

PREFACE

The Promotion of Access to Information Act 2 of 2000, gives effect to the public's right to information from public and private bodies as contained in section 32 of the Constitution to advance and increasingly focus on the development of good corporate governance.

The City recognises and it is committed in fulfilling its constitutional obligation to –

- ▶ foster a culture of transparency and accountability in its affairs by giving effect to the right of access to information;
- ▶ actively promote and create an enabling environment in which requesters have effective access to information;
- ▶ put such necessary measures in place to render it as accessible as reasonably possible for requesters of its records.

Bearing in mind –

- ▶ that the right of access to any information held by the City may be limited to the extent that the limitations are reasonable and justifiable in an open and democratic environment based on human dignity, equality and freedom as contemplated in Section 36 of the Constitution and also as specified in Part 2, Chapter 4, of the Promotion of Access to Information Act.

THIS MANUAL WAS COMPILED BY THE CITY OF CAPE TOWN'S
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ABBREVIATIONS / ACRONYMS

AIDS	Acquired Immune Deficiency Syndrome
AMMAS	Asset Management and Scientific Services
CAMM	Customer and Metering Management
CBO	Community Based Organisation
CCT	City of Cape Town
CID	Community Improvement District
CPM	Competency-Based Performance Management
CRM	Customer Relations Management
ED&T	Economic Development and Tourism
EIA	Environmental Impact Assessment
EMT	Executive Management Team
ERP	Enterprise Resource Planning
GIS	Geographic Information Systems
HIA	Heritage Impact Assessment
HIV	Human Immune Deficiency Virus
HR	Human Resources
IDP	Integrated Development Plan
IEC	Independent Electoral Commission
IT	Information Technology
KPI	Key Performance Indicator
NGO	Non-Governmental Organisation
ORM	Occupational Risk Management
PABX	Private Automatic Branch Exchange
PAIA	Promotion of Access to Information Act
PAWC	Provincial Administration of the Western Cape
PDI	Previously Disadvantaged Individual
PHP	Peoples Housing Process
RDP	Reconstruction and Development Programme
SAP	Systems Applications Processing
SETA	Sector Education and Training Authority
SLA	Service Level Agreement
SMME	Small Medium and Micro Enterprises
SPV	Special Purpose Vehicle
TB	Tuberculosis
TSM	Transport System Management
VAT	Value Added Tax

SECTION 1

INTRODUCTION

This manual has been compiled for the City of Cape Town (CCT) and is a requirement in terms of section 14 of the Promotion of Access to Information Act, 2000 (Act 2 of 2000), hereafter referred to as “the Act”. This legislation gives effect to the public’s right of access to information from public and private bodies as contained in section 32 of the Constitution of the Republic of South Africa (Act 108 of 1996). One of the objectives of the Act is to promote transparency, accountability and effective governance. This objective forms part of the City of Cape Town’s strategy to achieve developmental and participatory local government in the Western Cape. The City also strives to be accessible by *inter alia* providing information.

The purpose of the manual is:

- ▶ To enable people to exercise their rights in terms of the Act.
- ▶ To create an understanding of the functions performed and records kept by the City of Cape Town.
- ▶ To assist in fostering a culture of transparency, accountability and to promote public participation.

The City of Cape Town was established on 5 December 2000 by the merging of the previous Cape Metropolitan Council and the six Metropolitan Local Councils, namely Helderberg, Oostenberg, Tygerberg, Blaauwberg, Cape Town and South Peninsula, and small portions of the West Coast and Winelands District Councils (Provincial Notice 479 dated 22 September 2000). It is located in a scenic, culturally and floristically unique part of South Africa, covers an area of 2 487 square kilometers and has a population of approximately 3,15 million people (City of Cape Town 2002:2).*

Annexure A is a map of the City of Cape Town area, showing the boundaries.

* City of Cape Town. 2002. City of Cape Town State of the Environment Report. Year Four (2001). Cape Town: City of Cape Town. (www.capetown.gov.za/soe)

SECTION 2

STRUCTURE AND FUNCTIONS OF THE CITY OF CAPE TOWN

2.1 ORGANISATIONAL STRUCTURE

The organisational structure, attached as **Annexure B**, is the proposed structure up to the second reporting level to the City Manager. Local Government is functioning in a consistently changing environment and therefore its structures and services may also change. Council's vision, goals and strategic priorities are continuously reviewed and the relevant structures are aligned with the new strategic direction.

2.2 FUNCTIONS AND ASSOCIATED SERVICES OF THE CITY OF CAPE TOWN

OFFICE OF THE CITY MANAGER

- ❑ **To initiate and develop an economically sustainable, developmental and performance driven administration through:**
 - ▶ Developing and implementing a service delivery strategy.
 - ▶ Providing strategic leadership.
 - ▶ Driving organisational performance.
 - ▶ Creating a participative, partnership culture among all stakeholders.
 - ▶ Developing systems and strategies to deal with statutory responsibilities.
 - ▶ Allocating and optimising financial, human and other resources.
 - ▶ Actively developing staff by communicating performance standards and establishing effective monitoring mechanisms.

OFFICE OF THE ASSISTANT CITY MANAGER

- ❑ **Public Complaints Commissioner**
(Previously known as Ombudsman)
To deal with citizen / public complaints.
- ❑ **Municipal Electoral Officer**
Administration of the Municipal Electoral Officer's office, which provides for the strategic planning and management of national, provincial and local government elections through registration of voters, preparation of a voter's roll, etc in terms of an agreement with the Independent Electoral Commission (IEC).
- ❑ **International and Intergovernmental Relations**
To establish, maintain and implement both policies and intergovernmental and international relations for the City of Cape Town.

- ❑ **Governance Support**
To provide a committee and support service for Council, the Executive Committee, Portfolio Committees and individual Councillors.
- ❑ **Strategic Support**
To provide strategic advice and support to the Assistant City Manager and contribute as part of the Strategic Support Team to Corporate Strategic Processes.

STRATEGY AND POLICY

- ❑ **Integrated Development Planning (IDP)**
The IDP is the principal strategic planning instrument which guides and informs all planning, budgeting and management decision-making in a municipality. (Section 35 of The Municipal Systems Act, 2000 (Act 32 of 2000)). It is a mechanism to undo the injustices of the past, taking into consideration the social needs of communities, with the objectives of *inter alia* ensuring that all communities have access to basic services, that poverty is eradicated and to ensure local economic development.
The specific functions of the Directorate are:
 - ▶ To drive the development of an inclusive IDP.
 - ▶ To ensure that projects as well as the budget are aligned with the IDP.
 - ▶ Monitoring the implementation of the IDP.
- ❑ **Information Technology**
To provide the infrastructure in order to make information electronically available to the City of Cape Town staff via the Intranet, to the public via the Internet and also provides information via applications, such as SAP (Systems Applications Processing) and GIS (Geographic Information Systems).
- ❑ **Transformation**
 - **Public Participation**
To create an environment in the City of Cape Town in which the democratic process can flourish and which enables both representative and participatory democracy to operate effectively.
 - **Business Improvement**
To improve service delivery to citizens and visitors through the application of CPM (Competency - Based Performance Management) methodology.
 - **International / Donor Funding**
To co-ordinate the partnerships and potential partnerships between the City and donors.
 - **Change Management**
To assist the entire organisation to accept and cope with change.
- ❑ **Strategic Information**
(To create and provide strategic information and knowledge to the decision makers of the City of Cape Town)
 - **Geomatics**
Land surveying, Geodetic consultancy, Digital elevation models, Maintaining a spatial reference system, Managing survey contracts, Flight planning and aerial photography, Digital topographical mapping, Digital aerial photography, Satellite imagery, Managing photogrammetric mapping contracts, Remote sensing analysis.

- **Geographic Information Systems (GIS) and Information Management**
Capture and maintain GIS base data, GIS analysis and consultancy, GIS customisation, cartographic and thematic maps, Manage GIS contracts, Data provision, Web page management, Setting GIS standards, Manage database consisting of several layers of spatial information and attribute data, Knowledge management and strategic information.
- **Strategic Development Studies**
General land use data, Studies and strategic issues, Advice on research methodology, Analysis and interpretation of strategic information, eg. census and crime etc, Database of time series based strategic information indices.
- **ERP Business Transformation and Implementation**
To implement ERP (Enterprise Resource Planning) system through consolidating business processes and back office business systems.
- **Corporate Strategic Implementation**
Projects

CORPORATE PLANNING AND SUPPORT SERVICES

- **Shared Services**
- **Radio and Telecommunications**
Acquisition, Installation and Maintenance of radio communication network.
Acquisition, Installation and Maintenance of PABX systems and associated equipment, eg. fire detection, security and alarms.
- **Building Maintenance**
Managing the maintenance of Council owned buildings and buildings which have been leased by Council. Also includes Electrical Maintenance Section which is responsible for all air-conditioning, lifts, escalators and stadium lights, such as Green Point and Athlone Stadia.
- **Mechanical Services**
Co-ordination and management of repairs and maintenance of all vehicles, construction and earth moving plant.
Co-ordination and management of general services which includes fitting and turning, welding and spray painting.
Co-ordination and maintenance of specialised mechanical services, eg technical assessment and measurement of noise and vibration; preparation of tender specifications and general technical consultation.
- **Vehicle and Plant Services (Fleet Management System)**
Acquisition and fleet management of Unicity vehicles and plant which includes heavy and light mechanical plant.
Full cycle fleet management: Asset register, drawing up of specifications, tender procedures, vehicle registration, fuel and tyre management, cost analysis and analytical systems.
- **Business Development**
Logistical and operational support function to all functional activities within Shared Services. Includes a quality control unit, service level agreements, customer relations management and business re-engineering.
- **Management Services**
A consultancy service which relates to procuring consultants for business initiatives and

diagnostics.

■ **Occupational Risk Management (ORM)**

Managing occupational health and hygiene as well as safety systems.

Risk control administration.

Employee assistance programmes.

■ **Training and Development**

Procure consultants to provide training on a corporate basis (excluding Labour Relations Training), as well as provision of training facilities.

□ **Legal Services**

To provide legal support to the Council (Committees / Councillors) and the Administration.

□ **Human Resources (HR)**

■ **Lead Negotiator**

Collective Bargaining.

■ **Labour Relations**

Collective bargaining co-ordination.

Disputes.

Industrial Relations consultations.

Industrial Relations specialised service and support to line functions.

Industrial Relations strategy and policy.

■ **Employee Benefits, Remuneration, Grading and Administration**

Remuneration, benefits and personnel administration strategy and policy.

Job Grading.

■ **Human Resources Development**

Organisational Development.

Corporate Skills Development Plan.

Skills Audit.

Sector Education and Training Authority (SETA) interface.

Corporate training and development strategy.

Corporate training budget strategy.

Corporate induction programme.

■ **Human Resources Strategy, Planning, Audit and Risk**

Corporate HR audits.

Strategy and business planning, IDP.

Budget set-up.

HR / Project co-ordination.

Risk management.

Managing key relationships.

HR communication.

HR information systems.

Organisational management.

Employee well-being / strategy and policy.

Occupational Risk Management consultants / strategy and policy.

■ **HR Resourcing and Planning**

Corporate resource plan.

Corporate redeployment.

Recruitment and selection policy.

Profiling.

❑ **Corporate Administration**

- Corporate Advertising; Language Services; Appeals Administration.
- Corporate Office Accommodation.
- Civic Centre Management.
- Printing.
- Records Management.
- Access to Information.
- Office Cleaning; Beverage Provision Services.
- Strategic Projects.

❑ **Strategic Support**

To provide strategic advice and support to the Corporate Planning and Support Service Cluster and contribute as part of the Strategic Support Team to Corporate Strategic Processes.

SERVICE INTEGRATION AND PERFORMANCE MANAGEMENT

❑ **Sub - Council Co-ordination**

❑ **Performance Management**

- Provide strategic leadership for Directorate.
- Drive the development and formulation of strategy, policy, systems and interventions:
 - ▶ Develop and maintain a performance management system for City wide performance; Sub-Council performance; organisational performance; function and aligned to individual performance.
 - ▶ Develop an enabling framework for the implementation of appropriate key performance indicators as a yardstick for measuring performance, including outcomes with specific regard to national key performance indicators (KPIs) and the municipality's IDP priorities and objectives.
 - ▶ Develop a performance improvement management system to ensure the continuous review, monitoring, measuring, improving and reporting of performance.
 - ▶ Promote a culture of performance management among its political structures, political office bearers and Councillors.
 - ▶ Drive Directorate performance through managing and ensuring the implementation of efficient and effective service delivery within the Directorate.
- Interface with key stake holders to promote acceptance and understanding of Performance Management.
- Ensure the allocation, management and optimisation of resources.

❑ **Project Management and Service Integration**

To co-ordinate specifically identified projects of a city wide nature such as Urban Renewal Projects and Improvement Districts. Also provides overall operational support to the Strategic Executive Performance Management and Service Integration.

❑ **Strategic Support**

To provide strategic support to the Performance Management and Service Integration Portfolios and the Executive Management Team (EMT) and to co-ordinate and manage the business planning process in the City.

COMMUNITY SERVICES

❑ **City Health**

■ **Clinics**

Preventive and promotive women and child health services; curative services for sick children under 13 (thirteen) years; HIV /AIDS and TB related services; adult curative and ante-natal services at selected facilities.

■ **Environmental Health Services**

Monitoring of food safety and hygiene; of water quality and availability; waste management and general hygiene monitoring; health surveillance of premises (eg accommodation, crèches, hairdressers); monitoring and control of communicable and environmental related diseases; of vectors (eg rats); of environmental pollution (eg air, water, ground and noise) and enforcement of Tobacco Control Act in public places and the workplace.

■ **Health Information Services**

Collate information on births and deaths, including causes of death; on notifiable diseases (eg TB, Hepatitis, Meningitis); and on monitoring of service delivery for performance management.

■ **Health Resource Centre**

A resource library of eg books, journals and videos available to communities and staff, and also produces health promotional material to support operational services.

❑ **City Police**

(Established in terms of South African Police Services Amendment Act, 1998 (Act 83 of 1998))

■ **Law Enforcement**

To enforce the City of Cape Town's By-laws, Regulations, the Control of Access to Public Premises and Vehicles Act (Act 53 of 1985) and certain sections of the Criminal Procedure Act (Act 51 of 1977), in order to reduce crime and lawlessness and to aim for best practice in crime prevention by minimizing loss of life and property.

■ **Traffic Services**

- ▶ To enforce the applicable traffic rules and regulations.
- ▶ To play a leading role in traffic education and the traffic engineering function.
- ▶ Road safety services with the ultimate aim of reducing road traffic accidents and deaths.

■ **CCTV (Closed Circuit Television)**

- ▶ To prevent, detect and prosecute crime.
- ▶ To protect assets and prevent injury to persons.
- ▶ To improve the provision and delivery of municipal services.

■ **Social Crime Prevention**

- ▶ To prevent crime through interventionist projects and programmes such as "Youth At Risk", "Safer Schools" and "The Silent Witness".
- ▶ Provides limited crime information and oversees the conducting and implementation of safety audits.

❑ **City Emergency Services**

■ **Fire Services**

The prevention and fighting of fires and protection and rescue of life and property from fire or any other danger.

■ **Disaster Management**

All aspects of planning for and responding to disasters, which includes the management of both the risks and the consequences of disasters.

■ **107 Public Emergency Communication Service**

Operation of a single multi-disciplinary public safety call centre which allows members of the community to request assistance in life and / or property threatening situations.

■ **Ambulance Service (Agency Function)**

The provision of pre-hospital emergency medical care, medical rescue and the transportation of patients.

❑ **Community Facilities**

■ **Integrated Beach Management, which includes Beaches, Tidal Pools, Resorts, Coastal Swimming Pools, Slipways, Jetties and Harbour.**

■ **Facilities Management and Maintenance.**

Halls; public toilets and bath houses; statues, fountains and monuments.

❑ **Social Development**

Influencing the Organisation to become community needs focused.

■ **Libraries**

■ **Arts and Culture**

Co-ordination and facilitation of Arts and Culture, eg City Festival and Arts in the Park.

■ **Community Development**

To facilitate the creation of an enabling environment for communities through capacity building which includes Civic Education, Life Skills, Governance and Sensitivity Training.

■ **Public Participation**

■ **Poverty Alleviation**

■ **Urban Renewal Programme**

❑ **Open Space and Nature Conservation**

■ **Open Space Management**

Planning, development and management of open spaces.

Management of horticultural aspects of road reserves, verges, traffic intersections, scenic drives and centre medians.

Management of water bodies on open spaces.

Evaluation and monitoring of landscape plans for new developments.

Tree maintenance / Arboriculture.

Rehabilitation and re-vegetation of damaged landscapes.

Mountain and veld fire management when required.

Nursery Services.

Sand and dune reclamation in urban areas.

■ **Nature Conservation**

■ **Cemeteries and Crematoria**

Preparation of graves and burial of bodies.

Maintenance of grounds and buildings.

Cremation of bodies.

Administrative support, namely booking of burials and cremations, updating of records and invoicing of funeral directors and monumental masons.

Sport and Recreation

■ **Facilities Management and Maintenance**

Stadia, community recreation centres, swimming pools, sports fields and complexes, multi-purpose indoor sports centres.

■ **Management of Programmes via**

- ▶ Mobile Come and Play Units with core permanent staff utilising a significant number of volunteers.
- ▶ Permanent staff at community recreation centres and indoor sports centres.
- ▶ Facilitation of outside service organisations using Council facilities eg Sport Federations implementing grassroots development at these facilities.
- ▶ Provision of grassroots community outreach sports development programmes.

■ **Monetary Subsidies**

The City provides, through a service delivery agreement, a monetary subsidy (previously grants-in-aid) to community or sports organisations delivering a service in collaboration with or on behalf of the City.

■ **Major Events**

Co-ordination of support services for major sport and recreation events.

Liaison with sport and recreation role players around procurement of major sport and recreation events for the City.

Supporting the major events strategy of the City through sport and recreation.

Service Co-ordination

■ **Liaison between Community Services, Sub-Councils and Portfolio Committees**

■ **Administrative Support and Loss Prevention**

■ **Business Systems support to Directorates**

■ **IT Support to Directorates**

■ **Project Management support to Directorates**

■ **Strategic Information**

Finance Support

To provide financial support and advice to Community Services.

Functions performed include budgeting and budgetary control, costing and other finance related functions such as asset control, stock control, procurement and financial comments on reports.

Strategic Support

To influence and facilitate strategy at corporate as well as cluster level.

To achieve transformational change towards optimal service delivery through ensuring the provision of a strategic support and advisory service to Council's Executive Management Team.

FINANCE SERVICES

- Finance**
Drawing up of financial statements, investments etc.
Accounting, VAT, Asset Management, Treasury and Costing.
- Valuations**
Valuation of property within the Unicity, on which the property rating system is based.
- Budgets**
Drawing up and control of the operating and capital budgets.
- Insurance**
Insurance of all assets (movable and immovable).
- Payroll and Operational Support**
Payment of salaries to all employees and all third party payments connected to such salaries.
- Expenditure**
Administration of all payments made for services and goods.
- Housing Finance**
Administration of all funds related to housing for the City.
- Procurement**
Stores and purchasing of all goods for the City.
- Revenue**
Generation of revenue through motor vehicle registrations, Regional Services Council (RSC) Levies, Billing etc.
- Strategic Support**
Offers strategic support to the Finance Service and contributes as part of the Strategic Support Team to Corporate Strategic Processes.

DEVELOPMENT SERVICES

- Transport, Roads and Stormwater**
 - **Transport Planning**
Strategic planning; Area planning and development management;
Special investigations; Project planning and conceptual design.
 - **Public Transport**
System integration; Public transport facilities; Bus services; Rail services;
Minibus taxis and metered taxis services; Marketing and passenger information.
 - **Transport Engineering Services**
District transport network management; Transport network development;
Transport network operations; Transport network technology;
Transport network engineering support.

- **Catchment, Stormwater and River Management**
Service strategy and policy; Catchment planning and co-ordination;
Information management and monitoring; Relationship management and education;
Provision, upgrading and rehabilitation of infrastructure and river systems;
Maintenance and operations.
- **Management Services**
Financial support; Human resources; Information management; Business solutions;
Operational management support.
- **Infrastructure Management**
Doing physical work, ie actual service delivery which includes:
 - ▶ Job initiation for capital, maintenance, tariff and private projects as well as complaints.
 - ▶ Job register.
 - ▶ Job prioritisation, planning and scheduling.
 - ▶ Job implementation.
 - ▶ Measurement and recording.
 - ▶ Reporting.
- **Public Housing**
 - **Policy and Strategy**
Prepare housing policies and strategies for Council.
Manage and co-ordinate housing communications; Housing consumer education;
Housing's inter-action with the IDP, Business planning and transformation initiatives.
Collect, collate, analyse and distribute housing information.
 - **Planning and Development**
Ensure that suitable land is available for housing programmes; that bulk and link services are available and fundable.
Develop a multi-year housing programme.
Assess and ensure project viability.
Ensure integrated development co-ordinated between CCT and Provincial Administration of Western Cape (PAWC).
Execute and manage subsidised housing projects.
Monitor private developer run subsidised housing projects.
Manage consultants in respect of subsidised housing.
Facilitate and support Peoples Housing Process (PHP) and consolidated subsidy applications.
Manage and facilitate hostel (and housing) upgrading projects.
Provide assistance to Special Purpose Housing Vehicles.
 - **Housing Management**
Provision of a good basic housing service.
Development of effective waiting list and allocation procedure.
Implementation of innovative and sustainable mechanisms for transfer of Council flats and delayed transfer units.
 - **Housing Maintenance**
Maintaining flats and hostels.
 - **Informal Housing**
Informal settlement management through ensuring stable and safe communities.
Numbering of structures by ensuring that all occupied structures are captured and families surveyed.

Prevent illegal land invasion throughout the city.
Plan and provide basic service requirements.
Demolish illegal structures within the framework of the law.

■ **Housing General Administration**

Administrative, Personnel and Support services to the Directorate.

□ **Planning and Environment**

■ **Spatial Planning**

The formulation of spatial policy and the development frameworks as well as research and urban monitoring.

■ **Land Restitution**

Assisting the Land Claims Commission with land claims in the Metro.

■ **Building Development Management**

Processing and enforcing of all building plan approvals.

■ **Land Use Management**

Processing of all land use applications in terms of the relevant legislation as well as the enforcement of such legislation.

■ **Environmental Management**

The development of an environmental strategy and policies as well as Environmental Impact Assessments (EIAs), Heritage Impact Assessments (HIAs), environmental monitoring, processing and monitoring of 3rd party advertising and signage.

■ **Urban Design**

Assisting other functions in the Directorate and the City with inputs relating to urban design planning and control processes in respect of statutory and City requirements.

■ **Administrative Support**

Assisting all functions within the Directorate with all aspects of administrative support.

□ **Economic Development and Tourism (ED&T)**

■ **Special Purpose Vehicle Contract Management**

(A "Special Purpose Vehicle" is an institution or organisational structure established to facilitate the delivery of specific public services.)

Facilitate and co-ordinate establishment and monitoring of relevant special purpose vehicles (SPVs) / partnerships for the delivery of Economic development support services.

Facilitate monitoring and management of SPV Service Level Agreements (SLAs).

■ **External Funding**

Facilitate, Co-ordinate and monitor Economic Development and Tourism access to external funding.

■ **Business Development and Support**

Develop and implement policy, strategies and programmes for the sustainable development of new and existing businesses, with particular focus on Small Business Development and Previously Disadvantaged Individuals (PDIs).

■ **Informal Trading**

Provision of policy, framework and by-laws for informal trading. Facilitation of programmes to support informal trader capacity building, information sharing and business support for informal traders.

■ **Procurement Supplier Development**

Facilitation of programmes to support information sharing, small supplier skills and

capacity building, and small supplier-large buyer linkages.

■ **Tender Advice**

Facilitation of programmes to provide small businesses and previously disadvantaged individuals (PDIIs) with information and increased capacity to tender for local government business.

■ **Strategic Sector Support**

Provision of services to promote sustainable development of strategic sectors in the Cape Town economy, including sector research and analysis, development of policy and strategy, support for sector forums, provision of strategic infrastructure and liaison and networking.

■ **Film Industry Support**

As part of Council's strategic sector support programme, develop and facilitate implementation of Council policy and strategy in support of a world class film industry in Cape Town. Co-ordinate and monitor Council's film permitting system.

■ **Export and Trade Development**

Develop, facilitate implementation and monitor Council's international trade policy, strategy and support programmes. Facilitate provision of Council services to promote an environment conducive to trade development.

■ **Investment Facilitation**

Provision of targeted services to attract, facilitate and maintain investment and re-investment in the city.

■ **Tourism Development**

Provision of services to develop and enhance the range and quality of tourism resources and facilities in the city and to broaden the base of individuals and communities that benefit from the tourism industry.

■ **Economic Information and Research**

Provision of strategic economic data and information, monitoring of key trends.

■ **Strategic Co-ordination and Impact Assessment**

Facilitate the development of an overall City Economic Development strategy and strategic co-ordination of the Directorate and Council's Economic Development policies, strategies and key programmes. Liaison with key economic stake holders. Provision of impact assessment support services for the Economic Development and Tourism Directorate.

■ **Tourism and Events Marketing**

▶ **Conventions and Incentives.**

Develop and implement strategies and programmes to promote Cape Town as a world class international destination for the conventions and incentives market.

▶ **Leisure Marketing.**

Develop and implement strategies and programmes to promote Cape Town as a world class destination for domestic and international visitors.

▶ **Visitor Information Centres.**

Ensure provision of co-ordinated, user-friendly visitor information at strategic geographic locations throughout the city.

▶ **Major Events Development.**

Develop, implement and monitor the City's Major Events policy, strategy and programmes, including facilitation of pro-active bidding, ensuring alignment with related City marketing strategies and facilitating co-ordinated provision of Council services in support of Major Events.

▶ **Events Permitting.**

Ensure the establishment of Council policy and systems for event permitting,

implement permitting procedures and processes, and monitor compliance with permit conditions.

Property Management

- Valuations and negotiations in respect of acquisition/ lease/ disposal of immovable property on behalf of Council.
- Property information management.
- Building and facility management.
- Property asset management (sales, leases and acquisition).
- Other property services (property contract management, marketing, development co-ordination, debt management).

Development Integration and Support

- Provision of Development Implementation service for capital projects.
- Provision of Business Development service for Development Services.
- Provision of Development Integrated service for Development Services.
- Provision of Integrated project management function.
- Provision of Financial service for Development Services.
- Provision of Legal advisory service for Development Services.
- Provision of Information technology service for Development Services.
- Provision of general administrative service to the Director of Development Integration and Support.

Strategic Support

To provide strategic planning and support to Development Services and corporately, as part of the Strategic Support Team, to the Executive Management Team.

TRADING SERVICES

Water Services

(To provide quality, affordable, equitable and sustainable water services in Cape Town and surrounding areas while carefully managing the scarce water resources and the impact on the environment).

■ **Bulkwater**

Operations; Design and Projects; Bulk Water Planning; Risk and Quality Management; Administrative Support.

■ **Wastewater**

Design and Projects; Planning; Operations; Risk and Quality Management; Administrative Support.

■ **Reticulation**

Planning; Logistics and Pump stations; Districts (Operations); Customer and Metering Management (CAMM); Administrative Support.

■ **Asset Management and Scientific Services (AMASS)**

Electrical Maintenance Engineering; Mechanical Maintenance Engineering; Electrical and Mechanical Design and Contracts; Asset Management; Scientific Services; Fleet Services.

- **Planning and Strategy**
Water Demand Management; Business Analyst; Change Management; Water Services Planning.
- **Customer Relations Management (CRM)**
Customer Care; Water Quality Monitoring and Control; Water Education and Information; Meter Verification; Reading and Billing.
- **Human Resources and Management Services**
HR Administration; Recruitment and Selection; Training and Development; Industrial Relations; General Administration; Occupational Health and Safety; Information Technology.
- **Finance**
Budgets; Costing; Finance.
- **Electricity Services**
 - **Strategic Support**
Regional Electricity Distributors; Special Projects.
 - **Infrastructure Management**
Low voltage reticulation to houses and public lighting; High voltage reticulation bringing power from ESKOM and / or power stations to sub-stations; Infrastructure Management.
 - **Electricity Supply**
Suppliers: Athlone Power Station, Steenbras Power Station and ESKOM.
Network Control regulates and distributes electricity in network.
 - **Technical Support Services**
Workshops; Public Lighting.
 - **Sales and Customer Relations**
Customer Support Services; Vending Systems; Metering Management.
 - **Human Resources and Administrative Support**
Recruitment and Selection; Training and Development; General Administration.
 - **Finance and Commercial**
Accounting and Financial Planning; Revenue Management; Warehousing.
- **Solid Waste Management**
(Solid Waste management is primarily responsible for domestic and trade refuse collections, cleaning, and refuse disposal service delivery in the City of Cape Town).
 - **Collections**
Management of domestic, trade and garden waste collections. Domestic and trade collections entail the collection of waste from domestic households and business premises. Garden waste collections occur with the scheduled waste collections.
 - **Drop- Off Facility Services**
These facilities are strategically placed locations where domestic households and garden services can dispose of their garden waste, garage waste and building rubble where the waste is no more than approximately 1 (one) ton or less in weight.
 - **Cleaning**
This entails street cleaning and washing, beach cleaning, river bank and canal bank cleaning, street pole / litter bin cleaning and provision, litter picking, animal carcass removal and illegal dumping.

■ **Transfer and Disposal**

This entails the reception and disposal of waste at either a transfer or a disposal (landfill) facility. The waste received at a transfer facility is compacted and transported via rail or road to a disposal (landfill) facility. Other services include compost manufacture, waste reduction assessment, education and research and integrated waste exchange: The latter is a free internet service providing an electronic platform at www.capetown.gov.za/iwex for the exchange of waste materials between regular waste providers and potential waste users.

■ **Waste Wize**

The production of compost out of organic waste.

Material recovery initiatives such as the recycling of paper, glass and metal.

Entails education, enforcement and operations.

□ **Trading Services Co-Ordination**

(Including Finance and Strategic Support)

■ **The development and management of Service Delivery Agreements between Council and the internal Business Units.**

■ **The development and management of Service Level Agreements between the various Business Units and with other Council Directorates, eg Human Resources and Information Technology.**

■ **To drive the co-ordination, implementation and integration of Council's policies, strategic management processes, programmes and projects; and administrative support to the Executive Director: Trading Services.**

■ **To provide financial support and advice to the Trading Services Corporate Centre.**

■ **To provide strategic support and advice to the Trading Services Corporate Centre and the Executive Management Team (EMT).**

□ **Abattoir**

To provide the facility for humane slaughter of animals for human consumption.

□ **Markets**

To provide clean and safe facilities for the efficient marketing of fresh produce and to ensure that the consumer is provided with a large variety of high quality produce throughout the year at affordable prices. Specific functions include marketing; sales processing and consignment control; logistical services; and finance and administration.

COMMUNICATION SERVICES

□ **Media Liaison**

(Television, print, radio)

□ **Corporate Internal Communications**

□ **Marketing - including corporate advertising, promotions and events.**

□ **Customer Relations**

INTERNAL AUDIT SERVICES

(Internal Auditing is an independent, objective assurance and consulting activity designed to add value and improve the organisation's operations. It helps an organisation accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, controls and governance process).

- ❑ **Financial**
Perform evaluations to provide assurance that applicable financial system controls exist and are effective (value for money).
- ❑ **Information Systems**
Perform evaluations to provide the Council with the assurance of the reliability and integrity of the City's information and data.
- ❑ **Forensic**
Perform evaluations to give Council the assurance that assets are safeguarded from attempts, by officials and third parties, to enrich themselves
- ❑ **Risk Management and Environmental**
Perform evaluations to determine systematically the risk areas of the Council, including environmental compliance, risk and assessments.
- ❑ **Performance and Quality Assurance**
Perform evaluations to provide assurance that Corporate resources are being utilised efficiently, effectively and economically.

SECTION 3

CONTACT DETAILS OF INFORMATION OFFICER / DEPUTY INFORMATION OFFICERS

Formal requests for access to information made in terms of the Act must be addressed to the Information Officer or Corporate Deputy Information Officer.

☐ **Information Officer**

The City Manager

Postal Address : Private Bag X9181
Cape Town
8000

☐ **Corporate Deputy Information Officer**

Andreas Mokweni

Postal address : Private Bag X9181
Cape Town
8000

Telephone : (021) 400 1216

Fax : (021) 400 5900

E-mail : Andreas.Mokweni@capetown.gov.za

Location : Cape Town Civic Centre
Tower Block
21st Floor

All requests for information automatically / voluntarily available (see Annexure C in this regard), as well as general enquiries regarding the availability of information, must be directed to the relevant Deputy Information Officer listed below.

As indicated above, all formal requests for access to information must be addressed to the Information Officer or Corporate Deputy Information Officer.

☐ **Deputy Information Officers**

■ **Office of the City Manager**

Stewart Fisher

Telephone : (021) 400 1230

Fax : (021) 400 1213

E-mail : Stewart.Fisher@capetown.gov.za

Location : Cape Town Civic Centre
Podium Block
5th Floor

■ **Strategy and Policy**

Glenn Stavridis

Telephone : (021) 487 2264
Fax : (021) 487 2269
E-mail : Glenn.Stavridis@capetown.gov.za
Location : 44 Wale Street
Alex Pirie Building
6th Floor

■ **Corporate Planning and Support Services**

Shared Services

Stan Wallace

Telephone : (021) 400 4003
Fax : (021) 421 1203
E-mail : Stan.Wallace@capetown.gov.za
Location : Cape Town Civic Centre
Tower Block
20th Floor

Legal Services

Elaine Page

Telephone : (021) 400 4019
Fax : (021) 421 1203
E-mail : Elaine.Page@capetown.gov.za
Location : Cape Town Civic Centre
Tower Block
20th Floor

Les Barchard

Telephone : (021) 400 3200
Fax : (021) 421 1203
E-mail : Les.Barchard@capetown.gov.za
Location : Cape Town Civic Centre
Tower Block
20th Floor

Corporate HR

Dave Beretti

Telephone : (021) 400 2486
Fax : (021) 425 1723
E-mail : David.Beretti@capetown.gov.za
Location : Cape Town Civic Centre
Tower Block
6th Floor

Strategic Support

Barry Gouws

Telephone : (021) 400 4697
Fax : (021) 418 3858
E-mail : Barry.Gouws@capetown.gov.za
Location : Cape Town Civic Centre
Tower Block
6th Floor

Corporate Administration

Andreas Mokweni

Telephone : (021) 400 1216
Fax : (021) 400 5900
E-mail : Andreas.Mokweni@capetown.gov.za
Location : Cape Town Civic Centre
Tower Block
21st Floor

Donovan Pretorius

Telephone : (021) 400 1215
Fax : (021) 400 5900
E-mail : Donovan.Pretorius@capetown.gov.za
Location : Cape Town Civic Centre
Tower Block
21st Floor

Ronelle Rudman

Telephone : (021) 400 1249
Fax : (021) 400 5900
E-mail : Ronelle.Rudman@capetown.gov.za
Location : Cape Town Civic Centre
Tower Block
21st Floor

Andre Viviers

Telephone : (021) 400 2264
Fax : (021) 400 5900
E-mail: Andre.Viviers@capetown.gov.za
Location: Cape Town Civic Centre
Tower Block
5th Floor

■ **Service Integration and Performance Management**

Sub-Councils

Sub-Council Co-ordination

Cheryl Walters

Telephone : (021) 938 8031/2
Fax : (021) 938 8034
E-mail : Cheryl.Walters@capetown.gov.za
Location : Parow Civic Centre
Cnr. Voortrekker & Tallent Roads
1st Floor

Sub-Council Area Co-ordinators

Helderberg Sub-Council

Sakkie du Toit

Telephone : (021) 850 4149/50
Fax : (021) 850 4154
E-mail : Sakkie.Du_Toit@capetown.gov.za
Location : Strand Municipal Office
Cnr. Fagan Street & Main Road

Blaauwberg Sub-Council

Peter Deacon

Telephone : (021) 550 1000/1
Fax : (021) 550 1018
E-mail : Peter.Deacon@capetown.gov.za
Location : Milnerton Municipal Office
Racecourse Road

Langeberg Sub-Council

Dennis Smit

Telephone : (021) 918 2000/1
Fax : (021) 918 2255
E-mail : Dennis.Smit@capetown.gov.za
Location : Bellville Civic Centre
Voortrekker Road
2nd Floor

South Peninsula Sub-Council

Ivan Bromfield

Telephone : (021) 782 1112
Fax : (021) 782 2354
E-mail : ibromfie@spm.org.za
Location : Fish Hoek Civic Centre
Recreation Road

Good Hope Sub-Council

Andre Jacobs

Telephone : (021) 487 2055/2201
Fax : (021) 487 2208
E-mail : Andre.Jacobs@capetown.gov.za
Location : Cape Town
44 Wale Street
11th Floor

Protea Sub-Council

Brian Ford

Telephone : (021) 794 2493
Fax : (021) 794 7692
E-mail : bford@spm.org.za
Location : Constantia
Alphen Centre

Central/South Peninsula Sub-Council

Pat Jansen

Telephone : (021) 703 1621/ 9336/ 9136/ 9513
Fax : (021) 703 3264
E-mail : Pat.Jansen@capetown.gov.za
Location : Ottery
3 New Ottery Road

Athlone and District Sub-Council

Edgar Carolissen

Telephone : (021) 633 3955/637 9757
Fax : (021) 633 3966
E-mail : Edgar.Carolissen@capetown.gov.za

Location : Athlone Civic Centre
Cnr. Protea & Klipfontein Roads

Central Sub-Council

Keith Miller

Telephone : (021) 590 1431
Fax : (021) 590 1658
E-mail : Keith.Miller@capetown.gov.za
Location : Goodwood Municipal Office
Voortrekker Road

Miranda Ngculu Sub-Council

Chris Jako

Telephone : (021) 633 0449/637 1333
Fax : (021) 633 0449
E-mail : Christopher.Jako@capetown.gov.za
Location : Gugulethu
Fezeka Building
Cnr. NY1 & Lansdowne Road

David Mtheto Ntlanganiso Sub-Council

Godwin Mabuya

Telephone : (021) 637 1333 ext : 2012
Fax : (021) 638 6356
E-mail : Godwin.Mabuya@capetown.gov.za
Location : Gugulethu
Fezeka Building
Cnr. NY1 & Lansdowne Road

Mitchells Plain Sub-Council

Ivan Anthony

Telephone : (021) 371 4550/1 or 371 3192
Fax : (021) 371 5552
E-mail : Ivan.Anthony@capetown.gov.za
Location : Mitchells Plain : Lentegour
Parks and Bathing Building
Merrydale Avenue

Charlotte Maxeke Sub-Council

Luthando Siwisa

Telephone: (021) 360 1148/ 361 0710
Fax: (021) 360 1136
E-mail : Thando.Siwisa@capetown.gov.za
Location : Khayelitsha
Site B
Shopping Centre

Nxele Makana Sub-Council

Fezekile Cotani

Telephone : (021) 360 1111/1177
Fax : (021) 360 1136
E-mail : Fezekile.Cotani@capetown.gov.za
Location : Khayelitsha : Town 2 Village 1
Stocks and Stocks Complex
Ntlakohlaza Street

Tygerberg Sub-Council

Arrie du Plessis

Telephone : (021) 938 8050/8077
Fax : (021) 938 8488
E-mail : Arrie.Du_Plessis@capetown.gov.za
Location : Parow Civic Centre
Cnr. Voortrekker & Tallent Roads
1st Floor

Oostenberg Sub-Council

Jan Brand

Telephone : (021) 900 1534
Fax : (021) 900 1562
E-mail : Jan.Brand@capetown.gov.za
Location : Kuils River Municipal Office
Cnr. Voortrekker Road & Carinus Street

■ **Community Services**

City Health Services

Ivan Toms

Telephone : (021) 400 2100
Fax : (021) 421 4894
E-mail : Ivan.Toms@capetown.gov.za
Location : Cape Town Civic Centre
Tower Block
21st Floor

City Police Services

Mark Sangster

Telephone : (021) 400 1400
Fax : (021) 400 1402
E-mail : Mark.Sangster@capetown.gov.za
Location : Cape Town
1 Adderley Street (Paul Sauer Building)
2nd Floor

City Emergency Services

Wynand Wessels

Telephone : (021) 487 2601
Fax : (021) 487 2052
E-mail : Wynand.Wessels@capetown.gov.za
Location : Cape Town
44 Wale Street
1st Floor

Community Facilities

Shehaam Sims

Telephone : (021) 400 3785
Fax : (021) 419 5391
E-mail : Shehaam.Sims@capetown.gov.za
Location : Cape Town Civic Centre
Podium Block
3rd Floor

Social Development

Ernest Sass

Telephone : (021) 400 1238
Fax : (021) 400 1444
E-mail : Ernest.Sass@capetown.gov.za
Location : Cape Town
1 Adderley Street (Paul Sauer Building)
1st Floor

Open Space and Nature Conservation

Christa Le Roux

Telephone : (021) 400 4304
Fax : (021) 425 2685
E-mail : Christa.Le_Roux@capetown.gov.za
Location : Cape Town Civic Centre
Tower Block
12th Floor

Sport and Recreation

Gert Bam

Telephone : (021) 400 5090
Fax : (021) 418 8221
E-mail : Gert.Bam@capetown.gov.za
Location : Cape Town Civic Centre
Tower Block
22nd Floor

Service Co-ordination

Chris O'Connor

Telephone : (021) 400 3184
Fax : (021) 425 4705
E-mail : Chris.OConnor@capetown.gov.za
Location : Cape Town Civic Centre
Tower Block
22nd Floor

Finance Support

Hennie Smit

Telephone : (021) 400 4017
Fax : (021) 421 1203
E-mail : Hennie.Smit@capetown.gov.za
Location : Cape Town Civic Centre
Tower Block
20th Floor

Strategic Support

Freddie Bisschoff

Telephone : (021) 400 2622
Fax : (021) 425 2685
E-mail : Freddie.Bisschoff@capetown.gov.za
Location : Cape Town Civic Centre
Tower Block, 12th Floor

■ **Finance Services**

Rodney McKechnie

Telephone : (021) 400 5109
Fax : (021) 400 5943
E-mail : Rodney.McKechnie@capetown.gov.za
Location : Cape Town Civic Centre
Tower Block
7th Floor

Dave Heywood

Telephone : (021) 400 3800
Fax : (021) 400 5943
E-mail : Dave.Heywood@capetown.gov.za
Location : Cape Town Civic Centre
Tower Block
7th Floor

Finance

Lodi Venter

Telephone : (021) 918 2193
Fax : (021) 918 2133
E-mail : Lodi.Venter@capetown.gov.za
Location : Bellville
231 Voortrekker Road, Amden Court
1st Floor

City Valuation

Christopher Gavor

Telephone : (021) 400 1345
Fax : (021) 400 5943
E-mail : Christopher.Gavor@capetown.gov.za
Location : Cape Town Civic Centre
Podium Block
5th Floor

Budgets

Mike Richardson

Telephone : (021) 400 3265
Fax : (021) 400 5943
E-mail : Mike.Richardson@capetown.gov.za
Location : Cape Town Civic Centre
Tower Block
7th Floor

Payroll and Operational Support

Arnold Botha

Telephone : (021) 400 3202
Fax : (021) 400 5943
E-mail : Arnold.Botha@capetown.gov.za
Location : Cape Town Civic Centre
Tower Block
5th Floor

Expenditure

Leonard Shnaps

Telephone : (021) 918 2002
Fax : (021) 918 2400
E-mail : Leonard.Shnaps@capetown.gov.za
Location : Bellville Civic Centre
2nd Floor

Housing Finance

Wayne Muller

Telephone : (021) 710 8226
Fax : (021) 710 8087
E-mail : wmuller@spm.org.za
Location : Plumstead
Victoria Road (Plessey Building)
Ground Floor

Procurement

Mabela Satekge

Telephone : (021) 400 2470
Fax : (021) 400 5943
E-mail : Mabela.Satekge@capetown.gov.za
Location : Cape Town Civic Centre
Tower Block, 7th Floor

Revenue

George Van Schalkwyk

Telephone : (021) 550 1140
Fax : (021) 550 1107
E-mail : George.Van_Schalkwyk@capetown.gov.za
Location : Milnerton Municipal Office
Pienaar Road
1st Floor

Strategic Support

Aneel Radhakrishna

Telephone : (021) 400 2570
Fax : (021) 400 5943
E-mail : Aneel.Radhakrishna@capetown.gov.za
Location : Cape Town Civic Centre
Tower Block, 7th Floor

■ **Development Services**

Head Office Component

Marisa Van Der Merwe

Telephone : (021) 400 5030
Fax : (021) 418 8040
E-mail : Marisa.Van_Der_Merwe@capetown.gov.za
Location : Cape Town Civic Centre
Podium Block
5th Floor

Transport, Roads and Stormwater

Kevin Ketterer

Telephone : (021) 406 7408
Fax : (021) 419 5249
E-mail : Kevin.Ketterer@capetown.gov.za
Location : Cape Town
Coen Steytler Avenue (Metropolitan Life Building), 10th Floor

Planning and Environment

Fairuz Singh

Telephone : (021) 400 3384
Fax : (021) 425 4327
E-mail : Fairuz.Singh@capetown.gov.za
Location : Cape Town Civic Centre
Tower Block, 16th Floor

Economic Development and Tourism

Carol Wright

Telephone : (021) 487 2756
Fax : (021) 487 2758
E-mail : Carol.Wright@capetown.gov.za
Location : Cape Town
38 Wale Street
9th Floor

Property Management

Marisa Van Der Merwe

Telephone : (021) 400 5030
Fax : (021) 418 8040
E-mail : Marisa.Van_Der_Merwe@capetown.gov.za
Location : Cape Town Civic Centre
Podium Block
5th Floor

Development Integration

Eddie Chinnappen

Telephone : (021) 400 5092
Fax : (021) 421 1891
E-mail : Eddie.Chinnappen@capetown.gov.za
Location : Cape Town Civic Centre
Tower Block
18th Floor

Public Housing

Seymour Bedderson

Telephone : (021) 400 3683
Fax : (021) 419 8845
E-mail : Seymour.Bedderson@capetown.gov.za
Location : Cape Town Civic Centre
Tower Block
21st Floor

■ **Trading Services**

Water Services

Gerald Flack

Telephone : (021) 487 2668
Fax : (021) 487 2213
E-mail : Gerald.Flack@capetown.gov.za
Location : Cape Town
38 Wale Street
7th Floor

Electricity Services

Dan Erasmus

Telephone : (021) 400 2019
Fax : (021) 421 7697
E-mail : Dan.Erasmus@capetown.gov.za
Location : Cape Town Civic Centre
Tower Block
9th Floor

Solid Waste Management

Alan Lindgren

Telephone : (021) 918 2426
Fax : (021) 918 2436 / 9
E-mail : Alan.Lindgren@capetown.gov.za
Location : Bellville
Mazzur Road (Fintrust Building)
2nd Floor

Trading Services Co-ordination

Danie Malan

Telephone : (021) 400 1202
Fax : (021) 418 8040
E-mail : Danie.Malan@capetown.gov.za
Location : Cape Town Civic Centre
Tower Block
18th Floor

Epping Market

Charles Hamilton

Telephone : (021) 531 2191
Fax : (021) 531 5291
E-mail : Charles.Hamilton@capetown.gov.za
Location : Epping Market
110 Gunner Circle

Maitland Abattoir

Trevor Carroll

Telephone : (021) 511 2041
Fax : (021) 511 1951
E-mail : Trevor.Carroll@capetown.gov.za
Location : Maitland Abattoir
Berkley Road

■ **Communication Services**

Pieter Cronje

Telephone : (021) 400 4592
Fax : (021) 418 8040
E-mail : Pieter.Cronje@capetown.gov.za
Location : Cape Town Civic Centre
Podium Block
5th Floor

■ **Internal Audit Services**

Arno Vorster

Telephone : (021) 550 1201
Fax : (021) 550 1200
E-mail : Arno.Vorster@capetown.gov.za
Location : Milnerton Municipal Office
Pienaar Road

SECTION 4

“SECTION 10 GUIDE” ON HOW TO USE THE ACT

In terms of section 10 of the Act, the Human Rights Commission must compile a guide containing such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act. This guide will be available from the South African Human Rights Commission by no later than August 2003 and enquiries regarding the guide may be directed to:

**The South African Human Rights Commission
PAIA Unit
The Research and Documentation Department**

**Postal Address
Private Bag 2700
Houghton
2041**

Telephone number : (011) 484 8300

Facsimile (fax) number : (011) 484 1360

Website : www.sahrc.org.za

E-mail address : paia@sahrc.org.za

SECTION 5

ACCESS TO RECORDS HELD BY THE CITY OF CAPE TOWN

5.1 **AUTOMATIC / VOLUNTARY DISCLOSURE**

Annexure C describes the categories of records of the City of Cape Town which are automatically available without a person having to request access in terms of the Act.

5.2 **DESCRIPTION OF SUBJECTS AND CATEGORIES OF RECORDS HELD BY THE CITY OF CAPE TOWN**

“Records” of the City of Cape Town refer to those records created or received in the course of official business and which are kept as evidence of the City’s functions, activities and transactions. There are different **forms** of records, for example correspondence files, maps, plans, registers, agendas and minutes, which could be available in different **media**, eg paper, electronic, or on microfilm.

Annexure D gives a description of the subjects on which the City of Cape Town holds records as well as the categories of records held on each subject.

5.3 **REQUEST PROCEDURE**

■ **Access Given**

When a record / information is requested in terms of the Act, the requester must be given access thereto if the requester complies with the following :

- ▶ All the procedural requirements in the Act relating to the request for access to a record; and
- ▶ Access to the record is not refused on any ground of refusal mentioned in the Act.

■ **Form of Request**

- ▶ The request must be made in writing on the prescribed form, attached as **Annexure E**, and be forwarded to:

The Information Officer or the Corporate Deputy Information Officer

Postal Address

Private Bag X9181
Cape Town
8000

Fax Number

(021) 400 5900

E-mail address

Andreas.Mokweni@capetown.gov.za

- ▶ The application should clearly state what information is required and if the request is for a copy of a record or whether the requester would like to view the record at the office of the City of Cape Town.
- ▶ The application form must be accompanied by the prescribed request fee (For fees, see “Fees Payable”).
- ▶ If a person asks for access in a particular form, the requester would be given access

in the manner that has been asked for, unless doing so would interfere unreasonably with the running of the office, would damage the record, or infringe a copyright not owned by the City of Cape Town.

- ▶ If the requester wishes to be informed of the decision regarding the request in any other manner, eg by telephone / fax / e-mail, in addition to a written reply, it must be indicated as such.
- ▶ In cases where the requester is asking for information on behalf of somebody else, the capacity in which the request is being made should be indicated.
- ▶ When a requester is unable to read or write or has a disability, the request can be made orally. In such a case, the Information Officer / Deputy Information Officer must complete the form on behalf of the requester.

■ **Fees Payable**

- ▶ In terms of the Act, two types of fees are required to be paid, namely the request fee and the access fee.
- ▶ A requester who seeks access to a record containing personal information about that requester, is not required to pay the request fee. Every other requester must pay the relevant request fee.
- ▶ The Information Officer / Corporate Deputy Information Officer will notify the requester to pay the prescribed fee before further processing the request.
- ▶ The request fee payable is R35 (thirty five Rand). The requester may lodge an internal appeal or an application to the court against payment of the request fee.

■ **Decision and Notice**

- ▶ After the Information Officer / Deputy Information Officer has made a decision on the request, the requester will be notified thereof within 30 (thirty) days after the request has been received, unless the period to deal with the request has been extended.
- ▶ If the request is granted, a further access fee must be paid for the search, preparation and reproduction of the record where applicable. See also **Annexure F** for fees payable.
- ▶ The requester will be given the required information, if available, within a reasonable time after receipt of the application form and prescribed fee.

■ **Transfer of Requests**

- ▶ If a request for access is made for information which is not in the possession of the City of Cape Town, or if the information is more closely connected to another public body, the request will be transferred within 14 (fourteen) days after the request has been received, to the other body/institution/organisation who could provide the information.

■ **Records not found / Does not exist**

- ▶ In cases where records cannot be found or do not exist and all reasonable steps have been taken to find the requested record, the Information Officer will by means of an affidavit/affirmation inform the requester accordingly, giving full reasons.

■ **Deferral of Access**

- ▶ Requests may be deferred until information becomes available. The requester will be notified accordingly and requested to make representations within 30 (thirty) days as to why the information is required prior to it becoming public.

■ **Refusal Of Access To Records**

- ▶ The Information Officer / Deputy Information Officers may refuse access to records under the circumstances as provided for in part 2, chapter 4, of the Act.

■ Remedies

Remedies available if the City of Cape Town does not comply with the provisions of the Act:

A requester may lodge an internal appeal with the City of Cape Town against a decision of the Information Officer or Deputy Information Officer if:

- ▶ A request for access is refused.
- ▶ The fees charged are unacceptable.
- ▶ The period within which a decision with regard to access to a record must be made is extended.
- ▶ Access to a record is not provided in the requested form.

A third party may lodge an internal appeal with the City of Cape Town against a decision by the Information Officer or Deputy Information Officers to disclose information relating to the third party.

■ Appeal Procedure

- ▶ An internal appeal must be lodged on the prescribed form which is attached as

Annexure G

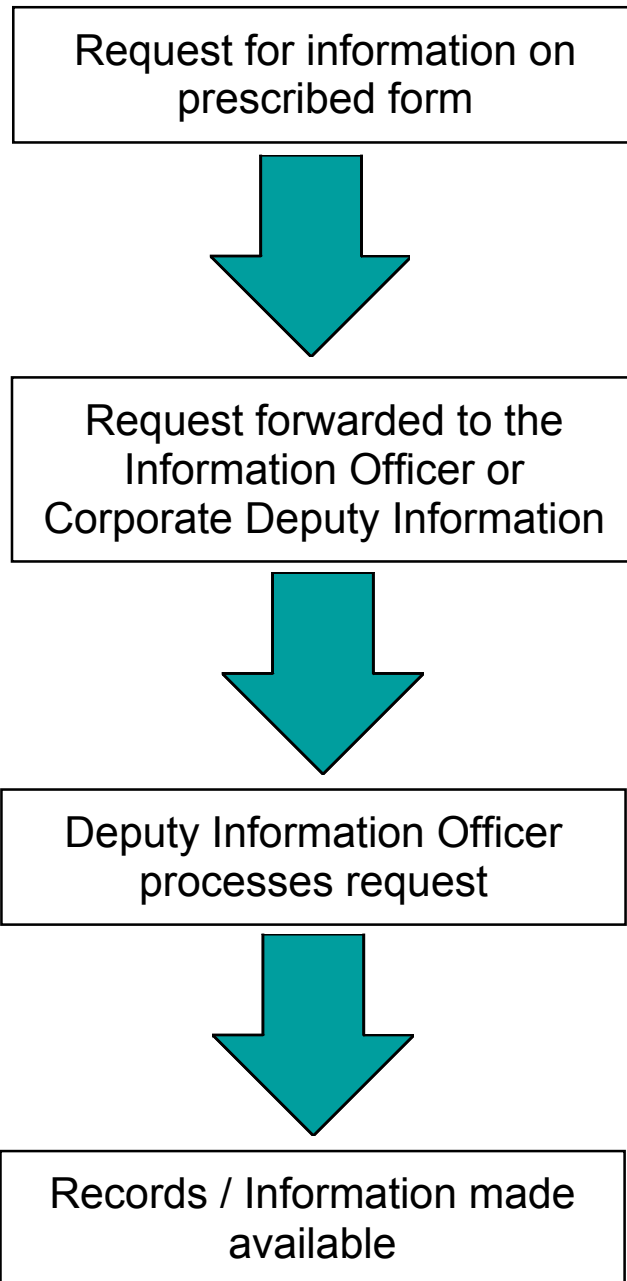
i) Within a period of 60 (sixty) days;

ii) If notice to a third party is required by section 49(1)(b), within 30 (thirty) days after notice is given to the appellant of the decision appealed against or, if notice to the appellant is not required, after the decision was taken.

The internal appeal -

- ▶ Must be delivered, posted, faxed or sent by electronic mail to the Information Officer or Corporate Deputy Information Officer.
- ▶ Must identify the subject of the internal appeal and give reasons for the appeal.
- ▶ Must state the manner in which the applicant wishes to be informed of the decision on the internal appeal, in addition to a written reply.
- ▶ Must, if applicable, be accompanied by the prescribed appeal fee.
- ▶ Must specify a postal address, fax number or e-mail address.
- ▶ The Information Officer or Corporate Deputy Information Officer must within 10 (ten) working days after receipt of an internal appeal, submit it to the Appeal Authority, namely the Speaker, for consideration.
- ▶ Late appeals may be allowed if good cause can be shown.
- ▶ A requester or third party may only apply to a court if the internal appeal procedure against a decision of the Information Officer or Deputy Information Officer has been exhausted.

FLOWCHART : FORMAL REQUEST FOR ACCESS TO RECORDS



SECTION 6

ARRANGEMENTS ALLOWING FOR PUBLIC PARTICIPATION / INVOLVEMENT

Public participation in a local government context is governed by the Local Government Municipal Systems Act, 2000 (Act 32 of 2000) and the Municipal Structures Act, 1998 (Act 117 of 1998). The purpose of the public participation process is to ensure that the City of Cape Town as well as the broader community co-owns the public participation process and the end product.

Segments of the public engaged in public participation are eg. individuals, sporting / social groups, religious organisations, small medium and micro enterprises (SMMEs), community based organisations (CBOs), non-governmental organisations (NGOs), sectorally-based forums, area-based forums, businesses, civic / ratepayer associations.

The City of Cape Town may use the following methods to engage in public participation:

- ▶ Distribution of documents in public places for comment
- ▶ Surveys
- ▶ Newspaper Advertisements
- ▶ Formal public hearings
- ▶ Public meetings
- ▶ Development of a public participation structure.

SECTION 7

UPDATING AND AVAILABILITY OF THE SECTION 14 MANUAL

❑ **Updating**

The manual will be published in the GOVERNMENT GAZETTE and will be updated, if necessary, once a year.

❑ **Availability**

The manual is available at any of the offices listed below and may be viewed free of charge.

■ **CCT Offices**

All public libraries

All cash offices

The municipal reference library (6th floor, Civic Centre, Cape Town)

All Deputy Information Officers (please refer to section 3)

■ **CCT website** www.capetown.gov.za

■ **The Human Rights Commission**

PAIA Unit

The Research and Documentation Department

Private Bag 2700

Houghton

2041

Telephone number : (011) 484 8300

Facsimile (fax) number : (011) 484 1360

■ **At every place of legal deposit as defined in the Legal Deposit Act, 1997 (Act 54 of 1997).**

In Cape Town the **National Library of South Africa** is a legal depository.

Physical Address :

5 Queen Victoria Street, Cape Town

Postal Address

PO Box 496

Cape Town

8000

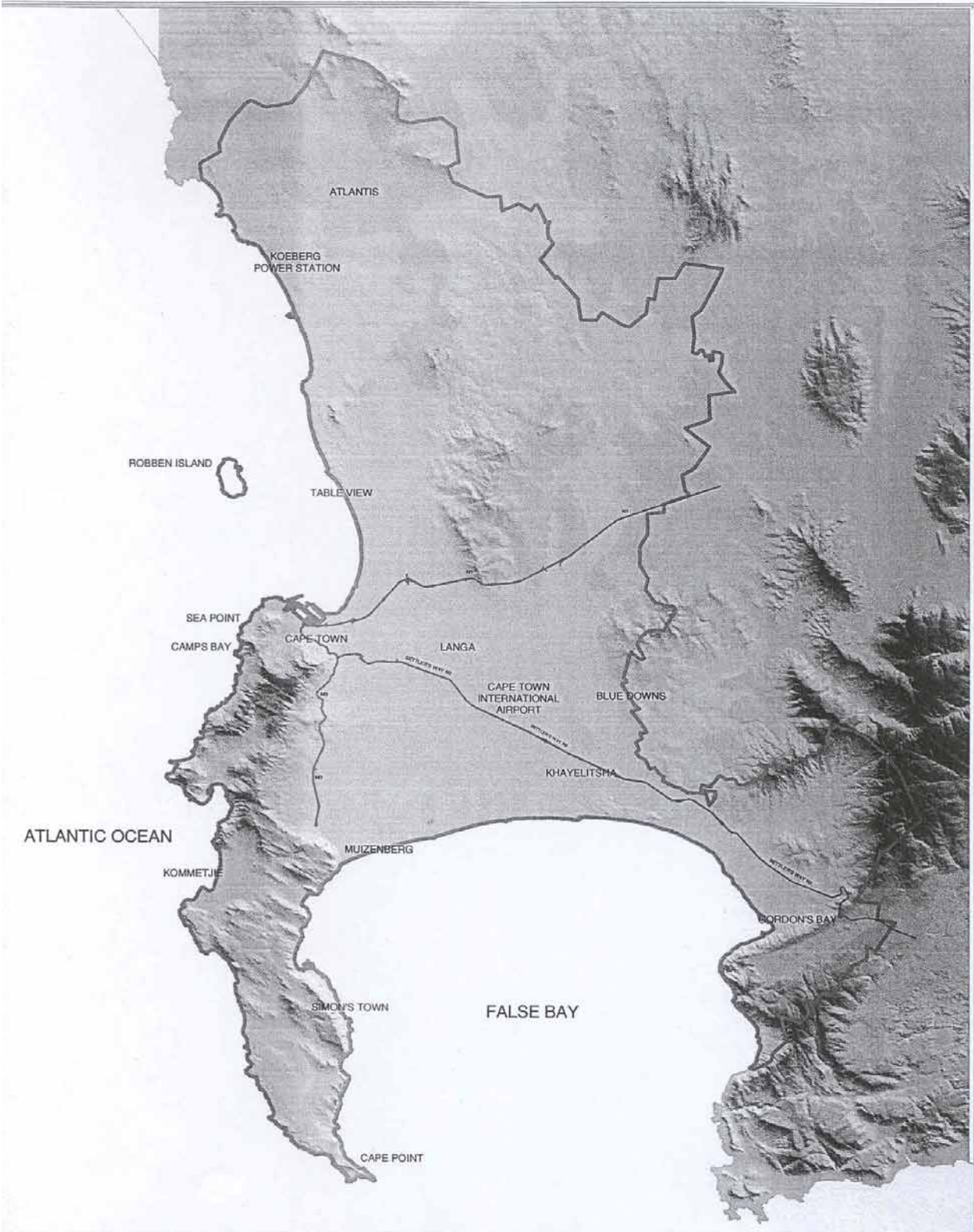
Telephone number : (021) 424 6320

Facsimile (Fax) Number : (021) 424 1079 / 423 3359

SECTION 8

CONCLUSION

The City of Cape Town is guided by values such as openness, accountability and transparency in order to promote and achieve good governance. The application of these values re-enforces the City's commitment to comply with the provisions of the Act. As the City of Cape Town strives to be an accessible City and render itself as accessible as reasonably possible for requesters of its records, Deputy Information Officers have been appointed who will assist requesters to exercise their rights in terms of the Act. Should difficulty be experienced in understanding the manual, any of the Deputy Information Officers may be contacted for assistance. See section 3 for relevant contact details.

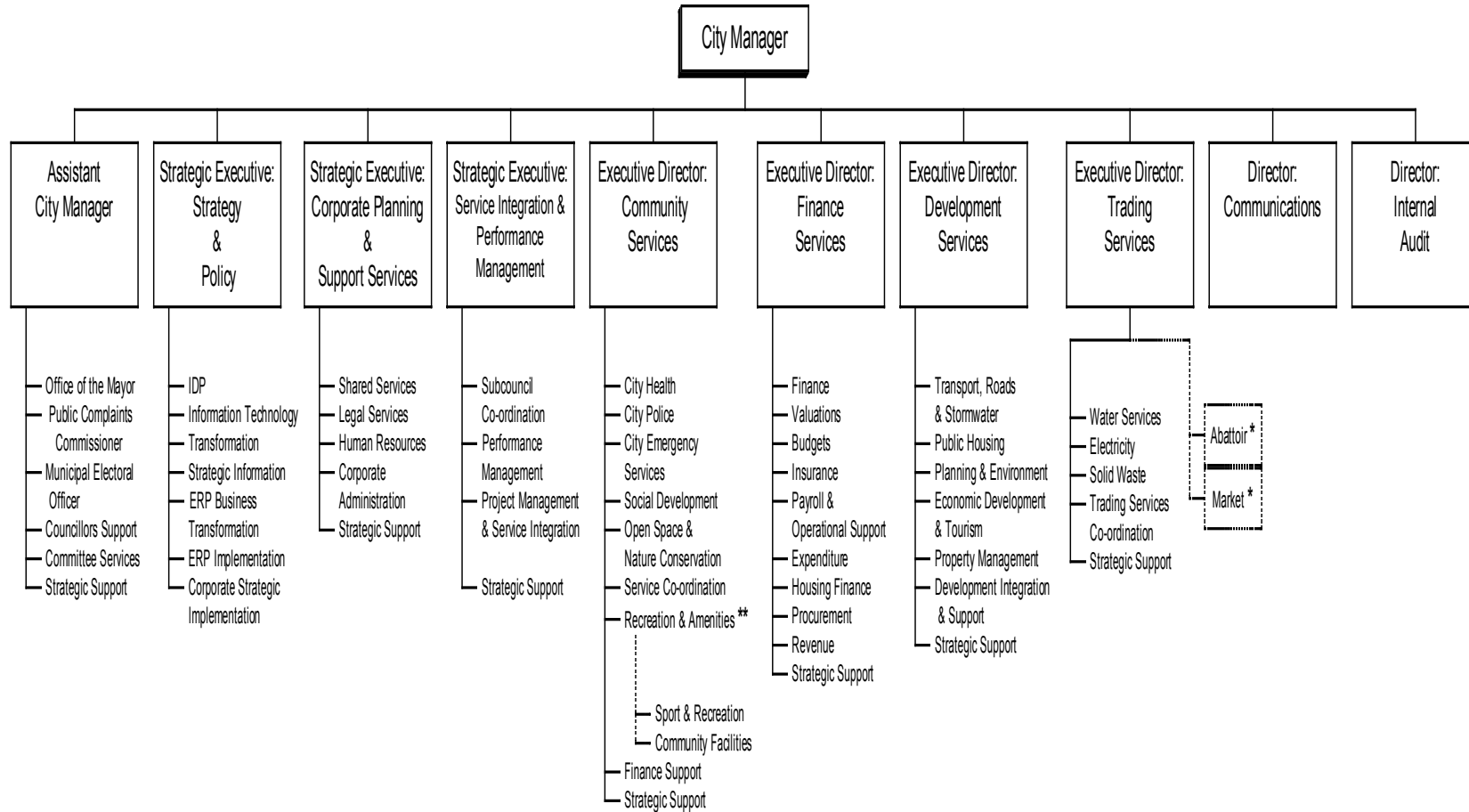


<p>CITY OF CAPE TOWN ISIXEKO SASEKAPA STAD KAAPSTAD</p>	<p>Scale</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>CITY OF CAPE TOWN UNICITY BOUNDARY</p>	<p>Scale</p> <p>0 1000 2000 3000</p> <p>1:415,360</p>		<p>This map was compiled by GIS SERVICES Directorate Strategic Information Services Strategy and Policy Date: 10 December 2002</p>
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City of Cape Town MACRO STRUCTURE

Structure up to Second Reporting Level to City Manager

December 2002



Legend: * = Ring-fenced Services, identified as non-core business;
 ** = Proposed new Directorate incorporating current Sports & Recreation and Community Facilities

CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE / VOLUNTARY DISCLOSURE

(These records are automatically available without a person having to request access in terms of the Act , but where appropriate, remain subject to review by the Information Officer in terms of section 15(4) of the Act.)

BUSINESS DETAILS

- ▶ Name, locality, address, telephone numbers, contact persons, hours of business etc of all council offices, depots, installations, facilities and amenities

AGENDAS AND MINUTES

- ▶ Agendas and minutes of all meetings of Council, its structures and formal staff meetings and those of its predecessors, excluding minutes and agendas which have been marked “confidential”.

COUNCILLORS

(Including Mayor, Deputy Mayor, Speaker and office bearers)

Information regarding each Councillor’s

- ▶ Name, office address, office telephone number
- ▶ Ward / proportional, political party and election details
- ▶ Position in Council, eg. member of committee A and if office bearer, whether full-time or part-time
- ▶ Council representation on outside bodies
- ▶ Salary, allowances
- ▶ Details of trips outside municipal area

STRUCTURES

(Including Council, Executive Committee, Sub-Councils, Portfolio Committees and other committees)

- ▶ Composition, names of members, office bearers, seat, political membership
- ▶ Time and venue of meetings

COUNCIL LEGISLATION, BY-LAWS AND POLICIES

DELEGATIONS TO

- ▶ Political office bearers
- ▶ Councillors
- ▶ Members of Staff
- ▶ Structures (Exco, Sub-Councils, Portfolio Committees and other committees)

AUTHORITY GRANTED TO POLITICAL OFFICE BEARERS, COUNCILLORS AND MEMBERS OF STAFF TO

- ▶ Conclude contracts
- ▶ Sign legal documents, cheques etc.

DECISIONS BY INDIVIDUALS

- ▶ Decisions by any political office bearer, Councillor or staff member in terms of a power or duty delegated or sub-delegated.

BUDGET

- ▶ Capital budget
- ▶ Estimates of income and expenditure
- ▶ Reports on budget control
- ▶ Business plans

IDP DOCUMENTS

FINANCIAL RECORDS

- ▶ Annual statements
- ▶ Arrears (excluding personal details)

REGISTERS WHERE AVAILABLE

- ▶ Movable assets
- ▶ Agreements
- ▶ Contractors, service providers
- ▶ Tenders awarded

TARIFFS, FEES, SURCHARGES ETC .

PERSONAL INFORMATION OF MEMBERS OF STAFF IN TERMS OF SECTION 34(2)(F) OF THE ACT RELATING TO

- ▶ The fact that the individual is or was an official
- ▶ Title, work address, work telephone number and other similar particulars of the individual
- ▶ The classification, salary scale or remuneration and responsibilities of the position held or services performed by the individual

STATISTICS (excluding personal details of individuals)

- ▶ Statistics kept for departmental use in the format in which it is available
- ▶ Statistics in the format as requested by legislation

PERSONAL INFORMATION OF PERSONAL REQUESTER

- ▶ Personal information requested by personal requester seeking access to a record containing personal information about the requester, on positive identification

PUBLICATIONS

- ▶ All publications by and on behalf of the municipality and which had been made public or presented to Council and in which no copyright is held by persons or bodies not connected with the municipality.

HOUSING

- ▶ Details of housing waiting list
- ▶ Land available for housing development
- ▶ Available municipal housing

TENDERS

- ▶ Tenders after public opening
- ▶ Evaluations and recommendations once the decision-making authority has awarded the tender

SERVICE PROVIDERS

- ▶ Details of providers of services to the municipality

PLANNING

- ▶ Zoning and structure plans
- ▶ Policies and policy plans
- ▶ Individual zonings and conditions
- ▶ Register of approved departures and consent uses
- ▶ Documentation relating to town planning applications
- ▶ Documentation on planning files

LAND

- ▶ Single records only of owners of land where available
- ▶ Details of municipal owned land

ORGANISATIONAL STRUCTURE

- ▶ Structure and Functions

SUBJECTS AND CATEGORIES OF RECORDS HELD BY THE CITY OF CAPE TOWN

LEGISLATION

Drafting, Amendments, Advertising, Comments and Legal Opinions
Revision of Legislation

ORGANISATION AND CONTROL

Office Management / Instructions
Organisational Development
Delegation of Authority
Service Delivery
Disclosure of Official Information / Confidentiality
Internal Emergency Planning
Use of Languages
Records Control
Internal Audit
Mutual Aid to Other Bodies
Visits / Inspections
Customer Relations Management
Racism / Sexism
Enterprise Resource Planning (ERP)
Smoking

ELECTIONS

Local Government Elections
Provincial Elections
National Elections

COUNCIL AND COUNCILLOR MATTERS

Composition of Council, Exco, Portfolio Committees and Sub-Councils
Representation on Bodies
Council / Committee / Sub-Council Meetings
Matters Concerning Councillors
Functioning of Junior Council
Ad-Hoc Committee Meetings
Site Inspections
Establishment of Political Offices

FINANCE

Estimates
Financial Statements
Interdepartmental Recoveries / Recharges
Property Valuations
Property Rates

Loans
Funding / Subsidies Received
Own Funds
Tariffs, Fees, Charges, Fines and Deposits
Credit Facilities
Financial Assistance / Sponsorship Rendered
Financial Management of Bequests
Bookkeeping / Banking
Investments
Risk Finance
Petty Cash
Value Added Tax (VAT)
Reports and Returns
Settlement of Accounts Due by Council
Levies
Cashiers Float
Financial Sustainability
Implementation of GAMAP Project

STAFF

Staff Strength and Grading
Conditions of Service
Recruitment / Appointments, Appeal and Freezing / Unfreezing
Terminations / Severances
Staff Movements
Job Evaluation / Appeals
Staff Finance
Staff Appraisals
Labour Relations
Staff Control
Assistance
Letters of Thanks
Acts of Bravery
Congratulations, Condolences, Messages of Goodwill to Staff
Newsletters / Notices
Statistics
Standby Duties
Staff Restructuring
Utilisation of Offenders for Community Services
Rendering of Chaplain Services

TRAINING AND DEVELOPMENT

Skills Development Plan
Mentorship
Training Needs Assessment
Productivity Development Scheme
Capacity Building
Statistics
Career Path Development

Staff Training
Councillor Training
Workshops / Information Sessions / Congresses / Seminars
Job Shadow
Bosberade

DOMESTIC SUPPLIES AND SERVICES

Domestic Supplies
Domestic Services
Occupational Risk Management / Health and Safety

PROCUREMENT SERVICES

Tenders and Contracts
Quotations
Guarantees

INFORMATION TECHNOLOGY

Licences
Contracts
Service Level Agreements
Smart City Strategies
Security Measures
Support
Application and Operating Systems
Internet
Projects / Investigations
Geographic Information Systems (GIS)
Intranet
Liaison with Companies

PUBLICITY AND INFORMATION

Press Releases
Radio / Television Interviews
Public Participation / Hearing
Own Publications / Videos
Publications by Outside Bodies / Advertising Media
Courtesy Notices Received From / Despatched to Outside Bodies
Promotion of Products by Outside Bodies
Participation by Council in Shows, Exhibitions, Displays and Competitions
Competitions Arranged by Council
Emblems
Complaints and Enquiries
Gifts and Souvenirs
History of Council
Educational Tours and Visits
Compilation of Information Regarding Specific Communities
National / International Networking
Awareness Campaigns
Public Relations / Communications

FESTIVALS AND SOCIAL MATTERS

Speeches

Protocol and List of Addresses

Festivals / Events

Receptions and Functions

Concerts and Performances

Civic Honours / Awards

Commemorative Services / Events

Letters of Thanks, Congratulations, Condolences and Messages of Goodwill

Mayoral Patronage

Memorial Services

Holiday Season Planning, Proposals and Reports

REPORTS, RETURNS AND STATISTICS

Reports

Returns and Statistics

Questionnaires

BUILDINGS AND PROPERTY TRANSACTIONS

Release of Bonds: Communicare

Granting / Refusal of Free Use

Investigation on Sale of Buildings and Land

Asset Control / Management

Investigation in Respect of Purchase of Land

Valuation of Council Properties

Buildings

Land

COMPOSITION AND MEETINGS OF BODIES

Internal

External

LEGAL MATTERS

Legal Opinions and Court Decisions

Civil Action Claims

Establishment / Functioning of Courts

Prosecutions

Contraventions / Complaints

LICENCES AND PERMITS

Licences

Permits, Certificates and Concessions

URBAN PLANNING AND BUILDING CONTROL

Termination and Alteration of Boundaries

Surveys

Project Planning

Town Planning / Zoning Schemes

Forward Planning
Township Establishment
Land Use Management / Township Control
Identification of Land
Naming
Town Entrance Improvements
Conservation of Built Environment
Building Control
Control of Advertising
Cultural / Heritage Studies

ECONOMIC PLANNING AND DEVELOPMENT

Foreign Investment Facilitation
Co-ordinating and Managing Economic Data on GIS
Establishment of Development Vehicles
Statistics
Main Economic Sectors
Employment Creation
Small, Medium and Micro Enterprises (SMMEs)
Training and Development
Community Improvement Districts (CIDs)
Urban Farming / Small Farming Settlements

TRAFFIC ENGINEERING AND TRANSPORTATION PLANNING

Traffic Management Systems
Traffic Impact / Transportation Studies
Traffic Accident / Incident Management Plans
Transport System Management (TSM) Projects
Traffic Data Measurements
Road Accidents
Traffic Calming Measures
Traffic Signs and Road Markings
Traffic Signals
Pedestrian Facilities
Public Transport
Rail Facilities
Airports / Civil Aviation
Parking
Park a Bike

ENVIRONMENTAL MANAGEMENT

Integrated Environmental Impact Assessment (EIA) Studies / Programmes
Sustainable Environment
Environmental Education
Environmental Communication and Promotion
Reports and Returns
Comments on other development proposals
Metropolitan Open Space Studies / Planning
Matters Affecting the Environment

Individual Environmental Units

ROADS

Reports
Proclamations and Deproclamations
Road Reinstatements
Street Naming and Numbering
Management of Roads
National Roads
Trunk Roads
Provincial Roads
Main and Proclaimed Main Roads
Local Streets and Squares
Rural / Farm Roads
Private Roads
Footways, Sidewalks, Kerbs, Verges and Boundary Fences
Access Driveways
Bridges, Subways and Level Crossings
Cycle Paths
Intersections
Permanent Closure of Streets, Lanes and Level Crossings
Control of Non-Municipal Underground Construction Works
Applications by Council for Consent for Roadworks on Telkom Property / Wayleaves
Road Access
Scenic Routes
Servitudes

CLEANSING SERVICES RENDERED

Reports
Statistics
Special Projects
Beach Cleansing
Refuse Removals
Supply of Refuse Bins, Bags and Tidy Tips
Street / Area Cleansing
River Cleansing
Cleaning of Stormwater Drains
Mobile Toilets
Stercus / Night soil Removals
Cleaning of Sub-ways
Refuse Disposal
Processing of Compost
Recycling
Co-Disposals
Bale and Rail

STORMWATER DRAINAGE

Regional Stormwater Catchment Management
Distribution Network
Servitudes

ELECTRICITY

Generation and Purchase of Electricity
Distribution of Electricity
Installation of Electricity

SEWERAGE

Bulk Sewerage
Provision of Sewerage Treatment Capacity
Maintenance of Regional Sewers
Installation of Distribution Network
Purification
Servitudes and Wayleaves
Liaison / Agreements with Cape Metropolitan Administration

WATER SUPPLY

Master Plan
Statistics / Returns
Water Restrictions / Water Demand Management
Recycling of Water
Purchasing of Water
Water Quality Monitoring
State of Water Resources
CCTV Operations
Acquisition of Sources
Distribution and Supply
Main Pipe Lines
Water Treatment Plants
Reservoirs
Dams
Filtration Plants
Water Wayleaves
Registration of Notarial Water Servitudes
Meters
Fire Hydrants
Underground Water for Irrigation Purposes
Servitudes

CEMETERIES AND CREMATORIA

Reports and Returns
Cemeteries
Crematoria

MARKETS AND TRADING SERVICES

Statistics / Schedules
Fixing of Market Hours and Closing on Public Holidays
Adoption of National Code of Guidelines and Instructions
Fresh Produce / Flower Markets
Flea / Craft Markets
Hawking / Trading Activities

ABATTOIR

Marketing and Advertising
Privatisation
Registration of Abattoir
Humane Killing / Animal Welfare
Disposal of Unauthorised Dogs on Premises
Production of by-products
Offal
Gut
Hygiene
Effluent
Electrified Beef
Manure Removal
Meat Imports
Exemptions
Cold Storage Facilities
Use / Leases
Animal Diseases
Meat Exports
Laboratory Reports
Slaughtering
Theft of Meat
Reports
Donations
Control / Receiving Livestock
Slaughtering / Auction Starting Times
Washing of Trucks
Abattoir Social Matters
Liaison with Abattoir Roleplayers

PROTECTION SERVICES

Volunteers
Open Day
Shooting Ranges
Fire Services
Disaster Management
City Policing / Law Enforcement
Traffic Control / Enforcement

HOUSING

Planning / Provision
Income of Housing Beneficiaries / Prospective Buyers
Inspection Tours of Housing Schemes
Waiting List / Allocations
Liaison / Role of Housing Associations / Companies
Rapid Land Release
Repossession of Homes
Housing for very Poor / Indigent
Informal Settlements
Housing Projects
Leased Housing Schemes
Housing for the Aged
Statistics

HEALTH SERVICES

Facilities
Health Plans
Health Programmes
Support Services
Health Statistics
Quality Assurance
Environmental Health

LIBRARY SERVICES

Acquisition of Books
Inter Library Loans
Planning and Provision
Maintenance of Library Buildings
Usage of Library Buildings
Security in respect of Library Material
Provision of Facilities in Libraries
Computerised Library System (cPals)
Liaison
Reports and Returns
Donations
Hours of Operation

SPORT AND RECREATION

Liaison with Sport Federations / Councils / Boards
Sport Facilities, Complexes and Grounds
Swimming Pools
Recreation Facilities / Multi-Purpose Halls / Civic Centres and other Halls
Planning and Staging of Recreational Events
Skateboard Facilities / Roller Blading
Come and Play Programmes

PARKS, GARDENS, PUBLIC OPEN SPACES AND HORTICULTURAL MATTERS

Parks, Public Open Spaces and Gardens
Nurseries, Horticultural Matters and Landscaping

MANAGEMENT OF BEACHES, HOLIDAY RESORTS, CARAVAN PARKS AND OTHER FACILITIES

Beaches
Harbours
Holiday Resorts, Caravan Parks, Camping Sites and Braai Areas
Pavilions, Tea Rooms, Kiosks and Restaurants
Public Ablution Facilities

MUSEUMS, MONUMENTS, MEMORABALIA AND WORKS OF ART

Museums, Monuments, Memorials, Placques and Other Heritages
Art Galleries / Works of Art / Bequests Offered / Entrusted to Council

COMMUNITY DEVELOPMENT AND SOCIAL WELFARE

Community Liaison
Reconstruction and Development Programme (RDP)
Social Development Plan
Strategies and Services
Community Development Projects
Investigation in respect of Services in Previously Disadvantaged Areas
Data Base in respect of Community Organisations

EDUCATION

Liaison with Schools
Establishment / Closure of Schools / Crèches and Facilities

COMMUNICATION AND POSTAL SERVICES

Community Radio Station
Postal / Telecommunication Services

CONTROLLING OF ANIMALS

Pounds
Liaison with Animal Rescue Organisations
Management of Animals

CITY OF CAPE TOWN

REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY

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

[Regulation 6]

A. PARTICULARS OF PUBLIC BODY

Postal Address:

The Information Officer

or

Corporate Deputy Information Officer
Private Bag X 9181
Cape Town
8000

Telephone number : (021) 400 1216
Fax number: (021) 400 5900
E-mail: Andreas.Mokweni@capetown.gov.za

B. PARTICULARS OF PERSON REQUESTING ACCESS TO RECORD(S)

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

Full Names and Surname:.....
Identity Number:
Postal Address:
.....
.....
Telephone Number:
Fax Number:
E-Mail Address:

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

C. PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE:

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

Full Names and Surname:.....
Identity Number:

D. PARTICULARS OF RECORD(S)

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

1. Description of record or relevant part of record:

2. Reference number if available:
3. Any further particulars of record:

E. FEES

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (c) The **fee payable for access** to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- (d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees

F. FORM OF ACCESS TO RECORD(S)

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

Disability:	Form in which record is required :

Please mark the appropriate box with an X

NOTES:

- (a) Compliance with your request for access in the specified form may depend on the form in which the record is available.
- (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:

copy of record		inspection of record	
----------------	--	----------------------	--

2. If a record consists of visual images-
(Includes photographs, slides, video recordings, computer-generated images, sketches etc.):

View images		Copy of images		Transcription of images	
-------------	--	----------------	--	-------------------------	--

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

Listen to the soundtrack (audio cassette)		Transcription of soundtrack (written or printed document)	
--	--	--	--

4. If record is held on computer or in an electronic or machine-readable form

Printed copy of record		Printed copy of information derived from the record		Copy in computer readable form (stiffy or compact disc)	
---------------------------	--	---	--	---	--

If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?

Yes		No	
-----	--	----	--

Postage is payable.

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

In which language do you prefer the record?

G. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS

You will be notified in writing whether your request has been approved or denied. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

.....
.....

Signed at..... this..... day of.....20....

.....
SIGNATURE OF REQUESTER/PERSON ON
WHOSE BEHALF REQUEST IS MADE

H. FOR DEPARTMENTAL USE

Reference Number.....

Request Received by (State rank , name and surname of Information Officer / Deputy Information Officer)

.....
.....

Date:

Place:

Request Fee (if any) R.....

Deposit (if any) R.....

Access Fee R.....

.....
SIGNATURE OF INFORMATION OFFICER/
DEPUTY INFORMATION OFFICER

CITY OF CAPE TOWN

NOTICE OF INTERNAL APPEAL

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

[Regulation 8]

STATE YOUR REFERENCE NUMBER:

A. PARTICULARS OF PUBLIC BODY

Postal Address:

The Information Officer

or

Corporate Deputy Information Officer
Private Bag X9181
Cape Town
8000

Telephone Number: (021) 400 1216
Fax Number: (021) 400 5900
E-mail: Andreas.Mokweni@capetown.gov.za

B. PARTICULARS OF REQUESTER/THIRD PARTY WHO LODGES THE INTERNAL APPEAL

- a) The particulars of the person who lodges the internal appeal must be given below.
- b) Proof of the capacity in which appeal is lodged, if applicable, must be attached.
- c) If the appellant is a third person and not the person who originally requested the information, the particulars of the requester must be given at "C" below.

Full Names and Surname:

Identity Number:

Postal Address:

.....

Telephone Number:

Fax Number:

E-Mail Address:

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

.....
.....
.....

C. PARTICULARS OF REQUESTER

This section must be completed ONLY if a third party (other than the requester) lodges the internal appeal

Full Names and Surname:.....

Identity Number:.....

D. THE DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED

Mark the decision against which the internal appeal is lodged with an “X” in the appropriate box.

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

E. GROUNDS FOR APPEAL

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

1. State the grounds upon which the internal appeal is based.

.....
.....
.....
.....
.....
.....

2. State any other information that may be relevant in considering the appeal.

.....
.....
.....

F. NOTICE OF DECISION ON APPEAL

You will be notified in writing of the decision on your internal appeal. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request

1. State the manner:.....
.....

2. Particulars of manner:.....
.....
.....

Signed atthis.....day of.....20....

.....
SIGNATURE OF APPELLANT

FOR DEPARTMENTAL USE

OFFICIAL RECORD OF INTERNAL APPEAL

Appeal received on:.....(date)
by
.....
(State rank, name and surname of Information Officer/ Deputy Information Officer)

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

OUTCOME OF APPEAL

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

NEW DECISION

.....
.....
.....
.....

DATE RELEVANT AUTHORITY.....

RECEIVED BY THE INFORMATION OFFICER / DEPUTY INFORMATION OFFICER
FROM THE RELEVANT AUTHORITY ON (date):