



## **CITY OF JOHANNESBURG MUNICIPALITY**

# **PAIA MANUAL**

**Prepared in terms of section 14 of the  
Promotion of Access to Information Act  
2000 [Act No. 2 of 2000] PAIA MANUAL**

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## **1. LIST OF ACRONYMS AND ABBREVIATIONS**

1.1 COJ	City of Johannesburg Metropolitan Municipality
1.2 City	City of Johannesburg Metropolitan Municipality
1.3 DIO:	Deputy Information Officer
1.4 IO:	Information Officer
1.5 MEs	Municipal Entities
1.6 MMC	Member of the Mayoral Committee
1.7 PAIA:	Promotion of Access to Information Act 2 of 2000
1.8 POPIA	Protection of Personal Information Act No. 4 of 2013
1.9 Regulator	Information Regulator

## 2. DEFINITIONS OF TERMS

**‘access fee’** means a fee prescribed for the purposes of reproduction, search, and preparation of access and, if applicable, postal fees;

**‘Act’** means the Promotion of Access to Information Act 2 of 2000 (PAIA)

**‘application’** means an application to a court for an appropriate relief after exhausting internal process;

**‘Constitution’** means the Constitution of the Republic of South Africa, 1996 (Act 1088 of 1996);

**‘court’** means-

(a) the Constitutional Court acting in terms of section 167 (6) (a) of the Constitution; or

(b) (i) a High Court or another court of similar status, or  
(ii) a Magistrate's Court, either generally or in respect of a specified class of decisions in terms of this Act, designated by the Minister, by notice in the Gazette, and presided over by a magistrate designated in writing by the Minister, after consultation with the Magistrates Commission, within whose area of jurisdiction-

(aa) the decision of the information officer or relevant authority of a public body or the head of a private body has been taken;

(bb) the public body or private body concerned has its principal place of administration or business; or

(cc) the requester or third party concerned is domiciled or ordinarily resident;

**‘head’** of or in relation to a private body means-

(a) in the case of a natural person, that natural person or any person duly authorised by that natural person;

(b) in the case of partnership, any partner of the partnership or any person duly authorised by the partnership;

(c) In the case of a juristic person-

(i) The chief executive officer or equivalent officer of the juristic person or any, person duly authorised by that officer; or

(ii) the person who is acting as such or any person duly authorised by such acting person;

(d) in the case of Political Party, the leader of that Political Party or any person duly authorised by that leader.

**‘information officer’** of, or in relation to, a public body-

(a) in the case of a national department, provincial administration, or organisational component-

(i) mentioned in Column 1 of Schedule I or 3 to the Public Service Act, 1994 (Proclamation I03 of 1994), means the officer who is the incumbent of the post bearing the designation

mentioned in Column 2 of the said Schedule 1 or 3 opposite the name of the relevant national department, provincial administration or organisational component or the person who is acting as such; or

(ii) not so mentioned, means the Director-General, head, executive director, or equivalent officer, respectively, of that national department, provincial administration, or organisational component, respectively;

(b) in the case of a municipality, means the municipal manager appointed in terms of section 82 of the Local Government: Municipal Structures Act, 1998 (Act 117 of 1998), or the person who is acting as such; or

(c) in the case of any other public body, means the chief executive officer, or equivalent officer, of that public body or the person who is acting as such;

**'internal appeal'** means an internal appeal refers to the process whereby a requester is dissatisfied with the decision of the information officer or in an instance where his/her request was ignored and no response given within 30 days / extended period of 30 days. An internal appeal must be lodged with the relevant authority where such process is applicable;

**'Minister'** means the Cabinet member responsible for the administration of justice;

**'official'** in relation to a public or private body, means-

(a) any person in the employ (permanently or temporarily and full-time or part-time) of the public or private body, as the case may be, including the head of the body, in his or her capacity as such; or

(b) a member of the public or private body, in his or her capacity as such;

**'PAIA'** means Promotion of Access to Information Act 2 of 2000

**'PAIA request form'** means the name given to the document submitted to a public or private body requesting access to information in terms of PAIA

**'person'** means a natural person or a juristic person;

**'personal information'** means information about an identifiable individual, including, but not limited to-

(a) information relating to the 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;

(b) information relating to the education or the medical, criminal or employment history of the individual or information relating to financial transactions in which the individual has been involved;

(c) any identifying number, symbol or other particular assigned to the individual;

(d) the address, fingerprints, or blood type of the individual;

(e) the personal opinions, views, or preferences of the individual, except where they are about another individual or about a proposal for a grant, an award, or a prize to be made to another individual;

- (f) correspondence sent by the individual that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
- (g) the views or opinions of another individual about the individual;
- (h) the views or opinions of another individual about a proposal for a grant, an award or a prize to be made to the individual, but excluding the name of the other individual where it appears with the views or opinions of the other individual; and
- (i) in the name of the individual where it appears with other personal information relating to the individual or where the disclosure of the name itself would reveal information about the individual, but excludes information about an individual who has been dead for more than 20 years;

**‘personal requester’** means a requester seeking access to a record containing personal information about the requester;

**‘private body’** means-

- (a) a natural person who carries or has carried on any trade, business, or profession, but only in such capacity;
- (b) a partnership which carries or has carried on any trade, business, or profession; or
- (c) any former or existing juristic person, but excludes a public body;

**‘public body’** means-

- (a) any department of state or administration in the national or provincial sphere of government or any municipality in the local sphere of government; or
- (b) any other functionary or institution when-
  - (i) exercising a power or performing a duty in terms of the Constitution or a provincial constitution; or
  - (ii) exercising a public power or performing a public function in terms of any legislation;

**‘record’** of, or in relation to, a public or private body, means any recorded information-

- (a) regardless of form or medium;
- (b) in the possession or under the control of that public or private body, respectively; and
- (c) whether or not it was created by that public or private body, respectively;

**‘records automatically available’** means records that can be accessed without a person having to request access in terms of PAIA

**‘relevant authority’** in relation to-

- (a) a public body referred to in paragraph (a) of the definition of ‘public body’ in the national sphere of government, means-
  - (i) in the case of the Office of the Presidency, the person designated in writing by the President;
    - or
  - (ii) in any other case, the Minister responsible for that public body or the person designated in writing by that Minister;

(b) a public body referred to in paragraph (a) of the definition of 'public body' in the provincial sphere of government, means-

(i) in the case of the Office of a Premier, the person designated in writing by the Premier; or

(ii) in any other case, the member of the Executive Council responsible for that public body or the person designated in writing by that member; or

(c) a municipality, means-

(i) the mayor;

(ii) the speaker; or

(iii) any other person designated in writing by the Municipal Council of that municipality.

**'request fee'** the fee that must be paid by the requester before a request can be processed

**'request for access'** in relation to-

(a) a public body, means a request for access to a record of a public body in terms of section II: or

(b) a private body, means a request for access to a record of a private body in terms of section 50;

**'requester'** in relation to-

(a) a public body, means-

(i) any person (other than a public body contemplated in paragraph (a) or (b) (i) of the definition of 'public body', or an official thereof) making a request for access to a record of that public body; or

(ii) a person acting on behalf of the person referred to in subparagraph (i);

(b) a private body, means-

(i) any person including but not limited to, a public body or an official thereof, making a request for access to a record of that private body; or

(ii) a person acting on behalf of the person contemplated in subparagraph (i);

**'third party'** in relation to a request for access to-

(a) a record of a public body, means 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-

(i) the requester concerned; and

(ii) a public body; or

(b) a record of a private body, means any person (including, but not limited to, a public body) other than the requester, but, for the purposes of sections 34 and 63, the reference to 'person' in paragraphs (a) and (b) must be construed as a reference to 'natural person';

**'working days'** means any days other than Saturdays, Sundays or public holidays, as defined in section 1 of the Public Holidays Act, 1994 (Act 36 of 1994).

### **3. INTRODUCTION**

The Promotion of Access to Information Act, 2000 [Act No.2 of 2000] (the Act) gives effect to the constitutional right of access to any information held by any public or private body that is required for the exercise or protection of any rights. The Act sets out the procedures attached to such a request.

Section 9 of the Act, however, recognises that such right to access to information is subject to certain justifiable limitations, for instance limitations aimed at:

- The reasonable protection of privacy
- Commercial confidentiality
- Effective, efficient and good governance.

Section 14 of the Act obliges public bodies to compile a Manual, which would assist a person to obtain access to information held by a public body and stipulates the minimum requirements a manual must comply with.

### **4. PURPOSE OF PAIA MANUAL**

This PAIA Manual is useful for the public to:

- 4.1 check the nature of the records which may already be available at COJ, without the need for submitting a formal PAIA request;
- 4.2 understand how to make a request for access to a record of the City of Johannesburg Municipality;
- 4.3 access all the relevant contact details of the persons who will assist the public with the records they intend to access;
- 4.4 know all the remedies available from COJ regarding request for access to the records, before approaching the Regulator or the Courts;
- 4.5 the description of the services available to members of the public from COJ, and how to gain access to those services;



## 5. LEGISLATIVE MANDATE OF CITY OF JOHANNESBURG MUNICIPALITY

5.1 The City of Johannesburg was established under the Local Government: Municipal Structures Act 117 of 1998.

5.2 The functions of the City of Johannesburg Municipality are contained in the following legislations:

- Administrative Adjudication of Road Traffic Offences Act, 1998 (Act No.46 of 1998)
- Audit Profession Act, 2005 (Act No.26 of 2005)
- Advertising on Roads and Ribbons Development Act 21 of 1994
- Basic Conditions of Employment Act,1997 (Act No:75 of 1997)
- Basic Guide: General Conditions of Contract for Construction Works (GCC 2004)
- Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003)
- Children's Act,2005 (Act No.38 of 2005)
- Code of Good Practice for employment and conditions of work for Special Public Works Programmes
- Code of good practise: Preparation, implementation and monitoring of employment equity plans
- Community Schemes Ombud Services Act,2011 (Act No.9 of 2011)
- Companies Act, 2008 (Act No. 71 of 2008)
- Companies Act Regulations
- Compensation for Occupational Injuries and Diseases Act, 1993 (Act No. 130 of 1993)
- Competition Amendment Act, 2000 (Act No. 39 of 2000)
- Construction Industry Development Board Act, 2000 (Act No.45 of 2000)
- Constitution of the Republic of South Africa,1996 (Act No.108 of 1996)
- Consumer Protection Act, 2008 (Act No. 68 of 2008)
- Control of Access to Public Premises and Vehicles Act, 1985 (Act No, 53 of 1985)
- Co-operatives Act,2005 (Act No.14 of 2005)
- Copyright Act, 1978 (Act No. 98 of 1978)
- Council for Built Environment Act, 2000 (Act No. 43 of 2000)
- Criminal Procedure Act, 1977 (Act No. 51 of 1977)
- Cultural Laws Amendment Act,2001 (Act No: 36 of 2001)
- Deeds Registries Amendment Act, 2013 (Act No.34 of 2013)
- Disaster Management Act, 2002 (Act No. 57 of 2002)
- Disaster Management Framework,2005
- Division of Revenue Act,2013 (Act No.2 of 2013)

- Electricity Act, 1987 (Act No.41 of 1987)
- Electricity Regulation Act,2006 (Act No.4 of 2006)
- Electronic Communications Amendment Act, 2014 (Act No.1 of 2014)
- Electronic Communications and Transactions Act,2002 (Act No.25 of 2002)
- Electronic Communications Security (Pty) Ltd Act, 2002 (Act No. 68 of 2002)
- Employment Equity Act, Code of Good Practise: Human Resource Policies and Practices
- Employment Equity Amendment Act, 2013 (Act No. 47 of 2013)
- Employment Equity Regulations
- Engineering Profession of South Africa, 2000(Act No.46 of 2000)
- Environmental Conservation Amendment Act, 2003 (Act No.50 of 2003)
- Environmental Management Act, 1998 (Act No.107of 1998)
- Expropriation Amendment Act, 1992 (Act No. 45 of 1992)
- Explosives Act, 2003 (Act No.15 of 2003)
- Firearms Control Act, 2000 (Act No.60 of 2000)
- Gauteng Planning and Development Act, 2003 (Act No.3 of 2003)
- General and Further Education and Training Quality Assurance Act, 2001 (Act No. 58 of 2001)
- Generally Recognised Accounting Practice
- Guidelines for the Implementation of Labour Intense Infrastructure Projects under the expanded Public Works Programme, 3rd Edition 2015
- Health Professions Act ,1974 (Act No. 56 of 1974)
- Housing Amendment Act, 2001 (Act No.4 of 2001)
- Housing Code
- Housing Consumer Protection Measures Act, 1998 (Act No.19 of 1998)
- Housing Development Agency Act,2008 (Act No.23 of 2008)
- Income Tax Act, 1962 (Act No. 58 of 1962)
- Infrastructure Development Act, 2014 (Act No.23 of 2014)
- Intergovernmental Fiscal Relations Act, 1997 (Act No.97 of 1997)
- Intergovernmental Relations Framework,2005 (Act No. 13 of 2005)
- Labour Relations Amendment Act, 2012 (Act No. of 2012)
- Labour Relations Regulations
- Local Government: Municipal Finance Act, 2003 (Act No.56 of 2003)
- Local Government: Municipal Systems Act, 2000 (Act No.32 of 2000)
- Medicines and Related Substances Control Amendment Act, 1991 (Act No.94 of 1991)
- Minimum Information Security Standards
- Minimum Physical Security Standards

- Municipal Finance Management Act, Circular No.68
- Municipal Finance Management Act, Circular No.76
- Municipal Investment and Municipal PPP Regulations – Gazette No.27431, 1April 2005
- Municipal Property Rates Act, 2004 (Act No. 6 of 2004)
- Municipal Regulations on Minimum Competency Levels- Gazette No.29967
- Municipal Regulations – Financial Misconduct
- Municipal Supply Chain Management Regulations Gazette No.27636, 30 May 2005
- National Building Regulations and Building Standards Act, 1977 (Act No. 103 1977)
- National Environmental Management Act, 1998 (Act No. 107 of 1998)
- National Environmental Management Act: Air Quality Act, 2004 (Act No.39 of 2004)
- National Environmental Management: Protected Areas Act, 2003 (Act No. 57 of 2003)
- National Environmental Management: Waste Act, 2008 (Act No. 59 of 2008)
- National Health Amendment Act, 2013 (Act No.12 of 2013)
- National Heritage Resources, Act 1999 (Act No.25 of 1999)
- National Housing Code
- National Small Business Amendment Act,1996 (Act No. 102 of 1996)
- National Strategic Intelligence Act, 1994 (Act No. 39 of 1994)
- National Qualifications Framework Act, 2008 (Act No. 67 of 2008)
- Nursing Act, 2005 (Act No.33 of 2005)
- Occupational Health and Safety Act, 1993 (Act No. 81 of 1993)
- Pharmacy Amendment Act, 2000 (Act No.1 of 2000)
- Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000)
- Prevention and Combating of Corrupt Activities Act,2004 (Act No.12 of 2004)
- Prevention of Illegal Evection from and Unlawful Occupation of Land Act, 1998 (Act No.19 of 1998)
- Private Security Industry Levies Act, 2002 (Act No. 23 of 2002)
- Private Security Industry Regulation Act,2001 (Act No. 56 of 2001)
- Promotion of Access to Information Act, 2000 (Act. 2 of 2000)
- Promotion of Administrative Justice Act, 2000 (Act No. 3 of 2000)
- Promotion of Equality & Unfair Discrimination Act, 2000 (Act No.4 of 2000)
- Protected Disclosures Act, 2000 (Act No.26 of 2000)
- Protection of Information Act, 1982 (Act No. 84 of 1982)
- Protection of Personal Information, 2013 (Act No. 4 of 2013)
- Regulation of Interception of Communications and Provision of Communication-Related Information Act, 2002(Act No. 70 of 2002)
- Rental Housing Act,1999 (Act No.50 of 1999)
- Skills Development Act,1998 (Act No.97 of 1998)

- Skills Development Levies Act, 1999 (Act No. 9 of 1999)
- Social Housing Act, 2008 (Act No. 16 of 2008) South African Police Services Act, 1995 (Act No. 68 of 1995)
- Spatial Planning and Land Use Management Act, 2013 (Act No. 16 of 2013)
- State Information Technology Agency Amendment Act, 2002 (Act No. 38 of 2002)
- Telecommunications Act, 1996 (Act No. 103 of 1996) Trespass Act, 1959 (Act No. 6 of 1959)
- Tourism Act, 2014 (Act No. 3 of 2014)
- Unemployment Insurance Contributions Act, 2002 (Act No. 2002)
- World Heritage Convention Act, 1999 (Act No. 49 of 1999)

## **6. STRUCTURE OF THE CITY OF JOHANNESBURG METROPOLITAN MUNICIPALITY**

6.1 Structurally, as provided for in section 151 (1) and (2) of the Constitution, a metropolitan municipality is a category A municipality and has executive and legislature arms; and whose authority is vested in the Municipal Council i.e. The Executive Mayor, Members of Mayoral Committee, the City Manager and the Section 57 Managers.

6.2 CoJ is governed through the Mayoral Executive system - which allows for the exercise of executive authority through an executive mayor, in whom the executive leadership of the municipality is vested; and who is assisted by a mayoral committee, as provided for by section 7 (b) of the Municipal Structures Act, 1998.

### **6.3 The objectives of a municipality are as defined in section 152(1) of the constitution:**

- 6.3.1 to provide democratic and accountable government for local communities;
- 6.3.2 to ensure the provision of services to communities in a sustainable manner;
- 6.3.3 to promote social and economic development;
- 6.3.4 to promote a safe and healthy environment; and
- 6.3.5 to encourage the involvement of communities and community organisations in the matters of local government.

### **6.4 The Administration and Municipal Manager:**

- 6.4.1 In the provisions of the Structures Act section 55, Systems Act section 82, and MFMA section 60; the administration of local government is headed by the municipal manager as the accounting officer of the municipality.
- 6.4.2 Section 55 (1) of the Systems Act indicates that as head of administration, the municipal manager of a municipality is subject to the policy directions of the municipal council, and is responsible and accountable for:

- 6.4.3.1 the formation and development of an economical, effective, efficient and accountable administration that is equipped for the implementation of the IDP, municipal performance system and respond to the needs of the local communities;
- 6.4.3.2 the management of the municipality's administration in accordance with the systems act and other legislation applicable to the municipality;
- 6.4.3.3 the management of service delivery and its performance management system;
- 6.4.3.4 the management of staff subject to relevant government legislation and practices and advising the political structures and political office bearers of the municipality on such issues;
- 6.4.3.5 managing communications between the municipality's administration and its political structures and political office bearers and carrying out the political decisions;
- 6.4.3.6 the administration and implementation of the legislation applicable to and developed by the municipality;
- 6.4.3.7 facilitating community participation in the affairs of the municipality and implanting a system to assess satisfaction levels.

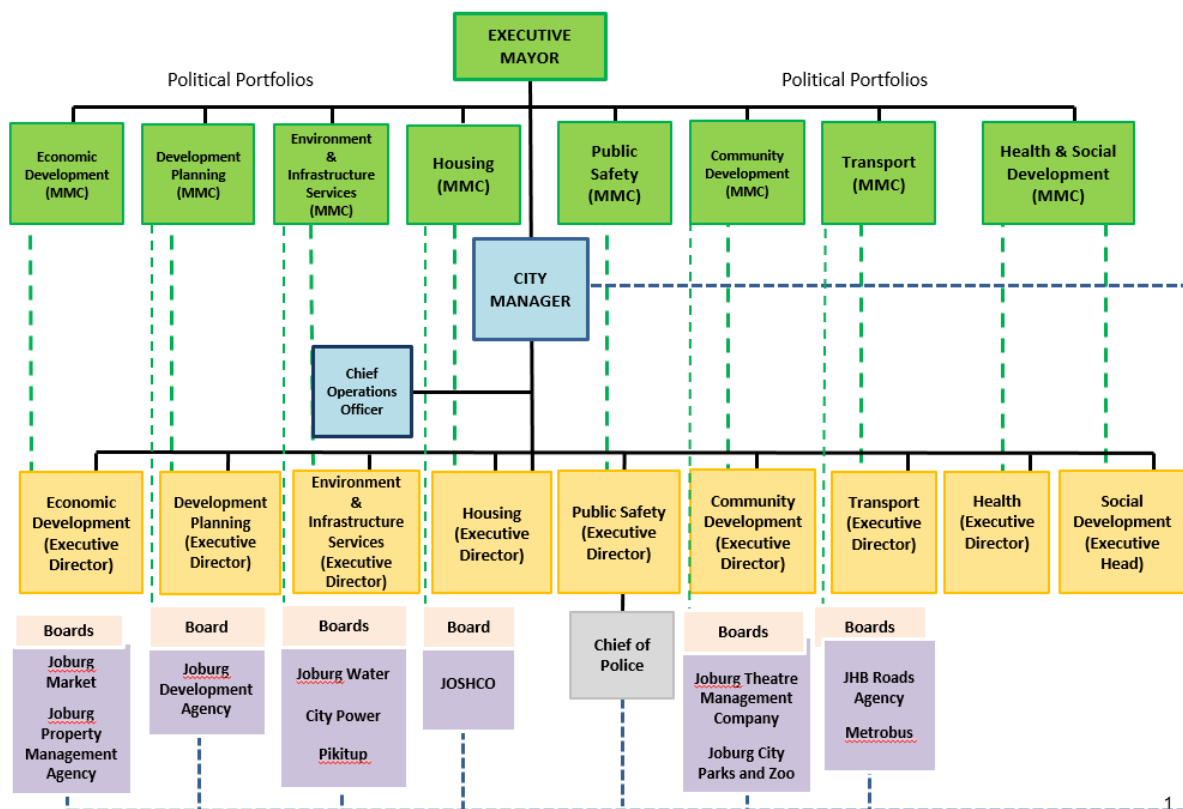
6.5 As accounting officer of the municipality the municipal manager is responsible and accountable for (section 55, (2)):

- 6.5.1 all income and expenditure of the municipality;
- 6.5.2 all assets and the discharge of all liabilities of the municipality; and
- 6.5.3 proper and diligent compliance with applicable municipal finance management legislation.

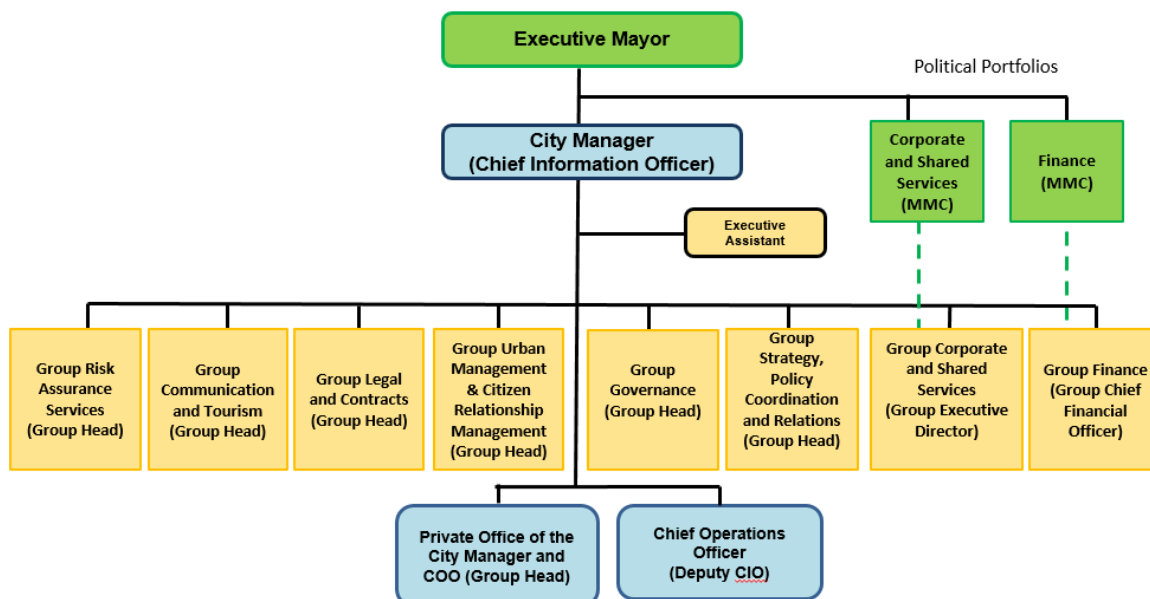
**6.6 Municipal Entities (ME's):**

- 6.6.1 The ME's were created as separate companies. These entities are wholly owned by the City and primarily provide services originally provided by Council. The ME model defines the relationship between the ME's and the City as follows:
  - 6.6.2.1 ME's are owned by the City as shareholder;
  - 6.6.2.2 The City maintains policy and implementation direction while allowing company boards and management to exercise relative independence in the execution of their guardian duties; and
  - 6.6.2.3 Oversight by MMC's and line departments ensures closer alignment within the portfolio concerned.

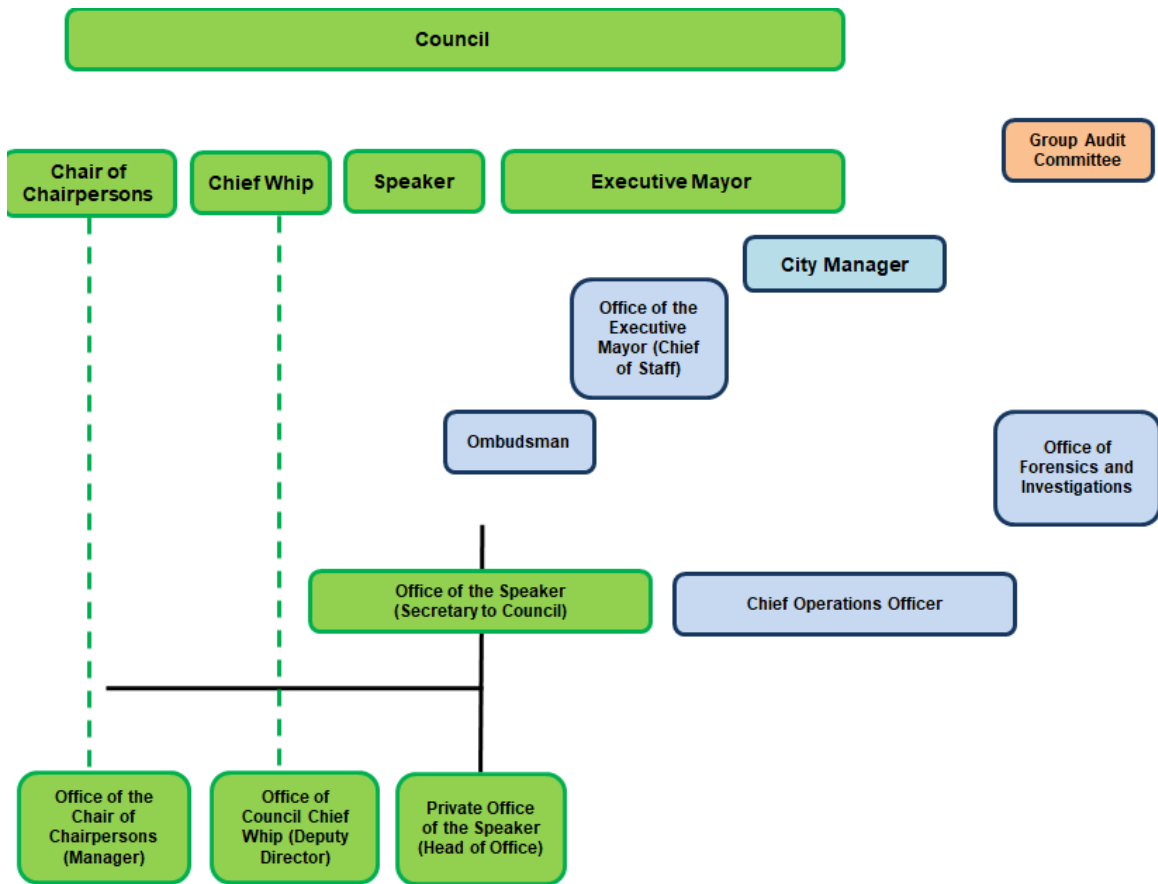
## 6.7 COJ LINE FUNCTIONS REPORTING TO CITY MANAGER, MES AND RELEVANT POLITICAL



## 6.8 OFFICE OF THE CITY MANAGER, GROUP FUNCTIONS AND RELEVANT POLITICAL PORTFOLIOS



6.9 HIGH LEVEL STRUCTURE OF POLITICAL OFFICES



## **7 KEY CONTACT DETAILS FOR ACCESS TO INFORMATION IN THE CITY OF JOHANNESBURG MUNICIPALITY (COJ) (HEAD OFFICE)**

### **7.1 Chief Information Officer**

Name: Bryane Maduka  
Acting City Manager

Tel: 011 407-7300

Email: [CityManager@joburg.org.za](mailto:CityManager@joburg.org.za)

Fax number: 011 403-1012

Physical Address: City of Johannesburg Municipality  
158 Civic Boulevard, Braamfontein  
Johannesburg

Postal Address: City of Johannesburg  
P.O. Box 1049  
Johannesburg  
2000

### **7.2 Deputy Information Officer**

Name: Thembisa Zwane

Tel: 011 407-6930

Fax Number: 086 450 7676

Physical Address: City of Johannesburg Municipality  
158 Civic Boulevard, Braamfontein  
Johannesburg

### **7.3 Access to Information general contact details**

Email Address: [Accesstoinfo@joburg.org.za](mailto:Accesstoinfo@joburg.org.za)

Web Site Address: [www.joburg.org.za](http://www.joburg.org.za)



## **8 CONTACT DETAILS FOR ACCESS TO INFORMATION IN MUNICIPAL ENTITIES (MEs)**

8.1 COJ Municipal Entities listed below should in terms of the legislation produce their own manual as to section 14 of PAIA and should be responsible for managing requests made under The Act for information they hold.

### **8.2 Details of Municipal Entities**

#### **8.2.1 Johannesburg City Power**

Information Officer: Ms Tshifularo Mashava

Deputy Information Officer: Mashudu Munyai

Tel: 011 490 7563

Fax Number: 011 490 7736

Physical Address: 40 Heronmere Road, Reaven, 2016

Website Address: [www.citypower.co.za](http://www.citypower.co.za)

#### **8.2.1 Johannesburg Water**

Information Officer: Ntshavheni Mukwevho

Deputy Information Officer: Ntshavheni Mukwevho

Tel: 011 688 1411

Fax Number:

Physical Address: Turbine Hall, 65 Ntemi Mpilisp Street, Newtown

Website Address: [www.jwater.co.za](http://www.jwater.co.za)

#### **8.2.2 Pikitup, Johannesburg**

Information Officer: Bukelwa Njingolo (MD)

Deputy Information Officer: Norman Manetja

Tel: 087 357 1031

Fax Number: 011 712 5322

Physical Address: 66 Jorissen Place, Jorissen Street, Braamfontein, 2001

Website Address: [www.pikitup.co.za](http://www.pikitup.co.za)

### **8.2.3 City Parks and Zoo**

Information Officer: Mr Bryne Maduka  
Deputy Information Officer: Ayanda Shongwe  
Tel: 011 712 6674  
Fax Number:  
Physical Address: 40 De Korte Street, Braamfontein, 2001  
Website Address: [www.jhbcityparksandzoo.com](http://www.jhbcityparksandzoo.com)

### **8.2.4 Johannesburg Roads Agency**

Information Officer: Dr Tshepo Mahanuke  
Deputy Information Officer: Phumla Majola  
Tel: 011 491 5744  
Fax Number:  
Physical Address: 75 Helen Joseph Street, cnr Harrisson Street, Johannesburg,  
Website Address: [www.jra.org.za](http://www.jra.org.za)

### **8.2.5 Johannesburg Development Agency**

Information Officer: Mr Mokgema Mongane (CEO)  
Deputy Information Officer: Mr Rodney Shirinda  
Tel: 011 688 7891/ 7850  
Fax Number: 011 688 7899  
Physical Address: The Bus Factory No.3, Helen Joseph Street, Newtown,  
Johannesburg, 2000  
Website Address: [www.jda.org.za](http://www.jda.org.za)

### **8.2.6 Johannesburg MetroBus**

Information Officer: Ms Xoliswa Mhlongo (MD)  
Deputy Information Officer: Mr Goodwill Shivuri  
Tel: 011 403 4300  
Fax Number:  
Physical Address: 1 Raides Road, Braamfontein, 2001  
Website Address: [www.mbus.joburg.org.za](http://www.mbus.joburg.org.za)

### **8.2.7 Johannesburg Civic Theatre**

Information Officer: Xoliswa Nduneni-Ngema (CEO)  
Deputy Information Officer: Justine Lipson  
Tel: 011 877-6831  
Fax Number:  
Physical Address: 163 Civic Boulevard, Braamfontein, 2001  
Website Address: [www.joburgtheatre.com](http://www.joburgtheatre.com)

### **8.2.8 Johannesburg Fresh Produce Market**

Information Officer: Ms Leanne Williams  
Deputy Information Officer: Mr Boy Manqoba Ngubo  
Tel: 011 992 8058 / 8000  
Fax Number: 011 613 7381  
Physical Address: 4 Fortune Road, City Deep, Johannesburg 2049  
Website Address: [www.joburgmarket.co.za](http://www.joburgmarket.co.za)

### **8.2.9 City of Joburg Property Company**

Information Officer: Ms Helen Botes  
Deputy Information Officer: Mr Tshepo Mokataka  
Tel: 010 219 9025  
Fax Number: 010 219 9400  
Physical Address: 33 Hoof Street, Forum 1, Braam Park, Braamfontein 2017  
Website Address: [www.jhbproperty.co.za](http://www.jhbproperty.co.za)

### **8.2.10 Johannesburg Tourism Company**

Information Officer: Thato Davidson (Acting CEO)  
Deputy Information Officer: Nomvula Pirusent / Leonard Moloto  
Tel: 011 888 3525  
Fax Number:  
Physical Address: Sandton Library, Cnr West and Rivonia Road, Mandela Square,  
Sandton 2196  
Website Address: <https://www.sandtontourism.com>

### 8.2.11 Johannesburg Social Housing Company

Information Officer: Mr Molapane Mothotoana

Deputy Information Officer:

Tel: 011 406 7300

Fax Number: 011 404 3001

Physical Address: 61 Juta Street, Braamfontein, Johannesburg 2001

Website Address: [www.joshco.co.za](http://www.joshco.co.za)

## 9 SUBJECTS AND CATEGORIES OF RECORDS HELD BY THE CITY OF JOHANNESBURG METROPOLITAN MUNICIPALITY

9.1 Under the Promotion of Access to Information Act the City of Johannesburg is required to state what records it holds. Given the wide range of services provided, this listing of records is constantly being updated and may change over time. The method of managing records in the City of Johannesburg is in accordance with national archive requirements.

9.2 It should be noted that inclusion in the following list of records does not mean that the files or records are necessarily accessible under the Promotion of Access to Information Act. The Act prohibits a public body from allowing access, and/or allows the public body to refuse access, to certain types of information. Chapter 4 of the Act deals with the grounds for refusal of access to records.

<b>Subjects on which the body holds records</b>	<b>Categories of records held on each subject</b>
1. Legislation	Policy, Parliamentary Legislation and Regulations, Provincial Legislation and Regulations, Council By-laws, Council Regulations
2. Organisation and Control	Policy, Functions, Survey to ascertain extension demands and systems Investigation, Establishment of new Section / Office, Delegation of Authority, Office Instructions, Records Control, Privatisation, Grading of Local Authority, Meetings of Heads, Service Delivery Monitoring.

3. Council and Council Matters	Policy, Elections, Meetings, Matters concerning Councillors.
4. Staff	Policy, Posts Control, Determination of Conditions of Service, Vacancies and Appointments, Training and Qualification, Financials, Termination of Services, Staff Control, Staff Evaluation and Grading, Staff Returns and Statistics, Labour Relations, Productivity, Long Service Awards
5. Finance	Policy, Estimates, Evaluations, Taxes, Loans, Tariffs, Subsidies Received, Deposits, Funds and Levies, Investments Claims, Settlement of Accounts, Grants and Pension Fund: Councillors, Collection of Money, Insurance, Accounting Responsibility, Financial Assistance, Losses / Thefts, Banking information, Reports and Returns.
6. Domestic Supplies and Services	Policy, Domestic Supplies, Domestic Services, Canteens and Caterers and Refreshments.
7. Buildings and Grounds	Buildings – Acquisition, Allocation / Accommodation for Regions / Utilities and Agency; Maintenance; Grounds – Acquisition and Maintenance
8. Tenders, Quotations and Contracts	Policy, Specific Tenders and Quotations, Specific Contracts.
9. Reports and Returns	Policy, Reports – Annual Reports (Council, Regions and Utilities and Agencies); Monthly Reports and Quarterly Reports.
10. Publicity and Information	Policy, Own Publicity and Information, Press / TV and Radio Reports, Brochures and Newsletters, Sights, Emblem of the Council, Publicity by other bodies: Control, and Information: Other Bodies.
11. Festivals and Social Matters	Policy, Speeches, Festivals, Social Matters
12. Composition and Meetings of Bodies and Other Gatherings	Policy, Routine Correspondence, Minutes Reports and Policy Decisions.
13. Legal Matters	Policy, Legal Opinions and Court / Council Decision, Appointments, Claims, Prosecutions.
14. Licences and Permits	Policy, Licences - Trade Licences, Vehicle Licences, Occupational Licences; Permits
15. Town Planning and Control	Policy, Town Planning Schemes, Establishment of Townships, Control of Township

16. Essential Services	Policy, Water, Electricity, Roads and Streets, Sewerage, Sanitation, Cemetery and Crematorium.
17. Community Services	Policy, Health, Education, Traffic Control, Library Services, Housing, Civic Centre, Parks, Gardens and Open Spaces; Sports and Recreation, Bus Transport, Market, Provision and Management of Fire Brigade and Ambulance Services; Abattoir, Pounds; Social Services, Religion and Churches, Heritage, Arts and Culture; Civil Defence.

## 10 SECTION 10 GUIDE ON HOW TO USE PAIA

10.1 The information Regulator must update and make available the existing guide that has been compiled and published by the South African Human Rights Commission (SAHRC) on how to use PAIA. The guide is available from their offices and online on their website. The following contact details can be used to request a copy of the guide from the Information Regulator:

### **National Head Office**

**Postal Address:** P.O. Box 31533

Braamfontein

2017

**Physical Address:** The Information Regulator (South Africa)

JD House

27 Stiemens Street

Braamfontein

Johannesburg

2001

**Email:** [PAIA.IR@justice.gov.za](mailto:PAIA.IR@justice.gov.za)

**Website:** <https://www.justice.gov.za/inforeg/index.html>

## **11 THE OBJECTIVES OF PAIA**

11.1 The Promotion of Access to Information Act, 2000 [Act No.2 of 2000] (the Act) gives effect to the constitutional right of access to any information held by any public or private body that is required for the exercise or protection of any rights. The Act sets out the procedures attached to such a request.

11.2 PAIA was enacted: -

- to give effect to the constitutional right of access to –
- any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights; and
- to give effect to the constitutional obligations of the State, which is to promote a human's right culture and social justice.

11.3 PAIA promotes: -

- transparency
- accountability, and
- effective governance of all public and private bodies

11.4 PAIA educates and empowers everyone to understand their rights and to understand the functions and operations of public bodies so that they can: -

- effectively scrutinize and participate in decision-making by public bodies that affect their rights

## **12 ACCESS TO RECORDS**

12.1 Section 11(1) of PAIA makes it an obligation for a public body to grant access to the record if;

12.1.1 the requester complies with all the procedural requirements relating to a request for access to that record and

12.1.2 access to that record does not fall under any of the grounds of refusal.

## 13 REQUEST FOR INFORMATION PROCEDURE

### 13.1 Where can members of the public apply for access to information in terms of the Act?

A request for access to a record can be made directly in the Office of the Deputy Information Officer (DIO) based in Metropolitan Centre, 2<sup>nd</sup> Floor, Council Chamber Wing Link in Braamfontein. They can also be made at the City of Johannesburg's Regional Customer Service Centres. These are a walk-in facility deployed throughout the City's Regions.

Requests can be sent to the DIO's Office by using the following contact details:

**Email address :** [accesstoinfo@joburg.org.za](mailto:accesstoinfo@joburg.org.za);

**Fax number:** 086 450 7676.

Requests can also be made telephonically by calling 011 407 6930 / 6004 or electronically on COJ E-Services Portal

<http://eservices.joburg.org.za/joburg/eservices>.

### 13.2 Why access to information?

13.2.1 The public requires information for different reasons and every effort should be made to provide the requested information without recourse to the Act. However, in cases where there is reasonable doubt whether the information should be made available to the customer, the customer should be informed of the right to make a formal request for this information in terms of the Act.

13.2.2 Where requested information cannot be provided over the counter, a customer should always be:

13.2.2.1 Informed of his/her right to make a formal request under the Act.

13.2.2.2 Informed of the fact that certain types of requests for information may be refused.

13.2.2.2 Informed of his/her right to appeal if a request is initially refused.

13.3 In South Africa the right to access information is protected and upheld in the Promotion of Access to Information Act, 2000 (PAIA) and the Protection of Personal Information Act ( POPIA).



### **13.4 Making a request for information in terms of the Act**

13.4.1 If there is a reasonable belief that the information cannot be made available over the counter, the requester should be informed of his/her rights to make a formal request.

13.4.2 A requester who wishes to make a formal request can do so by completing a PAIA Request Form 2 and submitting it at the Office of the Deputy Information Officer through email, fax or hand delivery. The PAIA Request Form 2 is attached as Annexure B.

13.4.3 A customer can also visit a Revenue Customer Account Interface Centre (Annexure E: Regions A – G offices) where a Customer Relationship Agent will assist by providing a Form. The A Form can be completed and submitted to the Agent who will then forward it to the Deputy Information Officer.

13.4.4 Alternatively, a request can be submitted telephonically by calling the Office of the Deputy Information Officer for assistance.

### **14 If a request is granted**

The requested information must be made available to the requester within 30 days. Reasonable effort should be made to provide information in the format that has been specified by the requester.

### **15 If a request is refused**

The Act allows certain types of requests for information to be refused. If a request is refused in terms of the Act, the requester must be informed of the reason/s, the relevant sections of the Act used and the right to appeal against the decision.

### **16 Ground of refusal of access to information**

The following are the grounds for refusal in terms of the Act, which an Information Officer can rely on to refuse access to a record:

- Mandatory protection of privacy of third party who is a natural person
- Mandatory protection of certain records of South African Revenue Services

- Mandatory protection of commercial information of the 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 interest and financial welfare of the Republic and commercial activities of public bodies
- Mandatory protection of research information of third party, and protection of research information
- Operations of public bodies
- Manifestly frivolous or vexatious request, or substantial and unreasonable diversion of resources

17 These grounds, however, need to be weighed against whether despite the existence of these grounds, public interest would override the refusal and thus access must be granted. Some records which are protected from release can nevertheless be obtained if:

- All or some of it has already been released.
- If the information is more than 20 years old.
- If the person/s whose information is contained in the record consents to its release.
- If it is possible for the DIO to black out the parts of the record which are sensitive, the remaining parts of the record can be released
- The Act promotes the releasing of information by ensuring that even where records are protected, there are processes to ensure that they are not reasonably kept away from the public.

## 18 The right to appeal

18.1 If access is denied, the requester may lodge an appeal within 60 days using a PAIA Form 4 [Attached as Annexure C] and no fee is payable.

18.2 An appeal can be submitted to the Information Officer or the Deputy Information Officer who will transfer it to the Speaker of Council within 10 days.

18.3 A decision on the appeal shall be made within 30 days and the complainant will be informed of the decision.

## **19 DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE CITY OF JOHANNESBURG**

19.1 If the requester or third party is aggrieved by the decision of the Information Officer / Deputy Information Officer, he or she has the right to:

- lodge an internal appeal with the Speaker of Council;
- complain to the Information Regulator; or
- apply to court for relief.

### **19.2 Internal Remedies**

19.2.1 A requester may lodge an internal appeal against a decision of the Information Officer or Deputy Information Officer for refusal to grant access to the records or failure to disclose records.

19.2.2 In order to appeal against any decision(s) made by the Information Officer or Deputy information Officer, a requester or third party must lodge an internal appeal by completing Form 4 [Annexure C]

### **19.3 Period within which to lodge an appeal**

19.3.1 An Internal Appeal form must be delivered or sent to the Information Officer or Deputy information Officer's address. It can also be fax or mailed:

19.3.1.1 within 60 days after the decision was taken,

19.3.1.2 within 30 days after notice is given to the third party of the decision appealed against or, if notice to the appellant is not required, after the decision was taken.

19.3.2 The Information Officer or Deputy information Officer will then in terms of PAIA, forward it to the office of the Speaker, within ten (10) days, together with –

- his or her reasons for the decision concerned; and
- the name, postal address, phone and fax number and electronic mail address, whichever is available, of any third party that must be notified of the request, in terms of section 47 (1) of PAIA.

19.3.3 The Office of the Speaker may, upon good cause shown, allow the late lodging of the internal appeal. However, if the Office of the Speaker is not satisfied with the reasons advanced for late lodging of the appeal, the request will be disallowed on written notice to the person that lodged the internal appeal.

19.3.4 The Office of the Speaker will process and decide on the internal appeal within thirty (30) days from the date in which the internal appeal was received by the Information Officer or Deputy Information Officer.

## **20 External Remedies**

### **20.1 The Information Regulator:**

- A requester or third party may only submit a complaint to the Information Regulator after that requester or third party has exhausted the internal appeal procedure against a decision of the Information Officer / Deputy Information Officer.
- A complaint to the Information Regulator by a requester or third party must be lodged within 180 days of receipt of the decision from the body and must be submitted using a prescribed Form 5 [ Annexure D].

### **20.2 The Court:**

- The decision made by the Office of the Speaker, pertaining to any of the decisions the requester or third party is aggrieved by, is final and the requester or third party may, by way of an application, within 180 days apply to a court for appropriate relief.

## **21 PRESCRIBED FEES**

### **21.1 It is important to note the following:**

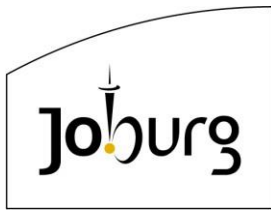
- Only to apply the Act if records required are not available over the counter in COJ Departments or on COJ website.
- A Request Fee of R100.00 as well as an Access Fee of R1.50 cents per A4 copy will be charged.
- The Deputy Information Officer may request a deposit before the request is actioned.

21.2 Clients, who have any difficulty in completing the request application form, may contact the Deputy Information Officer for assistance.

21.3 **Exemptions:** Certain people are exempt from paying any fees to a public body in terms of PAIA. They include:-

- Personal requesters
- A single person who's annual income is less than R14 712 per year
- Married persons whose annual income is less than R27 192 per year
- Where the cost of collecting any fee charged exceeds the amount charged, such fee does not apply.

**ANNEXURE A**



a world class African city

**“FORM D”**

**AUTOMATICALLY AVAILABLE RECORDS AND ACCESS TO SUCH RECORDS:**

**(Section 15 of the Promotion of Access to Information Act, 2000) (Act 2 of 2000)**

**[Regulation 5A]**

DESCRIPTION OF CATEGORY OF RECORDS AUTOMATICALLY	MANNER OF ACCESS TO RECORDS (e.g. website)
AVAILABLE IN TERMS OF SECTION 15(1)(a) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000	(Section 15(1)(b))
<b>FOR INSPECTION IN TERMS OF SECTION 15(1)(a)(i)</b>	
<ol style="list-style-type: none"> <li>1. Application for township establishment, and</li> <li>2. Application for rezoning or consent use, in terms of the Town Planning and Townships Ordinance, 1986</li> <li>3. Tariffs and rates as determined by the City of Johannesburg in terms of section 10 G of the Local Government Transitional Act, 1993 and the Local Authorities Rating Ordinance, 1977</li> <li>4. By-laws that are adopted by the City of Johannesburg in terms of the Municipal Systems Act, 2000.</li> <li>5. Valuation roll in terms of the Local Authorities Rating Ordinance, 1977</li> </ol>	
<b>FOR PURCHASING IN TERMS OF SECTION 15(1)(a)(ii):</b>	
<ol style="list-style-type: none"> <li>1. Council Agendas and Minutes</li> <li>2. Rezoning and consent use applications</li> <li>3. Valuation Certificates</li> <li>4. Valuation Rolls</li> <li>5. Building Plans</li> <li>6. Site Plans</li> <li>7. Geographic Information [other than general public information]</li> </ol>	<p>Available for copying Available for copying</p> <p>To be printed To be printed</p> <p>Available for copying / owner’s consent required – ID Document and Rates Account required</p> <p>Available for copying</p>

**AVAILABLE FREE OF CHARGE IN TERMS OF SECTION 15(1)(a)(iii):**

1. Integrated Development Plans [IDP]	Available from the City's Website
2. Spatial Development Framework	Available from the City's Website
3. City's Budget	Available from the City's Website
4. Growth and Development Strategy (GDS)	Available from the City's Website
5. Service Charter	Available from the City's Website
6. Annual Reports	Available from the City's Website
7. Service Delivery Agreements (SDAs)	Available from the City's Website
8. Service Delivery & Implementation Budget Strategies (SDBIP)	Available from the City's Website
9. Human Development Strategy	Available from the City's Website
10. Councillor contact Information	Available from the City's Website
11. City management contact Information	Available from the City's Website
12. Departmental structures and Information	Available from the City's Website
13. Regional Structures and Information	Available from the City's Website
14. City By-laws	Available from the City's Website
15. City Policies	Available from the City's Website
16. Traffic fines	Available from the City's Website
17. City tariffs	Available from the City's Website
18. Valuations	Available from the City's Website
19. Electronic Accounts	Available from the City's Website
20. Electronic Map System / Geo-Information System (GIS)	Available from the City's Website
21. Building Plans Progress	Available from the City's Website
22. Public notices	Available from the City's Website
23. Press releases	Available from the City's Website
24. State of the City Address	Available from the City's Website
25. Tenders and Quotations	Available from the City's Website
26. Rates and Taxes	Available from the City's Website
27. Application Processes	Available from the City's Website
28. Vacancies	Available from the City's Website
29. Council Information	Available from the City's Website
30. Council Committee	Available from the City's Website
31. Council Code of Conduct	Available from the City's Website
32. Register of Council Declaration of Interests	Available from the City's Website
33. Council Year Planner	Available from the City's Website
34. Student Council	Available from the City's Website
35. Clinics	Available from the City's Website
36. Libraries	Available from the City's Website
37. Recreation Centres	Available from the City's Website
38. Swimming Pools	Available from the City's Website
39. Customer Service Centres and Pay points	Available from the City's Website
40. Conference Facilities and Halls	Available from the City's Website
41. City Departments	Available from the City's Website
42. Municipal Entities (MEs)	Available from the City's Website
43. City Structure	Available from the City's Website
44. Application Forms (Pensioners on property rates, tender application forms, etc...)	Available from the City's Website

The City of Johannesburg is constantly reviewing information that can be made available and improving its own internal access to information.

Please always ask if a record can be made available before making a formal request under the Act.

**Annexure B: Request Form 2**

**FORM 2**

**REQUEST FOR ACCESS TO RECORD**

[Regulation 7]

Note:

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

**To** \*The Information Officer  
The Deputy Information Officer: Tel: 011 407 6930 Cell: 082 776 3804  
Thembisa Zwane Email: [acesstoinfo@joburg.org.za](mailto:acesstoinfo@joburg.org.za)  
Metro Centre, 2<sup>nd</sup> Floor Council Wing Chamber Fax: 086 450 7676  
158 Civic Boulevard, BRAAMFONTEIN, 2001  
P.O. Box 1049, Johannesburg, 2000

Mark with "X"

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

**PERSONAL INFORMATION**

Full names						
Identity number						
Capacity in which request is made <i>(when made on behalf of another person)</i>						
Postal Address						
Street Address						
Email address						
Contact numbers	Tel (w)		Facsimile		Cell	
Full names of person on whose behalf request is made <i>(if applicable)</i>						
Identity number						
Postal Address						
Street Address						
Email address						
Contact numbers	Tel (w)		Facsimile		Cell	
<b>PARTICULARS OF RECORD REQUESTED</b>						
<i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located (if the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>						
Description of						

record or relevant part of the record	
Reference number, if available	
Any further particulars of record:	
<b>TYPE OF RECORD</b> <i>(Mark the applicable box with an "X")</i>	
Record is in written or printed form	
Record comprises virtual images (this includes photographs, slides, video recordings, Computer-generated images, sketches, etc)	
Records consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

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

<b>MANNER OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private <i>body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information (including soundtracks if possible)	
Preferred language: (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)	

<b>PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED</b> <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	



Explain why the record requested is required for the exercise or protection of the aforementioned right:	

<b>FEES</b>	
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	

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

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

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

.....  
*Signature of requester / person on whose behalf request is made*

**FOR OFFICE USE**

REFERENCE NUMBER:	
Request received by: (State Rank, Name and Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

.....  
*Signature of Information Officer*

**FORM 4**

**LODGING OF AN INTERNAL APPEAL**

[Regulation 9]

Reference No. ....

<b>PARTICULARS OF PUBLIC BODY</b>						
Name of Public Body						
Name and Surname of Information Officer						
<b>PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL</b>						
Full name						
Identity Number						
Postal Address						
Contact Numbers	Tel (W)		Facsimile		Cell	
Is the internal appeal lodged on behalf of another person?				Yes	No	
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: (Proof of the capacity in which appeal is lodged, if applicable, must be attached.)						
<b>PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED</b> <i>(If lodged by a third party)</i>						
Refusal of request for access						
Decision regarding fees prescribed in terms of section 22 of the Act						
Decision regarding the extension of the period within which the request must be dealt with in terms of section 26 (1) of the Act						
Decision in terms of Section 29 (3) of the Act to refuse access in the form requested by the requester						
Decision to grant request for access						
<b>GROUND FOR APPEAL</b>						
<i>(If the provided space is inadequate, please continue on a separate page and attach it to this form. All the additional pages must be signed.)</i>						
State the grounds on which the internal appeal is based						
State any other information that may be relevant in considering the appeal						

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

Postal Address	Facsimile	Electronic Communication <i>(Please specify)</i>

Signed at ..... this ..... Day ..... 20

.....

.....

*Signature of Appellant /Third Party*

**FOR OFFICE USE  
OFFICIAL RECORD OF INTERNAL APPEAL**

Appeal received by (state rank, name and surname of Information officer)			
Date received			
Appeal accompanied by the reasons for the information officer’s decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer			Yes
			No
<b>OUTCOME OF APPEAL</b>			
Refusal of request for access. Confirmed?	Yes		New decision <i>(if confirmed)</i>
	No		
Fees (Sec 22). Confirmed?	Yes		New decision <i>(if confirmed)</i>
	No		
Extension (Sec 26(1)). Confirmed?	Yes		New decision <i>(if confirmed)</i>
	No		
Access (Sec 29 (3)). Confirmed?	Yes		New decision <i>(if confirmed)</i>
	No		
Request for access Granted. Confirmed?	Yes		New decision <i>(if confirmed)</i>
	No		
	No		

Signed at ..... this ..... Day of ..... 20

.....

.....

**Relevant Authority**

**FORM 5**

**REQUEST FOR ACCESS TO RECORD**  
[Regulation 10]

TO: The Information Regulator  
 P.O. Box 31533  
 Braamfontein  
 2017  
 E-mail Address: [infoREG@justice.gov.za](mailto:infoREG@justice.gov.za)  
 Tel Number: +27 (0) 10 023 5200

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

**Complainant personally**

**Representative of complainant**

**Third party**

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

FOR INFORMATION REGULATOR'S USE ONLY				
Received by: (Full Name)				
Position:				
Signature:				
Complaint accepted:	Yes		No	
Reference Number:				

Date Stamp

Postal Address	Facsimile	Other electronic communication (Please specify)

PART A PERSONAL INFORMATION OF COMPLAINANT			
Full names:			
Identity Number:			
Postal Address:			
Street Address:			
E-mail Address:			
Contact Numbers:	Tel: (B):		Facsimile
	Cellular:		
PART B REPRESENTATIVE INFORMATION <i>(Complete only if you will be represented. A power of Attorney must be attached if complainant is represented, failing which the complaint will be rejected)</i>			
Full names of representative:			
Nature of representation:			
Identity number/Registration number			
Postal Address:			
Street Address:			
E-mail Address:			
Contact Numbers:	Tel: (B):		Facsimile
	Cellular:		
PART C THIRD PARTY INFORMATION <i>(Please attach letter of authorization)</i>			
Type of body:	Private		Public
Name of public/private body:			
Registration number (if any):			

Name, surname and title of person authorized to lodge complaint:			
Postal Address:			
Street Address:			
E-mail Address:			
Contact Numbers:	Tel: (B):		Facsimile
	Cellular:		

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

Type of body:	Private		Public	
Name of public/private body:				
Registration number (if any):				
Name, surname and title of person you dealt with at the public or private body to try to resolve your complaint or request to access of information:				
Postal Address:				
Street Address:				
E-mail Address:				
Contact numbers:	Tel: (B):		Facsimile	
	Cellular:			
Reference Number given (if any):				

**PART E  
COMPLAINT**

*Tell us about the steps you have taken to try to resolve your complaint (Complaints should first be submitted directly to the public body for response and possible resolution; there are limited exceptions)*


Date on which request for access to	
-------------------------------------	--

records submitted:				
Please specify the nature of the right(s) to be exercised or protected, if a complainant is against a private body:				
Have you attempted to resolve the matter with the organisation?	Yes		No	
If yes, when did you receive it? (Please attach the letter to this application)				
Did you appeal against a decision of the information officer of the public body	Yes		No	
If yes, when did you lodge an appeal?				
Have you applied to Court for appropriate relief regarding this matter?	Yes		No	
If yes, please indicate when was the matter adjudicated by the Court? Please attach Court Order, if there is any.				
<b>PART F</b>				
<b>DETAILED TYPE OF ACCESS TO RECORDS</b>				
<i>(Please select one or more of the following to describe your complaint to the Information Regulator)</i>				
Unsuccessful appeal: (Section 77A(2)(a) or section 77A(3)(a) of PAIA)	<i>I have appealed against the decision of the public body and the appeal is unsuccessful</i>			
Unsuccessful application for condonation: (Sections 77A(2)(b) and 75(2) of PAIA)	<i>I filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed.</i>			
Refusal of a request for access: (Section 77A(2)(c)(i) or 77A(2)(d)(i) or 77A(3)(b) of PAIA)	<i>I requested access to information held by a body and that request was refused or partially refused.</i>			
The body requires me to pay a fee and I feel it is excessive: (Section 22 or 54 of PAIA)	<i>Tender or payment of the prescribed fee.</i>			
	<i>The tender or payment of a deposit.</i>			
Payment of the deposit: (Section 22(4) of PAIA)	<i>The information officer refused to repay a deposit paid in respect of a request for access which is refused.</i>			
Disagree with time extension: (Section 26 or 57 of PAIA)	<i>The body decided to extend the time limit for responding to my request, and I disagree with the requested time limit extension or</i>			

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



**PART G  
EXPECTED OUTCOME**

How do you think the information Regulator can assist you? Describe the result or outcome that you seek.


**PART H  
AGREEMENTS**

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

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

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

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

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

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

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

\_\_\_\_\_  
*Complainant/Representative/Authorised person of Third party*

## **ANNEXURE E: Revenue Customer Interface Offices**

### **Revenue Customer Interface**

#### **Region A**

##### **Midrand Customer Service Centre:**

300 Fifteenth Road, Randjespark, Midrand  
Office hours: Monday to Friday 07:30am to 15:30pm  
Every Tuesday: 09:00am – 15:30pm  
Every Saturday: 07:30am – 12:30pm

##### **Rabie Ridge Customer Service Centre**

Corner Koraan & Kraai Avenue, Rabie Ridge  
Office hours: Monday to Friday 07:30am to 15:30pm  
Every Tuesday: 09:00am – 15:30pm

##### **Ivory Park Customer Service Centre 1:**

ERF 4326, Makaya Drive, Ivory Park  
Office hours: Monday to Friday 07:30am to 15:30pm  
Every Tuesday: 09:00am – 15:30pm

##### **Ebony Park Customer Service Centres**

1605 Acacia Street, Ebony Park  
Office hours: Monday to Friday 07:30am to 15:30pm  
Every Tuesday: 09:00am – 15:30pm

##### **Mayibuye Customer Service Centre**

Stand 2328, Commercial Ext. 34, Mayibuye  
Office hours: Monday to Friday 07:30am to 15:30pm

##### **Diepsloot Customer Service Centre:**

383 Ngonyama Road, Diepsloot  
Office hours: Monday to Friday 07:30am to 15:30pm  
Every Tuesday: 09:00am – 15:30pm

#### **Region B**

##### **Randburg Customer Service Centre:**

Corner Bram Fischer & Jan Smuts Roads, Randburg.  
Office hours: Mon, Tues, Wed and Friday 07:30am to 15:30pm  
All Saturdays: 07:30am – 12:30pm  
Every Thursday: 09:00am – 15:30pm

##### **Claremont Rent Office:**

100 Clement Street, Claremont.  
Office hours: Mon, Tues, Wed and Friday 07:30am to 15:30pm  
Every Thursday: 09:00am – 15:30pm

##### **Riverlea Customer Service Centre**

Colaradi Drive, Riverlea  
Office hours: Mon, Tues, Wed and Friday 07:30am to 15:30pm  
Every Thursday: 08:30am – 15:30pm

#### **Region C**

##### **Civic Centre Customer Service Centre:**

Civic Centre, 100 Christiaan de Wet Road, Florida Park

Office hours: Mon, Wed, Thurs and Friday 07:30am to 15:30pm  
Every Tuesday: 09:00am – 15:30pm  
Every Saturday: 07:30am – 12:30pm

**Hall – Roodepoort customer Service Centre**

62 Berlandina Streets, Roodepoort  
Office hours: Mon, Wed, Thurs and Friday 07:30am to 15:30pm  
Every Tuesday: 09:00am – 15:30pm  
Every Saturday: 07:30am – 12:30pm

**Region D**

**Dobsonville Customer Service Centre**

2332 Luthuli Street, (next to Kopanong Hall), Dobsonville  
Office hours: Monday to Friday 07:30am to 16:00pm  
Saturdays: 08:00am – 16:00pm  
Sundays: 08:00am – 13:00pm

**Jabulani Civic Centre:**

1 Koma Road, Jabulani Soweto  
Office hours: Monday to Friday 07:30am to 16:00pm  
Saturdays: 08:00am – 16:00pm  
Sundays: 08:00am – 13:00pm

**Zola Customer Service Centre**

3700 Masizakhe Street, Zola  
Office hours: Monday to Friday 07:30am to 16:00pm  
Saturdays: 08:00am – 16:00pm  
Sundays: 08:00am – 13:00pm

**Moroka/Jabavu Customer Service Centre**

1235 Phera Street, Jabavu/Moloka  
Office hours: Monday to Friday 07:30am to 16:00pm  
Saturdays: 08:00am – 16:00pm  
Sundays: 08:00am – 13:00pm

**Senaoane Customer Service Centre**

448 Mabalane Street, Senaoane  
Office hours: Monday to Friday 07:30am to 16:00pm  
Saturdays: 08:00am – 16:00pm  
Sundays: 08:00am – 13:00pm

**Chiawelo Customer Service Centre**

989 Tshabuse Street, Chiawelo  
Office hours: Monday to Friday 07:30am to 16:00pm  
Saturdays: 08:00am – 16:00pm  
Sundays: 08:00am – 13:00pm 56

**Protea North Customer Service Centre**

299/49 Kunene Street, Protea North  
Office hours: Monday to Friday 07:30am to 16:00pm  
Saturdays: 08:00am – 16:00pm  
Sundays: 08:00am – 13:00pm

**Orlando East Customer Service Centre**

1425 Sofasonke Street, Orlando East  
Office hours: Monday to Friday 07:30am to 16:00pm  
Saturdays: 08:00am – 16:00pm  
Sundays: 08:00am – 13:00pm

**Diepkloof Admin Office:**

1729 Talani Street, Zone 1, Diepkloof  
Office hours: Monday to Friday 07:30am to 16:00pm  
Saturdays: 08:00am – 16:00pm  
Sundays: 08:00am – 13:00pm

**Meadowlands 47 Customer Service Centre**

293 Portion 7, Hekpoort Circle  
Meadowlands, Zone 2  
Office hours: Monday to Friday 07:30am to 16:00pm  
Saturdays: 08:00am – 16:00pm  
Sundays: 08:00am – 13:00pm

**Orlando West Customer Service Centre**

8299 Pela Street, Zola  
Office hours: Monday to Friday 07:30am to 16:00pm  
Saturdays: 08:00am – 16:00pm  
Sundays: 08:00am – 13:00pm

**Pimville Customer Service Centre**

2943/50 Modjadji Street, Pimville Zone 2.  
Office hours: Monday to Friday 07:30am to 16:00pm  
Saturdays: 08:00am – 16:00pm  
Sundays: 08:00am – 13:00pm

**Mofolo Customer Service Centre**

666 Roodepoort Road, Zondi  
Office hours: Monday to Friday 07:30am to 16:00pm  
Saturdays: 08:00am – 16:00pm  
Sundays: 08:00am – 13:00pm

**Region E**

**Sandton Civic Centre:**

137 Daisy Street, corner Daisy and Grayston Drive, Sandton, 2196  
Office hours: Tues, Wed, Thursday and Friday 07:30am to 15:30pm  
Every Monday: 08:30am – 15:30pm  
Every Saturday: 07:30am – 12:30pm

**Alexandra Community Centre:**

Corner 8th Avenue & Roosevelt Street, Alexandra  
Office hours: Tues, Wed, Thursday and Friday 07:30am to 15:30pm  
Every Monday: 09:00am – 15:00pm

**Modderfontein Customer Service Centre**

Thornhill Street, Thornhill Estates  
Office hours: Tues, Wed, Thursday and Friday 07:30am to 15:30pm  
Every Monday: 09:00am – 15:00pm

**Region F**

**Thuso House Customer Service Centre**

61 Jorissen Street, Braamfontein  
[Entrance at Stiemens Street, back of the Building]  
Office hours: Mon, Tues, Thurs and Friday 07:30am to 18:00pm  
Every Wednesday: 09:00am – 18:00pm  
Every Saturday: 08:30 – 12:00pm

**Metropolitan Civic Centre:**

158 Civic Boulevard, Braamfontein  
Office hours: Monday to Friday 07:30am to 15:30pm  
Monday of the month: 08:30am – 15:30pm

**Reuven Customer Service Centre**

40 Heronmere Road, Booyens

Office hours: Mon, Tues, Thurs and Friday 07:30am to 18:00pm

Every Wednesday: 09:00am – 18:00pm

**Eureka Customer Service Centre**

Cnr Glenroy and Pioneer Roads, Pioneer Park

Office hours: Mon, Tues, Thurs and Friday 07:30am to 18:00pm

Every Wednesday: 09:00am – 18:00pm

**CJ Cronje Building**

80 Loveday Street, Johannesburg

Office hours: Mon, Tues, Thurs and Friday 07:30am to 18:00pm

Every Wednesday: 09:00am – 18:00pm

**South Hills Housing:**

Corner Lindley & Geneva Streets, South Hills

Office hours: Mon, Tues, Thurs and Friday 07:30am to 18:00pm

Every Wednesday: 09:00am – 18:00pm

**Vrededorp Customer Service Centre**

3 Sonneblom street, Vrededorp

Office hours: Mon, Tues, Wed and Friday 07:30am to 15:30pm

Every Wednesday: 09:00am – 18:00pm

**Region G****Lenasia Civic Centre:**

Corner Rose Avenue & Eland Street, Lenasia.

Office hours: Tues, Wed, Thurs and Friday 07:30am to 15:30pm

Every Monday: 09:00am – 15:30pm

Every Saturday: 07:30 – 12:30pm

**Corobrick Customer Service Centre**

Corobrick Complex, K43 Road, Lenasia South East

Office hours: Tues, Wed, Thurs and Friday 07:30am to 15:30pm

Every Monday: 09:00am – 15:30pm

Every Saturday: 07:30 – 12:30pm

**Lenasia South Customer Service Centre**

Corner Wellington and Wimbledon Road, Lenasia South

Office hours: Tues, Wed, Thurs and Friday 07:30am to 15:30pm

Every Monday: 09:00am – 15:30pm

Every Saturday: 07:30 – 12:30pm

**Orange Farm Customer Service Centre****Orange Farm Rent Office**

15747, Extension 4, Orange Farm

Office hours: Tues, Wed, Thurs and Friday 07:30am to 15:30pm

Every Monday: 09:00am – 15:30pm

**Ennerdale Customer Service Centre:**

Corner Katz & Smith Walk Roads, Ennerdale Ext. 9

Office hours: Monday to Friday 07:30am to 15:30pm

Thursday of the month: 08:30am – 15:30pm

**Eldorado Park Customer Service Centre**

Civic Centre, 4046 Link Crescent Avenue

Eldorado Park Ext 5

Office hours: Monday to Friday 07:30am to 15:30pm

Thursday of the month: 08:30am – 15:30pm

## **ANNEXURE F: Prescribed Fee Structure**

### **FEE STRUCTURE**

#### **Fees in Respect of Public Bodies**

Item	Description	Amount
1.	The request fee payable by every requester	R100.00
2.	Photocopy of A4-size page	R1.50 per page or part thereof.
3.	Printed copy of A4-size page	R1.50 per page or part thereof.
4.	For a copy in a computer-readable form on: (i) Flash drive (to be provided by requester) (ii) Compact disc <ul style="list-style-type: none"><li>• If provided by requester</li><li>• If provided to the requester</li></ul>	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-sized page	R24.00
8.	Copy of an audio record on: (i) Flash drive (to be provided by requester) (ii) Compact disc <ul style="list-style-type: none"><li>• If provided by requester</li><li>• If provided to the requester</li></ul>	R40.00 R40.00 R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of:	R100.00 R300.00
10.	Deposit: If search exceeds 6 hours	One-third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any

**END**