



# LIMPOPO

**PROVINCIAL GOVERNMENT**  
REPUBLIC OF SOUTH AFRICA

**MANUAL**

**FOR**

**THE OFFICE OF THE PREMIER AS PRESCRIBED IN  
IN TERMS OF SECTION 14 OF THE PROMOTION OF ACCESS TO  
INFORMATION ACT, 2000 (ACT NO.2 OF 2000)**

SECOND EDITION  
2011

## CONTENTS

ITEM	DESCRIPTION	PAGE
1	Contents	1
2	Particulars in terms of Section 14	2
<b>A</b>	Functions and structure of the Office of the Premier (Section 14(1) (a))	2
i.	Functions of the Office of the Premier	3
ii.	A schematic diagram of the Office of the Premier	4
iii.	The structure of the Office of the Premier	5
<b>B</b>	Contact details of Information Officer and Deputy Information Officer (Section 14 (1) (b))	5
<b>C</b>	Section 10 Guide on how to use the Act (Section 14(1)(c))	6
<b>D</b>	Details to facilitate access to the records held by the Office of the Premier (Section 14 (1) (c))	6
i.	Records that may be requested [Section 14 (1) (d)]	6
ii.	The request procedure	6
iii.	Nature of records	7
<b>E</b>	Automatic Disclosure (categories of records which are available without a person having to request access in terms of the Act)	6
i.	For inspection (Section 15(1)(a)(i))	8
ii.	For purchasing (Section 15(1)(a)(ii))	8
iii.	For copying (Section 15(1)(a)(ii))	8
iv.	Free of charge 15(1)(a)(ii)	9
<b>F</b>	Services available	10
i.	Nature of services	10
ii.	How to gain access to the services	10
<b>G</b>	Arrangement allowing for public involvement in the formulation of policy and the exercise of power (Section 14(1)(g))	10
<b>H</b>	Remedies available if the provisions of the Act are not complied with [Section 14 (1) (f)]	11
3	Prescribed fees for public bodies	11
4	Prescribed forms for access to a record of the Office of the Premier	12

**2. PARTICULARS IN TERMS OF SECTION 14**

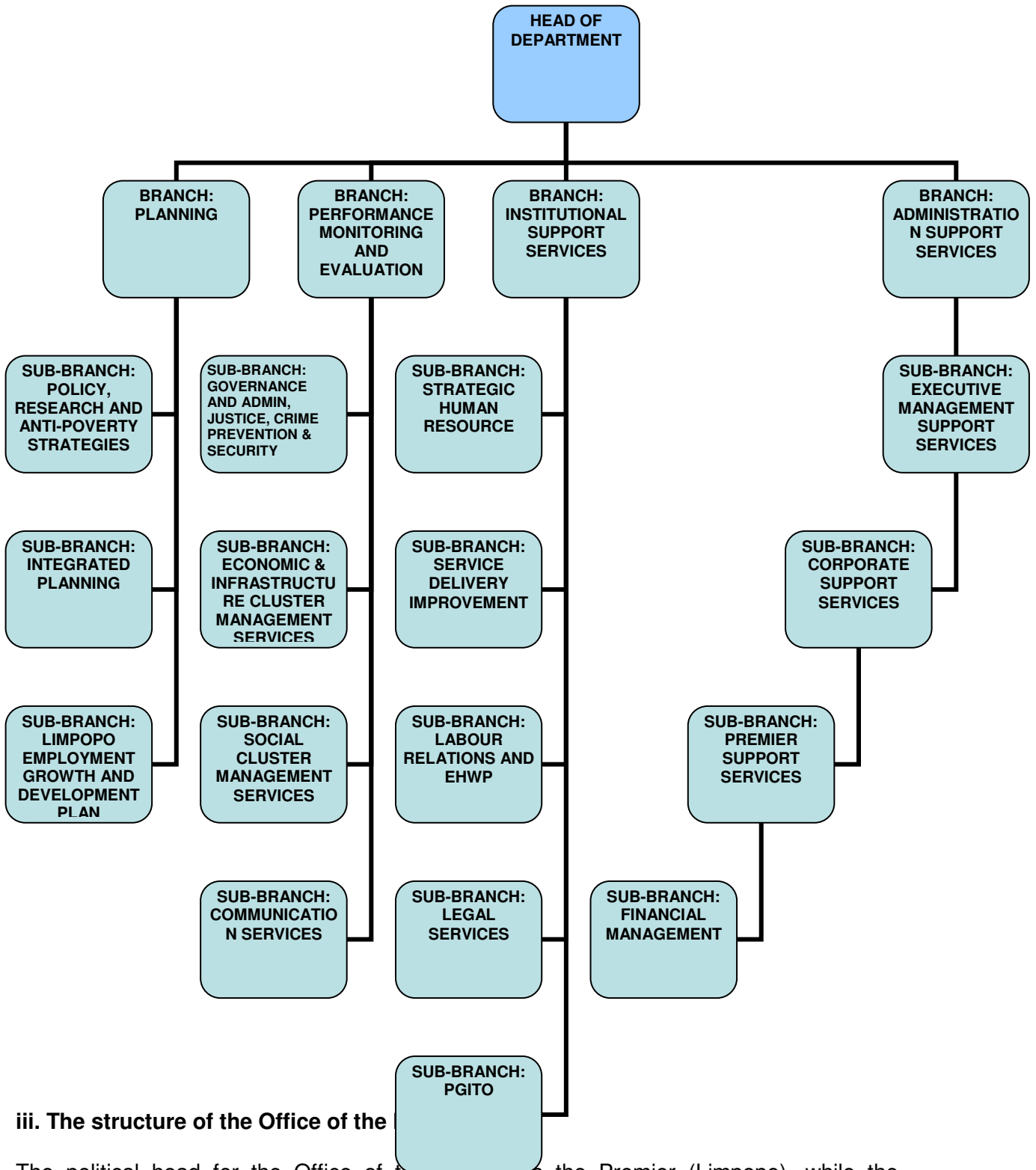
**A. The functions and the structure of the office of the Premier [Section 14 (1) a)**

**(i) The functions**

The functions of the Office of the Premier are:

- The management of policy development, research, and strategic guideline and direction to the implementation of provincial planning and Limpopo Employment Growth and Development Plan;
- The management of Performance Monitoring & Evaluation of service delivery in the province;
- The facilitation and coordination of the Institutional Support Services; and
- The provision of Administration Support Services.

ii. A schematic diagram of the structure of the Office of the Premier



iii. The structure of the Office of the Premier

The political head for the Office of the Premier is the Premier (Limpopo), while the administrative head (Accounting Officer) is the Director General.

The Office of the Premier's Provincial Office is in Polokwane- Limpopo Province.

**B. Contact details of the Information Officer / Deputy Information Officer [Section 14(1)(b)]**

<b>INFORMATION OFFICER</b>	<b>ADDRESS</b>
Director General	Private BagX9483 <b>POLOKWANE</b> 0700 Tel. No.: +27 15-287 6017/6060 Fax. No.: +27 15-291 4462 Email: <a href="mailto:paia@premier.limpopo.gov.za">paia@premier.limpopo.gov.za</a>
<b>DEPUTY INFORMATION OFFICER</b>	<b>ADDRESS</b>
Nkhensani Ngobeni	Private Bag X9483 <b>POLOKWANE</b> 0700 Tel.: No.: +27 15-287 6312/287 6000 Fax. : No.: +27 15 291 4046 Email: <a href="mailto:paia@premier.limpopo.gov.za">paia@premier.limpopo.gov.za</a>
General information:	Street Address: - 40 Hans Van Rensburg Street <b>POLOKWANE</b> 0700 Website: <a href="http://www.limpopo.gov.za">www.limpopo.gov.za</a>  Postal Address: - Private Bag x9483 <b>POLOKWANE</b> 0700  Telephone: +27 15 287 6000 Fax: +27 15 291 4046 +27 15 295 3840

**C. Section 10 Guide on how to use the Act (Section 14(1)(c))**

The Human Rights Commission has compiled a Guide in terms of Section 10 of the Promotion of Access to Information Act. The Guide contains information requires by a person wishing to exercise any right contemplated by the Promotion of Access to Information Act. The Guide is available for inspection at the Office of the Premier. Please direct any enquiries to:

Information Officer / Deputy Information Officer  
Office of the Premier  
Private Bag X9483  
**POLOKWANE**  
0700

Telephone +27 15 287 6312  
 Fax +27 15 291 4046  
 Website [www.limpopo.gov.za](http://www.limpopo.gov.za)  
 Email [paia@premier.limpopo.gov.za](mailto:paia@premier.limpopo.gov.za)

**D. Details to facilitate access to the records held by the Office of the Premier [Section 14(1)(d)]**

**(i) Records that may be requested [Sections 14(1)(d)]**

Description of the subjects on which the Office of the Premier holds and the categories of records held on each subject:

<b>SUBJECT</b>	<b>CATEGORIES OF RECORDS</b>
Planning Branch	- Provincial ICT Policies & systems - Memoranda of Understanding - Maps - Premier Advisory Council Minutes & decisions
Performance Monitoring & Evaluation	- Minutes and decisions of the clusters
Institutional Support	- Presidential and Premier's Hotline cases - Labour Relations Agreements - Job Evaluation Reports
Administration Support	- Human Resource Management Policies - Records Management Policies and procedures - Telecommunication Services Policy - Transport Policy - Risk, Security and Integrity Management Policies and Strategies - ICT Policy - Financial Management Policies - EXCO Decisions - Suppliers Database

**(ii) The request procedure**

**A requester may be given access to such records in the Office of the Premier if the requester complies with the following requirements: -**

- The requester complies with all the procedural requirements in the Act relating to the request for access to that record; and
- Access to that record is in terms of the requirements of the Promotion of Access to Information Act, (Act 2 of 2000).

**(iii) Nature of the request:**

- A requester must use the form that has been printed in the Government Gazette [Govt. Notice R 187- 15 February 2002] (Form A).

- The requester must also indicate if a copy of the record is required or seeks permission to come in and look at the record. Alternatively if the record is not a document it can then be viewed in the requested form, where possible [s 29(2)].
  - If a requester asks for access in a particular form then the requester should get access in the manner that has been asked for. This is unless doing so would interfere unreasonably with the running of the department, or damage the record, or infringe a copyright not owned by the state. If for practical reasons access cannot be given in the required form but in an alternate manner, then the fee will be calculated according to the way that the requester first asked for it [section 29(3) and (4)].
  - If, in addition to a written reply to their request for the record, the requester wants to be told about the decision in any other way, e.g. telephone, this must be indicated [s 18(2)(e)].
  - If a requester is asking for the information on behalf of somebody else, the capacity in which the request is being made should be indicated [section 18(2)(f)].
  - If a requester is unable to read or write, or has a disability, then he/she can make the request for the record orally. The information officer must then fill in the form on behalf of such a requester and give him/her a copy [section 18(3)].
- (iv) There are two types of fees required to be paid in terms of the Act, being the request fee and the access fee, section 22:**

A requester who seeks access to a record containing own personal information, is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:

- The information officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.
- The request fee is R35. The rest of the fees are reflected under paragraph 4.1 below. The requester may lodge an internal appeal, where appropriate, or an application to the court against the tender or payment of the request fee.
- After the information officer has made a decision on the request the requester must be notified of such a decision in the way in which the requester wanted to be notified in.
- If the request is granted then a further access fee must be paid for the search, preparation, reproduction, and postage if applicable and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

**E. Categories of records of the Office of the Premier which are available without a person having to request access in terms of this Act**

CATEGORIES	MANNER OF ACCESS TO RECORDS
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<b>1. FOR INSPECTION IN TERMS OF SECTION 15(1)(a) (i)</b>	
<ul style="list-style-type: none"> <li>1.1. Departmental Strategic Plans</li> <li>1.2. Annual Performance Plans</li> <li>1.3. Service Delivery Improvement Plans</li> <li>1.4. Quarterly reports</li> <li>1.5. Annual Reports</li> <li>1.6. Employment Equity Reports</li> <li>1.7. Approved Organizational structure</li> <li>1.8. Departmental File Plans</li> <li>1.9. Departmental procedures</li> <li>1.10. Citizens Reports</li> <li>1.11. Promotion of Access to Information Pamphlets</li> <li>1.12. Budget Speeches</li> <li>1.13. Domain Specific Service Delivery Standards</li> <li>1.14. Premier's speeches</li> <li>1.15. Circulars of advertised posts</li> <li>1.16. Public Service Application Forms (Z83)</li> <li>1.17. Journals and magazines</li> <li>1.18. News Letters</li> <li>1.19. Departmental Media statements</li> <li>1.20. Limpopo Employment Growth &amp; Development Strategy</li> <li>1.21. Library material (Legal &amp; Communication Services)</li> <li>1.22. State of the Province Address</li> <li>1.23. Labour Relations Agreements</li> <li>1.24. Memoranda of Understanding on IIR</li> </ul>	<p>The records may be inspected at the Office of the Deputy Information Officer as follows:</p> <p>Office of the Premier 40 Hans Van Rensburg Street (Mowaneng Building) <b>POLOKWANE,</b> 0699 Tel. No. 015 287 6312 Fax. No. 015 291 4046 Email address: <a href="mailto:paia@premier.limpopo.gov.za">paia@premier.limpopo.gov.za</a></p>
<b>2. FOR PURCHASING IN TERMS OF SECTION 15(a)( ii )</b>	
2.1. Bid Documents	The Bid Documents can be purchased at Office of the Premier: 40 Hans van Rensburg Street) Revenue & Budget Sub-Division, Office No. 10 - Ground Floor (Bodenstein Building)
<b>3. FOR COPYING IN TERMS OF SECTION 15(a) ( ii )</b>	
<ul style="list-style-type: none"> <li>3.1. Departmental Strategic Plans</li> <li>3.2. Annual Performance Plans</li> <li>3.3. Service Delivery Improvement Plans</li> <li>3.4. Quarterly reports</li> <li>3.5. Annual Reports</li> <li>3.6. Employment Equity Reports</li> <li>3.7. Approved Organizational Structure</li> <li>3.8. Departmental File Plans</li> <li>3.9. Departmental procedures</li> <li>3.10. Citizens Reports</li> <li>3.11. Promotion of Access to Information Manual</li> </ul>	<p>The records may be accessed for copying at the Office of the Deputy Information Officer as follows:</p> <p>Office of the Premier 40 Hans Van Rensburg Street (Mowaneng Building) <b>POLOKWANE,</b> 0699 Tel. No. 015 287 6312 Fax. No. 015 291 4046</p>

<ul style="list-style-type: none"> <li>3.12. Budget Speeches</li> <li>3.13. Domain Specific Service Delivery Standards</li> <li>3.14. Premier's speeches</li> <li>3.15. Circulars of advertised posts</li> <li>3.16. Public Service Application Forms (Z83)</li> <li>3.17. Journals and magazines</li> <li>3.18. News Letters</li> <li>3.19. Departmental Media statements</li> <li>3.20. Limpopo Employment Growth &amp; Development Strategy</li> <li>3.21. Library material (Legal &amp; Communication Services)</li> <li>2.22. State of the Province Address</li> <li>2.23. Labour Relations Agreements</li> <li>2.24. Memoranda of Understanding on IIR</li> </ul>	<p>Email address: <a href="mailto:paia@premier.limpopo.gov.za">paia@premier.limpopo.gov.za</a></p>
<p><b>4. FREE OF CHARGE IN TERMS OF SECTION 15(a)( iii )</b></p>	
<ul style="list-style-type: none"> <li>4.1. Journals and magazines</li> <li>4.2. News Letters</li> <li>4.3. State of the Province Address</li> <li>4.4. Departmental Events Calendar</li> <li>4.5. Public Service Application for Employment Forms (Z83)</li> <li>4.6. Departmental Media statements</li> </ul>	<p>The records may be accessed free of charge at the Office of the Deputy Information Officer as follows:</p> <p>Office of the Premier  40 Hans Van Rensburg Street  (Mowaneng Building)  <b>POLOKWANE</b>, 0699  Tel. No. 015 287 6312  Fax. No. 015 291 4046  Email address: <a href="mailto:paia@premier.limpopo.gov.za">paia@premier.limpopo.gov.za</a></p>

**F. Services available [Section 14(1)(f)]**

**i. Nature of services**

<b>SERVICES</b>		
<b>SPECIAL PROGRAMMES</b> Awareness on the rights of: - <ul style="list-style-type: none"> <li>• Children;</li> <li>• Women;</li> <li>• Disabled; and</li> <li>• Elderly persons</li> <li>• Youth (Bursaries, Internships, Learnership Programmes)</li> </ul>	<b>SERVICE DELIVERY</b> <ul style="list-style-type: none"> <li>• Thusong Service Centres</li> <li>• Monitoring of service standards</li> <li>• Management of service delivery complaints (Presidential &amp; Premier's Hotlines)</li> <li>• African Peer Review Mechanisms</li> </ul>	<b>ANTI-FRAUD AND CORRUPTION</b> <ul style="list-style-type: none"> <li>• Awareness about fraud &amp; Corruption.</li> <li>• Fraud and corruption cases</li> <li>• National Anti-Corruption Hotline.</li> <li>• Whistle blowing.</li> </ul>

**ii. How to gain access to these services**

To gain access to the services in the Office of the Premier, requests must be made to the Director General: Office of the Premier.

**The Director General: Office of the Premier**

Physical Address : 40 Hans Van Rensburg Street  
**POLOKWANE**  
 0699

Postal address : Private Bag x9483  
**POLOKWANE**  
 0700

Telephone : +27015 287 6000  
 Fax : +27015 291 4462  
 Website : [www.limpopo.gov.za](http://www.limpopo.gov.za)  
 E-mail : [paia@premier.limpopo.gov.za](mailto:paia@premier.limpopo.gov.za)

**G. Arrangements allowing for public involvement in the formulation of policy or the exercise of their rights or powers or performance of duties, by the Office through consultation, making representations or otherwise**

The Office of the Premier is committed to consult the members of public as widely as practically possible regarding its mandates.

The principle of consultation is made obligatory through the following mechanisms:

- Monthly public participation where the Premier meets the public;
- Presidential & Premier's Hotlines;
- Visits by members of public to the Office regarding Special Programmes and other queries etc.
- Advertisement of Internships, Learnerships and Bursaries.

**H. Remedies available if the provisions of this Act are not complied with [Section 14(1)(h)]**

Where a requester is not satisfied with any decision taken by the Information Officer/Deputy Information Officer in the Office of the Premier, a requester may appeal to the person (Appeal Structure) appointed by the Premier.

**3. PRESCRIBED FEES AS PRESCRIBED UNDER PART 11 OF NOTICE 187 IN THE GOVERNMENT GAZETTE ON 15 FEBRUARY 2002.**

1. The fee for a copy of the manual as contemplated in regulation 5(c) is R0, 60 for every Photocopy of an A4-size page or part thereof.
2. The fees for reproduction referred to in regulation 7(1) are as follows:

<b>DESCRIPTION</b>	<b>AMOUNT R</b>
(a) For every photocopy of an A4-size page or part thereof	0.60
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0.40
(c) For a copy in a computer-readable form on –	
(i) stiffy disc	5.00
(ii) compact disc	40.00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	22.00
(ii) For a copy of visual images	60.00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	12.00
(ii) For a copy of an audio record	17.00

3. The request fee payable by every requester, other than a personal requester, referred to in regulation 7(2) is R35, 00.
4. The access fees payable by a requester referred to in regulation 7(3) are as follows:

4.1.

<b>DESCRIPTION</b>	<b>AMOUNT R</b>

(a) For every photocopy of an A4-size page or part thereof	0.60
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0.40
(c) For a copy in a computer-readable form on -	
(i) stiffy disc	5.00
(ii) compact disc	40.00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	22.00
(ii) For a copy of visual images	60.00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	12.00
(ii) For a copy of an audio record	17.00
(f) To search for and prepare the record for disclosure, R15, 00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	

4.2. For purposes of section 22(2) of the Act, the following applies:

- (a) Six hours as the hours to be exceeded before a deposit is payable; and
- (b) one third of the access fee is payable as a deposit by the requester.

4.3. The actual postage is payable when a copy of a record must be posted to a requester.

## **5. FORMS PRESCRIBED FOR ACCESS TO RECORDS**

### **ANNEXURE B OF NOTICE 187 IN THE GOVERNMENT GAZETTE ON THE 15 FEBRUARY 2002**

#### **FORM A**

#### **REQUEST FOR ACCESS TO RECORD**

[Regulation 2]

<b>REQUEST FOR ACCESS TO RECORDS</b>	
<b>FOR DEPARTMENTAL USE</b>	Reference number:.....
Request received by: -	
Name:.....	
Rank:.....	
Date:.....	
Place:.....	
Request fee (if any):	R .....
Deposit (if any):	R .....
Access fee:	R .....
..... <b>SIGNATURE:</b>	
<b>INFORMATION OFFICER / DEPUTY INFORMATION OFFICER</b>	

**A. PARTICULARS OF PUBLIC BODY**

<b>INFORMATION OFFICER</b>	<b>ADDRESS</b>
The Director General	Private BagX9483 <b>POLOKWANE</b> 0700 Tel. No.: +27 15-287 6000 Fax. No.: +27 15-291 4462 Email: <a href="mailto:paia@premier.limpopo.gov.za">paia@premier.limpopo.gov.za</a> Website: <a href="http://www.limpopo.gov.za">www.limpopo.gov.za</a>
<b>DEPUTY INFORMATION OFFICER</b>	<b>ADDRESS</b>

Ms Ngobeni Nkhensani	Private Bag X9483 <b>POLOKWANE</b> 0700 Tell.: No.: +27 15 287 6312/287 6000 Fax. : No.: +27 15 291 4046 Email: <a href="mailto:paia@premier.limpopo.gov.za">paia@premier.limpopo.gov.za</a>
General information: (physical Address)	40 Hans Van Rensburg Street <b>POLOKWANE</b> 0700 Website: <a href="http://www.limpopo.gov.za">www.limpopo.gov.za</a>  Postal Address: - Private Bag x9483 <b>POLOKWANE</b> 0700  Telephone: +27 15 287 6000 Fax: +27 15 295 3840 or 291 4046

**B. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD**

<b>REQUEST FOR ACCESS TO RECORDS FORM</b>	
<b>SURNAME:</b>	
	<input type="text"/>
<b>FULL NAMES:</b>	
	<input type="text"/>
<b>IDENTITY NUMBER:</b>	
	<input type="text"/>
<b>POSTAL ADDRESS:</b>	.....
	.....
	.....
	.....

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



**F. Form of access to record**

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 hereunder, state your disability and indicate in which form the record is required.

Disability:	Form in which record is required:				
<p style="color: red; margin-top: 0;"><i>Mark the appropriate box with an "X".</i></p> <p><b>NOTES:</b></p> <p>(a) Your indication as to the required form of access depends on the form in which the record is available.</p> <p>(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.</p> <p>(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.</p>					
<p><b>1. If the record is in written or printed form -</b></p>					
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record		
<p><b>2. If record consists of visual images -</b></p> <p>(This includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</p>					
<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images*	<input type="checkbox"/>	transcription of the images*
<p><b>3. If record consists of recorded words or information which can be reproduced in sound -</b></p>					

	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)
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**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)
--	-------------------------	--	--	--	---

<p>*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?</p> <p><b>A postal fee is payable.</b></p>	YES	NO
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*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 would you prefer the record? :.....

**G. Notice of decision regarding request for access**

*You will be notified in writing whether your request has been approved/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.....

--	--	--	--	--	--	--	--	--	--

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