

PAIA POLICY AND PROCEDURE



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PROMOTION OF ACCESS TO INFORMATION (PAIA) POLICY

(In accordance with The Promotion of Access to Information Act 2 of 2000)

DR NDZ MUNICIPALITY

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1. Introduction/Foreword

The Constitution guarantees everyone the right to access information held by the Municipality and information held by private entities. National legislation (the Promotion of Access to Information Act 2 of 2000) was enacted to give life to this fundamental right. PAIA seeks to entrench a culture of accountability, transparency, and good governance and a respect for human rights in both the public and private sector.

To ensure that the objectives of the Act are realized and that the right to access information is a reality for all, PAIA places mandatory compliance requirements on both the public and private sector. PAIA requires that every public body to compile a manual in terms of section 14 to guide members of the public on how to obtain access to records held by public bodies.

Public institutions are charged with making and implementing decisions that have a bearing on the lives of South African citizens and constituents served by the various public bodies. Making their information available to the public is therefore critical in ensuring that the public is able to scrutinize their actions and hold them accountable on decisions taken and service delivery.

2. Purpose of the Policy

The purpose of the policy is to provide information to the public on services rendered by Dr NDZ local Municipality, records generated by Dr NDZ local Municipality and how members of the public can access services or records. The policy further provides information on the details of the information and deputy information officer and stipulates both the request and appeal procedures in terms of PAIA.

Noting the nature of the work of public entities; accountability and transparency are an essential requirement for sustaining democracy. This policy is therefore a critical tool to entrenching a culture of participatory democracy, informed public scrutiny and voluntary dissemination of information by public entities.

This policy therefore contains the following information

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- Services offered by DR NDZ local Municipality,
- What records Dr NDZ local Municipality holds
- **Records that are available on request and records that are available automatically**
- Who to contact if information needs to be obtained?
- An outline of the request procedure
- Remedies available

The public needs this information to be better informed about decisions DR NDZ local Municipality is taking on their behalf. It is through information sharing that our democracy can be entrenched, strengthened and nurtured.

3. Information and Deputy Information Officer's details

Information Officer:

Mr. N.C. VEZI

DR NDZ LOCAL MUNICIPALITY

PO Box 62, CREIGHTON, 3263

Tel: 039 8331038

Fax: 039 833 1179

Email: vezin@ndz.gov.za

Deputy information officer

Mr. S.J. Sondezi

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Email: sondezij@ndz.go.za

4. Description of Dr NDZ Municipality's Structure

Dr NDZ Local Municipality is made up to 15 Municipal Wards (with 15 Ward Councillors and 15 PRs), which overlap with the 10 existing traditional authority areas. There are six nodes of the Municipality (Creighton, Donnybrook, Underberg, Himeville and Bulwer) servicing the hinterland. All these nodes are underdeveloped. The growth of Creighton is further hampered by its location on a tertiary road R617 that links the Dr Nkosazana Dlamini Zuma Local Municipality with all other neighbouring municipalities of Ubuhlebezwe, Kokstad, Impendle and Msunduzi.

5. Description of Dr NDZ Local Municipality's functions

Dr NDZ Local Municipality has been classified as a Category B, which forms part of the Harry Gwala District Municipality Area (DC43) it, is located in the North West of Harry Gwala District Municipality. The main settlements in the Municipal area are Creighton, Bulwer, Donnybrook and traditional council (rural) areas. DR NDZ Local Municipality is 1970.24 km in extent and this equates to 16.4% of the Harry Gwala District Municipality total Land area. It is bounded by Richmond Local Municipality to the north, Impendle Local Municipality to the west, Ubuhlebezwe Local Municipality to the east and Umzimkhulu to the south. DR NDZ Municipality SDF identified a number of development nodes in the Municipal area which represent the areas of greatest potential. The NDZ SDF links these nodes to three levels of public investment and these are:

Level 1 investment indicates that attention should be given to the provision of basic services.

Level 2 Investments should be such that the use of the existing infrastructure is enhanced to meet the needs of the residents.

Level 3 Indicates active public investment to maximize the potential of the node

The NDZ SDF classified Creighton, Donnybrook, Bulwer, Underberg and Himeville as level 1, while all other nodes are classified as Level 2. However, in order to multiply

the effects of the high level of private investments which taken In the Creighton and Bulwer nodes it is to be classified as a level 2 investment node in the Dr NDZ SDF.

Administration

The administration of the Municipality is headed by the Municipal Manager. The Municipality has four administrative departments: each being headed by a Senior Manager. In addition, the Strategic Manager within the Office of the Municipal Manager is responsible for the efficient and effective operation of all departments.

Office of the Municipal Manager

The Office of the Municipal Manager is responsible for the following functions:

Strategic Support Services

Internal Audit.

Communication.

Public participation

Integrated and Development Planning

Development Planning – Responsibilities include the implementation the Municipality's Performance Management system as aligned to the Integrated Development Plan (IDP), and to monitor and report on the progress and implementation thereof.

Strategy and Support Services – Responsibilities include the facilitation of strategic forums among the family of municipalities within the district, some through the implementation of shared services. This also ensures the management of enterprise-wide risk, service excellence and performance management.

Internal Audit – Responsibilities include the provision of internal audit services to the Municipality as well as the coordination of the implementation of the internal audit service as a shared service within the district. The section also facilitates the external audit services required by the Municipality.

Communications – Responsibilities include corporate communications events and general marketing and maintenance of the profile of the Municipality. This section

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also acts as the vehicle for the realization of intergovernmental and cooperative governance structures and events.

DEVELOPMENT AND TOWN PLANNING SERVICES DEPARTMENT

LED and Tourism – Facilitation and coordination of activities and program mess that would yield shared economic growth and the extensive marketing of the Municipality.

The Development and Town Planning Services Department is responsible for the following functions:

- Town Planning
- Building Control
- Geographic Information System
- Business Licensing
- Local Economic Development, and
- Tourism

Town Planning responsibilities include:

- Preparation and review of the Municipal Spatial Development Framework (MSDF).
- Preparation and review of a series of lower order plans (such as Local Area Plans and Precinct Plans) aimed at translating the strategic intent of the Integrated Development Plan (IDP) and MSDF.
- Preparation and updating of the land use scheme.
- Providing spatial planning advise and input on land use development and land management.
- Identifying land for future development.
- Processing of Land Development Applications in terms of Spatial Planning and Land Use Management Act 16 of 2016 (SPLUMA)
- General land inquiries
- Enforcement of Spatial Planning and Land Use Management By-law

Building Control responsibilities include:

- General inquiries of building plans
- Conducting property inspection and investigation of complaints concerning building and plumbing related problems
- Scrutinizing building plans in accordance with the National Building Regulations and Building Standard Act 103 of 1977

- Archiving new and old building plans on the building plans management systems.
- Making recommendations on the approval of building plans, specifications, documents and any other information submitted in accordance with the National Building Regulations (NBR)
- Enforcement of the NBR
- Preparation of contravention reports to a Law Enforcer or to the Municipal Lawyers for prosecution in cases of contravention of the Act.
- Issuing of Occupation Certificates according to the National Building Regulations.

Geographic Information System (GIS)

GIS plays a crucial role in managing and analysing spatial data, connecting location-based information with other data for decision-making and problem-solving. GIS facilitates the visualization, analysis, and interpretation of geographic patterns and relationships, enabling informed choices across various fields.

Data Management and Visualization:

- GIS allows for the storage, retrieval, and management of spatial data, including maps, satellite imagery, and other location-based information.
- It enables the creation of maps and other visualizations to present complex spatial data in a clear and understandable way.
- This data can be integrated with other information, such as demographic data or environmental factors, to provide a comprehensive view of a location.

Spatial Analysis:

- GIS provides tools for analysing spatial patterns and relationships, such as identifying areas at risk from natural disasters, determining the best location for infrastructure, or understanding the spread of diseases.
- It allows for the calculation of distances, areas, and other spatial metrics, providing insights into location-based phenomena.

Decision-Making and Problem-Solving:

- By providing insights into spatial patterns and relationships, GIS supports decision-making in various sectors, including urban planning, environmental management, resource allocation, and disaster response.
- It helps identify problems, evaluate potential solutions, and monitor the impact of interventions.

Business Licensing responsibilities include:

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- Processing of Business license applications in terms of Businesses Act 71 of 1991
- Circulating application to all relevant departments for approval
- Inspection of businesses
- Issuing of contravention notices
- Raiding operations to businesses
- Disposing of expired goods

Local Economic Development (LED) responsibilities include:

- Review of Local Economic Development and Tourism Strategy
- Skills Empowerment
- SMME and Cooperatives Material and Equipment Support
- Participation in Development Programs in the District, Province and National: the Operational Vula Fund (KZNEDTEA), Thrive Informal Business Fund (HGDA) and IMEDP (DSBD).

Responsibilities of local Tourism

1. Tourism Development & Promotion

- Promote tourism destinations across Dr NDZ LM through marketing campaigns, events, digital platforms, and regional collaborations.
- Facilitate the growth of rural, adventure, eco- and cultural tourism within the municipality.
- Develop and implement local tourism initiatives aligned with the Tourism Month programme, heritage celebrations, and festivals such as Harry Gwala Summer Cup and Meander 2 Sani 4x4 experience.

2. Stakeholder Coordination & Support

- Work closely with Community Tourism Organisations (CTOs) such as SDCTO, local businesses, SMMEs, and hospitality stakeholders.
- Encourage the formation and compliance of local tourism forums.
- Offer capacity building, training, and information-sharing and compliance workshops for tourism stakeholders.

3. Tourism Compliance & Regulation

- Ensure that tour guides operating within the municipality are compliant with NPTR and Department of Economic Development, Tourism and Environmental Affairs (EDTEA) registration requirements.
- Monitor and support accommodation establishments to ensure they:
- Meet basic standards for service delivery.

- Possess valid business licences issued by the municipality.
- Are registered with Tourism Grading Council and EDTEA or comply with local norms for ungraded entities.
- Collaborate with local enforcement (traffic, business licensing, SAPS, EDTEA, BMA, Emigration) to ensure safety and legality in tourism operations.

4. Strategy Alignment and Planning

- Align the Local Tourism Strategy with:
 - Harry Gwala District One Plan, ensuring integrated planning across sectors and regional development corridors.
 - KwaZulu-Natal Provincial Growth and Development Strategy (PGDS) to support provincial tourism targets.
 - National Tourism Sector Strategy (NTSS) and Tourism Recovery Plan, especially in areas of infrastructure improvement, rural tourism development, and SMME support.
- Provide input into Integrated Development Plans (IDP) and Spatial Development Frameworks (SDF) to embed tourism in broader economic planning.

5. Tourism Information & Visitor Support

- Manage and maintain Visitor Information Centres (VICs), ensuring up-to-date brochures, maps, and digital guides are available.
- Collect and analyse visitor statistics and trends to inform decision-making and tourism product development.

6. Events Coordination & Tourism Packaging

- Coordinate and support events with tourism potential such as
 - Splashy Fen Festival collaboration
 - Hike and Camp Festivals
 - Rural Horse Racing Festivals
- Encourage the development of tourism packages that link multiple experiences (e.g., cultural, adventure, heritage) across different villages and routes.

7. Investment Promotion & Partnerships

- Identify and promote investment opportunities in tourism infrastructure (lodges, trails, heritage sites).

- Facilitate partnerships with the private sector, NGOs, and government departments to unlock funding and technical support

Community Support Services

The community support services department is dedicated to promoting well being, safety and quality of life for all residents with dr Nkosazana Dlamini Zuma Local Municipality.

This Department oversees a range of essential services that directly impact daily life including:

Disaster Management – Coordination of the prevention and mitigation of disaster effects and the management of disasters when they occur.

Youth Development – The Office is responsible for institutionalisation and mainstreaming of Youth Development within Dr Nkosazana Dlamini Zuma Local Municipality.

Community Programmes – The Office heads up advocacy and lobbying for the development and mainstreaming of issues which affect the following vulnerable groups: senior citizens, people with disabilities, women and farm workers.

HIV/AIDS – The Office conducts aggressive lobbying for the support, assistance and development of people living with and/or affected by HIV and/or AIDS, as well as children who are either directly or indirectly affected by the epidemic as a result of their very vulnerable status or through being orphaned by the disease.

Cemetries and parks: Managing public burial sites, parks and recreation facilities.

Public libraries: Promoting education and literacy through community libraries and mobile libraries outreach programs

CORPORATE SUPPORT SERVICES DEPARTMENT

The Corporate Support Services Department, headed by the Senior Manager Corporate Services includes:

Human Resources – Coordination of sound labour relations, Human Resources management and recruitment strategies including Leave management, Job Evaluation management, Employee benefits, Employee Wellness, Organisational Development and Occupational Health and Safety. **Job Evaluation Management** – Coordinates processes associated with the implementation and maintenance of Job Evaluation in the local government sector at a regional level through the interaction and facilitation of preparatory requirements, creating awareness of procedures and analysing and reporting on the status within Municipalities and/or Principal Job Evaluation Committees in order to ensure the region delivers on its plans and objectives of performing at an acceptable standard, maintaining quality and consistency and producing Job Evaluation outcomes that are valid and defensible.

Secretariat – Coordination of secretariat support to Council and its committees.

ICT – Ensuring the efficient implementation of information management systems, implementation and maintenance of application systems, implementation of Enterprise Resource Planning hardware and software maintenance, information systems security and general coordination of Management of ICT systems.

Records management Services – Records management, registry management, facilities management

FINANCE DEPARTMENT

The Treasury Department, headed by the Chief Financial Officer Treasury includes:

Equity and Accounts – Asset management, loans, insurance and investments and cash collection.

Grants and Expenditure – Coordination of accounts payable, payroll and management of grants received.

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Budget Control – Preparation of budget, financial forecasting and preparation of financial statements.

Fleet Management – Ensuring that the organisation adequately supports service delivery through the provision and management of a safe and efficient fleet.

Supply Chain Management – Coordination of procurement of goods and services, and management of the supplier database and procurement contracts.

PUBLIC WORKS AND BASIC SERVICES

The Infrastructure and Economic Development Department, headed by the Senior Manager Infrastructure and Economic Development includes:

Environmental Services – Responsibilities include the coordination and implementation of environmental management and environmental health services.

Infrastructure and Planning Development – Responsible for the management Of the budgets for the MIG grant, as well as all other departmental grants and funding.

Project Management Unit (PMU) – Implementation of MIG funded projects such as community facilities.

6. **Control Centre** – The control centre deals with all public inquiries and complaints. It is headed by a Manager and is managed 24/7.

7. **Policy and its availability**

P. O Box 62 Creighton 323

Registry

www.ndz.gov.za

The policy /manual is currently available in English

7.1. Automatically Available Records

Automatically available records usually do not have information which is sensitive in

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CAT EGO RY	DESCRIPTION	LOCATION	DOCUMEN T TYPE	LEVEL OF ACCESS / AVAILABILITY

nature or records that can place the institution in detriment if released. These records have been specified in the table above.

7.2. Categories of Records Not Automatically Available

The records listed as **restricted** in the table below may be formally requested, but access to parts of these records or the whole record may be refused on legal grounds.

8. Index and Description of subjects of records this category contains a description of subjects on which Dr NDZ local Municipality holds records and description of the categories of records held on each subject.

Description of categories of records held by Dr NDZ local Municipality (per subject)

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CAT EGO RY	DESCRIPTION	LOCATION	DOCUMENT TYPE	LEVEL OF ACCESS / AVAILABILITY
A. <u>AGE</u> <u>NDA</u> <u>S</u> <u>AND</u> <u>MIN</u> <u>UTE</u> <u>S</u>	1. <u>Council Meetings</u> 1.1 Agendas 1.2 Minutes 1.3 Attendance Registers 1.4 Resolutions	Registry	Electronic and printed documents	1 Restricted
	2. <u>EXCO</u> 2.1 Agendas 2.2 Minutes 2.3 Attendance Registers	Registry	Electronic and printed documents	2 Restricted
	3. <u>Portfolio Committee</u> 3.1 Corporate Services, 3.2 Community services 3.3 Finance, Budget Control and Monitoring 3.4 PWBS and Town Planning	Registry	Electronic and printed documents	3 Restricted
	4. <u>Management committee and extended Manco</u> 4.1 Agendas 4.2 Minutes 4.3 Attendance Registers	Municipal Managers office	Electronic and Printed document	4 Restricted
	5. <u>Bid Committees</u> 5.1 <u>Bid Specification Committee</u> 5.1.1 Agendas 5.1.2 Minutes			5 Restricted

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CAT EGO RY	DESCRIPTION	LOCATION	DOCUMEN T TYPE	LEVEL OF ACCESS / AVAILABILITY
	5.1.3 Attendance Registers <u>5.2 Bid Evaluation Committee</u> 5.2.1 Agendas 5.2.2 Minutes 5.2.3 Attendance Registers <u>5.3 Bid Adjudication Committee</u> 5.3.1 Agendas 5.3.2 Minutes 5.3.3 Attendance Registers	5 SCM		
B. REP ORT S	1. Annual Report of the Municipality 2. Mid Term Reports 3. Quarterly Reports	Registry and Strategic	Electronic and Printed documents	Automatically
C. FINA NCIA L ITEM S	1. Loan Register 2. Stock Register 3. Main Cash Book 4. Subsidiary cash register 5. Main ledger 6. Subsidiary ledger 7. Main journal 8. Budget 9. Financial statement 10. Cheque ils	Finance	Printed documents	Restricted

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CAT EGO RY	DESCRIPTION	LOCATION	DOCUMEN T TYPE	LEVEL OF ACCESS / AVAILABILITY
	11. Receipt books 12. Bank reconciliation statements			
D. Deeds and agreements	1. Deeds duplicated at the deed's office 2. Deeds not duplicated at the deeds register 3. Letters of undertaking 4. Lease agreements 5. Purchase agreements: land and moveable property	Central Registry Central Registry	Printed documents	1.Restricted
	6. Loan agreements 7. Works contracts 8. Siding 9. Electricity supply 10. Tenders and contracts 11. Excess agreements 12. Essential services	4. SCM		4.Restricted
		10. SCM		10.Restricted

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CAT EGO RY	DESCRIPTION	LOCATION	DOCUMEN T TYPE	LEVEL OF ACCESS / AVAILABILITY
E. Hum an Reso urce s	1. Performance management agreement for managers 2. Attendance register 3. Timesheets 4. Pay sheets/ wage statement 5. Handing overstatement 6. Leave register 7. Workmen's compensation act register 8. Service register 9. Medical claims 10. Income tax certificates 11. Clock cards 12. Salary advice slips 13. Unsuccessful job applications 14. Accident reports: injuries on duty 15. Unemployment insurance: claims and tax.	1. Registry 2. Human Resources		Automatically 2-21 RESTRICTED

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CAT EGO RY	DESCRIPTION	LOCATION	DOCUMEN T TYPE	LEVEL OF ACCESS / AVAILABILITY
F. STO RES ADM INIS TRA TION AND PRO CUR EME NT	1. Stores register 2. Stores issue and receipt voucher 3. Stores requisition 4. Stores cards 5. Stocktaking sheets 6. Inventory of stores and equipment 7. Vehicle requisitions 8. Vehicle distance returns	SCM		RESTRICTED
G. CAR TOG RAP HIC MAT ERIA L	1. National monuments 2. Places of workshop 3. Detailed plans of Municipal buildings and plants 4. Finer detail of special Furnishing and decoration specially designed for a specific building.	Central Registry	Printed documents/ Electronic	1-2 Automatic 3 Restricted 4. Restricted
H. TAX, LICE NCE AND ROA D TRA FFIC	1. Owners rates register 2. Consumers registers 3. Valuation roll 4. Auction roll 5. Transfer of business register 6. Hawkers permits 7. Temporary trading permits 8. Trading licence register 9. Drivers licence register 10. Roadworthy certificates register 11. Motor vehicle	Finance 5. Community		1. Retricted 2 Restricted 3. AUTOMATIC 4 5-8 Restricted

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CAT EGO RY	DESCRIPTION	LOCATION	DOCUMEN T TYPE	LEVEL OF ACCESS / AVAILABILITY
	clearance voucher receipt book 12. Completed forms 13. Batch register 14. Fuel and oil statements 15. Motor vehicle registration 16. Motor vehicle registration register 17. Certificates of fitness register 18. Motor dealer returns 19. Registration certificate 20. Duplicate registration certificate 21. Additional motor dealer licence register	9-14. Finance		9-21 Restricted
I. SER VICE S WOR KS AND CON TRO L	1. Rebate application forms 2. Disconnection list: electricity 3. Connection instructions 4. Reconnection instructions 5. Pound register	1-4. FINANCE 5.Community	Printed documents/ electronic	1.Automatically 5.Automatically
J. PUB LICA TION	1. Advertising brochures 2. Newsletters 3. History of the Municipality 4. Posters	1. Registry 2-5 Mayoralty and Communicati	Printed documents/ Electronic	1-6. Automatically

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CAT EGO RY	DESCRIPTION	LOCATION	DOCUMEN T TYPE	LEVEL OF ACCESS / AVAILABILITY
S PUB LISH ED BY THE COU NCIL	5. Programmes of festivals and exhibitions 6. Regulations	ons		
K. PHO TOG RAP HS	1. Events and Functions 2. Photographs of Council, Administration and Officials 3. Aerial Photographs 4. Projects	1.Communica tions 2. Mayoralty and Communica tions 3-4.GIS	1.Printed documents/ Electronic 2.Printed/ electronic	1.Automatically 2.Automatically
L. REC ORD S MAN AGE MEN T	1. Master copy of file plan. 2. Records control Schedule 3. Register of files opened 4. Destruction register 5. Register of registered/ certified post 6. Register of post received and dispatched 7. Register of disposal authorities 8. Register of fax	REGISTRY		1. Automaticall y 2. Automaticall y 3. Restricted 4. Restricted 5. Restricted 6 Restricted

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CAT EGO RY	DESCRIPTION	LOCATION	DOCUMEN T TYPE	LEVEL OF ACCESS / AVAILABILITY
	transmission. 9. Pending diary 10. Pending cards 11. Route cards: file movements 12. Records Procedure Manual			6. 7. Restricted 8. Restricted 9. Restricted 10 Restricted 11 Restricted 12 Restricted
M. MISC ELL ANE OUS	1. Municipal Title Deeds 2. Servitudes 3. Encroachments 4. Permits 5. Tender Documents 6. Business Plans 7. Company Profiles	Central Registry 5-7. SCM SCM	Printed documents	1-4 Restricted 5-7 Restricted
N. FILE PLA N SUB JEC TS	1. Legislation 2. Organisation and control 3. Own council and council matters 4. Human resources 5. Finance 6. Supply Chain Management 7. Building and Grounds 8. Tenders, Quotations	I Registry	Printed Documents	Restricted

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CAT EGO RY	DESCRIPTION	LOCATION	DOCUMEN T TYPE	LEVEL OF ACCESS / AVAILABILITY
	and Contracts 9. Reports and Returns 10. Publicity and information 11. Festive and Social Matters 12. Composition and Meetings of Bodies and other Gathering 13. Legal matters 14. Licences and Permits 15. Town Planning and Control 16. Essential Services 17. Community services			

9. POLICY APPLICATION

This policy applied to Dr NDZ Local a Municipality's work Practices for all those who

- Create records including electronic records,
- Have access to records,
- Have any other responsibilities for records for examples storage and maintenance responsibilities,

The issuing of records of the Municipality to third parties is prohibited without the written approval of the Ass. Manager: Auxiliary or Municipal manager. All requesters made for information should be done in accordance with PAIA and will be processed by the records Manager.

10. ROLES AND RESPONSIBILITIES

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10.1. ASS. MANAGER: AUXILIARY

The Ass. Manager: Auxiliary will receive and record each PAIA request. Each requester will be issued by a number and response prepared with information dissemination.

11. DEPUTY INFORMATION OFFICER: CORPORATE SUPPORT SERVICES MANAGER

The Corporate Support Services Manager is responsible for approval of requests for information in terms of Promotion to access to information act.

The Corporate Services Manager will be informing the Ass. Manager Auxiliary if a request for information necessitates a disposal hold to be placed on records that are due to disposal.

12. TIMEFRAMES

30 days are permitted from time of receipt of the PAIA request to information dissemination.

13. MONITORING AND EVALUATION

This policy will be monitored and evaluated by Corporate Services and regular monitoring reports submitted to the management committee meeting.

14. COMMENCEMENT OF THE POLICY

This policy will come into effect on the date of the adoption by the Dr Nkosazana Dlamini Zuma Local Municipality Council.

15. AMENDMENT AND /OR ABOLITION

This policy will may be amended by the Municipality through a Council Resolution.

16. POLICY REVIEW

This will be reviewed annually to ensure applicability and relevance.

17. APPEAL PROCESS/ GRIEVANCE PROCEDURE

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The policy must also state what will happen if one of the users thereof the users is not satisfied or there is a violation with the implementation process

This policy was approved by Council on the 29 May 2025



Mr N.C. Vezi
Municipal Manager

28 July 2025

Date

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STEP1

INCOMING REQUEST RECEIVED BY OFFICE OF THE MUNICIPAL MANAGER, EITHER BY **FORM A REQUEST**

STEP 2

SENT TO ASS. MANAGER: AUXILIARY

STEP3

ASS.MANAGER AUXILLIARY ISSUES A PAIA REFFERENCE AND PREPARES AN ACKNOLEDGEMENT OF THE REQUEST LETTER

STEP4

LETTER OF AKNOWLEDGEMENT SIGNED BY MUNICIPAL MANAGER

STEP5

ACKNOWLEDGEMENT LETTER SENT TO REQUESTOR BY ASSISTANT MANAGER: AUXILIARY WITH PARTICULARS OF PAYMENT IF ANY FOR THE REQUEST FEE

STEP 6

COLLATION OF DOCUMENTATION BY REGISTRY SECTION (where information is restricted request denied and a letter making reference to form b is sent to the requester advising of the denied request and recourse available)

STEP 7

ASS. MANAGER: AUXILLIARY PREPARES AN ACKNOWLEDGEMENT LETTER REGARDING THE COST OF DOCUMENT COLLATED IF ANY AND NUMBER OF PAGES

STEP 8

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LETTER SIGNED BY MUNICIPAL MANAGER

STEP 9

PAYMENT CONFORMATION BY REQUESTER IF ANY

STEP 10

PAYMENT ACKNOWLEDGEMENT AND INFORMATION SENT TO THE REQUESTER BY EITHER EMAIL OR MANUAL COLLECTION

STEP 11

CLOSURE OF THE REQUEST

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 authorisation, must be attached to this form.*

TO: The Information Officer

(Address)

E-mail address:

Fax number:

Mark with an "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			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable)</i> :			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<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			
TYPE OF RECORD			
<i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record 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			

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

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(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 <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(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)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <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:	

FEES	
a)	A request fee must be paid before the request will be considered.
b)	You will be notified of the amount of the access fee to be paid.
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 (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL 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

INTERNAL APPEAL FORM

FORM 4

[Regulation 9]

Reference Number:

PARTICULARS OF PUBLIC BODY				
Name of Public Body				
Name and Surname of Information Officer:				
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				
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: <i>(Proof of the capacity in which appeal is lodged, if applicable, must be attached.)</i>				
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED (If lodged by a third party)				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				

DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED*(mark the appropriate box with an "X")*

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

GROUND FOR APPEAL*(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)*

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 (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Appellant/Third party

FOR OFFICIAL USE
OFFICIAL RECORD OF INTERNAL APPEAL

Appeal received by: <i>(state rank, name and surname of Information Officer)</i>				
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 ☐
OUTCOME OF APPEAL				
Refusal of request for access. Confirmed?	Yes	☐	New decision <i>(if not confirmed)</i>	
	No	☐		
Fees (Sec 22). Confirmed?	Yes	☐	New decision <i>(if not confirmed)</i>	
	No	☐		
Extension (Sec 26(1)). Confirmed?	Yes	☐	New decision <i>(if not confirmed)</i>	
	No	☐		
Access (Sec 29(3)). Confirmed?	Yes	☐	New decision <i>(if not confirmed)</i>	
	No	☐		
Request for access granted. Confirmed?	Yes	☐	New decision <i>(if not confirmed)</i>	
	No	☐		

Signed at _____ this _____ day of _____ 20 _____

Relevant Authority