

# FRANCES BAARD DISTRICT MUNICIPALITY



## SECTION 14 MANUAL

# THE PROMOTION OF ACCESS TO INFORMATION, ACT 2 OF 2000

This manual is also available in Afrikaans, Setswana and Xhosa.

Updated: March 2025

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Manual prepared in terms of Section 14 of the Promotion of Access to Information Act, 2000

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## **1. INTRODUCTION**

The Promotion of Access to Information Act, No. 2 of 2000 (hereinafter referred to as “PAIA”, or “the Act” interchangeably) is the national legislation which gives effect to the constitutional right of access to information.

We are required by section 14 of the Act to compile a manual, which would assist a person to obtain access of the information we hold. The manual relates to the records we keep.

The purpose of this manual is to inform any person on how to obtain access to a record held by the Frances Baard District Municipality (FBDM).

## **2. HUMAN RIGHTS COMMISSION GUIDE ON THE ACT**

The South African Human Rights Commission provides a simple and easily comprehensible guideline on how to use the Promotion of Access to Information Act. An electronic version of the guide is accessible on its website at [www.sahrc.org.za](http://www.sahrc.org.za) and is updated monthly to keep the public abreast of developments and changes regarding the contact details of information officers of public bodies and general information on PAIA.

Copies of the guide are also available in all official languages at the following offices across the district:

1. All offices of public bodies;
2. All Magistrate's offices;
3. All offices of the Department of Justice and Constitutional Development;
4. All post offices;
5. In the government gazette (may be issued by the Minister of Justice Constitutional Development)

## **3. INFORMATION OFFICERS**

The contact details of the information officer and the deputy information officer designated in terms of section 17 of the Act are as follows:

Information officer: Ms. ZM Bogatsu  
Municipal Manager  
Tel No.: +27 (0) 53 838 0998  
Fax No: +27 (0) 53 861 1538

Deputy information officer: Mr Freddy Netshivhodza  
Acting Director: Planning & Development  
Tel No.: +27 (0) 53 838 0929  
Fax: +27 (0) 53 861 1538

## **4. FUNCTIONS AND STRUCTURE OF THE FBDM**

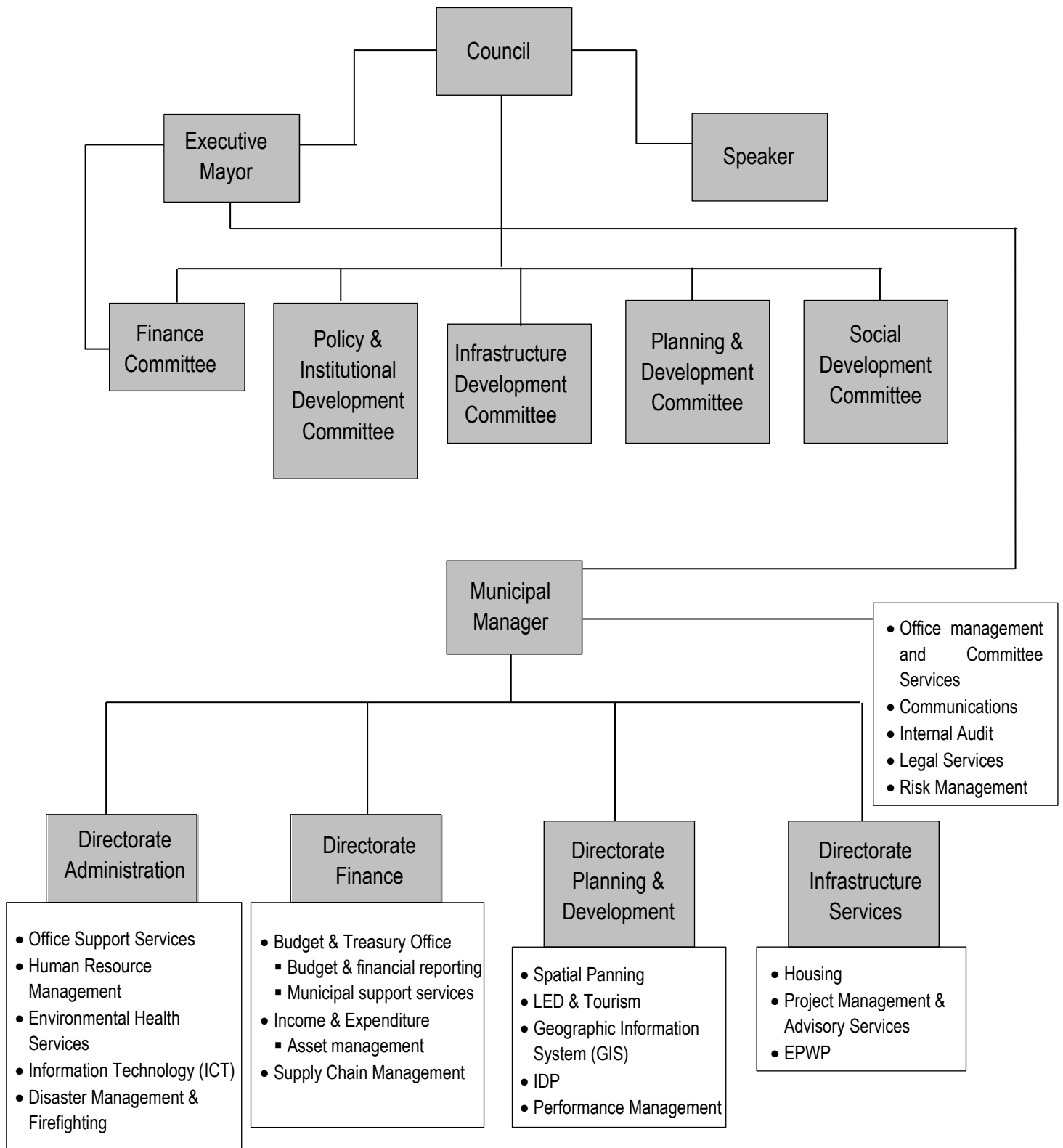
### **4.1 Overview of the FBDM**

We strive to provide and improve the quality of services and therefore improve the lives of all its communities through our commitment:

- To promote shared services and capacity building in local municipalities;
- To promote effective community and stakeholder management;
- To promote social and economic development; and
- To utilize available resources economically and effectively.

## 4.2 Organisational Structure

The organisational structure of FBDM consists of the political and administrative parts.



#### **4.2.1. Political Structure**

Council is the highest decision-making body of the municipality. It is presided over by the Speaker, Cllr KC Mothibi, who maintains the discipline of councillors. The Executive Mayor, Cllr U Buda, is the political head of the municipality and performs her duties with the support by the mayoral committee.

Each councillor, other than the Speaker and the Executive Mayor, serves in one or two of the following committees:

- Finance committee;
- Policy and institutional development;
- Infrastructure development;
- Planning and development; and
- Social development.

##### **(a) Committees**

The Municipal Structures Act makes provision for the establishment of a mayoral committee and committees. Members of the mayoral committee are chairpersons of each of the committees of council.

##### **(b) Composition of the Mayoral Committee**

Ms LN Shushu	(Policy & Institutional Development)
Mr ME Mokgathanyane	(Infrastructure Development)
Ms OM Ditakgwe	(Social Development)
Ms JD Tshekedi	(Planning and Development)
Mr KJB Sonyoni	(Finance)

##### **(c) Municipal Public Accounts Committee (MPAC)**

The MPAC has been established in terms of section 79 of the Municipal Structures Act, Act 117 of 1998 and reports directly to Council. It consists of nine councillors and is presided over by a chairperson elected by Council.

#### **4.2.2. Administrative structure**

The Municipal Manager is the head of administration and the accounting officer. In order to fulfil the mandate of the municipality, the administration is structured into five departments as follows:

- Office of the Municipal Manager;
- Directorate Administration;
- Directorate Finance;
- Directorate Planning & Development; and
- Directorate Infrastructure Services.

### **5. CONTACT DETAILS**

Physical Address: 51 Drakensberg Avenue  
Carters Glen,  
KIMBERLEY 8301

Postal Address: Private Bag X6088  
KIMBERLEY, 8301

Telephone: +27 (0) 53 838 0911

Fax: +27 (0) 53 861 1538

E-mail: [mamikie.bogatsu@fbdm.co.za](mailto:mamikie.bogatsu@fbdm.co.za)

Website: [www.francesbaard.gov.za](http://www.francesbaard.gov.za)

### **6. SUBJECTS AND CATEGORIES OF RECORDS HELD BY FBDM**

#### **a) Correspondence files**

- Policies;
- Establishment, abolition and grading of the municipality;
- Elections and councillors;
- Council and council committees: establishment and meetings;
- Organisational management and control;
- Finance;

- Risk Management;
  - Tenders, contracts and agreements;
  - Human resources;
  - Reports, returns and statistics;
  - Advertising, information, emblems and campaigns;
  - Justice administration;
  - Legal services;
  - Planning, subdivision of land and building control;
  - Essential services; and
  - Community services.
- b) Agendas and minutes;**
- c) Registers;**
- d) Photographs;**
- e) Cartographic material;**
- f) Films, videos and sound recording;**
- g) Electronic recordings; and**
- h) Terminated records.**

## **7. AUTOMATIC AVAILABLE RECORDS HELD BY FBDM (Section 14(1) (e))**

The records listed below are automatically available without a person having to request access in terms of the Act. Where there are sufficient copies available, the record may be obtained free of charge while stocks last, where after a reproduction fee is payable. Some of these records are also available for free on the FBDM website at [www.francesbaard.gov.za](http://www.francesbaard.gov.za).

### **7.1) Automatic disclosures**

- Reports;
- Booklets;
- Pamphlets;
- Posters; and
- Newsletters.

## 8. REQUEST FOR INFORMATION PROCEDURE

A requester must be given access to a record of the district municipality if the requester complies with the following:

- All the procedural requirements in the Act relating to the request or access to that record have been followed; and
- Access to that record is not refused on any ground of refusal mentioned in chapter 4 of the Act.

### 8.1. Nature of the request

A requester must complete the form which can be found in the Government Gazette [Govt. Notice R187- 15 February 2002, Form A] and on the website of the district municipality ([www.francesbaard.gov.za](http://www.francesbaard.gov.za))

### 8.2. Process

- The requester must also indicate if he or she would like to copy the record or would like to inspect the record at the offices of the municipality. Alternatively, if the record is not a document it can then be viewed in the requested form, where possible (s29(2));
- If a person asks for access in a particular form, then the requester should get access in the manner that has been asked for. This should be the case unless doing so would interfere unreasonably with the running of the municipality, 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 must be calculated according to the way that the requester first asked for it (s29(3) and (4));
- If, in addition to a written reply to their request for the record, the requester wants to be informed about the decision in any other way, e.g. telephone, this must be indicated (s18(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 (s18(2)(f)); and
- If a requester is unable to read or write, or has a disability, then they 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 them a copy (s18(3)).

### **8.3. Types of fees**

There are two types of fees required to be paid in terms of the Act, being the request fee and the access fee in terms of section 22:

- A requester who seeks access to a record containing personal information about himself or herself is not required to pay the request fee. Any 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, to pay the prescribed fee (if any) before further processing the request.
- The request fee payable to public bodies is R35 (thirty-five rands). 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 decided 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 for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

## **9. SERVICES AVAILABLE (SECTION 14(1)(f))**

### **9.1. Nature of services**

The nature of the services provided by the FBDM in terms of the Act includes services according to which the structure of the FBDM is defined. The service will therefore be provided in the following manner, according to a particular structure:

#### **9.1.1. Council and committees**

The committees of Council meet monthly and formulate recommendations to the mayoral committee, which also meets monthly and in turn table recommendations to Council. The system promotes thorough discussion of all matters and Council ultimately makes the final decision.

### 9.1.2. Office of the Municipal Manager

The municipal manager is the administrative head and the accounting officer of the municipality. The municipal manager is responsible for the economical, effective, efficient and accountable administration in accordance with the Municipal Systems Act No. 32 of 2000 (as amended), the Municipal Finance Management Act No. 56 of 2003 and other applicable and related pieces of legislation governing local government. The office of the municipal manager includes the functions on internal audit, communications, committee services, legal services and risk management. The afore-mentioned services are administered as follows:

- **Internal Audit:** Conducting performance, financial and compliance audits and providing consulting services to management,
- **Communication:** Encourage and create conditions for the local community and other stakeholders to participate in the affairs of the district municipality,
- **Committee Services:** Compile agendas and minutes for Council and its Committees as well as administrative support to the structures,
- **Legal Services:** Providing legal advisory and support services to the municipality, and
- **Risk Management:** Facilitation of risk management processes, including management of fraud and corrupt activities.

### 9.1.3. Directorate Administration

The department renders administrative services and support to the municipality in terms of the under-mentioned functions:

- **Office Support Services:** Effective and efficient records management, office support and building services;
- **Human Resource Services:** Recruitment, management and development of human resources in the municipality;
- **Environmental Health:** Management of environmental factors which may have a negative effect on the well-being of the inhabitants of the district;
- **Firefighting and disaster management:** Effective management and reduction of the impact of fires and disasters on the inhabitants of the district; and
- **Information Technology:** Provide IT related support to the municipality.

#### 9.1.4. Directorate Finance

The department renders financial services and support which include the following functions:

- **Income & Expenditure:** Management of creditor payments, income and debtors' collection and investment and asset management;
- **Budget Office:** Compilation of annual budgets and in-year reporting on the implementation of budgets; and
- **Supply Chain Management:** Management of the flow of goods and services provided to the municipality.

#### 9.1.5. Directorate Planning and Development

The department ensures proper planning within the district and includes the following functions:

- **Spatial Planning:** The promotion of sustainable human settlement development through comprehensive and integrated social, economic and environmental analysis;
- **Local Economic Development (LED):** The process of facilitating the creation of a conducive environment for sustainable investment in the local economy; and
- **Geographic Information Systems (GIS):** Making spatial data accessible to all stakeholders to ensure efficient and effective decision-making.
- **Performance management:** performance planning, monitoring, evaluation and reporting of municipal performance in support of accomplishing the strategic objectives of the municipality.
- **Integrated Development Planning (IDP):** The IDP is the master plan / framework for development and is aimed at coordinating the work of the district municipality and its local municipalities.

#### 9.1.6. Directorate Infrastructure Services

The department provides technical, administrative and financial support to local municipalities which include the following functions:

- **Housing:** Facilitation of the creation of sustainable human settlements;
- **Project Management & Advisory Services:** Provide assistance and support to local municipalities in terms of all aspects of infrastructure projects and O&M, including monitoring and evaluation; and
- **EPWP:** Support the alleviation and reduction of unemployment.

## **10. HOW TO GAIN ACCESS TO THESE SERVICES**

### **10.1. The application processes**

#### **Step 1: The request**

Where a person wishes to access information held by FBDM, such a person must make a request for access to the relevant information in the prescribed form. This form is available on the FBDM website at [www.francesbaard.gov.za](http://www.francesbaard.gov.za), or may be obtained upon request to the Municipal Manager at Tel. no.: 053 – 838 0911.

The completed request form may be submitted to:

The Municipal Manager: Ms. ZM Bogatsu

Street address: 51 Drakensberg Avenue, Carters Glen,  
KIMBERLEY, 8301

Postal address: Private Bag X6088, KIMBERLEY, 8300

Telephone: +27 (0) 53 838 0911

Fax: +27 (0) 53 861 1538

E-mail: [mamikie.bogatsu@fbdm.co.za](mailto:mamikie.bogatsu@fbdm.co.za)

#### **Step 2: Validation and acknowledgement**

The information officer receives and validates the request to see whether the required information is available within FBDM. The request is then accepted, rejected or transferred to the rightful keepers of the required information. The requester's request for information is acknowledged in writing to confirm the status of the request made.

#### **Step 3: Information processing**

If the request is accepted, FBDM will gather and prepare the information and calculate the relevant cost involved. The cost is calculated in terms of paragraph 10.3 below.

#### **Step 4: Final notification**

The requester will be informed of the completion of the request as well as the outstanding fees payable to the FBDM.

#### **Step 5: Payment and delivery**

Once the payment as stipulated in step 4 is received (following the same payment process as stipulated in step 1), the information is released to the requester.

### **10.2. General Information**

10.2.1. The prescribed form must be completed with enough particularity to at least enable the information officer to identify:

- The record or records requested;
- The identity of the requester;
- Which form of access is required, if the request is granted; and
- The postal address or fax number of the requester.

10.2.2. The FBDM will process the request within 30 days, unless the requester has stated special reasons, which would satisfy the information officer, which circumstances dictate that the above time periods should not be complied with.

10.2.3. The 30-day period within which FBDM has to decide whether to grant or refuse the request may be extended for a further period of not more than thirty (30) days if the request is for a large amount of information, or the request requires a search for information held at another office of the institution and the information cannot reasonably be obtained within the original 30- day period. The FBDM will notify the requester in writing should an extension be sought.

10.2.4. If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer. If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally. The requester must pay the prescribed fee before any further processing can take place.

### 10.3. Fees

10.3.1. The Act provides for two types of fees:

- a) A request fee, which will be a standard fee; and
- b) An access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.

10.3.2. When the request is received by the information officer, such officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee (if any), before further processing of the request. If a search for the record has been made and the preparation of the record for disclosure, including arrangements to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the information officer shall notify the requester to pay as a deposit the prescribed portion of the access fee, which would be payable if the request is granted. The information officer shall withhold a record until the requester has paid the relevant fees as indicated below.

10.3.3. A requester whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required more than the prescribed hours to search for and prepare the record for disclosure, including making arrangement to make it available in the requested form.

10.3.4. If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer concerned must repay the deposit to the requester.

10.3.5. The access fees payable are as follows:

	<b>R</b>
(1) (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) 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.
- (2) The actual postage is payable when a copy of a record needs to be posted to a requester.

## 11. GROUNDS FOR REFUSAL OF REQUESTS FOR ACCESS TO INFORMATION

The main grounds for FBDM to refuse a request for information relates to the:

- (1) Mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person;
- (2) Mandatory protection of the commercial information of a third party, if the record contains:
  - trade secrets of that third party;
  - financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party; and
  - information disclosed in confidence by a third party to FBDM, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition.
- (3) Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- (4) Mandatory protection of the safety of individuals and the protection of property;
- (5) Mandatory protection of records which would be regarded as privileged in legal proceedings;
- (6) Operations of FBDM;
- (7) The commercial activities of FBDM, which may include:
  - trade secrets of FBDM;
  - financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of FBDM;
  - information which, if disclosed could put FBDM at a disadvantage in negotiations or commercial competition; and
  - a computer programme which is owned by FBDM, and which is protected by copyright;

- (8) The research information of FBDM or a third party, if its disclosure would disclose the identity of FBDM, the researcher or the subject matter of the research and would place the research at a serious disadvantage.
- (9) Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources.

## **12. APPEAL PROCESS WHERE REQUESTS FOR ACCESS TO INFORMATION ARE REFUSED**

The FBDM does not have internal appeal procedures. The courts will have to be approached in such instances where there is no compliance with the provisions of the Act. This would apply to any situation in which the requester wishes to appeal a decision made by the Information Officer. Although mention is made of internal appeal procedures, this is subject to such a mechanism actually being in place within a public body to facilitate such an internal appeal.

## **13. ARRANGEMENT ALLOWING FOR PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY AND THE EXERCISE OF POWER (SECTION 14(1)(G))**

FBDM may make arrangements allowing public involvement in its policy formulation and exercise of its powers under the following circumstances:

- Public and stakeholder participation in respect of the budget, IDP and annual report processes (Community, public and other stakeholders);
- Council meetings; and
- Other public meetings.

The public is permitted to attend and/or make representations at all of the aforementioned meetings, except for the council meeting, where the public is only permitted to observe.

### **13.1. Submissions and Reports**

The drafts of the Integrated Development Plan (IDP), annual report and the budget processes are open to the public for participation and commentary before approval by Council.

### **13.2. Internship programmes**

There is a recruitment policy in place for the recruitment of the public for such posts.

### **14. UPDATING OF THE MANUAL (SECTION 14(2))**

The Frances Baard District Municipality is responsible for the update and/or review of its manual at the intervals of not more than a year.

### **15. AVAILABILITY OF THE MANUAL (SECTION 14(3))**

This manual is available in four official languages, which are: English, Afrikaans, Tswana and Xhosa. The manual of the district municipality is available on the website: [www.francesbaard.gov.za](http://www.francesbaard.gov.za), as well as at the FBDM Offices at 51 Drakensberg Avenue, Carters Glen, Kimberley, 8301. The manual is also available in the four indigenous languages, namely English, Afrikaans, isiXhosa and Setswana at the places of legal deposit as per section 6 of the Legal Deposits Act, No. 54 of 1997.