dedect

Department:
Economic Development, Environment,
Conservation and Tourism
North West Provincial Government
REPUBLIC OF SOUTH AFRICA

PAIA MANUAL FOR:

DEPARTMENT OF ECONOMIC DEVELOPMENT, ENVIRONMENT CONSERVATION AND TOURISM [NORTH WEST PROVINCE]

SECTION 14 MANUAL

ON

PROMOTION OF ACCESS TO

INFORMATION ACT, 2000

(ACT NO. 2 OF 2000)

1st VERSION

Prepared in terms of section 14 of the Promotion of Access to Information Act 2 of 2000 (as amended)

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1 “PAIA” Promotion of Access to Information Act No. 2 of 2000
1.2 “DIO” Deputy Information Officer
1.3 “IO” Information Officer
1.4 “MEC” Member of Executive Council
1.5 “DEDECT” Department of Economic Development, Environment, Conservation and Tourism
1.6 “PFMA” Public Finance Management Act No.1 of 1999 (as amended)
1.7 “POPIA” Protection of Personal Information Act No.4 of 2013
1.8 “IM” Information Manager
1.9 “MFMA” Municipal Finance Management Act
1.10 “MTEF” Medium Term Expenditure Framework
1.11 “IR” Information Regulator
1.12 “EAP” Employee Assistance Programme
1.13 “CSD” Central Supplier Database
1.14 “SSA” State Security Agency
1.15 “MEI” Management Integrity Evaluation
1.16 “GEPF” Government Employee Pension Fund
1.17 “ICT” Information Communication Technology
1.18 “IM” Information Manager
1.19 “RM” Records Management

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to -

2.1 check the nature of the records which may already be available at DEDECT, without the need for submitting a formal PAIA request;

2.2 have an understanding of how to make a request for access to a record of the DEDECT;

2.3 access all the relevant contact details of the persons who will assist the public with the records they intend to access;

2.4 know all the remedies available from the DEDECT regarding request for access to the records, before approaching the Regulator or the Courts;

2.5 the description of the services available to members of the public from the DEDECT, and how to gain access to those services;

2.6 a description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;

2.7 if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of;

2.8 know if the DEDECT has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and

2.9 know whether the DEDECT has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. ESTABLISHMENT OF THE DEPARTMENT OF ECONOMIC DEVELOPMENT, ENVIRONMENT, CONSERVATION AND TOURISM

The Department of Economic Development, Environment, Conservation and Tourism (DEDECT), is a provincial structure within public service established in terms of section 197 of the Constitution and that section 7 of the Public Service Act gives effect

to section 197 of the Constitution which provides for provincial departments.

3.1 **Objectives/Mandate**

The mandate of DEDECT is to facilitate and promote economic development, consumer and environmental protection inclusive of business growth opportunities within the North West Province, and enhancing inclusive economy and improve service delivery measures**.**

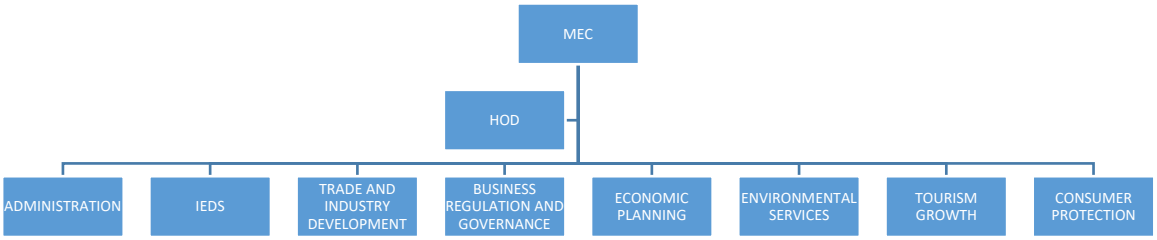
3.2 As provided for in schedule 4 and 5 of the Constitution on functional areas of concurrent national and provincial competencies the mandate of the department is directly responsible for implementing, managing or overseeing the following legislation and their relevant regulations: -

- Consumer Protection
- Environmental Protection
- Gambling and casinos
- Industrial Promotion
- Regional Planning and Development
- Provincial planning (Schedule 5 exclusive to province)
- Tourism
- Trade and Investment

Part B of Schedule 4 of the Constitution identifies Local Tourism as a local government matter of concurrent national and provincial legislative competency, to the extent set out in section 155(6)(a) and (7) of the Constitution.

4. STRUCTURE AND CORE FUNCTIONS OF THE DEPARTMENT OF ECONOMIC DEVELOPMENT, ENVIRONMENT, CONSERVATION AND TOURISM (NORTH WEST PROVINCE)

4.1 **Structure**



4.2 Core Functions

The core functions of the department are modelled around main core competencies of various programmes

- Programme 1: Administration
- Programme 2: IEDS [Integrated Economic Development Sector]
- Programme 3: Trade and Industry Development
- Programme 4: Business Regulation and Governance
- Programme 5: Economic Planning
- Programme 6: Environmental Services
- Programme 7: Tourism growth
- Consumer Protection

5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE DEPARTMENT OF ECONOMIC DEVELOPMENT, ENVIRONMENT, CONSERVATION AND TOURISM (NORTH WEST PROVINCE)

5.1 The Head of Department/Acting Head of Department of DEDECT is the Information Officer in terms of the Act.

5.2 The Head of Department delegated the Information Manager (IM) of the Department to be the Deputy Information Officer in the department.

INFORMATION OFFICER
NAME: Relebohile Mofokane
TEL NO.: 018 388 5823
EMAIL ADDRESS: rmofokane@gmail.com

DEPUTY INFORMATION OFFICERS

Name: Adv. Itumeleng Mosiapoa

Tel no.: 018 388 5839

Email address: imosiapoa@nwpg.gov.za

Name: Ms Keemenao Doreen Mokoena

Tel no.: 018 388 5848

Email address: KeemenaoM@nwpg.gov.za

Name: Mr Moeti Silas Phala

Tel no.: 018 389 5228

Email address: mphala@nwpg.gov.za

Name: Mr Obakeng Motlhanke

Tel no.: 018 388 5965

Email address: omotlhanke@nwpg.gov.za

Name: Ms Portia Krisjan

Tel no.: 018 389 5995

Email address: pkrisjan@nwpg.gov.za

Name: Mr Rebonekgosi Matonkonyane

Tel no.: 018 388 5865

Email address: rmatonkonyane@nwpg.gov.za

Name: Mr Sechaba Ndubula

Tel no.: 018 388 6008

Email address: sndubula@nwpg.gov.za

Name: Mr Lebogang Tlhopane Nthatisi

Tel no.: 018 388 5140

Email address: tnthatisi@nwpg.gov.za

Name: Ms Sarah Mendle

Tel no.: 018 388 5828

Email address: SMendle@nwpg.gov.za

Name: Mr Willington Molokele

Tel no.: 018 388 5950

Email address: wmolokele@nwpg.gov.za

Name: Mr Jeremiah Matebesi

Tel no.: 018 388 5834

Email address: jeremiahmatebesi@nwpg.gov.za

Name: Mr Olebogeng Bogatsu

Tel no.: 018 388 5825

Email address: osbogatsu@nwpg.gov.za

GENERAL INFORMATION

5.3 Access to information: General contacts -

5.3.1 **General Email address for the department**
dedect@nwpg.gov.za

5.3.2 **Head Office Postal Address**
Private Bag X15
Mmabatho
2735

5.3.3 **Head Office Street Address**
Cnr. University Drive and Provident Street
Mmabatho
2735

5.3.4 **Telephone Numbers (Switch Board)**
(018) 388 5870/5908

5.3.5 **Website of the department**
dedect.nwpg.gov.za

6. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE DEDECT

a) Internal appeal

A requester or a third party may lodge an internal appeal against a decision of the information officer or deputy information officer. The appeal may be lodged with the MEC of the department, or the person designated in writing by the MEC, on any of the following grounds:

- a refusal to grant access; or
- the access fee to be paid is too excessive; or
- the tender or payment of a deposit in terms of section 22(2) of PAIA; or
- the decision of the Information Officer to grant a request for access; or
- an extension of period in terms of section 26(1) of PAIA; or

- refusal to grant access to records in a particular form requested, in terms section 29 (3) of PAIA; or
- failure to disclose records; or
- refusal to grant request to waive the fees.
- A decision taken in terms of section 22; 26(1) or 29(3)

Part 4, Chapter 1 of the Act provides procedures to be followed on internal appeals against decisions of information officer or deputy information officer of certain public bodies.

b) Process for complaining to the Information Regulator (IR) or any regulatory body

- A requester or third party may only submit a complaint to the Information Regulator in terms of section 77A of PAIA after that requester or third party has exhausted the internal appeal procedure against a decision of the information officer of a public body provided for in section 74.
- A requester –
    - that has been unsuccessful in an internal appeal to the relevant authority of a public body;
    - aggrieved by a decision of the relevant authority of a public body to disallow the late lodging of an internal appeal in terms of section 75 (2);
    - aggrieved by a decision of the information officer of a public body referred to in paragraph (b) of the definition of 'public body' in section 1 –
        - to refuse a request for access; or
        - taken in terms of section 22, 26 (1) or 29 (3); or
    - aggrieved by a decision of the head of a private body -
        - to refuse a request for access; or
        - taken in terms of section 54, 57 (1) or 60

  may within 180 days of the decision, submit a complaint, alleging that the decision was not in compliance with this Act, to the Information Regulator in the prescribed manner and form for appropriate relief.
- A third party -

- that has been unsuccessful in an internal appeal to the relevant authority of a public body;
- aggrieved by a decision of the information officer of a public body referred to in paragraph (b) of the definition of 'public body' in section 1 to grant a request for access; or
- aggrieved by a decision of the head of a private body in relation to a request for access to a record of that body,

may within 180 days of the decision, submit a complaint, alleging that the decision was not in compliance with this Act, to the Information Regulator in the prescribed manner and form for appropriate relief.

- A complaint to the Information Regulator must be made in writing.
- The Information Regulator must give such reasonable assistance as is necessary in the circumstances to enable a person, who wishes to make a complaint to the Information Regulator, to put the complaint in writing.

c) **Process for approaching the Court with jurisdiction for appropriate relief**

- A requester or third party referred to in section 74(1) and (2) may only apply to a court for appropriate relief in terms of section 82 after that requester or third party has exhausted the internal appeal procedure against a decision of the information officer of DEDECT as provided for in section 74.
- Part 4, Chapter 2 of the Act provides procedures to be followed on process for approaching the Court with jurisdiction for appropriate relief appeals against decisions of information officer or deputy information officer of certain public bodies.

7. DESCRIPTION OF THE GUIDE REFFERED TO IN SECTION 10 AND HOW TO OBTAIN ACCESS TO THE GUIDE

7.1 GUIDE ON HOW TO USE PAIA

7.1.1 The Regulator has, in terms of section 10(1) of PAIA, updated and made available the revised Guide on how to

use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

7.1.2 The aforesaid Guide contains the description of –

7.1.2.1 the objects of PAIA and POPIA;

7.1.2.2 the postal and street address, phone and, if available, electronic mail address of -

7.1.2.2.1 the Information Officer of every public body

7.1.2.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;

7.1.2.3 the manner and form of a request for -

7.1.2.3.1 access to a record of a public body contemplated in section 11; and

7.1.2.3.2 access to a record of a private body contemplated in section 50;

7.1.2.4 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;

7.1.2.5 the assistance available from the Regulator in terms of PAIA and POPIA;

7.1.2.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging -

7.1.2.6.1 an internal appeal;

7.1.2.6.2 a complaint to the Regulator; and

7.1.2.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal, a decision by the Regulator or a decision of the head of a private body;

7.1.2.7 the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

7.1.2.8 the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

7.1.2.9 the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and

7.1.2.10 the regulations made in terms of section 92.

7.2 **HOW TO OBTAIN ACCESS TO THE GUIDE**

The guide is available in all official languages [Not Yet] and can be obtained as follows -

7.2.1 on the official website of the Information Regulator: inforegulator.org.za;

7.2.2 upon request to the Information Officer; and

7.2.3 members of the public can inspect or make copies of the Guide from the offices of the public or private bodies, including the office of the Regulator, during normal working hours.

8. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY DEPARTMENT OF ECONOMIC DEVELOPMENT, ENVIRONMENT, CONSERVATION AND TOURISM (NORTHWEST PROVINCE)

Subjects on which the body holds records	Categories of records held on each subject
Strategic Documents and Plans	**Annual Reports, Strategic Plan and Annual Performance Plan** - Monitoring and Evaluation reports - Service delivery improvement reports - Departmental performance reports - Departmental Policies - Newsletters - Departmental Strategic Plan - Procedure/Process Manuals
Financial Administration	**Budget reports and Medium-Term Expenditure Framework (MTEF) submissions.** - Supply chain management/procurement orders and requisitions for goods /services - Asset register

	- Revenue report - Revenue policies - Provincial and Parastatal Budget and Expenditure report - Financial Governance and System Development records, e.g. policies and instruction note
Human Resources	- Promotion of Access to Information Act 2 of 2000 - Promotion of Just Administrative Act [PAJA] - HR policies and procedures - Advertised posts - Employees records - Learning and development e.g.: skills development and training plans - Employment equity plan and statistics - Applications for employment forms - Human Resource strategic plan - Leave plans and records - Records for Information technology equipment and users - Labour Relations records - Staff recruitment and utilisation records - Security and MISS inspection reports - Employee Assistance Programme (EAP) records - HIV- AIDS reports - Organisational Structure - Staff movement - Employee Financial Matters records - Employees Travelling and Transport records - Staff establishment and Job evaluation records - Compensation of Occupational Injury on duty records - Exit interviews records
Records Management	- File plan - Records Control Schedule - Departmental circulars - Departmental vacancy circulars - Register of files opened Register of letters dispatched/ Received - Remittance register

9. CATEGORIES OF RECORDS OF THE DEDECT THAT ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category	Document Type	Available on Website	Available upon request
Legislation /Regulations	- Medium Term Budget Statements; - National Treasury Instruction Notes; and - PFMA Provincial Report	**x**	
Strategic Documents (Plans and Report)	**Organisational profile (Overview, Objectives, Functions and Annual Reports)** - Strategic Plan; - Annual Performance Plan; and - Quarterly Performance Report	**x**	
Financial Administration	**Medium Term Budget Statements** - National Treasury Instruction Notes - PFMA Provincial Report Budget speech - Payment and receipts - Budget statements and Budget and expenditure review - Budget Policy Statements - Provincial Practice Notes - Financial Delegation	**x**	
Monitoring and Evaluation	- Records of consolidated mid- term reports - Records of QPR Reports - Records of Oversight Committee - Performance audits - Records of M&E Policy	**x**	

	- Programme validation - Records of M&E staff - HR information - Records of M&E operation plan - Records of M&E Policy - Programme validation - Records of M&E staff HR information - Records of M&E operation plan		
Chief Directorate Environmental Services	- Environmental Impact Assessments - Waste Management - Air Quality Monitoring - Biodiversity Management - National Environmental Management Act - National Environmental Management: Biodiversity Act "NEMWA" - National Environmental Management: Waste Act 58 of 2000	**x**	
Tourism Services	- Tourism Act, Act 3 of 2014 - Tourism Services and Programmes - Tourism Policies and Strategies - Tourism Statistics and Reports - Tourism Establishments graded by NW Grading Assistance Programme - Tourist Guiding Registration Database - Tourism EPWP Learners Database - 2.5 Tourism Infrastructure Contractors	**x**	

IEDS	- National Development Plan 2030 - Provincial Growth and Development Strategy - National Small Business Amendment Act /1995 - National Small Enterprise Amendment Bill 2023 - Co-Operatives Amendment Act/ 6/2013 - Co-operatives Act 14/2005 - BBBEE - National LED Framework 2018-2028 - Empowerment Fund Policy - District Development Model - Intergovernmental Framework Act - Strategy for Economic Empowerment of Women, Youth and Persons with Disabilities (WYPD) - National Youth Policy 2030 - Adjudication Committee minutes	**x**	
Business Regulations Consumer Affairs - **Education & Research Unit** - **Investigation** - **Enforcement – Consumer Court**	- Consumer Protection Act - National Credit Act - Harmful Business Practice North West	**x**	

10. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE DEDECT AND HOW TO GAIN ACCESS TO THOSE SERVICES

SERVICE	HOW TO GAIN ACCESS TO THE SERVICE
The Department offers the following services to the general public -	
CSD registration for members of the public on their tendering companies	- Physical visits - Online: Telephonically - Awareness on tendering systems - Awareness on the new regulations affecting tendering process - Departmental website: dedect.nwpg.gov.za
Learnerships/Internships on courses relevant to the Department	- Induction programme - Provision of awareness through appointment of accredited service providers
CIPC Services - **Business Registration (Private and Co-Operatives)** - **Lodgements** - **Amendments** **Empowerment Fund (Machinery and Equipment**	- Physical visits - Online: Telephonically - Awareness Sessions - Physical visits - Online: Telephonically - Awareness Sessions - Online Advert - EMF Brochure - Print Media - Online application - Departmental website: dedect.nwpg.gov.za

Product Development, Market Linkages, Exhibitions, Digital Platform support, Pop-Up markets and Marketing support including Targeted groups **Informal and Micro Traders support Programme** **Incubation Support** **Work Opportunities created**	- Physical visits - Online: Telephonically - Awareness Sessions - Physical visits - Online: Telephonically - Awareness Sessions - Online Advert - Informal and Micro Traders support Programme Brochure - Print Media
Business Regulations Consumer Affairs - **Education & Research Unit** - **Investigation** - **Enforcement – Consumer Court**	- Consumer Education Awareness (Lectures/ Workshop/ Roadshow/ Campaigns/ Radio Talk Shows) - Physical / virtual / Telephonic - Print Media / Brochures - Promotional Material - Consumer Education Regulators Partnership - Conduct Investigation - Mediate Dispute (Compliance / Shop Inspections / (Office Visit/ Facebook/ email/ website/ Telephonic/ Road Shows) - Referral to Regulators - Mediation - Adjudicate Cases - Court Sessions

11. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY DEDECT

Policies and regulations are being adopted from the National, DPSA and Office of the Premier in the province.

However, members of the public are also encouraged to submit proposals for the development of a Code of Conduct or any legislative reform or representations on any matter affecting the personal information of a data subject. The public are also encouraged to participate in public consultation and stakeholder's engagement arranged by different stakeholders since the inputs and submissions of members of the public are considered intensively during the formulation of the Regulations, Guidelines and Codes of Conduct.

12. PROCESSING OF PERSONAL INFORMATION

12.1 Purpose of Processing

The purpose of processing personal information by DEDECT is for the following: -

12.1.1. Fulfilling or executing its statutory obligations under PAIA and POPIA, through receiving of complaints, investigation of complaints and conducting compliance assessment;

12.1.2. Staff administration and Job applicants;

12.1.3. Keeping of accounts and records;

12.1.4. Procurement process; and

12.1.5. Complying with other relevant legislations, such as PFMA, Regulations under it and National Treasury Instruction Notes

12.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be Processed
Natural Persons	Names and surname; contact details (contact number(s), fax number, email address); Residential, postal or business address; Unique Identifier/Identity Number and confidential correspondence
Responsible parties, Juristic Persons / Public Entities	Names of contact persons; Name of Legal Entity; Physical and Postal address; contact details (contact number(s), fax number, email address) and Registration Number
Employees / Members / Committee Members	Gender, pregnancy; marital status; race, age, language, education information (qualifications); financial information; employment history; ID numbers; physical and postal address; contact details (contact number(s), fax number, email address); criminal record; well-being and family members, medical, nationality, ethnic or social origin, physical or mental health, disability, biometric information of the person, employment history, professional affiliation and references.
Contracted Service Providers	Names of contact persons; name of entity; name of directors and shareholders, physical and postal address and contact details (contact number(s), fax number, email address); financial information; registration number; founding documents; tax related information; authorised signatories, broad-based black economic empowerment (B-BBEE) status, affiliates entities, business strategies.

12.3 The recipients or categories of recipients to whom the personal information may be supplied

Category of personal information	Recipients or Categories of Recipients
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus through Management Integrity Evaluation (MIE) company
Citizenship	Home Affairs
Vetting Investigation	State Security Agency (SSA)
Company Registration and Compliance	Central Supplier Database (CSD)
Employment Reference Checks	Departmental Human Resource Management (HRM) Unit
Administering of Employees Pension and Medical Aid benefits	Government Employee Pension Funds (GEPF)
Capturing and organising of Personal Information	Departmental Human Resource Management (HRM) Unit
Administering the preservation of Personal Information	Records Management (RM) Unit
Creation of User Account	Information Communication Technology (ICT) Unit

12.4 Planned trans-border flows of personal information

12.4.1. DEDECT has not planned trans-border flows of Personal Information. However, should it become necessary to transfer personal information to another country for any lawful purposes, the department will ensure that anyone to whom it pass personal information is subject to a law, binding corporate rules or binding agreement which provides an adequate level of protection and the third party agrees to treat that personal information with the same level of protection as the department is obliged to comply with POPIA.

12.4.2. Any transfer of personal information cross border shall be with data subject's consent, however, should it not be practicable to obtain data subject's consent, the department shall transfer the personal information if it will be for the data subject's benefit; and the data subject would have given consent should it have been reasonably practicable to obtain such consent.

12.5. General Description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information.

12.5.1. The department continuously establishes and Maintains appropriate, reasonable technical and organisational measures by taking appropriate measures to prevent loss of damage to or unauthorised destruction of personal information; and unlawful access to or processing of personal information.

12.5.2. The department has taken reasonable measures in identifying all reasonably foreseeable internal and external risks to personal information in its possession or under its control; establish and maintain appropriate safeguards against the risks identified; regularly verify

that the safeguards are effectively implemented; and ensure that the safeguards are continually updated in response to new risks or deficiencies in previously implemented safeguards.

12.5.3. Measures taken by the department includes, amongst others Access Control; Data Encryption; Defensive Measures; Robust Monitoring, Auditing and Reporting capabilities; Data Backups; Anti-virus and Anti-Malware Solutions; Awareness and Vigilance; and Agreements are concluded with Operators to implement security controls.

13. AVAILABILITY OF THE MANUAL

13.1 This Manual is made available in the following official languages-

13.1.1 English;

13.1.2 Setswana

13.2 A copy of this Manual or the updated version thereof, is also available as follows-

13.2.1 on dedect.nwpg.gov.za, if any, of the public body;

13.2.2 at the head office of the public body for public inspection during normal business hours;

13.2.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

13.2.4 to the Information Regulator upon request.

13.3 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

14. PRESCRIBED FEES

14.1. Section 22(1) of PAIA states that fees payable for access to records of the Regulator are to be prescribed. The prescribed fees are as set out in annexure B, attached hereto.

14.2. A requester who seeks access to any record may be required to pay a fee, unless an exempted, as referred to in paragraph 14.3 and 14.4 below.

14.3. The requester does not need to pay an access fee to a public body if he or she is a single person whose annual income, after permissible deductions, such as PAYE and UIF, is less than R14 712 a year; or

14.4. He or she is married and the joint income with his or her partner, after permissible deductions, such as PAYE and UIF, is less than R27 192 per year.

15. RECORDS THAT CANNOT BE FOUND OR DO NOT EXIST

15.1. Requesters have the right to receive a response in the form of an affidavit or affirmation where records cannot reasonably be

located, but to which a requester would have had access had the record been available.

15.2. Requesters also have the right to receive a response in the form of an affidavit or affirmation where requested records do not exist.

16. DISPOSAL OF RECORDS

16.1. The Information Officer will reserve the right to lawfully dispose of certain records in terms of authorities obtained from the National Archives and Records Service.

16.2. Requesters will be advised whether a particular record has been disposed of where this is relevant to the records requested.

16.3. In accordance with section 24(1) of POPIA, the Information Officer may, upon receipt of the request from a data subject,

16.3.1. correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or

16.3.2. destroy or delete a record of personal information about the data subject that the Regulator is no longer

authorised to retain in terms of section 14 of POPIA.

17. UPDATING OF THE MANUAL

The Department DEDECT) will, if necessary, update and publish its Manual annually.

Issued by

_____ _____

MR RELEBOHILE MOFOKANE DATE

HEAD OF DEPARTMENT&

DEPUTY INFORMATION OFFICER

PAIA MANUAL FOR DEPARTMENT OF ECONOMIC DEVELOPMENT, ENVIRONMENT, CONSERVATION AND TOURISM, NORTH WEST PROVINCE.

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 **Email: ……**

……..... **Cell……**

…….....

…….....

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 (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail address			
Contact numbers	**Tel (W)**	**Email**	**Cell**
Full names of person			

on whose behalf request is made (if applicable)			
Identity number			
Postal Address			
Street Address			
E-mail address			
Contact numbers	**Tel (W)**	**Email**	**Cell**

PARTICULARS OF RECORD REQUESTED

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.)

Description of record or relevant part of the record	
Reference number, if available:	
Any further particulars of record:	

TYPE OF RECORD (Mark the applicable box with an "X")	
Record is in written or printed form	
Record comprises 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)	

FORM OF ACCESS (Mark the applicable box with an "X")	
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)	

MANNER OF ACCESS
(Mark the applicable box with an "X")

Personal inspection of record at registered address of public/private 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)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
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)**	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED
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.

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 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	Email	Cell

Signed at .....this ..... day of..... 2025

.....

Signature of requester / person on whose behalf request is made

FOR OFFICAL USE

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

PAIA MANUAL FOR DEPARTMENT OF ECONOMIC DEVELOPMENT, ENVIRONMENT, CONSERVATION AND TOURISM, NORTH WEST PROVINCE.

FORM 4

LODGING OF AN INTERNAL APPEAL

[Regulation 9]

Reference No. .....

PERSONAL INFORMATION

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(W)**	**Email**		**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.)							
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED (If lodged by a third party)							
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							
GROUNDS 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	Email address	Cell phone numbers

Signed at ..... this ..... day of.....2025

_____

Signature of Appellant/Third party

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FOR OFFICAL USE

OFFICIAL RECORD OF INTERNAL APPEAL

<table>
<tr><td colspan="3">Appeal received by
(state rank, name and surname of
Information officer)</td><td colspan="3"></td></tr>
<tr><td>Date received</td><td colspan="5"></td></tr>
<tr><td colspan="4" rowspan="2">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</td><td>Yes</td><td></td></tr>
<tr><td>No</td><td></td></tr>
<tr><td colspan="6">OUTCOME OF APPEAL</td></tr>
<tr><td rowspan="2">Refusal of request for access. Confirmed?</td><td>Yes</td><td></td><td rowspan="2">New decision (if not confirmed)</td><td colspan="2"></td></tr>
<tr><td>No</td><td></td><td colspan="2"></td></tr>
<tr><td rowspan="2">Fees (Sec 22). Confirmed?</td><td>Yes</td><td></td><td rowspan="2">New decision (if not confirmed</td><td colspan="2"></td></tr>
<tr><td>No</td><td></td><td colspan="2"></td></tr>
<tr><td rowspan="2">Extension (Sec 26(1)). Confirmed?</td><td>Yes</td><td></td><td rowspan="2">New decision (if not confirmed</td><td colspan="2" rowspan="2"></td></tr>
<tr><td>No</td><td></td></tr>
<tr><td rowspan="2">Access (Sec 29(3)). Confirmed?</td><td>Yes</td><td></td><td rowspan="2">New decision (if not confirmed</td><td colspan="2" rowspan="2"></td></tr>
<tr><td>No</td><td></td></tr>
<tr><td rowspan="2">Request for access granted. Confirmed?</td><td>Yes</td><td></td><td rowspan="2">New decision (if not confirmed</td><td colspan="2" rowspan="2"></td></tr>
<tr><td>No</td><td></td></tr>
</table>

Signed at ..... this ..... day of..... 2025

_____

Relevant Authority

ANNEXTURE B

Fees in Respect of Public Bodies

	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 requestor) (ii) (ii) Compact disc • If provided by requestor • If provided to the requestor	 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-size page	R24.00
8.	Copy of an audio record on: (i) Flash drive (to be provided by requestor) (ii) (ii) Compact disc • If provided by requestor • If provided to the requestor	 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 R300
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.

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Fees in Respect of Private Bodies

	DESCRIPTION	AMOUNT
1.	The request fee payable by every requester	R140.00
2.	Photocopy/printed black & white copy of A4-size page	R2.00 per page or part thereof.
3.	Printed copy of A4-size page	R2.00 per page or part thereof.
4.	For a copy in a computer-readable form on: (i) Flash drive (to be provided by requestor) (ii) Compact disc • If provided by requestor • If provided to the requestor	 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-size page	R24.00
8.	Copy of an audio record on: (i) Flash drive (to be provided by requestor) (ii) (ii) Compact disc • If provided by requestor • If provided to the requestor	 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	R145.00 R435.00
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."