



Western Cape
Government
FOR YOU

PAIA MANUAL 2024

**Promotion of Access to Information (PAIA) Manual, 2024
compiled in terms of section 14 of the Promotion of Access to
Information Act, 2000 (as amended) for the Department of
Infrastructure**

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1.	“DIO”	Deputy Information Officer;
1.2.	“Department” or “DOI”	Department of Infrastructure;
1.3.	“HOD”	Head of Department;
1.4.	“IO”	Information Officer;
1.5.	“Minister”	Minister of Infrastructure;
1.6.	“MEC”	Member of the Executive Committee;
1.7.	“PAIA”	Promotion of Access to Information Act, 2000;
1.8.	“PFMA”	Public Finance Management, 1999;
1.9.	“POPIA”	Protection of Personal Information Act, 2013;
1.10.	“PSA”	Public Service Act, Proclamation 103 of 1994;
1.11.	“Regulator”	Information Regulator;
1.12.	“the Constitution”	Constitution of the Republic of South Africa, 1996;
1.13.	“WCG”	Western Cape Government.

2. PURPOSE OF THE 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 the Department of Infrastructure, without the need for submitting a formal PAIA request;
- 2.2. understand how to make a request for access to a record of the Department of Infrastructure;

- 2.3. obtain all the relevant contact details of the persons who will assist the public with the records they intend to access;
- 2.4. be aware of all the remedies available from the Department of Infrastructure regarding a request for access to the records, before approaching the Regulator or the Courts;
- 2.5. obtain a description of the services available to members of the public from the Department of Infrastructure, and how to gain access to those services;
- 2.6. obtain a description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.7. know if the Department of Infrastructure will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and the information or categories of information relating thereto;
- 2.8. know if the Department of Infrastructure 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 Department of Infrastructure has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information to be processed.

3. ESTABLISHMENT OF THE DEPARTMENT OF INFRASTRUCTURE

The Department is a provincial structure within the public service which is established in terms of section 197 of the Constitution of the Republic of South Africa, 1996 ("the Constitution"). Section 7 of the Public Service Act, Proclamation 103 of 1994 ("the PSA"), which gives effect to section 197 of the Constitution, provides for the establishment of provincial departments.

3.1. Objectives/Mandate

- 3.1.1. The DOI contributes to the Growth for Jobs priority. It aims to bring about change in the lived reality of communities in the Western Cape through

targeted interventions and by providing clear policy direction in the infrastructure space.

3.1.2. DOI recognises the role well-maintained and strategically identified infrastructure plays in addressing spatial transformation.

3.1.3. The DOI includes:

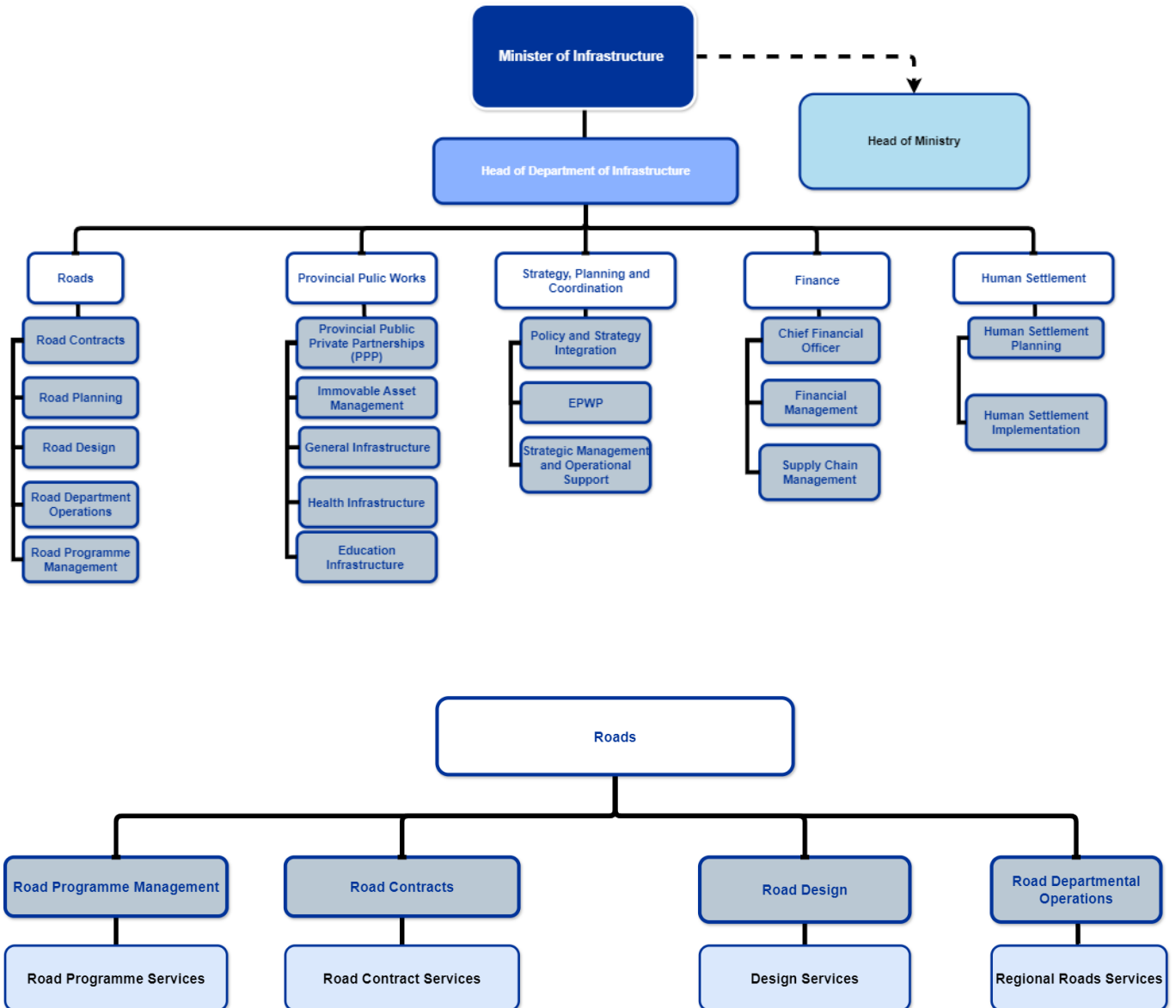
- Public Works Infrastructure
- Transport Infrastructure
- Human Settlements
- Community-Based Programmes/ Expanded Public Works Programme

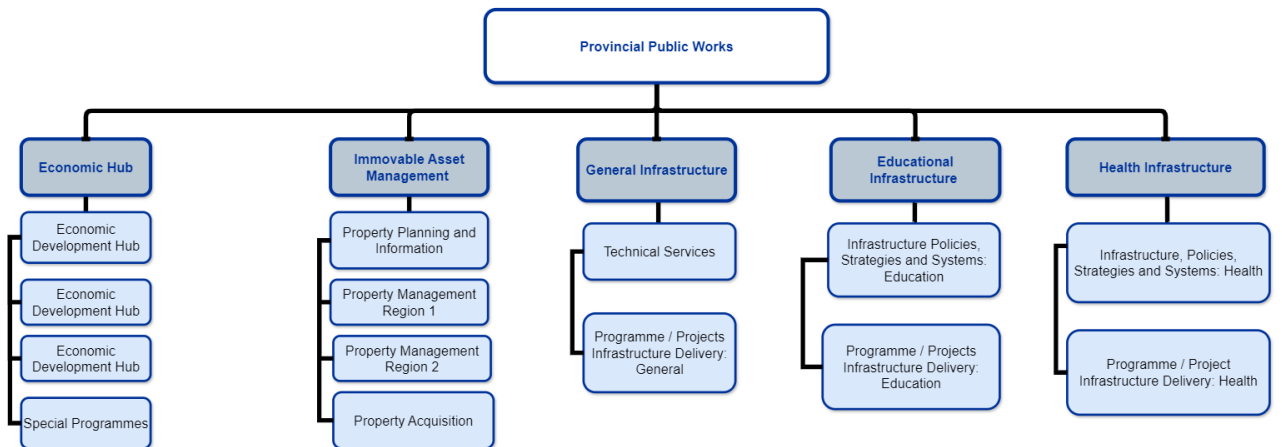
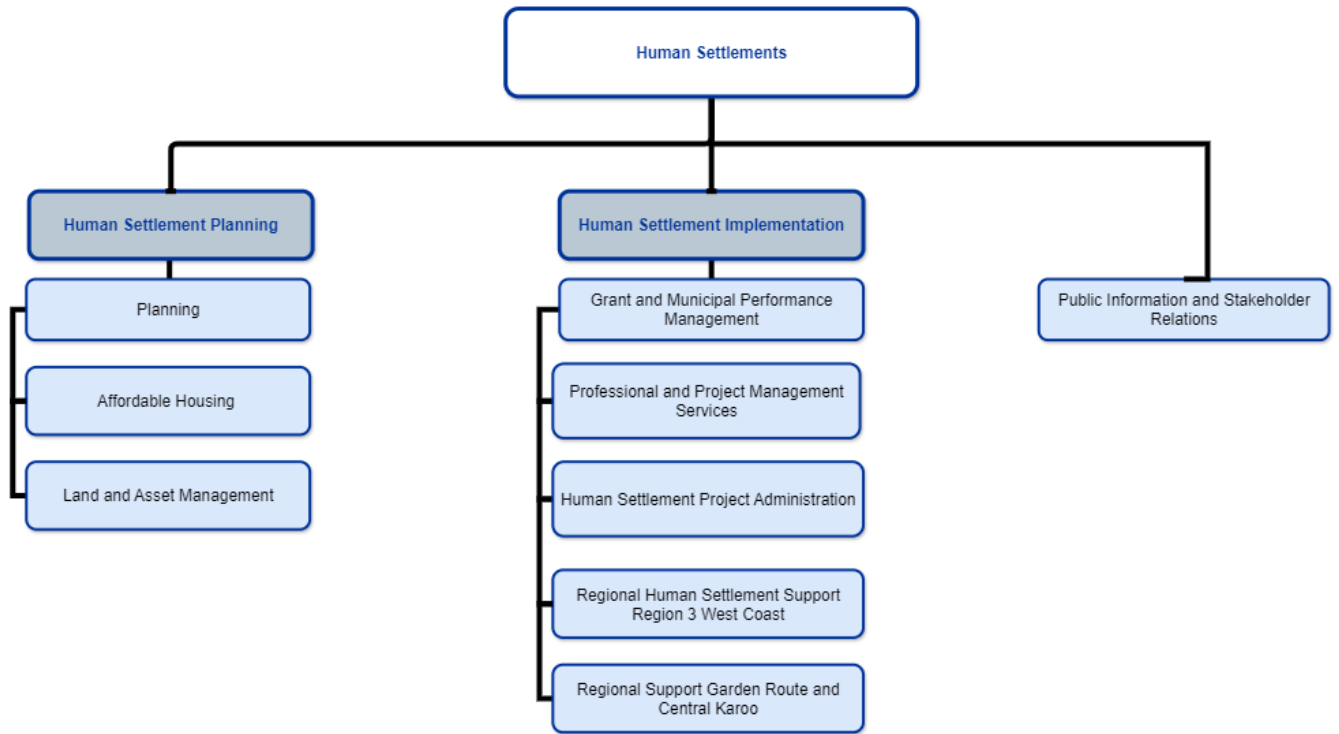
3.1.4. DOI has a broad infrastructure mandate which covers:

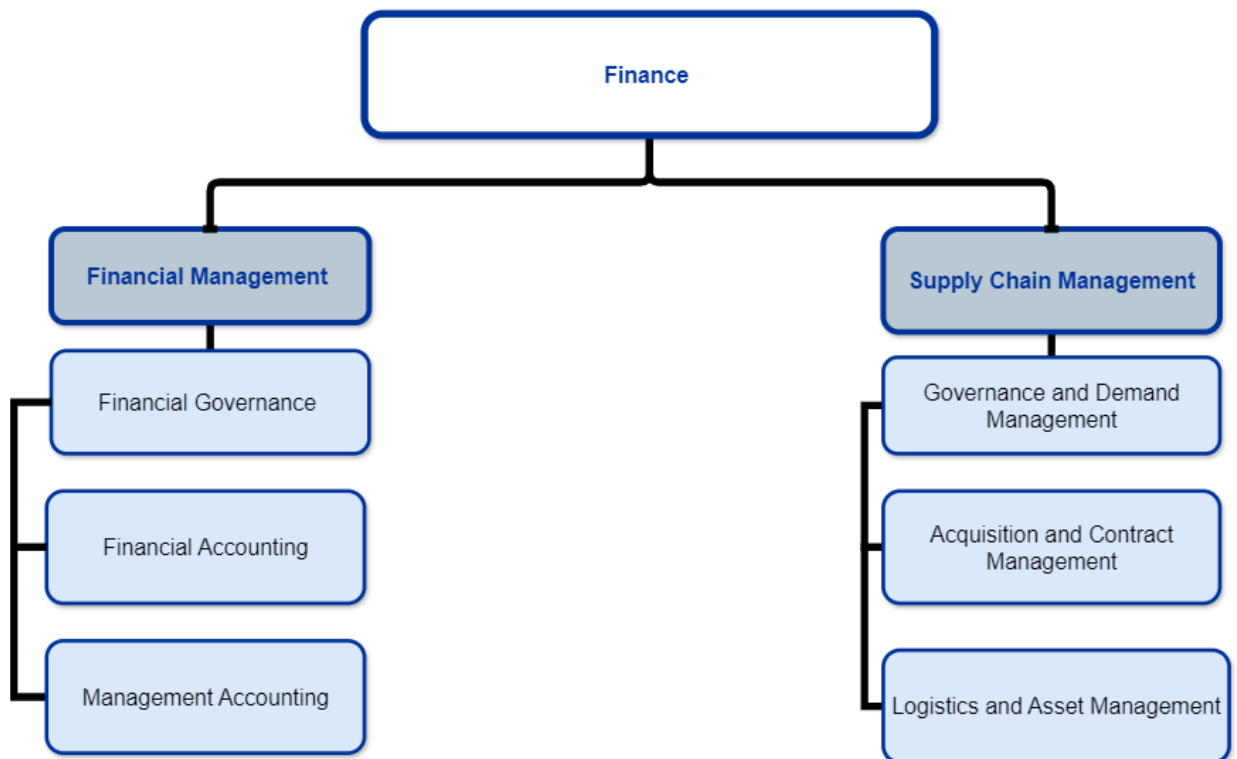
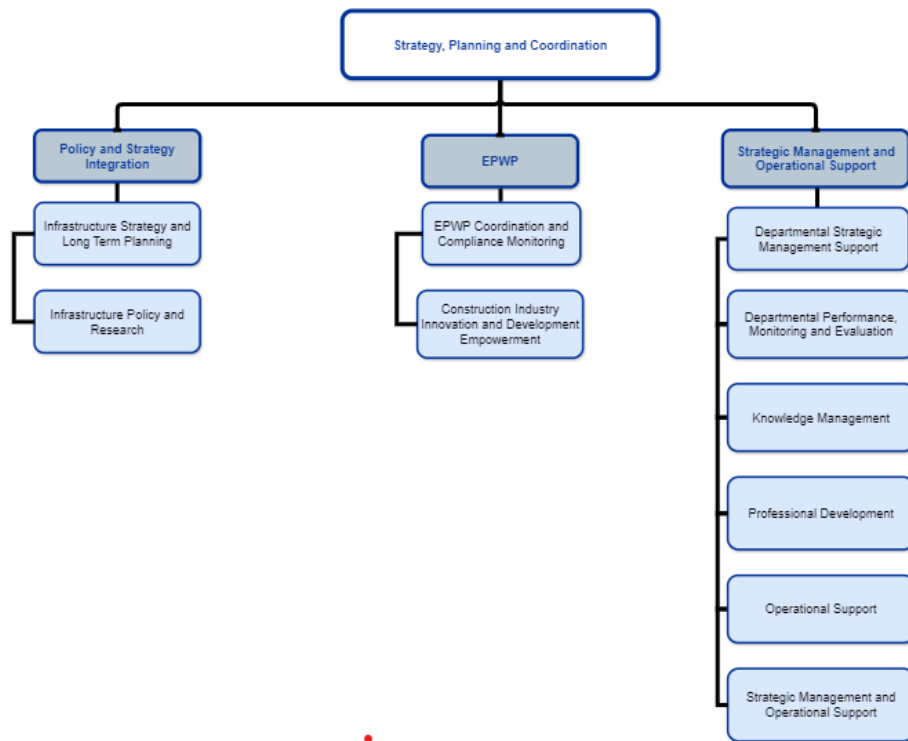
- Infrastructure planning, delivery and co-ordination;
- Provincial roads; and Public works including the provision of general office accommodation, health, and education infrastructure; as well as the Expanded Public Works Programme (EPWP).

3.1.5. Human settlements in so far as it encompasses a concurrent function with the national government in the provision of adequate shelter inclusive of access to basic and socio-economic services.

4. STRUCTURE OF THE DEPARTMENT OF INFRASTRUCTURE AND FUNCTIONS







4.2 FUNCTIONS OF THE DEPARTMENT

Functions:

- Ensure an efficient and effective integrated transport system.
- Strategically develop, manage, and maintain the property portfolio of the Province.
- Plan and co-ordinate integrated departmental strategies and programmes.
- Provide an efficient and effective service to the office of the Minister.
- Provide effective management services to the Department.
- Promote sustainable, integrated human settlement development in the Western Cape.
- Manage the provincial road network.
- Provide an executive support service to the HOD.

BRANCH: FINANCE

Functions:

- Ensure departmental financial governance, management Accounting financial accounting and portfolio management services.
- Manage provisions, assets, and procurement.
- Ensure effective and efficient financial management co-ordination systems between the Branches/Programmes and the Financial Management Branch.

CHIEF DIRECTORATE: FINANCIAL MANAGEMENT

Functions:

- Ensure sound financial governance practices.
- Ensure a departmental financial accounting service.
- Ensure a departmental management accounting service.

DIRECTORATE: FINANCIAL GOVERNANCE

Functions:

- Ensure proper governance with regard to internal control.
- Render an assurance service with regard to financial administration.
- Provide effective and efficient fraud and loss management services.

DIRECTORATE: FINANCIAL ACCOUNTING

Functions:

- Provide an effective and efficient accounting system for revenue and receivables.
- Provide an effective and efficient salary deduction system and payment system in respect of purchases, payables, transfers, and donations.
- Ensure an integrated, effective, and efficient assets, cash and liabilities accounting system.
- Manage in-year and annual reports on recorded financial affairs and financial, systems.

DIRECTORATE: MANAGEMENT ACCOUNTING

Functions:

- Provide an integrated, effective and efficient budget planning system in respect of revenue and expenditure.
- Provide an integrated, effective, and efficient immovable asset budget planning system.
- Provide an integrated, effective, and efficient in-year budget monitoring reporting and adjustment system.

CHIEF DIRECTORATE: SUPPLY CHAIN MANAGEMENT (SCM)

Functions:

- Render a service with regard to planning, compliance, performance management, capacity building and demand management.
- Render a service with regard to acquisition and contract management.
- Render a service with regard to logistics and asset management.

DIRECTORATE: GOVERNANCE AND DEMAND MANAGEMENT

Functions:

- Render a service with regard to compliance, performance management and capacity building.
- Render a demand management service.

DIRECTORATE: ACQUISITION AND CONTRACT MANAGEMENT

Functions:

- Render an acquisition and contract management service.
- Manage and administer contracts.

DIRECTORATE: LOGISTICS AND ASSET MANAGEMENT

Functions:

- Provide a provisioning function inclusive of inventory and warehouse management.
- Manage departmental assets.

BRANCH: STRATEGY, PLANNING AND CO-ORDINATION (Administration)

Functions:

- Facilitate the development of provincial strategies, policies, and integrated plans.
- Manage expended public works programmes in the province.
- Facilitate and synchronise transversal departmental strategic management processes.

CHIEF DIRECTORATE: POLICY AND STRATEGY INTEGRATION

Functions:

- Shape transport in the province through the development of high-level policies, strategies and programs.
- Shape infrastructure in the province through the development of high-level policies, strategies and programmes.
- Manage the departmental programs and projects management (PPM) office.

DIRECTORATE: INFRASTRUCTURE STRATEGY AND LONG-TERM PLANNING

Functions:

- Facilitate the development of provincial strategies and policies regarding transport.
- Facilitate the development of the Provincial Land Transport Framework.
- Conduct high-level research/feasibility studies and scenario planning.
- Engage with stakeholders in respect of long-term policy and strategy development.
- Assist municipalities with the development of their Integrated Transport Plans.
- Develop the mobility strategy concept in municipalities.

DIRECTORATE: INFRASTRUCTURE POLICY AND RESEARCH

Functions:

- Facilitate the development of provincial strategies and policies regarding infrastructure.
- Conduct high-level research/feasibility studies and scenario planning
- Engage with stakeholders in respect of long-term policy and strategy development.
- Assist municipalities with the development of their Bulk Infrastructure Plans.
- Develop special infrastructure plans and projects.

CHIEF DIRECTORATE: EXPANDED PUBLIC WORKS PROGRAMME (EPWP)

Functions:

- Co-ordinate and monitor EPWP interventions within the province.
- Manage EPWP construction interventions within the province.

DIRECTORATE: EPWP CO-ORDINATION AND COMPLIANCE MONITORING

Functions:

- Co-ordinate EPWP interventions within the province.
- Monitor compliance of EPWP interventions to normal prescripts.

DIRECTORATE: CONSTRUCTION INDUSTRY INNOVATION AND DEVELOPMENT EMPOWERMENT

Functions:

- Develop and empower emerging contractors within the building environment to meet

industry norms and standards.

- Assess the empowerment impact of specific projects to inform the design and construction process.
- Manage research for innovation employment creation interventions for implementation by public bodies and to provide then EPWP technical support.
- Empower and develop the unemployed through targeted skills development Programmes.

CHIEF DIRECTORATE: STRATEGIC MANAGEMENT AND OPERATIONAL SUPPORT

Functions:

- Facilitate and co-ordinate departmental strategic and business planning processes.
- Promote and facilitate departmental performance monitoring, evaluation review and reporting.
- Manage departmental information and knowledge as a strategic resource.
- To provide strategic leadership which facilitates the management and implementation of programmes to address skills shortages in transport, built and engineering disciplines.
- Provide an operational management support service.

DIRECTORATE: DEPARTMENTAL STRATEGIC MANAGEMENT AND OPERATIONAL SUPPORT

Functions:

- Facilitate the department's multi-term annual planning cycle.
- Facilitate departmental Batho Pele/service delivery improvement initiatives.
- Facilitate the compilation of the annual report.
- Co-ordinate and facilitate departmental participation in provincial programmes and
- Projects where the department plays a supportive role.

DIRECTORATE: DEPARTMENTAL PERFORMANCE MONITORING AND EVALUATION

Functions:

- Champion the entrenchment of performance monitoring, evaluation and reporting in the normal management process of the Department's line and staff function component.
- Proactively facilitate organizational performance monitoring and reporting as per Departmental strategic and annual performance plans.
- Proactively facilitate programme and project performance monitoring and reporting as per provincial strategic objectives (PSO's) and other requirements.
- Policy and strategy impact assessments in conjunction with line functionaries.

DIRECTORATE: KNOWLEDGE MANAGEMENT

Functions:

- Manage knowledge and information services.
- Manage departmental records.
- Manage Information and Communication Technology (ICT) services.

DIRECTORATE: PROFESSIONAL DEVELOPMENT

Functions:

- Manage the Masakh'iSizwe Bursary Programme in a manner that will attract, support and facilitate the development and availability of the skills identified as scarce and critical to meet the Department's operational needs.
- Design, implement and manage a structured training programme which enables officials to be professionally registered with their relevant professional bodies, within the stipulated timeframe.

DIRECTORATE: OPERATIONAL SUPPORT

Functions:

- Render a departmental communication service.
- Facilitate departmental responsibilities with respect to occupational health, safety and security.
- Ensure the rendering of ICT, human capital, corporate assurance, legal and Communication. Support services to the Department by the CSC in terms of the provisions of the relevant service level agreement and Departmental Responsibilities in respect of human rights facilitation.

DIRECTORATE: STRATEGIC MANAGEMENT AND OPERATIONAL SUPPORT

Functions:

- Facilitate and coordinate departmental strategic and business planning processes and activities.
- Promote and facilitate departmental performance monitoring, evaluation, review and reporting.
- Manage departmental information and knowledge as a strategic resource.
- Provide strategic leadership which facilitates the management and implementation of programmes to address skills shortage in transport, built and engineering disciplines.
- Provide an operational management support service.

BRANCH: ROADS

Functions:

- Manage road planning.
- Manage road design.
- Manage the construction and maintenance of the road network.
- Manage the road network in the regions.
- Provide project management support.

CHIEF DIRECTORATE: ROAD PROGRAMME MANAGEMENT

Functions:

- Develop and align the MTEF Road implementation Programme.
- Manage the programme and coordinate project management aspects of the approved programme.
- Coordinate and facilitate all road operations and reporting.
- Coordinate and facilitate the development of frameworks, policies and technical standards for the sustainability of the Road Branch.
- Analyse, prepare and update asset management strategies, policies and plans and evaluate road network costs/performance.
- Manage all road systems.

DIRECTORATE: ROAD PROGRAMME SERVICES

Functions:

- Ensure the processing of environmental authorisation applications for development and utilisation in terms of the National Environmental Management Act (NEMA).
- Coordinate and facilitate all aspects of HR, Finance, SCM, Reporting and Professional Development for the Branch Roads.

CHIEF DIRECTORATE: ROAD DESIGN

Functions:

- Manage traffic engineering designs.
- Manage culvert, bridge, and structural designs.
- Manage geometric designs.
- Manage pavement and engineering designs.
- Manage the pavement technology laboratory.
- Render technical support services.
- Render systems support services.

- Develop and administer the Provincial Road Network Geographical Information System (GIS).

DIRECTORATE: DESIGN SERVICES

Functions:

- Provide technical traffic engineering support and manage the design and implementation of Road Traffic Signs (Directional, Guidance and Tourism).
- Provide technical traffic engineering support in order to optimise the road network with regard to operational parameters such as safety, capacity and traffic flow.
- Provide technical traffic engineering and management support with regard to the management of abnormal loads and overload control weighbridges.
- Provide engineering and management support with regard to geometrics and structures.
- Provide survey, cadastral and expropriation plans, related data and information, for the maintenance and improvement of the Western Cape Provincial Road Network.

CHIEF DIRECTORATE: ROAD CONTRACTS

Functions:

- Manage capital construction and capital maintenance contracts in Region 1.
- Manage capital construction and capital maintenance contracts in Region 2.
- Implement and manage routine road maintenance and weighbridge contracts.
- Coordinate strategic, technical and administrative aspects of construction and maintenance contracts.
- Provide operational and administrative support in terms of contract management.

DIRECTORATE: ROAD CONTRACT SERVICES

Functions:

- Manage contractual input in tender and contract documents.
- Manage technical input in appointments of contractors.
- Manage routine road maintenance.
- Manage weighbridge operation contracts.
- Report on Non-Capital contracts.

CHIEF DIRECTORATE: ROAD DEPARTMENTAL OPERATIONS

Functions:

- Coordinate and facilitate all technical, administrative and work processes and systems in the Regions and District Municipalities (DMs).
- Manage mechanical engineering services.

- Manage, develop and implement work processes across the civil and material interface to improve delivery in terms of quality, productivity, risk, time and costs.
- Manage and protect the provincially proclaimed road network in Region 1.
- Manage and protect the provincially proclaimed road network in Region 2.

DIRECTORATE: REGIONAL ROAD SERVICES

Functions:

- Render general support services for mechanical services.
- Render general support services for Region 1.
- Render general support services for Region 2.
- Coordinate, develop and implement work processes and systems to improve, assure and monitor and control costs for delivery.
- Coordinate and facilitate compliance with Occupational Health and Safety matters in the branch.

DIRECTORATE: CONSTRUCTION AND MAINTENANCE

Functions:

- Manage construction/capital contracts.
- Manage maintenance contracts and co-ordinate regional maintenance contracts.
- Manage mechanical engineering services.
- Manage the Bellville workshop.
- Render an occupational health and safety service.
- Render operational support services.

DIRECTORATE: REGIONAL ROAD MANAGEMENT (REGION 1)

Functions:

- Render road maintenance services.
- Render construction and specialised road maintenance services.

DIRECTORATE: REGIONAL ROAD MANAGEMENT (REGION 2)

Functions:

- Render road maintenance services.
- Render construction and specialised road maintenance services.

BRANCH: PROVINCIAL PUBLIC WORKS

Functions:

- Develop, implement, and maintain the institutional strategy and systems for asset management and development as the custodian of immovable assets in the Province.

- Manage the Provincial Government Properties Portfolio and related operational services as the custodian, regulatory, implementing department and enabling infrastructure facilitator of immovable assets in the Province.
- Manage education and health infrastructure portfolios as the custodian regulatory, implementing department and facilitator for enabling infrastructure of immovable assets in the province.
- To strategically analyze, plan, activate or enable under-utilized provincial properties to achieve revenue generation/best value for money by ensuring optimal utilization of provincially owned buildings.
- To drive, implement and manage Public Partnerships throughout the Western Cape.

CHIEF DIRECTORATE: IMMOVABLE ASSET MANAGEMENT

Functions:

- Analyse, prepare and update strategic immovable asset management plans, promote effective and efficient utilization of the immovable assets, establish, maintain and update the property management information systems for the Branch and develop and maintain the Immovable Asset Register (excluding Human Settlements).
- Manage leases, disposals, estates, and payments of creditors in Region 1.
- Manage leases, disposals, estates, and payments of creditors in Region 2.
- Manage the acquisition of immovable property.
- Render transversal financial and administrative support to the Chief Director.

DIRECTORATE: PROPERTY PLANNING AND INFORMATION

Functions:

- Develop strategic immovable asset management plans.
- Promote the effective and efficient utilization of the immovable asset management portfolio.
- Provide integrated and reliable management information systems for the Branch and Reports.
- Provide a credible Immovable Asset Register.

DIRECTORATE: PROPERTY MANAGEMENT REGION 1: CAPE TOWN CENTRAL BLAAUWBERG, HELDERBERG, EDEN CENTRAL KAROO AND OVERBERG.

Functions:

- Manage the process of leasing in of immovable property based on the accommodation requirements of user departments.
- Manage the process of leasing out of immovable property superfluous to service delivery requirements.

- Manage disposal of immovable properties superfluous to service delivery requirements.
- Estate management such as security, maintenance of unallocated erven, prevention of unlawful occupation, demolitions and registrations of real rights etc.
- Payment of municipal accounts such as rates, taxes and services for all provincial portfolios, sign off and submit to Chief Directorate Finance to process payments.
- Manage debtors and creditors regarding immovable properties.

DIRECTORATE: PROPERTY MANAGEMENT REGION 2: OOSTENBERG, SOUTH PENINSULA, TYGERBERG, WINELANDS AND WEST COAST

Functions:

- Manage the process of leasing in of immovable property based on the accommodation requirements of user departments.
- Manage the process of leasing out of immovable property superfluous to service delivery requirements.
- Manage disposal of immovable properties superfluous to service delivery requirements.
- Estate management such as security, maintenance of unallocated erven, prevention of unlawful occupation, demolitions and registrations of real rights etc.
- Payment of municipal accounts such as rates, taxes and services for all provincial portfolios, sign off and submit to Chief Directorate Finance to process payments.
- Manage debtors and creditors regarding immovable properties.

DIRECTORATE: PROPERTY ACQUISITION

Functions:

- Manage the acquisition of immovable assets as per the approved Acquisition Plan.
- Manage the acquisition of immovable assets as per ad hoc approved request.
- Manage the donation of immovable assets.
- Manage land exchanges.
- Manage the transfer of immovable assets in terms of the principle of asset follows functions.

CHIEF DIRECTORATE: GENERAL INFRASTRUCTURE

Functions:

- Manage the delivery of the total programme of maintenance projects and related operational services.
- Manage the delivery of the total programme of infrastructure projects.
- Co-ordinate occupational health and safety aspects within the Branch.
- Provide general administration and financial services to the Chief Directorate General Infrastructure.

DIRECTORATE: TECHNICAL SUPPORT

Functions:

- Manage the implementation of maintenance projects regarding Technical Services in the Cape Town area.
- Manage and implement maintenance projects regarding Technical Services in the George area.

DIRECTORATE: PROGRAMME/PROJECTS INFRASTRUCTURE DELIVERY: GENERAL

Functions:

- Provide architectural, engineering and quantity surveyor professional inputs for all projects being implemented by the Portfolio.
- Prepare and update the Infrastructure Programme Implementation Plan (IPIP).
- Implement projects (including procurement and contract management).
- Monitor and report on the performance and delivery of outside service providers and take corrective actions where required.
- Implement conditions assessments of provincially owned buildings being used for office accommodation/housing and related purposes (excluding health facilities and schools).
- Update project information on the Project Management Information System.
- Provide strategic input to Departments on the requirements for leases- in for the portfolio and liaise with the respective Directorates: Property Management Region 1 and 2 of the leases-in.

CHIEF DIRECTORATE: EDUCATION INFRASTRUCTURE

Functions:

- Formulate and manage strategies, policies, systems, plans, and build documents related to property management on behalf of the provincial Department of Education.
- Manage the implementation of the approved program of infrastructure projects on behalf of the Provincial Department of Education.

DIRECTORATE: INFRASTRUCTURE POLICIES, STRATEGIES AND SYSTEMS: EDUCATION

Functions:

- Conduct research on infrastructure issues related to Education needs.
- Provide inputs, data and information to the Department of Education in terms of the preparation of the User Asset Management Plans.
- Facilitate the infrastructure needs of the portfolio with other role-players (e.g. other spheres of government, private sector, and public entities).

- Provide inputs, data and information for the development and maintenance of standard functional and technical norms, standards, design codes and drawings for the provincial Department of Education.
- Monitor compliance with technical norms, standards and design codes.
- Approve all building plans irrespective of which implementing agent/institution is responsible for implementation.
- Plan and determine budgets for the technical condition assessments, life cycle costs and life cycle maintenance plans for the Education portfolio.
- Develop sufficient internal professional capacity through mentoring, development of a centralized institutional knowledge base, liaising with relevant professional bodies and related boards (e.g. Construction Industry Development Board).
- Develop, update and monitor all technical policies and systems related to infrastructure service delivery.
- Provide professional inputs as members of the Supply Chain.
- Management Committees for infrastructure projects of the Education property portfolio.

DIRECTORATE: PROGRAMME/PROJECT INFRASTRUCTURE DELIVERY: EDUCATION

Functions:

- Provide architectural, engineering and quantity surveyor professional inputs for projects being implemented by the portfolio on behalf of the Department of Education.
- Provide project/programme information and inputs for the updating of the Infrastructure Programme Management Plan and work jointly with the Department of Education to draft the procurement strategy.
- Prepare and update the infrastructure Programme Implementation Plan.
- Oversee the implementation of capital, scheduled maintenance, and emergency Maintenance projects (e.g. Preparation of Project Execution Plans, signing off and payment of invoices, procurement, contract and cash flow management).
- Monitor and report on the performance and delivery of outside service providers.
- Provide an oversight role for the implementation of infrastructure programs/projects being managed by other implementing Agents.
- Update project information on the Project Management Information System(s).
- Implement Technical Condition Assessment and Facility Assessment.
- Provide inputs to the Department of Education on the requirements for leases-in for the Portfolio.
- Facilitate timeous acquisition of land.
- Provide feedback to the Infrastructure Policies, Systems and Strategies Sub Directorate and the Provincial Department of Education regarding any aspect that should be revised

with the view to promote seamless service delivery based on the learning generated during the implementation of the programmes/projects.

- Provide professional inputs as members of the Supply Chain Management Committees for infrastructure projects of the Education property portfolio.

CHIEF DIRECTORATE: HEALTH INFRASTRUCTURE

Functions:

- Formulate and manage strategies, policies, systems, plans, and build documents related to property management on behalf of the provincial Department of Health.
- Manage the implementation of the approved program of infrastructure projects on behalf of the Provincial Department of Health.

DIRECTORATE: INFRASTRUCTURE POLICIES, STRATEGIES AND SYSTEMS: HEALTH

Functions:

- Conduct research on infrastructure issues related to Education needs.
- Provide inputs, data, and information to the Department of Education in terms of the preparation of the User Asset Management Plans.
- Facilitate the infrastructure needs of the portfolio with other role-players (e.g. other spheres of government, private sector, public entities).
- Provide inputs, data and information for the development and maintenance of standard functional and technical norms, standards, design codes and drawings for the provincial Department of Health.
- Monitor compliance with technical norms, standards and design codes.
- Approve all building plans irrespective of which implementing agent/institution is responsible for implementation.
- Plan and determine budgets for the technical condition assessments, life cycle costs and life cycle maintenance plans for the Health portfolio.
- Develop sufficient internal professional capacity through mentoring, development of a centralized institutional knowledge base, liaising with relevant professional bodies and related boards (e.g. Construction Industry Development Board).
- Develop, update, and monitor all technical policies and systems related to infrastructure service delivery.
- Provide professional inputs as members of the Supply Chain Management Committees for infrastructure projects of the Health Property portfolio.

DIRECTORATE: PROGRAMME/PROJECT INFRASTRUCTURE DELIVERY: HEALTH

Function

- Provide architectural, engineering and quantity surveyor professional inputs for projects

being implemented by the portfolio on behalf of the Department of Health.

- Provide project/programme information and inputs for the updating of the infrastructure Programme Management Plan and work jointly with the Department of Health to draft the procurement strategy.
- Prepare and update the infrastructure Programme Implementation Plan.
- Oversee the implementation of capital, scheduled maintenance, and emergency Maintenance projects (e.g. preparation of Project Execution Plans, signing off and payment of invoices, procurement, contract, and cash flow management).
- Monitor and report on the performance and delivery of outside service providers.
- Provide an oversight role for the implementation of infrastructure programs/projects being managed by other implementing Agents.
- Update project information on the Project Management Information System(s).
- Implement Technical Condition Assessment and Facility Assessment.
- Provide inputs to the Department of Health on the requirements for leases-in for the Portfolio.
- Facilitate timeous acquisition of land.
- Provide feedback to the Infrastructure Policies, Systems and Strategies Sub Directorate and the Provincial Department of Health regarding any aspect that should be revised with the view to promote seamless service delivery based on the learning generated during the implementation of the programmes/projects.
- Provide professional inputs as members of the Supply Chain Management Committees for infrastructure projects of the Health property portfolio.

CHIEF DIRECTORATE: ECONOMIC HUB

Functions:

- Develop the Provincial PPP Framework, i.e. strategy, policy, guidelines, norms, standards and protocols.
- Oversee the implementation and maintenance of PPP policies in the Western Cape.
- Managing an effective and efficient transversal support service for PPP projects in the Western Cape.
- Oversee the provisioning of an effective and efficient transversal PPP project advisory service in the Western Cape.
- Manage PPP contracts.
- Manage and report on all the PPP projects.

DIRECTORATE: ECONOMIC HUB

Functions:

- Provide economic development hub with administrative, budgetary, project management, database support and maintain an efficient and effective project support office.
- Manage the planning, execution and monitoring of PPP projects and incubation of other infrastructure type projects.
- Strategically analyse, plan, activate or enable under-utilized provincial properties/infrastructure to achieve revenue generation / best value for money by ensuring optimal utilisation of provincially owned infrastructure.
- Manage PPP and infrastructure contracts including all administration technical and contract management support.

DIRECTORATE: SPECIAL PROGRAMMES

Functions:

- Strategically analyse the usage of provincial properties to identify the most suitable vehicle for unlocking value.
- Identify special projects.
- Collate, analysis of information from planning studies into Feasibility Reports.
- Guide and drive special projects.
- Establish and manage special projects stakeholders relationships.
- Activate precincts by completing necessary enabling projects and handover for implementation.
- Monitor, evaluate and report on special projects.

BRANCH: HUMAN SETTLEMENTS

Functions:

- Promote integrated human settlement planning and development.
- Manage integrated housing and human settlement development through programmes and projects.
- Ensure support to the Rental Housing Tribunal (RHT) and optimise relations with human settlement stakeholders, including a helpdesk and complaints service.

DIRECTORATE: PUBLIC INFORMATION AND STAKEHOLDER RELATIONS

Functions:

- Render a support service to the Rental Housing Tribunal.
- Optimise relations with human settlement stakeholders.
- Provide professional customer relations to the public.

CHIEF DIRECTORATE: HUMAN SETTLEMENTS PLANNING

Functions:

- Provide direction for integrated human settlement planning.
- Manage, dispose, maintain and release human settlement assets.
- Manage the Integrated Housing and Human Settlement Development Grant (IHSD).
- Administer housing projects and subsidies.
- Facilitate gap and rental housing delivery.

DIRECTORATE: PLANNING

Functions:

- Provide long-term planning direction and enabling/support tools for human settlement development.
- Transform apartheid planning patterns and restructure settlements by supporting the revision of Municipal Spatial Development Frameworks and 5-year Human Settlement Plans on the municipal level.
- Provide spatial information for human settlement development decision-making.

DIRECTORATE: LAND AND ASSET MANAGEMENT

Functions:

- Promote the issuing of title deeds and manage conveyancing and housing debtors of the Department.
- Manage and facilitate the vesting, development and disposal of properties/ land.
- Manage the immovable assets and update the property register.

DIRECTORATE AFFORDABLE HOUSING

Functions:

- Promote and implement affordable housing.
- Promote and implement sustainable rental housing initiatives.

CHIEF DIRECTORATE: HUMAN SETTLEMENTS IMPLEMENTATION

Functions:

- Render a professional development advice service regarding human settlement development.
- Co-ordinate departmental engagement with municipalities and render human settlement development support and services with a regional focus in Region 1.
- Co-ordinate departmental engagement with municipalities and render human settlement development support and services with a regional focus in Region 2.

- Co-ordinate departmental engagement with municipalities and render human settlement development support and services with a regional focus in Region 3.

DIRECTORATE: GRANT AND MUNICIPAL PERFORMANCE MANAGEMENT

Functions:

- Monitor housing expenditure and administer housing project claims.
- Assess the overall housing delivery performance of municipalities.

DIRECTORATE: HUMAN SETTLEMENT PROJECT ADMINISTRATION

Functions:

- Manage provincial housing project applications.
- Conclude and manage housing project contracts.
- Administer provincial housing subsidies.

DIRECTORATE: PROFESSIONAL AND PROJECT MANAGEMENT SERVICES

Functions:

- Render architectural design and technical support services with regard to housing and building-related projects.
- Render an engineering and project management support service.
- Render a building inspection support service.
- Render an administrative support service.

DIRECTORATE: REGIONAL HUMAN SETTLEMENT SUPPORT - GARDEN ROUTE AND CENTRAL KAROO

Functions:

- Co-ordinate departmental engagement with municipalities.
- Render a technical advice and support service.
- Render an engineering and project management support service.
- Render a building inspection and quality assurance service.
- Provide input into municipal project packaging.

DIRECTORATE: REGIONAL HUMAN SETTLEMENT SUPPORT REGION 3 WEST COAST

Functions:

- Co-ordinate departmental engagement with municipalities.
- Render a technical advice and support service.
- Render an engineering and project management support service.
- Render a building inspection and quality assurance service.

- Provide input into municipal project packaging.

5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE DEPARTMENT OF INFRASTRUCTURE

5.1. INFORMATION OFFICER

Name: Adv. Chantal Smith
Tel: 021 483 3571
Email: HOD.Infrastructure@westerncape.gov.za

5.2. DEPUTY INFORMATION OFFICER

Name: Dr. Lance Barbier
Tel: 021483 8723
Email: Lance.Barbier@westerncape.gov.za

5.3. Access to Information general contacts

Email: DOI.PAIA@westerncape.gov.za

5.4. HEAD OFFICE

Postal Address: Private Bag X9185, Cape Town, 8000
Physical Address: 9 Dorp Street, Cape Town, 8001
Telephone: +27 0860 142 142
Email: DOI.PAIA@westerncape.gov.za
Website: www.westerncape.gov.za/tpw/departments-of-infrastructure

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

6.1. Lodge a complaint to the Department of Infrastructure

Legislation applicable to the Department of Infrastructure may provide for an internal review or appeal procedure. Should this procedure be exhausted, or no provision be made for such procedure, a court may be approached for an appropriate order in terms of the Promotion of Administrative Justice Act, 2000.

Questions, complaints, or comments regarding any service delivery by the Department of Infrastructure may be made as follows:

Tel: +27 21 483 4391 (8:00 to 15:30)
E-mail: Internal.Communication@westerncape.gov.za
Address: 9 Dorp Street, Cape Town, 8000 from Monday to Friday between 8:00 to 15:30

6.2. Submit an internal appeal (Sections 74 and 75)

Requester

- A requester may lodge an internal appeal, within **60 days** after notice is given of a decision by the IO/DIO to:
- refuse a request for access (see 2 above);
- pay a fee (see 1.2 above);
- extend the period to give access (see 2.2 above).

Third party

A third party may lodge an internal appeal, within **30 days** after notice is given of a decision by the IO/DIO to grant access to a record that contains information about the third party (see 3 above).

Manner of internal appeal

An internal appeal is lodged by completing the prescribed form (**Form 4** attached) and delivering or sending it to the IO/ DIO.

Upon completion of the **Form 4** appeal notice, a copy thereof must be delivered via the following methods:

By physical delivery, at the following address –

Address: 19 Chiappini Street, Block B, 4th Floor, De Waterkant ,Cape Town 8000

By email, at the following address **E-mail:** DOI.PAIA@westerncape.gov.za

6.3. Submit a complaint to Regulator (section 77A and 77B)

Only after an internal appeal has been lodged and the requester or third party remains unsatisfied with the outcome of the internal appeal a complaint may be lodged to the Regulator.

Requester

- A requester may complain to the Regulator in respect of:
 - an unsuccessful internal appeal;
 - a disallowed late appeal;
 - a refusal of a request for access to information;
 - a decision about fees;
 - a decision to extend the time to deal with a request;
 - a decision to provide access in a particular form;
 - all internal appeal procedures against a decision of the IO of the Department of Infrastructure have been exhausted; or
 - no response from the Department of Infrastructure for access to records.

Third party

- A third party may complain to the Regulator in respect of:
 - an unsuccessful internal appeal;
 - any grant of a request for access to information; or
 - all internal appeal procedures against a decision of the IO of the Department of Infrastructure have been exhausted.

Format

- A complaint to the Regulator must be made in writing in the prescribed form (**Form 5** attached) within **180 days** of the decision giving rise to the complaint, as set out in regulation 10 of Government Notice R757 of August 2021.

6.4. Approach court with jurisdiction for relief (section 78)

- A requester or third party may apply to a court for appropriate relief if:
 - an internal appeal was lodged and the applicant remains unsatisfied with the outcome of the internal appeal; or
 - a complaint was lodged with the Regulator and the complainant remains unsatisfied with the outcome of the complaint.
- The application to a court must be made within 180 days after being informed of the outcome of the internal appeal or the decision by the Regulator, as the case may be.
- The IO or appeal authority aggrieved by a decision made by the Regulator may apply to court for appropriate relief within 180 days from the date of such event.
- The applicable courts for the cases mentioned above are the following –
 - Cape Town Magistrate's Courts, as a court of first instance; and
 - the Western Cape High Court.

7. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

7.1. 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.

7.2. The Guide is available in each of the official languages.

7.3. The aforesaid Guide contains the description of-

7.3.1. the objects of PAIA and POPIA;

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

7.3.2.1. the IO of every public body, and

- 7.3.2.2. every DIO of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
- 7.3.3. the manner and form of a request for-
 - 7.3.3.1. access to a record of a public body contemplated in section 11³; and
 - 7.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 7.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 7.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 7.3.6. 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-
 - 7.3.6.1. an internal appeal;
 - 7.3.6.2. a complaint to the Regulator; and
 - 7.3.6.3. an application with a court against a decision by the IO of a public body, a decision on internal

¹ Section 17(1) of PAIA- For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as DIOs as are necessary to render the public body as accessible as reasonably possible for requesters of its records.

² Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as DIOs as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.

³ Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁴ Section 50(1) of PAIA- A requester must be given access to any record of a private body if-

- a) that record is required for the exercise or protection of any rights;
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
- c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

appeal or a decision by the Regulator or a decision of the head of a private body;

7.3.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

7.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

7.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and

7.3.10. the regulations made in terms of section 92¹¹.

7.4. 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. The Guide can also be obtained-

7.4.1. upon request to the IO;

7.4.2. from the website of the Regulator <https://inforegulator.org.za>.

⁵ Section 14(1) of PAIA- The IO of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The IO of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The IO of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

(a) any matter which is required or permitted by this Act to be prescribed;

(b) any matter relating to the fees contemplated in sections 22 and 54;

(c) any notice required by this Act;

(d) uniform criteria to be applied by the IO of a public body when deciding which categories of records are to be made available in terms of section 15; and

(e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

The contact details of the Regulator are in the table below.

The Office of the Regulator	
Telephone	010 023 5200
E-Mail Address	General inquiries: enquiries@inforegulator.org.za Complaints: PAIAComplaints@inforegulator.org.za
Postal Address	P O Box 31533 Braamfontein, Johannesburg, 2017
Street Address	J.D. House 27 Stiemens Street Braamfontein, Johannesburg, 2001
Website	https://inforegulator.org.za

8. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY THE DEPARTMENT OF INFRASTRUCTURE

The Department of Infrastructure holds records on the following subjects and categories:

CATEGORY	SUBJECT MATTER	PROGRAMME
Organisation and Control	Delegation of Powers	Programme 1
	Planning	Programme 1
	Office instructions and codes	Programme 1
	Organisational Performance Systems	Programme 1
	Annual publications Reports	Programme 1
	Policy and Strategy	Programme 1
	Progress report submitted to Cabinet on the implementation of the PSP	Programme 1
	Policy and strategy papers in response to national and provincial strategic imperatives	Programme 1
	Strategic Management Information	Programme 1
	Consolidated reports on key partnerships and engagements	Programme 1
Statutory and Regulatory Framework / Legislation	Legislation and Legal Matters	Programme 1
Internal Financial Management		Programme 1
Supply Chain Management	Engineering Contracts, Specifications and Enquiries	Programme 1
Internal Facilities Management	Finance	Programme 1

CATEGORY	SUBJECT MATTER	PROGRAMME
Internal Information Services		Programme 1
Communications	Internal communications	Programme 1

9. CATEGORIES OF RECORDS OF THE DEPARTMENT OF INFRASTRUCTURE WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

The following records are available for inspection in terms of section 15(1)(a)(i) and copying in terms of section 15(1)(a)(ii).

Documents that are available for download from the WCG portal at www.westerncape.gov.za/tpw/departments-of-infrastructure free of charge in terms of section 15(1)(a)(iii) are marked with an asterisk

FOR INSPECTION IN TERMS OF LEGISLATION OTHER THAN THIS ACT: CHAPTER 2 SECTION 15(1)(a)(i) of Act No. 2 of 2000	MANNER OF ACCESS TO THE RECORDS SECTION 15(1)(b)
ALL BRANCHES	
- Annual Reports* - Annual Performance Plans* 5-Year Strategic Plans* - The Training Prospectus - Organisational Structure* - Service delivery implementation plan*	Intranet, www.westerncape.gov.co.za 9 Dorp Street, Cape Town Communication Section 8th Floor Electronic copies of these records are available free of charge on the Department of Infrastructure website www.westerncape.gov.za/tpw/departments-of-infrastructure
BRANCH: ROADS	
Chief Directorate: Road Programme Management	
- Road Network Information System (RNIS) - Traffic counts and accident reports; and - Provincial Road Traffic Year Report.	RNIS website: rnis.pgwc.gov.za
BRANCH: STRATEGY, PLANNING AND CO-ORDINATION	
Chief Directorate: Policy and Strategy Integration	
- Provincial Public Transport Institutional Framework; - Provincial Land Transport Framework; and - Transversal Co-Ordination Framework.	Directorate: Knowledge Management, 1st Floor, 9 Dorp Street, Cape Town, 8001.

Chief Directorate: Expanded Public Works Programme (EPWP)	
- Departmental Contractor Development Policy; and - Provincial EPWP Policy.	Directorate: Knowledge Management, 1st Floor, 9 Dorp Street, Cape Town, 8001.
Chief Directorate: Strategic Management and Operational Support	
- Departmental Skills Development Strategy; - Security Policy; - Access Control Policy; - Performance Monitoring and Evaluation Framework; - Masakh'iSizwe Bursary Programme; and - Knowledge Management Strategy.	Directorate: Knowledge Management, 1st Floor, 9 Dorp Street, Cape Town, 8001.
BRANCH: FINANCE	
Chief Directorate: Financial Management	
Public Service Act and Regulations/Public Finance Management Act (PFMA)	- Intranet: www.westerncapegov.co.za; and - Communication Section, 8th Floor, Dorp Street, Cape Town, 8001.
Chief Directorate: Supply Chain Management (SCM)	
None	
BRANCH: PROVINCIAL PUBLIC WORKS	
Chief Directorate: Immovable Asset Management	
Western Cape Land Administration Act (Act 6 of 1998).	Head office, 4th Floor, 9 Dorp Street, Cape Town, 8001.
- Provincial Maintenance Strategy; - Acquisitions and Lease-in Strategy; - GIAMA Implementation Strategy; and - Disposal Strategy for Property Assets.	Directorate: Knowledge Management, 1st Floor, 9 Dorp Street, Cape Town, 8001.
Chief Directorate: General Infrastructure	
Tenders awarded.	Walk-in-centre: 9 Dorp Street, Cape Town, 8001.
- Jobs stats; - Scheduled governmental projects; - Modernisation Policy; - Modernisation Furniture Policy; and - Property Efficiency Strategy.	Directorate: Knowledge Management, 1st Floor, 9 Dorp Street, Cape Town, 8001.
Chief Directorate: Education Infrastructure	
None.	
Chief Directorate: Health Infrastructure	
None.	

Chief Directorate: Economic Hub	
Better Living Model Exemplar Project.	Directorate: Knowledge Management, 1st Floor, 9 Dorp Street, Cape Town, 8001.
BRANCH: HUMAN SETTLEMENTS	
Human Settlements Annual Report	https://www.westerncape.gov.za/tpw/department-of-infrastructure/documents

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

The Public Body renders the following services directly to the public:

SERVICES AVAILABLE	HOW TO ACCESS THESE SERVICES
Masahke-Isizwe Bursary Programme	https://www.westerncape.gov.za/service/masakhisizwe-bursary-programme
Human Settlements Helpdesk	https://www.westerncape.gov.za/department-of-infrastructure/human-settlements-helpdesk
Rental Housing Tribunal	https://www.westerncape.gov.za/department-of-infrastructure/rental-housing-tribunal
Central Supplier Database	https://www.westerncape.gov.za/provincial-treasury/tenders/supplier-databases
Consultant Register system	https://crs.westerncape.gov.za/crs/crs.main
Road Network information System	https://rmis.westerncape.gov.za/rmis/rmis_web_reports.main

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

Provincial Policies that have an external impact will require Public Participation and the process to be followed will be approved by the Provincial Cabinet on a case-by-case basis.

12. PROCESSING OF PERSONAL INFORMATION

12.1. Purpose of the processing

12.1.1. Personal Information is processed to comply with the Public Body's constitutional and legislative mandates as set out in its

Annual Strategic, Business and Performance Plans available on the website [here](#).

12.1.2. Personal Information is used for:

- Human resources and employment purposes such as (1) recruitment, selection and placement; (2) administration of compensation and benefits; (3) performance management and training; and (4) government reporting.
- Risk management which includes physical and electronic security and access control to buildings and facilities;
- Planning;
- Procurement of goods and services;
- Rendering of services;
- Internal record keeping; and
- To comply with statutory obligations.
- To communicate and a management relationship with the general public;
- To provide the public with services, as required or allowed by law;

12.2. Description of the categories of Data Subjects, information processed and recipients thereof

DATA SUBJECTS	INFORMATION	RECIPIENTS
---------------	-------------	------------

Prospective employees, current employees, consultants, interns and volunteers	• Name, identification number, biographical information; Contact details; • Educational, employment and criminal history; • Biometric and health information; • Psychometric assessments; and • References, background checks.	Relevant Provincial and National Government Departments and their agents e.g. • SAPS • SAQA Professional advisors and consultants Appointed service providers Third party verification agencies Third party Applications Regulatory authorities
Current employees, consultants, interns	• Account information; • Performance reports; and • Skills/training reports.	Relevant Provincial and National Government Departments and their agents • SAPS • SAQA Professional advisors and consultants Appointed service providers Third party verification agencies Regulatory authorities

Prospective and current suppliers, service providers, contractors, sub-contractors and business partners	• Name, identification number/company registration number; • Relevant registration number; • Contact details; • Financial history; • Service history • References, background checks; • Account information; and • Performance reports.	Relevant Provincial and National Government: • Departments; • Public Entities. Business Enterprises; and their agents. Appointed service providers
Service users (clients/customers) and visitors.	• Name, identification number, biographical information • Contact details • Compliments or complaints	Relevant Provincial and National Government: • Departments • Public Entities. Public Enterprises; and their agents. Appointed service providers

12.3. **Planned transborder flows of personal information**

The Department does not plan to send information across borders.

12.4. **General description of information security measures**

12.4.1. The integrity and confidentiality of personal information is protected against anticipated threats and unauthorised access by employing security safeguards that are reasonable and appropriate to the identified risks and the sensitivity of the information.

12.4.2. These safeguards include the following:

12.4.3. Organisational measures:

- The Head of Department takes overall responsibility for the security of all Departmental information.
- The Departmental Security Manager manages this security function in DotP on behalf of the DG supported by a DotP Security Committee.
- The Chief IO (CIO) ensures that appropriate measures are in place to safeguard ICT infrastructure, networks and systems. This includes taking responsibility for third parties that develop, access or use WCG ICT infrastructure, networks and systems.
- A Chief Information Security Officer (CISO) assesses and documents enterprise information risk and manages the risk in respect of ICT infrastructure, networks and systems.
- Safekeeping and security responsibilities are included in the responsibilities of employees working with personal information and they have to adhere to information security laws, policies, plans and procedures.
- Security incidents are reviewed and reported on.

12.4.4. Physical measures:

- Access to facilities and equipment is controlled and auditable.
- Access points are limited with provision for physical security controls, such as window bars, grilles, shutters and security doors. Where required access points are enhanced by the use of intruder detection systems, guard services and/or closed-circuit television surveillance.
- Access is controlled and monitored through a combination of manned guarding, electronic access control systems, ID access cards, visitor management systems, biometric activation doors, turnstiles and entry & egress searching.

12.4.5. Technical measures

- The Information Security standards issued for the public service is adhered to.

- Agreements concluded with third parties include the protection of the integrity and confidentiality of information by the third parties.
- Risks are assessed during the development of new applications and systems when changing existing systems, when changing business processes and when areas of concern are identified.
- Risk to the ICT infrastructure, networks and systems is managed through vulnerability and threat testing and awareness, audit controls, incident management and security awareness training.

12.4.6. Similar safeguards are required from service providers, suppliers and business partners who receive personal information from or on behalf the DOI during their relationship with DotP.

13. ACCESSIBILITY AND AVAILABILITY OF THIS MANUAL AND THE GUIDE

- 13.1. The manual is available in English, Afrikaans and isiXhosa for viewing between 7.30 and 16.00 Mondays to Fridays (excluding public holidays) at the WCG Information Kiosk situated in the concourse between 9 Dorp Street Building, Communication Services, 8th Floor.
- 13.2. The PAIA Guides are available in [English](#), [Afrikaans](#) and [isiXhosa](#) at the above address and may be accessed online through the World Wide Web by visiting the following web address- :
<https://inforegulator.org.za/training/wp/paia-guidelines/>

14. UPDATING OF THE MANUAL

The Department of Infrastructure will, if necessary, update and publish this manual annually.

Issued by

Adv C Smith

Head of Department

APPENDIX A:

GUIDANCE ON ACCESS TO RECORDS THAT ARE NOT AUTOMATICALLY AVAILABLE

1 COMPLETION OF APPLICATION FORM, PAYMENT OF FEES and FORM OF ACCESS – sections 18, 19, 22, 29 and 31.

1.1 Application form

- A prescribed form (attached as **FORM 2** must be completed by the requester and submitted to the IO/DIO.
 - If a requester cannot read, write or complete the form due to a disability, the request may be made orally. The IO/ DIO will then complete Form 2 on behalf of the requester, keep the original and give the requester a copy thereof.
 - A request may be made on behalf of another person but then the capacity in which the request is made must be indicated on Form 2. The requester must also submit proof of the capacity in which the request is made, to the reasonable satisfaction of the IO/DIO.
 - A requester (data subject) seeking to confirm whether his/her personal information is held by the public body or the identities of third parties who had access or requires access to his/her own personal information must provide proof of their identity and is required to supply a certified copy of their identity document for authentication purposes.

1.2 Fees

- The fees for requesting and searching for a record, as well as making copies of the record, are prescribed by the regulations made in terms of PAIA. (Attached as **FEE SCHEDULE**) The following fees are payable:
 - Request fee of R100.00 for each request;
 - Access fee for the reasonable time spent to search for and prepare the record, if it takes more than an hour to search and prepare a record. A deposit, of not more than a third of the total access fee, may be required. However, the full access fee is payable before access is granted; and
 - For making copies of the record.

1.3 Applicants who are exempt from paying a request fee:

- A maintenance officer/investigator requesting access to a record for a maintenance investigation or inquiry in terms of the Maintenance Act, 1998 (or regulations made in terms thereof.)
- A person requesting a record that contains his/her personal information.

1.3 Applicants who are exempt from paying an access fee:

- A person requesting a record that contains his/her personal information.
- A single person whose annual income does not exceed R14 712 per annum.
- Married persons, or a person and his or her life partner whose annual income does not exceed R27 192.

1.4 Form of access

- A requester must indicate on Form 2 if a copy or an inspection of the record is required.
 - If a copy is required, the requester must indicate the form thereof (e.g., printed or electronic) and the preferred language (where the record is available in more than one language). The Department does not translate records that are only available in one language.
- The record will be provided in the requested format unless it is impractical, or it will unreasonably interfere with the running of the Department's business

2 DECISION TO GRANT OR REFUSE ACCESS – Sections 25 and 26

2.1 Time period to make a decision

- The IO/ DIO must as soon as reasonably possible after receipt of the R100,00 and the completed Form 2, but at least within **30 days** of receipt thereof, decide whether to grant or refuse the request and notify the requester of the decision.
- The IO must, if a request for access to a record is granted or refused, inform the requester of his or her decision, as well as the fees payable by completing [Form 3](#) (attached).

2.2 Extension of time period

The IO / DIO may extend the period of 30 days, **once** for a further period of **30 days** in the following circumstances:

- the request is for a large number of records or requires a search through a large number of records and attending to the request unreasonably interferes with the department's activities;
- the request requires a search for records from an office that is not in the same town or city as that of the IO/DIO;
- consultation is required with other departments of the WCG or other public bodies to decide upon the request; or
- the requester consented to an extension.

3. RECORDS THAT CONTAIN INFORMATION OF THIRD PARTIES – sections 47, 48

3.1 Notification:

The IO/DIO must take all reasonable steps to inform a third party as soon as possible, but at least within **21 days**, of receipt of any request for a record that contains:

- a third party's personal information;
- a third party's trade secrets;
- a third party's financial, commercial, scientific or technical information and disclosure would likely cause commercial or financial harm to the third party;
- information supplied by a third party in confidence and the disclosure would prejudice or put the third party at a disadvantage in contractual or other negotiations or commercial competition;
- information supplied in confidence by a third party and disclosure would (i) amount to a breach of a duty of confidence owed to the third party in terms of an agreement; or (ii) reasonably prejudice the future supply of similar information which should, in the public interest, be supplied; or
- information about research being carried out by or on behalf of a third party that would seriously disadvantage either the third party, the agent or the research subject matter.

3.2 Third party representations and consent

Within **21 days** of the notification (3.1 above) a third party may either (i) make written or oral representations to the IO/ DIO why the request should be refused; or (ii) give written consent for the disclosure of the record.

3.3 Decision on representation for refusal

The IO/ DIO must as soon as reasonably possible, but at least within **30 days** after the notification (3.1 above) decide whether to grant or refuse the request for access and must notify the third party concerned as well as the requester of the decision.

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 (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made (if applicable):			
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

(Mark the applicable box with an "X")

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

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:	
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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 IO)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer

Form 3

OUTCOME OF REQUEST AND OF FEES PAYABLE

[Regulation 8]

Note:

1. If your request is granted the-
 - a. Amount of the deposit, (if any), is payable before your request is processed; and
 - b. Requested record/portion of the record will only be released once proof of full payment is received.
2. Please use reference number in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____ refers.

1. You requested:

Personal inspection of information 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) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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OR

2. You requested:

Printed copies of the information (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 information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

3. To be submitted:

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)	
Cloud share/file transfer	
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)

Kindly note that your request has been:

☐

Approved

☐

Denied, for the following reasons:

4. Fees payable with regards to your request

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
i. Flash drive	R40.00		
• To be provided by requestor			
ii. Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record	R40.00		
i. Flash drive	R40.00		
• To be provided by requestor	R60.00		
ii. Compact disc			
• If provided by requestor			
• If provided to the requestor			
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

5. Deposit payable (is search exceeds six hours):

☐

Yes

☐

No

Hours of search		Amount of deposit (calculated on one third of total amount per request)	
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The amount must be paid into the following Bank account:

Name of Bank: _____

Name of account holder: _____

Type of account: _____

Account number: _____

Branch Code: _____

Reference Nr: _____

Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

Information Officer

ANNEXURE B FEES

Fees in Respect of Public Bodies

<u>Item</u>	<u>Description</u>	<u>Amount</u>
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) Compact disc . If provided by requestor . If provided to requester	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 the 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) 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	R100,00 R300,00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any

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 IO's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the IO:			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

COMPLAINT FORM

FORM 5

[Regulation 10]

NOTE:

1. This form is designed to assist the Requester or Third Party (hereinafter referred to as "the Complainant") in requesting a review of a Public or Private Body's response or non-response to a request for access to records under the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("PAIA"). Please fill out this form and send it to the following email address: PAIAComplaints@justice.gov.za or complete online complaint form available at <https://www.justice.gov.za/inforeg/>.
2. PAIA gives a member of the public a right to file a complaint with the Regulator about any of the nature of complaints detailed in part F of this complaint form.
3. It is the policy of the Regulator to defer investigating or to reject a complaint if the Complainant has not first given the public or private body (herein after referred to as "the Body") an opportunity to respond to and attempt to resolve the issue. To help the Body address your concerns prior to approaching the Regulator, you are required to complete the prescribed **PAIA Form 2** and submit it to the Body.
4. A copy of this Form will be provided to the Body that is the subject of your complaint. The information you provide on this form, attached to this form or that you supply later, will only be used to attempt to resolve your dispute, unless otherwise stated herein.
5. The Regulator will only accept your complaint once you confirm having complied with the prerequisites below.
6. **Please attach copies of the following documents, if you have them:**
 - Copy of the form to the Body requesting access to records;
 - The Body's response to your complaint or access request;
 - Any other correspondence between you and the Body regarding your request;
 - Copy of the appeal form, if your complaint relate to a public body;
 - The Body's response to your appeal;
 - Any other correspondence between you and the Body regarding your appeal;
 - Documentation authorizing you to act on behalf of another person (if applicable);
 - Court Order or Court documents relevant to your complaint, if any.
7. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

CAPACITY OF PERSON/PARTY LODGING A COMPLAINT

(Mark with an "X")

☐

Complainant Personally

☐

Representative of Complainant

☐

Third party

PREREQUISITES

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

FOR REGULATOR'S USE ONLY

Received by: (Full names)			
Position			
Signature			
Complaint accepted	Yes		No
Reference Number			
Date stamp			

Postal address	Facsimile	Other electronic communication (Please specify)

**PART A
PERSONAL INFORMATION OF COMPLAINANT**

Full Names			
Identity Number			
Postal Address			
Street Address			
E-Mail Address			
Contact numbers	Tel. (B)		Facsimile
	Cellular		

**PART B
REPRESENTATIVE INFORMATION**

(Complete only if you will be represented. A Power of Attorney must be attached if complainant is represented, failing which the complaint will be rejected)

Full Names of Representative			
Nature of representation			
Identity Number / Registration Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		

**PART C
THIRD PARTY INFORMATION**

(Please attach letter of authorisation)

Type of Body	Private		Public	
Name of Public / Private Body				
Registration Number (if any)				
Name, Surname and Title of person authorised to lodge a complaint				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile	
	Cellular			

PART D				
BODY AGAINST WHICH THE COMPLAINT IS LODGED				
Type of body	Private		Public	
Name of public / private body				
Registration number (if any)				
Name, surname and title of person you dealt with at the public or private body to try to resolve your complaint or request for access to information				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile	
	Cellular			
Reference Number given (if any)				
PART E				
COMPLAINT				
<i>Tell us about the steps you have taken to try to resolve your complaint (Complaints should first be submitted directly to the public or private body for response and possible resolution)</i>				
Date on which request for access to records submitted.				
Please specify the nature of the right(s) to be exercised or protected, if a complaint is against a private body.				
Have you attempted to resolve the matter with the organisation?	Yes		No	
If yes, when did you receive it? (Please attach the letter to this application.)				
Did you appeal against a decision of the IO of the public body?	Yes		No	
If yes, when did you lodge an appeal?				
Have you applied to Court for appropriate relief regarding this matter?	Yes		No	
If yes, please indicate when was the matter adjudicated by the Court? Please attach Court Order, if there is any.				
PART F				
DETAILED TYPE OF ACCESS TO RECORDS				
<i>(Please select one or more of the following to describe your complaint to the Regulator)</i>				
Unsuccessful appeal (Section 77A(2)(a) or section 77A(3)(a) of PAIA)	I have appealed against the decision of the public body and the appeal is unsuccessful.			

Unsuccessful application for condonation (Sections 77A(2)(b) and 75(2) of PAIA)	<i>I filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed.</i>	
Refusal of a request for access (Section 77A(2)(c)(i) or 77A(2)(d)(i) or 77A(3)(b) of PAIA)	<i>I requested access to information held by a body and that request was refused or partially refused.</i>	
The body requires me to pay a fee and I feel it is excessive (Sections 22 or 54 of PAIA)	<i>Tender or payment of the prescribed fee.</i>	
	<i>The tender or payment of a deposit.</i>	
Repayment of the deposit (Section 22(4) of PAIA) in respect of a request for access which is refused.	<i>The IO refused to repay a deposit paid in respect of a request for access which is refused.</i>	
Disagree with time extension (Sections 26 or 57 of PAIA)	<i>The body decided to extend the time limit for responding to my request, and I disagree with the requested time limit extension or a time extension taken to respond to my access request.</i>	
Form of access denied (Section 29(3) or 60 (a) of PAIA)	<i>I requested access in a particular and reasonable form and such form of access was refused.</i>	
Deemed refusal (Section 27 or 58 of PAIA)	<i>It is more than 30 days since I made my request and I have not received a decision.</i>	
	<i>Extension period has expired and no response was received.</i>	
Inappropriate disclosure of a record (Mandatory grounds for refusal of access to record) .	<i>Records (that are subject to the grounds for refusal of access) have inappropriately/ unreasonable been disclosed.</i>	
No adequate reasons for the refusal of access (Section 56(3) (a) of PAIA)	<i>My request for access is refused, and no valid or adequate reasons for the refusal, were given, including the provisions of this Act which were relied upon for the refusal.</i>	
Partial access to record (Section 28(2) or 59(2) of PAIA)	<i>Access to only a part of the requested records was granted and I believe that more of the records should have been disclosed.</i>	
Fee waiver (Section 22(8) or 54(8) of PAIA)	<i>I am exempt from paying any fee and my request to waive the fees was refused.</i>	
Records that cannot be found or do not exist (Section 23 or 55 of PAIA)	<i>The Body indicated that some or all of the requested records do not exist and I believe that more records do exist.</i>	
Failure to disclose records	<i>The Body decided to grant me access to the requested records, but I have not received them.</i>	
No jurisdiction (exercise or protection of any rights) (Section 50(1)(a) of PAIA)	<i>The Body indicated that the requested records are excluded from PAIA and I disagree.</i>	
Frivolous or vexatious request (Section 45 of PAIA)	<i>The Body indicated that my request is manifestly frivolous or vexatious and I disagree.</i>	
Other (Please explain)		

PART G**EXPECTED OUTCOME**

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

PART H**AGREEMENTS**

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

☐

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

☐

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

☐

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

☐

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

☐

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

Signed at _____ this _____ day of _____ 20 _____

Complainant/Representative/Authorised person of Third party