

Private Bag X 313, Pretoria 0001 / Sedibeng Building, 185 Francis Beard Street, Pretoria
Tel: 012 336 7500 Fax: 012 323 4470 or 012 326 2715



water & sanitation

Department:
Water and Sanitation
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF WATER AND SANITATION
PROMOTION OF ACCESS TO INFORMATION MANUAL

COMPILED IN COMPLIANCE WITH SECTION 14 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000 (ACT 2 OF 2000) AND TO ADDRESS THE REQUIREMENTS OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2023 (ACT NO.4 OF 2023) (POPIA)

2025

TABLE OF CONTENTS

1. Introduction.....	3
2. Mandate: Vision, Mission and Values.....	3
3. Department Legislative Mandate.....	4
4. The purpose of the PAIA as two-fold.....	5
5. Section 10 guide of the South African Human Rights Commission (SAHRC) on how to use the act.....	6
6. Departmental structure.....	6-10
7. How to request information.....	10-13
8. Payment of fees in terms of the request.....	13-14
9. Arrangement allowing for public involvement in the formulation of policy and exercise of power.....	14
10. Remedies available in the provisions of the Act are not complied with.....	14
11. Processing of personal information.....	15
12. Purpose of processing.....	16
13. Categories of Data subjects and of their personal information.....	17
14. Categories of recipients for processing the personal information.....	17
15. Planned Trans Border flows of Personal Information.....	17
16. Information Security Measures (Section 19 of the POPIA)	17
17. Disclosure of Personal Information.....	18
18. Rights of data subjects.....	19
19. Records automatically available in terms of section 15.....	20
20. Availability of the manual.....	22
21. Updating the manual	22
22. Conclusion.....	22
23. Fees for records of Public Body as stipulated by the current regulations to the Act.....	23
24. Contact details Information Officer and Deputy Information Officer.....	24

1 LIST OF ACRONYMS AND ABBREVIATIONS

- 1.1 **“DWS”** Department of Water and Sanitation;
- 1.2 **“DIO”** Deputy Information Officer;
- 1.3 **“IO”** Information Officer;
- 1.4 **“Minister”** Minister of Water and Sanitation;
- 1.5 **“PAIA”** Promotion of Access to Information Act No. 2 of 2000 (as amended);
- 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 **“Regulator”** Information Regulator.

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 DWS, 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 DWS;
- 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 DWS regarding requests for access to the records, before approaching the Regulator or the Courts;
- 2.5 the description of the guide on how to use PAIA, as updated by the Regulator, and how to obtain access to it;
- 2.6 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 information relating thereto;
- 2.7 know if the DWS 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
- 2.8 know whether the DWS has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. ESTABLISHMENT OF THE DWS

3.1 The Department's legislative mandate seeks to ensure that the country's water resources are protected, managed, used, developed, conserved, and controlled through regulating and supporting the delivery of effective water supply and sanitation. This is done in accordance with the requirements of water-related policies and legislation, which are critical to delivering on the right to access sufficient food and water, transforming the economy, and eradicating poverty.

3.2 The business of the Department is informed by the following key legislative frameworks:

- **The Constitution of the Republic of South Africa**

The Constitution sets out water resources management as a national competency. It also states that everyone has a right to an environment that is not harmful to their health or well-being and supports socially justifiable economic development.

The Constitution establishes the rights of individuals to have access to basic water and sanitation and sets out the institutional framework for the provision of these services. It gives municipalities the executive authority and the right to administer the provision of water services within their areas of jurisdiction. The Constitution gives national and provincial government authority to regulate local government in terms of water services. It further gives them the obligation to support and strengthen the capacity of local government to provide services.

- **The National Water Act, 1998 (Act No. 36 of 1998) as amended**

The National Water Act seeks to ensure that the country's water resources are protected, used, developed, conserved, managed, and controlled sustainably and equitably for the benefit of all people. This Act assigns the national government as the trustee of the water resources. Acting through the Minister, it has the power to regulate the allocation, use, flow, and control of all water in the Republic.

- **The Water Services Act, 1997 (Act No. 108 of 1997)**

The Water Services Act prescribes the legislative duty of municipalities as water service authorities to supply water and sanitation according to national norms and standards. In addition, it regulates Water Boards as important water service

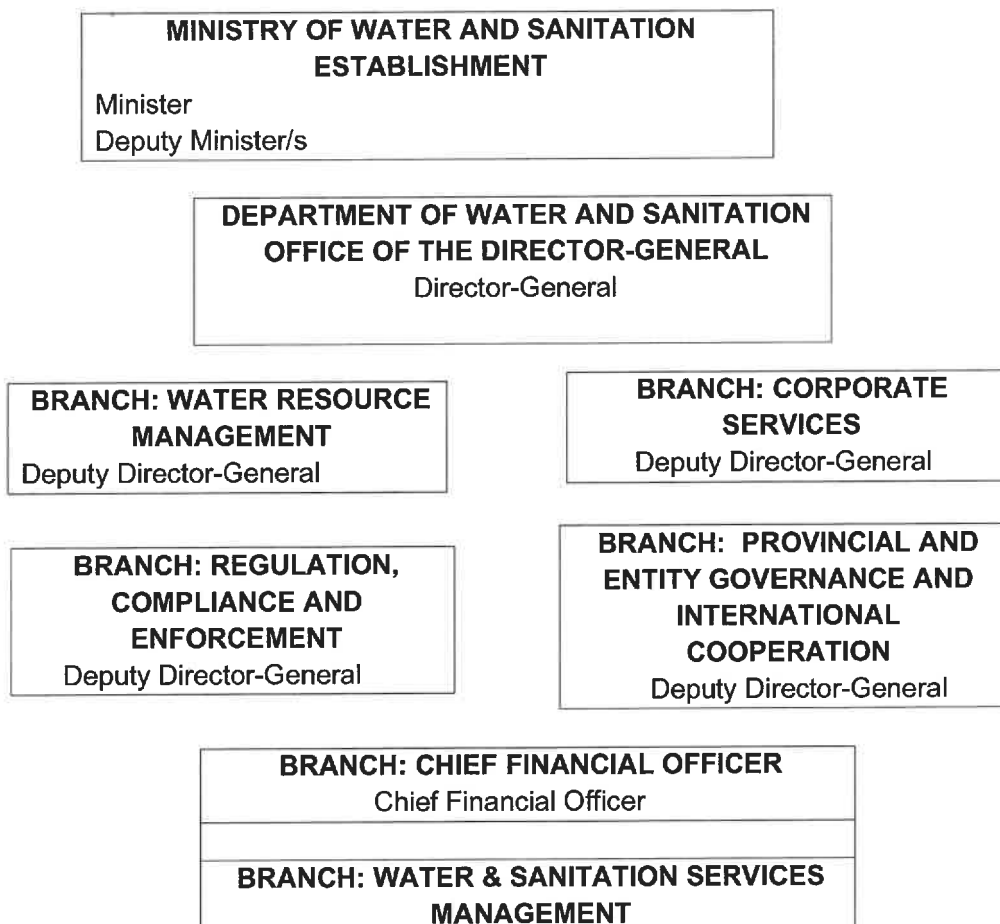
providers. This Act compels the Minister to maintain a National Water Service Information System and to monitor the performance of all water services institutions.

Currently, the provision of sanitation is governed by the Strategic Framework on Water Services (2003) and the Water Services Act. The Department’s mandate is to develop Settlements on the other hand drives the sanitation policy review process, which will result in the clarification of roles and responsibilities regarding sanitation.

- **Water Research Act, 1971 (Act No. 34 of 1971)**

This Act established the Water Research Commission and the Water Research Fund, thereby promoting water-related research. The Minister appoints members of the Water Research Commission (the Commission) and thus exercises executive oversight over the Commission.

4. STRUCTURE OF THE DWS AND FUNCTIONS



Deputy Director-General

BRANCH: INFRASTRUCTURE MANAGEMENT

Deputy Director-General

FUNCTIONS OF BRANCHES OF THE DEPARTMENT

BRANCH	FUNCTIONS/ PURPOSE
<p>Office of the Director-General Director-General Aim: To manage water resources and services of South Africa to meet the needs of current and future generations</p>	<ul style="list-style-type: none">• Oversee the implementation of reliable availability of water resources in an equitable environmentally sustainable manner• Oversee the sustainable provisioning of water services.• Oversee the regulation of water use, ensuring equitable allocation, protection, and beneficial use of water.• Oversee the development, operation, and maintenance of bulk raw water infrastructure.• Oversee the coordination of efficient and effective functioning of all provincial offices and international coordination.• Oversee the management of financial support services.• Oversee the management of corporate support services.• Oversee the provision of executive support services in the ODG.• Oversee the provisioning of risk, compliance, and integrity management services.• Oversee the provisioning of internal audit service.
<p>Branch: Corporate Services Aim: To manage support services</p>	<ul style="list-style-type: none">• The provision of human resource management• The overseeing of the development and implementation of the ICT strategy and delivery of ICT products and services• The provision of legal support services• The rendering of auxiliary support service• The management of communication services

	<ul style="list-style-type: none"> • The provision of functional support on corporate services functions to provincial offices
<p>Branch: Water Resource Management Aim: To ensure the reliable availability of water resource in an equitable and environmentally sustainable manner</p>	<ul style="list-style-type: none"> • The development and maintenance of the National Water Resource Policy, Strategy and evaluation • The planning for adequate water resource availability (Quantity/Quality) in a equitable and environmentally sustainable manner • The monitoring and provisioning of water resource information (quality and quantity) to stakeholders to support decision making (Hydrology, Geohydrology, Laboratory Services, spatial information, drought, and flood management) • The development and implementation of measures for protection and conservation of water resources (Reserve Determination, Resource Quality Objectives and Resource Classification) • The functional management of entities responsible for water resources management • The provision of functional support on water resource management functions to provincial offices
<p>Branch: Water & Sanitation Services Management Aim: To ensure sustainable provisioning of water supply and sanitation services</p>	<ul style="list-style-type: none"> • The development and maintenance of water supply and sanitation services sector policy, strategy, and evaluation • The formulation of water services planning frameworks and provision of support to stakeholders to ensure compliance to the regulatory framework. • The provision of water supply and sanitation services information to stakeholders to support decision-making and planning. • The formulation of sanitation planning and water use efficiency frameworks • The oversight and management of water supply and sanitation services, infrastructure grants, and programmes

	<ul style="list-style-type: none"> • The management and the implementation of departmental functions within the provincial areas • The functional management of entities responsible for water supply and sanitation services management
<p>Branch: Water Resources Regulation</p> <p>Aim: To regulate and licence water use, ensuring equitable allocation, protection, and beneficial use of water</p>	<ul style="list-style-type: none"> • The regulation of water tariffs • The allocation of water through the authorisation of water use licences • The determination and monitoring of compliance with water quantity/quality standards. • The determination of dam safety regulations, standards, and monitoring compliance thereof • The functional management of entities responsible for regulation, compliance, and enforcement • The provision of functional support on regulation, compliance, and enforcement functions to provincial offices

<p>Branch: Infrastructure Management Aim: To develop, operate and maintain bulk raw water infrastructure</p>	<ul style="list-style-type: none"> • The conceptualisation of mega water resources infrastructure projects. • The provision of engineering services • The operation and maintenance of the national water resource and services infrastructure • The construction of water resource and services infrastructure • The functional management of entities responsible for water resources infrastructure development • The provision of functional support on infrastructure development functions to provincial offices
<p>Branch: Provincial and Entity Governance and International Cooperation Aim: To coordinate the efficient and effective functioning of all provincial offices and international water cooperation</p>	<ul style="list-style-type: none"> • The provisioning of sector transformation, Intergovernmental relations, and overseeing provincial operations. • The provisioning of international water cooperation and development of partnerships. • The governance of the water sector (water resources and services) institutions
<p>Office of the CFO Aim: To manage financial support services</p>	<ul style="list-style-type: none"> • The management of financial support services • The provision of supply chain management services • The provision of internal control and compliance services • Financial management of infrastructure grants finance functional entity • The provision of functional support on financial services functions to provincial offices • The functional management of entities responsible for financial support services

5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE DWS

5.1 Chief Information Officer

Name: Dr. Sean Phillips

Tel: 012 336 8152

Email: Paiarequests@dws.gov.za

5.2 Deputy Information Officer

Name: Mr. Mpho Ratshisusu

Tel: 012 366 7705

E-mail: Paiarequests@dws.gov.za

5.3 Access to information: General contacts

E-mail: Paiarequests@dws.gov.za

5.4 National/ Head Office

Postal Address: Private Bag X 313,
Pretoria
0001

Physical Address: 185 Francis Baard Street
Private Bag X313
Pretoria
0001

Telephone: 012 336 8152/ 012 366 7705

Email: Paiarequests@dws.gov.za

Website: www.dws.gov.za

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

The following procedures exist for persons to report, or remedy, alleged irregular, improper, or unlawful official acts or omissions by the Department or any of its employees:

6.1 Remedies in respect of acts or failures to act in terms of the PAIA, 2000:

- (1) The internal appeal authority (relevant authority) for purposes of this Act is the Minister. A requester may lodge an appeal using **Form B**. After exhausting the internal appeal remedy, an application may be lodged with a court (sections 78-82).

- (2) A public service employee may lodge a grievance or complaint for investigation by the Public Service Commission concerning an official act or omission (section 35 of the Public Service Act, 1994 (Proclamation No. 103 of 1994).
- (3) A person may use labour remedies regarding official acts or omissions of a labour nature, namely, disputes of rights (the Public Service Act, and the Labour Relations Act, 1995 (Act No. 66 of 1995).
- (4) A person may lodge a complaint with a labour inspector concerning any alleged contravention of the Basic Conditions of Employment Act, 1997 (Act No. 75 of 1997), section 78 (1), or the Employment Equity Act, 1998 (Act No. 55 of 1998), section 34 (e).
- (5) A person may lodge a complaint with the Public Protector concerning a suspected unlawful or improper official act or omission (the Constitution and the Public Protector Act, 1994 [Act No. 23 of 1994]).
- (6) A person may lodge a complaint with the SAHRC concerning an official act or omission that is suspected to constitute a violation of, or a threat to, any fundamental right (Human Rights Commission Act, 1994 [Act No. 54 of 1994).
- (7) In order to be protected from reprisals because of a disclosure regarding unlawful or irregular conduct by the employer or a fellow employee, the person in question may follow the disclosure procedures set out in the Protected Disclosures Act, 2000 (Act No. 26 of 2000).
- (8) A person may use other legal remedies, such as the institution of proceedings for the judicial review of an administrative action in terms of the Promotion of Administrative Justice Act, 2000 (Act No.3 of 2000).

6.2 Other supportive remedies

- (1) A person may request reasons for an administrative action in terms of the Promotion of Administrative Justice Act, 2000 (section 5).
- (2) A person may request access to records of a government department or other public body in terms of the PAIA, 2000 (section 11).

6.3 Duty to report

- (1) The Code of Conduct for Public Servants, published by the Public Service Commission, states that, if, in the course of his or her official duties, a public service employee encounters fraud, corruption, nepotism, maladministration or

any other act which constitutes an offence or which is prejudicial to the public interest, he or she must report such matter to the appropriate authorities. An employee who fails to do so is guilty of misconduct.

- (2) The responsibility of every employer and employee to disclose criminal and any other irregular conduct in the workplace also underpins the Protected Disclosures Act, 2000 (Preamble).

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 fax number and, if available, electronic mail address of-
 - 7.3.2.1. the Information Officer of every public body, and
 - 7.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA;
 - 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 and
 - 7.3.3.2. access to a record of a private body contemplated in section
 - 7.3.4. the assistance available from the Information Officer 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 information officer of a public body, a decision on internal 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 15 and 52 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 22 and 54 regarding fees to be paid in relation to requests for access; and
- 7.3.10. the regulations made in terms of section 92.

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 Information Officer;

7.4.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

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

Subjects on which DWS holds records	Categories of records held on subject
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plans, and Annual Performance Plan.
Human Resources	
Licensing	
Monitoring and Enforcement	
Supply Chain Management	
Office of the DG	

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

DESCRIPTION OF CATEGORY OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15(1)(a) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000	MANNER OF ACCESS TO RECORDS (e.g. website)
	SECTION 15(1)(b)
FOR INSPECTION IN TERMS OF SECTION 15(1)(a)(i):	

<ul style="list-style-type: none"> • Departmental Strategic plans. • Departmental Annual Performance Plan. • Service Delivery Improvement Plan. • Service Delivery Charter • Annual Report. • Audited Financial Statements • Employment Equity Reports. • Published research report. • Approved organizational structure. • Departmental File plans. • Budgets. • Departmental Acts, Regulations, policies and procedure Manuals. • Citizens report. • Promotion of Access to Information Manual. • Service Standards. • Statement of commitment. • Departmental Events Calendar. • Minister's Budget Speech • Departmental Circulars • Staff Contact details Directory • Journals and Magazines • Newsletters • Water Use License • Water Use License Applications • Applicants' audit and compliance reports • Copies of delegated powers • Promotional materials • Batho-pele principles pamphlets • Departmental forms •Circulars of advertised posts and services 	<p>These records may be inspected at the Department on request in writing addressed to the Deputy Information Officer, Department of Water and Sanitation</p> <p>Private Bag X 313, Pretoria 0001</p> <p>Tel: 012 336 7705</p> <p>Fax: 012 336 7231</p> <p>E-Mail Address: Paiarequests@dws.gov.za or visit our website www.dws.gov.za</p>
--	---

<ul style="list-style-type: none"> • Tender documents • Maps • CDs • Aerial Photography • Orthophotos 	<p>Records can be purchased at G17 Zwamadaka Building, 191 Francis Baard Street (Formerly Known as Schoeman Street), Pretoria.</p>
<p>FOR COPYING IN TERMS OF SECTION 15(1)(a)(ii)</p>	
<ul style="list-style-type: none"> • Departmental Strategic plans. • Departmental Annual Performance Plan. • Service Delivery Improvement Plan. • Service Delivery Charter • Annual Report. • Audited Financial Statements • Employment Equity Reports. • Published research report. • Approved organizational structure. • Departmental File plans. • Departmental Acts, Regulations, policies and procedure Manuals. • Citizens report. • Promotion of Access to Information Manual. • Service Standards. • Statement of commitment. • Departmental Events Calendar. • Minister Budget Speech • Departmental Circulars • Staff Contact details Directory • Journals and Magazines • News Letters • Promotional materials • Batho-pele principles pamphlets • Water Use License • Water Use License Applications • Applicants' audit and compliance reports 	<p>The records may be accessed on request from the Deputy Information Officer, Department of Water and Sanitation Private Bag X 313, Pretoria 0001 Tel: 012 336 7705 Fax: 012 336 7231 E-Mail Address: Paiarequests@dws.gov.za or visit our website www.dws.gov.za</p>

<ul style="list-style-type: none"> • Copies of delegated powers • Promotional materials • Batho- pele principles pamphlets • Departmental forms • Circulars of advertised posts and services 	
AVAILABLE FREE OF CHARGE IN TERMS OF SECTION 15(1)(a)(iii):	
	<p>The records may be accessed on request from the Deputy Information Officer, Department of Water and Sanitation</p> <p>Private Bag X 313, Pretoria 0001</p> <p>Tel: 012 336 7705</p> <p>Fax: 012 336 7231</p> <p>E-Mail Address:</p> <p>Paiarequests@dws.gov.za</p> <p>or visit our website</p> <p>www.dws.gov.za</p>

10. SERVICES AVAILABLE TO MEMBERS OF THE REPUBLIC FROM THE DWS AND HOW TO GAIN ACCESS TO THOSE SERVICES

10.1 The DWS derives its mandate from Section 27(1)(b) of the Constitution of the Republic of South Africa, 1996, which asserts that all individuals have the right to access adequate water

10.2 Section 27(2) of the Constitution further mandates the state to take reasonable measures to realise this right progressively. DWS's mandate is implemented through two key pieces of legislation

10.2.1 The National Water Act, 1998 (Act 36 of 1998)

This act designates the national government as the custodian of water resources and provides for the sustainable and equitable management, use, development, and protection of these resources.

10.2.2 The Water Services Act, 1997 (Act 108 of 1997)

This act outlines the right to basic water supply and sanitation, establishes national standards for services and tariffs, and defines the responsibilities of municipalities as water services authorities

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

The public can participate in or influence the formulation of the policy or the exercise of powers or performance of duties by the DWS through the public participation published in the government and/or the Department website.

12 PROCESSING OF PERSONAL INFORMATION

12.1 Purpose of processing personal information

12.1 Personal Information may only be processed for a specific purpose. The Department uses the Personal Information under its care in the following ways:

- Staff administration;
- Keeping of records of all levels within the Department;
- Keeping of records of suppliers and service providers;
- Keeping records of the Department’s stakeholders and entities;
- Complying with tax laws.

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
Juristic Persons	Names of contact persons; Name of legal entity; physical and postal address; contact details (contact

	number(s), fax number, email address); registration number; financial, commercial, scientific or technical information and trade secrets
Employees	Gender, pregnancy; marital status; Race age, language, educational information (qualifications); financial information; employment history; ID number; physical and postal address; contact details(contact number(s), fax number, email address); criminal behavior; well-being and their relatives (family members) race, medical, gender, sex, nationality, ethnic or social origin, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, biometric information of the person

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
Tender Documents and Supporting Documents of a Successful Bidder	Special Investigation Unit (SIU)
Services Level Agreements	Hawks, SAPS
Water use license	Courts

12.4 Planned transborder flows of personal information

12.4.1 Section 72 of the POPIA provides that Personal Information may only be transferred out of the Republic of South Africa if the-

- (a) The recipient country can offer such data an "adequate level" of protection. This means that its data privacy laws must be substantially

similar to the Conditions for lawful processing as outlined in Chapter 3 of the POPIA; or

- (b) Data subject consents to the transfer of their Personal Information; or
- (c) Transfer is necessary for the performance of a contractual obligation between the Data subject and the Responsible Party; or
- (d) Transfer is necessary for the performance of a contractual obligation between the Responsible Party and a third party, in the interests of the Data Subject; or
- (e) The transfer is for the benefit of the Data Subject, and it is not reasonably practicable to obtain the consent of the Data Subject, and if it were, the Data Subject, would in all likelihood provide such consent.

12.4.2 Currently, the DWS has no planned Trans border flows of Personal Information.

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

1.2.5.1 The DWS has secured the integrity and confidentiality of personal information in its possession or under its control by taking appropriate, reasonable technical and organisational measures to prevent loss of, or damage to, or unauthorised destruction, unlawful access to, or processing of, personal information.

1.2.5.2 The DWS put in place security protocols to safeguard personal information from being unlawfully accessed. DWS envisages the enhancement of Information Security Measures as follows:

- (a) by ensuring that the correct classification of information is recorded, since employee data will be classified as 'personal information' or 'special personal information';
- (b) ensuring that security protocols are enhanced to guard against unauthorised access to information by implementing computer and network security measures such as passwords, implementing firewalls, installing antivirus protection, ensuring data protection through data encryption and redaction of personal information, securing laptops and computers through passwords or biometrics and securing the Virtual Private Network (VNP).

- (c) protocols notifying employees or other persons when their personal information has been compromised, or when there is a breach of privacy in relation to the personal information concerned; and
- (d) by ensuring that stricter security protocols are adopted to restrict access by third parties, the office environment, computer network, system, application software, data or any other resource.

13 AVAILABILITY OF THE MANUAL

13.1 This Manual is made available in the following Four official languages:

- 3.1.1 English.
- 3.1.2 Sotho.
- 3.1.3 Zulu.
- 3.1.4 Tshivenda.

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

13.2.1 <https://www.dws.gov.za>

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. UPDATING OF THE MANUAL

The **DWS** will, if necessary, update and publish this Manual annually.

16 FEES FOR RECORDS OF PUBLIC BODY AS STIPULATED BY THE CURRENT REGULATIONS TO THE ACT

The fee for reproduction, referred to in section 15(3) of the Act is as follows:

1.	(a)	For every photocopy of an A4-size page or part thereof:	R0.60
----	-----	---	-------

	(b) For every printed copy of an A4-size page or part	R0.,40
	(c) For a copy in a computer-readable form on:	
	(i) stiff disc	R5.00
	(ii) compact disc	R40.00
	(d) (i) For a transcription of visual images, for an A4-size page or	R22.00
	(ii) For a copy of visual images	R60.00
	(e) (i) For a transcription of an audio record, for an A4-size page or part	R12,00
	(ii) For a copy of an audio record:	R17,00
	The request fee payable by every requester, other than a personal requester, referred to in section 22(1) of the Act is:	R35.00
	The access fees payable by a requester referred to in section 22(7) of the Act, unless exempted under section 22(8) of the Act, are as follows:	
	(a) for every fees photocopy of an A4 page or part thereof.	R0.60
	(b) for every printed copy of A4-size page or part thereof held in a computer or in electronic or machine-readable format	R0.40
	(i) Stiffy disk	R5.00
	(ii) Compact disk	R40.00
	(d) For transcription of visual images-	R22.00
	(i) for an A4-size page or part thereof	R60.00
	(ii) for a copy of visual images	
	(e) For a transaction of an audio record-	R12.00
	(i) for a copy of A4-size page or part thereof	R17.00
	(ii) for a copy of an audio	

<p>(f) 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</p>	<p>R15.00 for each hour</p>
<p>(2) For purposes of section 22(2) of the PAIA, the following applies:</p> <p>(a) Six hours as the hours to be exceeded before a deposit is payable</p> <p>(b) One third of the access fee is payable as a deposit by the requester</p>	
<p>(3) The actual postage is payable when a copy of a record must be posted to a requester</p>	
<p>(4)</p>	

Issued by:



DR SEAN PHILIPS

DIRECTOR GENERAL