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MANUAL

IN ACCORDANCE WITH

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DEPARTMENT OF ENVIRONMENTAL AFFAIRS



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF
ECONOMIC DEVELOPMENT, ENVIRONMENT & TOURISM

MANUAL

of the

LIMPOPO DEPARTMENT OF ECONOMIC DEVELOPMENT,
ENVIRONMENT & TOURISM

in terms of section 14 of the Promotion of Access to Information Act, 2000 (Act
No. 2 of 2000)

Version 4 (2015)

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1. INTRODUCTION.

The Limpopo Department of Economic Development, Environment and Tourism (LEDET) was established in December 2004 as a result of its separation from the former Department of Finance and Economic Development by an Executive Council decision.

The promotion of Access to Information Act was promulgated in March 2001. The Act was put in place to actively promote a society in which the people of South Africa have meaningful access to information which enables them to fully exercise and protect their rights. The promulgation of the Act was also designed to foster a culture of transparency and accountability in public bodies.

2. SCOPE OF MANUAL.

This manual has been prepared in accordance with section 14 of the Promotion of Access to Information Act, 2000 (Act no. 2 of 2000)

This manual has been prepared in respect of the Department's Head-Office as well as its District Offices. Parastatals attached to the Department are excluded.

A copy of this manual is available free of charge for inspection by the general public upon request, during office hours at our offices. The manual is also published on our Limpopo Government Website (www.limpopo.gov.za).

3. STRUCTURE OF THE DEPARTMENT

The Limpopo Department of Economic Development, Environment and Tourism operates from its Head –Office in the Provincial capital city of Polokwane as well as the District offices listed below. All District Managers report to their respective District Co-ordinators.

CAPRICORN DISTRICT

Private Bag X9555

POLOKWANE

0700

Tel (015) 297 3839

Fax (015) 297 8962

SEKHUKHUNE DISTRICT

Private Bag X31

LEBOWAKGOMO

0739

Tel (015) 633 5169

Fax (015) 633 5153

VHEMBE DISTRICT

Private Bag X5088

THOHOYANDOU

0950

Tel (015) 962 4722/3/4

Fax (015) 962 4829/1242

MOPANI DISTRICT

Private Bag X9681

GIYANI

0826

Tel (015) 812 0365

Fax (015) 812 0604/2448

WATERBERG DISTRICT

Private Bag X1041

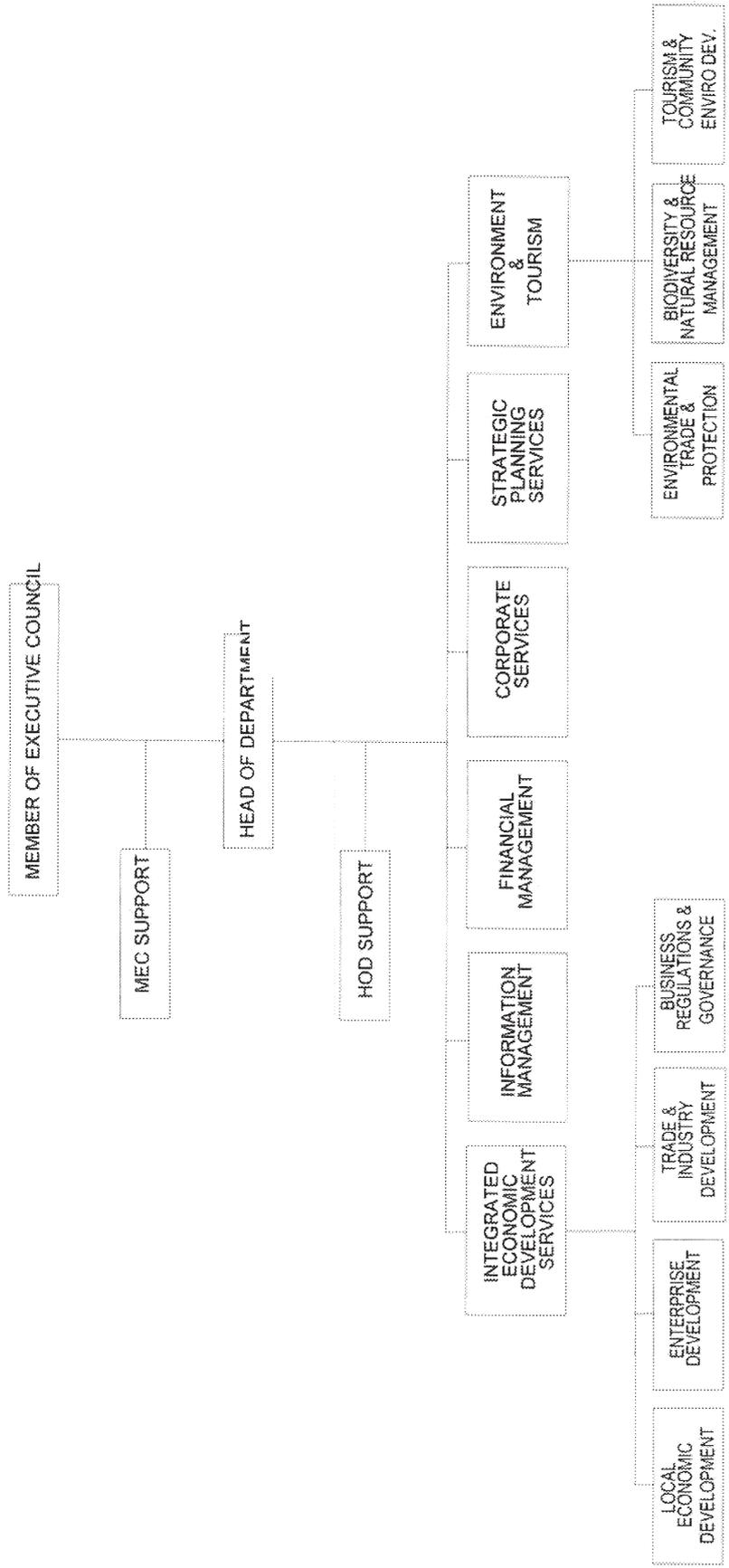
MODIMOLLE

0510

Tel (014) 717 5305/3

Fax (014) 717 5200

ORGANISATION STRUCTURE



4. VISION, MISSION, FUNCTIONS AND SERVICES OF DEPARTMENT

4.1. VISION-

A competitive economy within a sustainable environment.

4.2. MISSION

To create and facilitate the development of a competitive economy, sustainable environment and tourism growth.

4.3. FUNCTIONS

The following are the core functions of the Department:

- Job creation through a sustainable environment.
- Ensuring a healthy and fair trade
- Position Limpopo as a preferred tourism and investment destination within SADC and the World.
- Ensure sustainable development through targeted interventions on environmental management, development of natural resources, creation of green jobs and proactive responses to climate change; Increase in productive investment.
- Transform Limpopo into a world class knowledge society that uses ICT an enabler of socio-economic development and transformation as well as ICT as a production sector.
- Thriving enterprises in all sectors.

4.4. SERVICES

The Department offers the following services to the general public:-

- Provision of bursaries according to skills development needs for the Department
- Provision of learnerships /internships on courses relevant to the Department
- Integrated Economic Development ;
 - Business enterprises are developed and supported.
 - Co-operatives development and support.
 - Small, Medium, and Micro Enterprises (SMME) development support.
- Trade and Sector Development

Facilitation of trade, export promotion and attracting investment through the provision of services in the following areas ; Business registrations/regulation, Liquor licences, Consumer protection as well as Consumer awareness and Advice.

- Environment and Tourism
 - Issuing of environmental authorisations to applicants/developers.
 - Issuing of wildlife permits for e.g. hunting.
 - Community Environmental education through the Green Municipality Programme and the Schools State of Environment competition.
 - Planning, promotion and management of tourism activities in the Province.
 - Manage air quality and waste management.

- Information Management
 - Promotion of access to Departmental records/information (PAIA)

CONTACT DETAILS OF THE DEPUTY INFORMATION OFFICER/S

The Head of Department of the Limpopo Department of Economic Development, Environment and Tourism is the Deputy Information Officer.

DEPUTY INFORMATION OFFICER

Name : Mr. N.S. Kgopong
Telephone No. : 015 293 8545
E-mail : Kgopongns@ledet.gov.za
Fax No. : 086 538 7254
Contact Person : Ms M.F. Ramadisha
Telephone No. : 015 293 8592
Email : Ramadishamf@ledet.gov.za or
Paia@ledet.gov.za
Fax No. : 086 218 3054

GENERAL INFORMATION

Postal Address :
Private Bag X9484
POLOKWANE
0700

Street Addresses :
20 Hans van Rensburg St./19 Biccard St.
POLOKWANE

Telephone Numbers (Switch Board)
(015) 293-8300
Fax Number
(015) 291 4107

6. GUIDE OF SOUTH AFRICAN HUMAN RIGHTS COMMISSION ON HOW TO USE THE ACT

The guide on how to use the Promotion of Access to Information Act, 2000, is available from the South African Human Rights Commission at the following address: Copies are also available from our Department.

South African Human Rights Commission:
Promotion of Access to Information Act (PAIA) Unit
The Research and Documentation Department
Postal address: Private Bag X 2700
Houghton
2041

Telephone: 011-484 8300
Fax: 011 484 1360
Website: www.sahrc.org.za
E-mail: PAIA@sahrc.org.za

7. RECORDS

7.1 DESCRIPTION OF SUBJECTS ON WHICH LIMPOPO DEPARTMENT OF ECONOMIC DEVELOPMENT, ENVIRONMENT AND TOURISM HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT.

For purposes of facilitating a request in terms of the Act, the subjects on which the Limpopo Economic Development, Environment and Tourism department holds records and the categories of records held on each subject are as follows: (section 14 (1) d

SUBJECT	CATEGORY	SUB-CATEGORY
Economic development.	Promotion of economic growth in the Province.	<ul style="list-style-type: none"> Small, Medium and Micro Enterprises (SMME's), Industry, Co-operatives, Agro-processing and

		<p>Economic planning Acts, policies as well as promotional brochures.</p> <ul style="list-style-type: none">• Socio-economic statistics reports.• Provincial Accounts statements e.g. on the Gross Domestic Product.(GDP).• Provincial Economic development plans.• Industrial development park/zone studies reports.• Industrial development strategy reports.• Reports from Trade and Investment Limpopo, Limpopo Business Support Agency (LIBSA), Limpopo Economic Development Enterprise (LIMDEV) and Small Enterprise Development Agency.• Applications for liquor licences• Minutes of Liquor Board meetings.• Trade inspection reports.• Consumer complaints records i.r.o. Consumer Protection Act.
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<p>Environment and Tourism.</p>	<p>Ensure the promotion and management of Environmental and Tourism activities in the Province.</p>	<ul style="list-style-type: none"> • Municipal Integrated waste management plans. • Waste disposal sites records. • Diesel/petrol and asbestos spillages records. • Environmental Management Programme reports for mining and prospecting. • Amnesty applications in terms of section 24 of National Environmental Management Act.(NEMA) • Applications for road constructions. • Complaints register i.r.o. Environmental Legislation compliance. • Animal confiscation records. • The number of CITES permit applications received and CITES permits issued in terms of the Convention on International Trade in Endangered wild fauna and flora Species.(CITES) • The number of Biodiversity permit applications for non-
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		<p>CITES species received and the number of Biodiversity permits issued.</p> <ul style="list-style-type: none">• The number of CITES quotas allocated to our Province per year.• The number of sport hunted trophies marked, tagged or micro-chipped subject to the CITES regulations.• Scientific reports.• Records on registered Professional Hunting School Directors, Hunting Outfitters and Professional Hunters.• Professional Hunting data on sport hunted species per year.• Statistics on damage-causing wild animals control.• Records for protected areas, proclamation of protected areas and game control in protected areas.• Records for tourist sites and African Ivory Route camps.• Register for registered Tourist Guides.• Tourism Growth Strategy
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		<ul style="list-style-type: none"> • Records on Extended Public Works Programme (EPWP) projects. • Records on Biosphere Reserves.
Strategic planning and co-ordination.	Management of Strategic planning.	<ul style="list-style-type: none"> • Departmental Strategic plan. • Annual Performance plan. • Monitoring and Evaluation reports. • Departmental Annual Report.
Corporate Services.	Provision of Corporate Services.	<ul style="list-style-type: none"> • Applications for employment. • Organisational structure. • Human Resource Strategic Plan and personnel files. • Service delivery improvement reports. • Employee Assistance Programme (EAP) records. • HIV- AIDS reports. • District performance reports • Leave plans and records. • Skills development plan. • Labour saving devices and telecommunication records.

		<ul style="list-style-type: none"> • Law journals and Labour Relations Act. • Security and Minimum Information Security Standards (MISS) inspection reports
Financial Administration.	Rendering of Financial and Risk management services.	<ul style="list-style-type: none"> • Budget reports and Medium Term Expenditure Framework (MTEF) submissions. • Revenue, Bank, Cash and payment of accounts statements. • Supply Chain Management /procurement orders and requisitions for goods /services. • Asset register.
Information Management.	Information Management Services.	<ul style="list-style-type: none"> • Annual reports to South African Human Rights Commission (SAHRC) and quarterly reports to Office of the Premier i.r.o. PAIA. • Records for Information technology equipment and users. • File plans. • Information Technology and Records policies. • Events Calendar. • Media briefings. • Speeches. • Newsletters.

7.2 RECORDS AUTOMATICALLY AVAILABLE [section 14 (1) e]

The following records are available without a person having to request access in terms of the procedures in the Promotion of Access to Information Act:-

FOR INSPECTION IN TERMS OF SECTION 15(1)(a)(i) :

Departmental Strategic plans.
 Departmental Annual Performance plan.
 Service Delivery Improvement plan.
 Annual reports.
 Employment Equity reports.
 Published research reports.
 Approved organizational structures.
 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.
 Copies of Speeches by the MEC.
 Circulars of advertised posts and services.
 Departmental forms.
 Staff Contact Details Directory.
 Journals and magazines
 News Letters.
 Promotional material.
 Departmental Media statements.
 Applicable Biodiversity fee structure for permits, registers, micro-chips and services.
 Service Delivery charter.
 Batho-pele principles pamphlets.

The records may be inspected at the Department on request, addressed to the Office of the Deputy Information Officer, Department of Economic Development, Environment and Tourism, P/Bag X 9484 Polokwane 0700
 Tel. No. : 015 293 8592
 Fax no. : 086 218 3054
 E-mail address :

Ramadishamf@ledet.gov.za or
paia@ledet.gov.za

or visit our website www.limpopo.gov.za

FOR PURCHASING IN TERMS OF SECTION 15(1)(a)(ii) :	
Tender documents.	Records can be purchased at the Cashier's office, Office no. G2, Ground floor-Gani House. Department of Economic Development, Environment and Tourism- 90 Bok street Polokwane.
FOR COPYING IN TERMS OF SECTION 15(1)(a)(ii) :	
<ul style="list-style-type: none"> • Departmental Strategic plans. • Departmental Annual Performance plan. • Service Delivery Improvement plan. • Annual reports. • Employment Equity reports. • Published research reports. • Approved organizational structures. • 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. • Copies of Speeches by the MEC. • Circulars of advertised posts and services. • Departmental forms. • Staff Contact Details Directory. • Journals and magazines 	<p>The records may be inspected at the Department on request, addressed to the Office of the Deputy Information Officer, Department of Economic Development, Environment and Tourism, P/Bag X 9484 Polokwane 0700</p> <p>Tel. No. : 015 293 8592 Fax no. : 086 218 3054 E-mail address :</p> <p style="text-align: center;">Ramadishamf@ledet.gov.za or paia@ledet.gov.za</p> <p>or visit our website www.limpopo.gov.za</p>

<ul style="list-style-type: none"> • News Letters. • Promotional material. • Departmental Media statements. • Applicable Biodiversity fee structure for permits, registers, micro-chips and services. • Service Delivery charter. • Batho-pele principles pamphlets. 	
<p>AVAILABLE FREE OF CHARGE IN TERMS OF SECTION 15(1)(a)(iii) :</p>	
<ul style="list-style-type: none"> • Journals and magazines • News Letters. • Promotional material. 	<p>The records may be inspected at the Department on request, addressed to the Office of the Deputy Information Officer, Department of Economic Development, Environment and Tourism, P/Bag X 9484 Polokwane 0700</p> <p>Tel. No. : 015 293 8592</p> <p>Fax no. : 086 218 3054</p> <p>E-mail address :</p> <p style="text-align: center;">Ramadishamf@ledet.gov.za or paia@ledet.gov.za</p> <p>or visit our website www.limpopo.gov.za</p>

The records on the Departmental website , www.ledet.gov.za, are available for viewing or downloading without a person having to make such a request in terms of the said Act.

7.3 REQUEST PROCEDURE

Granting or refusal of request:

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

- The requester complies with all the procedural requirements in the Act relating to the request for access to that record; and
- Access to that record is not refused on any ground of refusal mentioned in the Act.

How do I request access to a record?

- A requester must use the form (Form A) that was printed in the Government Gazette (Government Notice R187 of 15 February 2002).
- The requester must also indicate if the requester wants a copy of the record or if the requester wants to come in and look at the record at the offices of the public body. Alternatively if the record is not a paper document it can then be viewed in the requested form, where possible.
- If a person asks for access in a particular form (e.g.: a paper copy, electronic copy, etc) then the requester should get access in that form. This is unless doing so would interfere unreasonably with the running of the public body concerned, or damage the record, or infringe a copyright not owned by the state. If for practical reasons access cannot be given in the required form but in another form, then the fee must be calculated according to the way that the requester first asked for it.
- If, in addition to a written reply to their request for the record, the requester wants to be told about the decision in any other way, e.g. telephone, this must be indicated.
- If a requester is asking for the information on behalf of somebody else, the capacity in which the request is being made must be indicated.
- If a requester is unable to read or write, or has a disability, then the request can be made orally. The Deputy Information Officer must then fill in the form on behalf of such a requester and give them a copy of the completed form.

Fees payable for a request and notification of decision on access :

- A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester must pay the request fee of R35.
- The Deputy Information Officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed request fee (if any) and deposit (if any) before further processing the request.
- The requester may lodge an internal appeal, where appropriate, or an application to the court against the tender or payment of a fee.
- After the Deputy Information Officer has made a decision on the request the requester must be notified of such a decision in the way in which the requester wanted to be notified in.
- If the request is granted then a further access fee must be paid for the

reproduction and for search and preparation for any time required in excess of stipulated hours to search and prepare the record for disclosure.

- Access to a record will be withheld until all the applicable fees have been paid.

8. ARRANGEMENT ALLOWING INVOLVEMENT IN FORMULATION OF POLICY AND PERFORMANCE OF FUNCTIONS

Policy and Legislation:

Whenever the Limpopo Department of Economic Development, Environment and Tourism embarks on projects it undertakes consultation with all stakeholders through the following structures:

- Workshops and conferences

Inputs and comments are invited from stakeholders in these forums.

- Departmental Boards

Through the nomination of Boards members, the public also participate in influencing the departmental policies.

- Submissions and Reports

Comments made on reports such as the Citizen's Report also play a crucial role in policy –making.

- Volunteers and Internship programmes

The Recruitment policy ensures the recruitment of the public for applicable posts.

- Consultants and contract workers

This relates to the Recruitment policy of the said workers.

9. REMEDIES AVAILABLE IN RESPECT OF ACTS OR FAILURES TO ACT

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

Procedures for reporting or remedying :

- Failures to act include, but is not limited to the following : damaging, destroying, altering, concealing or falsifying of a record.
- Acts or failures to act conducts must immediately be reported to the Deputy Information Officer in writing.
- Internal disciplinary measures as well as criminal procedures may be instituted against the perpetrator in terms of section 90 of the Act,

Appeal procedure in respect of decisions taken, failure to act or fees exemption

The internal appeal authority for purposes of this Act is the Member of Executive Council (MEC) of the department.

A court of law may be approached by the requester should he/she still feel aggrieved by the MEC's decision or failure to act.

10. FEES AS PRESCRIBED UNDER PART II OF NOTICE 187 IN THE GOVERNMENT GAZETTE 15 FEBRUARY 2002

N.B. The forms and fee structure prescribed by the Act are also available at the website of the Department of Justice and Constitutional Development (www.doj.gov.za) under the regulations section.

1. The fee for a copy of the manual as contemplated in regulation 5(c) is R0,60 for every photocopy of an A4-size page or part thereof.
2. The fees for reproduction referred to in regulation 7(1) are as follows:
 - (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 thereof held on a computer or in electronic or machine-readable form R0,40
 - (c). For a copy in a computer-readable form on -
 - (i) stiffer disc R5,00
 - (ii) compact disc R40,00
 - (d). (i) For a transcription of visual images, for an A4-size page or part thereof 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 thereof R12,00
 - (ii) For a copy of an audio record R17,00
3. The request fee payable by every requester, other than a personal requester, referred to in regulation 7(2) is R35,00.
4. The access fees payable by a requester referred to in regulation 7(3) are as follows:
 - 4.1 (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 thereof held on a computer or in electronic or machine-readable form	R0,40
(c) For a copy in a computer-readable form on -	
(i) stiffy disc	R5,00
(ii) compact disc	R40,00
(d)	
(i) For a transcription of visual images, for an A4-size page or part thereof	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 thereof	R12,00
(ii) For a copy of an audio record	R17,00
(f) To search for and prepare the record for disclosure, R15,00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	

4.2 For purposes of section 22(2) of the Act, the following applies:

- (a) Six hours as the hours to be exceeded before a deposit is payable; and
- (b) one third of the access fee is payable as a deposit by the requester.

4.3 The actual postage is payable when a copy of a record must be posted to a Requester.

11. FORMS PRESCRIBED FOR ACCESS TO RECORDS

ANNEXURE B OF NOTICE 187 IN THE GOVERNMENT GAZETTE ON THE
15 FEBRUARY 2002

FORM A

REQUEST FOR ACCESS TO RECORD

(Section 18(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

[Regulation 2]

REQUEST FOR ACCESS TO RECORDS

FOR DEPARTMENTAL USE Reference number:.....

Request received by: -

Name:.....

Rank:.....

Date:.....

Place:.....

Request fee (if any): R

Deposit (if any): R

Access fee: R

.....

SIGNATURE: INFORMATION OFFICER/DEPUTY INFORMATION OFFICER

A. Particulars of public body

DEPUTY OFFICER	INFORMATION	ADDRESS
CONTACT PERSON	ADDRESS	
Ms M.F.Ramadisha	Private Bag X9484 POLOKWANE 0700 TEL.: NO.: +27 15-293 8592 FAX.: NO.: +27 86 218 3054 E-Mail: Ramadishamf@ledet.gov.za	
General information:	Street Addresses: - 20 Hans van Rensberg Street / 19 Biccard Street POLOKWANE 0700 Website: www.limpopo.gov.za Postal Address: - Private Bag X9484 POLOKWANE 0700 Telephone: +27 15 293 8300 Fax: +27 86 218 3054	

D. Particulars of record

(a) 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.

(b) If the provided space is inadequate please continue on a separate folio and attach it to the form. **The requester must sign all the additional folios.**

DESCRIPTION

RECORDS:.....

.....
.....

REFERENCE NUMBER:.....(If available

ANY FURTHER PARTICULARS OF RECORD.....

.....

E. Fees

(a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid.

(b) You will be notified of the amount required to be paid as the request fee.

(c) The **fee payable for access** to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.

(d) If you qualify for exemption of the payment of any fee, please state the reason therefore.

Reason for exemption from payment of fees:

.....

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability:	Form in which record is required:
-------------	-----------------------------------

Mark the appropriate box with an "X".

NOTES:

- (a) Your indication as to the required form of access depends on the form in which the record is available.
- (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.
- (d) Exemptions for payment of fees in terms of section 22(6) of the Act are as follows:
 1. R14 712.00 per annum- maximum income for a single person after permissible deductions referred to in the Government notice Schedule.
 2. R27 192.00 PER annum- maximum income for married persons or a person and his/her life partner after permissible deductions referred to in the Government notice Schedule.

1. If the record is in written or printed form -			
	copy of record*		inspection of record

2. If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)			
	view the images		copy of the images*
			transcription of the images*

3. If record consists of recorded words or information which can be reproduced in sound -			
	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)

4. If record is held on computer or in an electronic or machine-readable form -			
	printed copy of record*		printed copy of information derived from the record*
			copy in computer readable form* (stiffy or compact disc)

<p>*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?</p> <p>A postal/postage fee is payable.</p>	<p>YES</p>	<p>NO</p>
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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.

In which language would you prefer the record?

G. Notice of decision regarding request for access.

You will be notified in writing whether your request has been approved/denied. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

.....

Signed at this(day) of(month) 20.....

SIGNATURE OF REQUESTER / PERSON ON WHOSE BEHALF REQUEST IS MADE.

IMPORTANT Information from Government Printing Works

Dear Valued Customers,

Government Printing Works has implemented rules for completing and submitting the electronic Adobe Forms when you, the customer, submits your notice request.

Please take note of these guidelines when completing your form.

GPW Business Rules

1. No hand written notices will be accepted for processing, this includes Adobe forms which have been completed by hand.
2. Notices can only be submitted in Adobe electronic form format to the email submission address submit.egazette@gpw.gov.za. This means that any notice submissions not on an Adobe electronic form that are submitted to this mailbox will be **rejected**. National or Provincial gazette notices, where the Z95 or Z95Prov must be an Adobe form but the notice content (body) will be an attachment.
3. Notices brought into GPW by "walk-in" customers on electronic media can only be submitted in Adobe electronic form format. This means that any notice submissions not on an Adobe electronic form that are submitted by the customer on electronic media will be **rejected**. National or Provincial gazette notices, where the Z95 or Z95Prov must be an Adobe form but the notice content (body) will be an attachment.
4. All customers who walk in to GPW that wish to submit a notice that is not on an electronic Adobe form will be routed to the Contact Centre where the customer will be taken through the completion of the form by a GPW representative. Where a customer walks into GPW with a stack of hard copy notices delivered by a messenger on behalf of a newspaper the messenger must be referred back to the sender as the submission does not adhere to the submission rules.
5. All notice submissions that do not comply with point 2 will be charged full price for the notice submission.
6. The current cut-off of all Gazette's remains unchanged for all channels. (Refer to the GPW website for submission deadlines – www.gpwonline.co.za)
7. Incorrectly completed forms and notices submitted in the wrong format will be rejected to the customer to be corrected and resubmitted. Assistance will be available through the Contact Centre should help be required when completing the forms. (012-748 6200 or email info.egazette@gpw.gov.za)
8. All re-submissions by customers will be subject to the above cut-off times.
9. All submissions and re-submissions that miss the cut-off will be rejected to the customer to be submitted with a new publication date.
10. Information on forms will be taken as the primary source of the notice to be published. Any instructions that are on the email body or covering letter that contradicts the notice form content will be ignored.

You are therefore advised that effective from **Monday, 18 May 2015** should you not comply with our new rules of engagement, all notice requests will be rejected by our new system.

Furthermore, the fax number **012- 748 6030** will also be **discontinued** from this date and customers will only be able to submit notice requests through the email address submit.egazette@gpw.gov.za.

