



# Government Gazette Staatskoerant

REPUBLIC OF SOUTH AFRICA  
REPUBLIEK VAN SUID AFRIKA

Vol. 628

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No. 41176

## MANUALS

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**AIDS HELPLINE: 0800-0123-22 Prevention is the cure**

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**No** FUTURE QUERIES WILL BE HANDLED IN CONNECTION WITH THE ABOVE.

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# *Closing times for* **ORDINARY BI-WEEKLY** **2017** *MANUALS GAZETTE*

*The closing time is **15:00** sharp on the following days:*

- **04 May**, Thursday for the issue of Thursday **11 May 2017**
- **18 May**, Thursday for the issue of Thursday **25 May 2017**
- **01 June**, Thursday for the issue of Thursday **08 June 2017**
- **22 June**, Thursday for the issue of Thursday **29 June 2017**
- **06 July**, Thursday for the issue of Thursday **13 July 2017**
- **20 July**, Thursday for the issue of Thursday **27 July 2017**
- **02 August**, Wednesday for the issue of Thursday **10 August 2017**
- **24 August**, Thursday for the issue of Thursday **31 August 2017**
- **07 September**, Thursday for the issue of Thursday **14 September 2017**
- **20 September**, Wednesday for the issue of Thursday **28 September 2017**
- **05 October**, Thursday for the issue of Thursday **12 October 2017**
- **19 October**, Thursday for the issue of Thursday **26 October 2017**
- **02 November**, Thursday for the issue of Thursday **09 November 2017**
- **23 November**, Thursday for the issue of Thursday **30 November 2017**
- **07 December**, Thursday for the issue of Thursday **14 December 2017**
- **19 December**, Tuesday for the issue of Thursday **28 December 2017**

### GOVERNMENT PRINTING WORKS - BUSINESS RULES

The **Government Printing Works (GPW)** has established rules for submitting notices in line with its electronic notice processing system, which requires the use of electronic *Adobe Forms*. Please ensure that you adhere to these guidelines when completing and submitting your notice submission.

#### CLOSING TIMES FOR ACCEPTANCE OF NOTICES

1. The *Government Gazette* and *Government Tender Bulletin* are weekly publications that are published on Fridays and the closing time for the acceptance of notices is strictly applied according to the scheduled time for each gazette.
2. Please refer to the Submission Notice Deadline schedule in the table below. This schedule is also published online on the Government Printing works website [www.gpwnonline.co.za](http://www.gpwnonline.co.za)

All re-submissions will be subject to the standard cut-off times.

**All notices received after the closing time will be rejected.**

Government Gazette Type	Publication Frequency	Publication Date	Submission Deadline	Cancellations Deadline
National Gazette	Weekly	Friday	Friday 15h00 for next Friday	Tuesday, 15h00 - 3 days prior to publication
Regulation Gazette	Weekly	Friday	Friday 15h00, to be published the following Friday	Tuesday, 15h00 - 3 days prior to publication
Petrol Price Gazette	As required	First Wednesday of the month	One week before publication	3 days prior to publication
Road Carrier Permits	Weekly	Friday	Thursday 15h00, to be published the following Friday	3 days prior to publication
Unclaimed Monies (justice, labour or lawyers)	January / As required 2 per year	Any	15 January / As required	3 days prior to publication
Parliament (acts, white paper, green paper)	As required	Any		3 days prior to publication
Manuals	As required	Any	None	None
State of Budget (National Treasury)	Monthly	Any	7 days prior to publication	3 days prior to publication
Legal Gazettes A, B and C	Weekly	Friday	One week before publication	Tuesday, 15h00 - 3 days prior to publication
Tender Bulletin	Weekly	Friday	Friday 15h00 for next Friday	Tuesday, 15h00 - 3 days prior to publication
Gauteng	Weekly	Wednesday	Two weeks before publication	3 days after submission deadline
Eastern Cape	Weekly	Monday	One week before publication	3 days prior to publication
Northern Cape	Weekly	Monday	One week before publication	3 days prior to publication
North West	Weekly	Tuesday	One week before publication	3 days prior to publication
KwaZulu-Natal	Weekly	Thursday	One week before publication	3 days prior to publication
Limpopo	Weekly	Friday	One week before publication	3 days prior to publication
Mpumalanga	Weekly	Friday	One week before publication	3 days prior to publication
Gauteng Liquor License Gazette	Monthly	Wednesday before the First Friday of the month	Two weeks before publication	3 days after submission deadline
Northern Cape Liquor License Gazette	Monthly	First Friday of the month	Two weeks before publication	3 days after submission deadline
National Liquor License Gazette	Monthly	First Friday of the month	Two weeks before publication	3 days after submission deadline
Mpumalanga Liquor License Gazette	2 per month	Second & Fourth Friday	One week before	3 days prior to publication

**GOVERNMENT PRINTING WORKS - BUSINESS RULES****EXTRAORDINARY GAZETTES**

3. *Extraordinary Gazettes* can have only one publication date. If multiple publications of an *Extraordinary Gazette* are required, a separate Z95/Z95Prov *Adobe* Forms for each publication date must be submitted.

**NOTICE SUBMISSION PROCESS**

4. Download the latest *Adobe* form, for the relevant notice to be placed, from the **Government Printing Works** website [www.gpwonline.co.za](http://www.gpwonline.co.za).
5. The *Adobe* form needs to be completed electronically using *Adobe Acrobat / Acrobat Reader*. Only electronically completed *Adobe* forms will be accepted. No printed, handwritten and/or scanned *Adobe* forms will be accepted.
6. The completed electronic *Adobe* form has to be submitted via email to [submit.egazette@gpw.gov.za](mailto:submit.egazette@gpw.gov.za). The form needs to be submitted in its original electronic *Adobe* format to enable the system to extract the completed information from the form for placement in the publication.
7. Every notice submitted **must** be accompanied by an official **GPW** quotation. This must be obtained from the *eGazette* Contact Centre.
8. Each notice submission should be sent as a single email. The email **must** contain **all documentation relating to a particular notice submission**.
  - 8.1. Each of the following documents must be attached to the email as a separate attachment:
    - 8.1.1. An electronically completed *Adobe* form, specific to the type of notice that is to be placed.
      - 8.1.1.1. For *National Government Gazette* or *Provincial Gazette* notices, the notices must be accompanied by an electronic Z95 or Z95Prov *Adobe* form
      - 8.1.1.2. The notice content (body copy) **MUST** be a separate attachment.
    - 8.1.2. A copy of the official **Government Printing Works** quotation you received for your notice .  
(Please see *Quotation* section below for further details)
    - 8.1.3. A valid and legible Proof of Payment / Purchase Order: **Government Printing Works** account customer must include a copy of their Purchase Order. **Non-Government Printing Works** account customer needs to submit the proof of payment for the notice
    - 8.1.4. Where separate notice content is applicable (Z95, Z95 Prov and TForm 3, it should **also** be attached as a separate attachment. (Please see the *Copy Section* below, for the specifications).
    - 8.1.5. Any additional notice information if applicable.
9. The electronic *Adobe* form will be taken as the primary source for the notice information to be published. Instructions that are on the email body or covering letter that contradicts the notice form content will not be considered. The information submitted on the electronic *Adobe* form will be published as-is.
10. To avoid duplicated publication of the same notice and double billing, Please submit your notice **ONLY ONCE**.
11. Notices brought to **GPW** by "walk-in" customers on electronic media can only be submitted in *Adobe* electronic form format. All "walk-in" customers with notices that are not on electronic *Adobe* forms will be routed to the Contact Centre where they will be assisted to complete the forms in the required format.
12. Should a customer submit a bulk submission of hard copy notices delivered by a messenger on behalf of any organisation e.g. newspaper publisher, the messenger will be referred back to the sender as the submission does not adhere to the submission rules.

**GOVERNMENT PRINTING WORKS - BUSINESS RULES****QUOTATIONS**

13. Quotations are valid until the next tariff change.
  - 13.1. **Take note:** GPW's annual tariff increase takes place on **1 April** therefore any quotations issued, accepted and submitted for publication up to **31 March** will keep the old tariff. For notices to be published from 1 April, a quotation must be obtained from **GPW** with the new tariffs. Where a tariff increase is implemented during the year, **GPW** endeavours to provide customers with 30 days' notice of such changes.
14. Each quotation has a unique number.
15. Form Content notices must be emailed to the eGazette Contact Centre for a quotation.
  - 15.1. The *Adobe* form supplied is uploaded by the Contact Centre Agent and the system automatically calculates the cost of your notice based on the layout/format of the content supplied.
  - 15.2. It is critical that these *Adobe* Forms are completed correctly and adhere to the guidelines as stipulated by **GPW**.
16. **APPLICABLE ONLY TO GPW ACCOUNT HOLDERS:**
  - 16.1. **GPW** Account Customers must provide a valid **GPW** account number to obtain a quotation.
  - 16.2. Accounts for **GPW** account customers **must** be active with sufficient credit to transact with **GPW** to submit notices.
    - 16.2.1. If you are unsure about or need to resolve the status of your account, please contact the **GPW** Finance Department prior to submitting your notices. (If the account status is not resolved prior to submission of your notice, the notice will be failed during the process).
17. **APPLICABLE ONLY TO CASH CUSTOMERS:**
  - 17.1. Cash customers doing **bulk payments** must use a **single email address** in order to use the **same proof of payment** for submitting multiple notices.
18. The responsibility lies with you, the customer, to ensure that the payment made for your notice(s) to be published is sufficient to cover the cost of the notice(s).
19. Each quotation will be associated with one proof of payment / purchase order / cash receipt.
  - 19.1. This means that **the quotation number can only be used once to make a payment.**

**GOVERNMENT PRINTING WORKS - BUSINESS RULES****COPY (SEPARATE NOTICE CONTENT DOCUMENT)**

20. Where the copy is part of a separate attachment document for Z95, Z95Prov and TForm03

20.1. Copy of notices must be supplied in a separate document and may not constitute part of any covering letter, purchase order, proof of payment or other attached documents.

The content document should contain only one notice. (You may include the different translations of the same notice in the same document).

- 20.2. The notice should be set on an A4 page, with margins and fonts set as follows:

Page size = A4 Portrait with page margins: Top = 40mm, LH/RH = 16mm, Bottom = 40mm;  
Use font size: Arial or Helvetica 10pt with 11pt line spacing;

Page size = A4 Landscape with page margins: Top = 16mm, LH/RH = 40mm, Bottom = 16mm;  
Use font size: Arial or Helvetica 10pt with 11pt line spacing;

**CANCELLATIONS**

21. Cancellation of notice submissions are accepted by **GPW** according to the deadlines stated in the table above in point 2. Non-compliance to these deadlines will result in your request being failed. Please pay special attention to the different deadlines for each gazette. Please note that any notices cancelled after the cancellation deadline will be published and charged at full cost.
22. Requests for cancellation must be sent by the original sender of the notice and must be accompanied by the relevant notice reference number (N-) in the email body.

**AMENDMENTS TO NOTICES**

23. With effect from 01 October 2015, **GPW** will not longer accept amendments to notices. The cancellation process will need to be followed according to the deadline and a new notice submitted thereafter for the next available publication date.

**REJECTIONS**

24. All notices not meeting the submission rules 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](mailto:info.egazette@gpw.gov.za)). Reasons for rejections include the following:
- 24.1. Incorrectly completed forms and notices submitted in the wrong format, will be rejected.
- 24.2. Any notice submissions not on the correct *Adobe* electronic form, will be rejected.
- 24.3. Any notice submissions not accompanied by the proof of payment / purchase order will be rejected and the notice will not be processed.
- 24.4. Any submissions or re-submissions that miss the submission cut-off times will be rejected to the customer. The Notice needs to be re-submitted with a new publication date.

**GOVERNMENT PRINTING WORKS - BUSINESS RULES****APPROVAL OF NOTICES**

25. Any notices other than legal notices are subject to the approval of the Government Printer, who may refuse acceptance or further publication of any notice.
26. No amendments will be accepted in respect to separate notice content that was sent with a Z95 or Z95Prov notice submissions. The copy of notice in layout format (previously known as proof-out) is only provided where requested, for Advertiser to see the notice in final Gazette layout. Should they find that the information submitted was incorrect, they should request for a notice cancellation and resubmit the corrected notice, subject to standard submission deadlines. The cancellation is also subject to the stages in the publishing process, i.e. If cancellation is received when production (printing process) has commenced, then the notice cannot be cancelled.

**GOVERNMENT PRINTER INDEMNIFIED AGAINST LIABILITY**

27. The Government Printer will assume no liability in respect of—
  - 27.1. any delay in the publication of a notice or publication of such notice on any date other than that stipulated by the advertiser;
  - 27.2. erroneous classification of a notice, or the placement of such notice in any section or under any heading other than the section or heading stipulated by the advertiser;
  - 27.3. any editing, revision, omission, typographical errors or errors resulting from faint or indistinct copy.

**LIABILITY OF ADVERTISER**

28. Advertisers will be held liable for any compensation and costs arising from any action which may be instituted against the Government Printer in consequence of the publication of any notice.

**CUSTOMER INQUIRIES**

Many of our customers request immediate feedback/confirmation of notice placement in the gazette from our Contact Centre once they have submitted their notice – While **GPW** deems it one of their highest priorities and responsibilities to provide customers with this requested feedback and the best service at all times, we are only able to do so once we have started processing your notice submission.

**GPW** has a 2-working day turnaround time for processing notices received according to the business rules and deadline submissions.

Please keep this in mind when making inquiries about your notice submission at the Contact Centre.

29. Requests for information, quotations and inquiries must be sent to the Contact Centre ONLY.
30. Requests for Quotations (RFQs) should be received by the Contact Centre at least **2 working days** before the submission deadline for that specific publication.



## GOVERNMENT PRINTING WORKS - BUSINESS RULES

### PAYMENT OF COST

31. The Request for Quotation for placement of the notice should be sent to the Gazette Contact Centre as indicated above, prior to submission of notice for advertising.
32. Payment should then be made, or Purchase Order prepared based on the received quotation, prior to the submission of the notice for advertising as these documents i.e. proof of payment or Purchase order will be required as part of the notice submission, as indicated earlier.
33. Every proof of payment must have a valid **GPW** quotation number as a reference on the proof of payment document.
34. Where there is any doubt about the cost of publication of a notice, and in the case of copy, an enquiry, accompanied by the relevant copy, should be addressed to the Gazette Contact Centre, **Government Printing Works**, Private Bag X85, Pretoria, 0001 email: [info.egazette@gpw.gov.za](mailto:info.egazette@gpw.gov.za) before publication.
35. Overpayment resulting from miscalculation on the part of the advertiser of the cost of publication of a notice will not be refunded, unless the advertiser furnishes adequate reasons why such miscalculation occurred. In the event of underpayments, the difference will be recovered from the advertiser, and future notice(s) will not be published until such time as the full cost of such publication has been duly paid in cash or electronic funds transfer into the **Government Printing Works** banking account.
36. In the event of a notice being cancelled, a refund will be made only if no cost regarding the placing of the notice has been incurred by the **Government Printing Works**.
37. The **Government Printing Works** reserves the right to levy an additional charge in cases where notices, the cost of which has been calculated in accordance with the List of Fixed Tariff Rates, are subsequently found to be excessively lengthy or to contain overmuch or complicated tabulation.

### PROOF OF PUBLICATION

38. Copies of any of the *Government Gazette* or *Provincial Gazette* can be downloaded from the **Government Printing Works** website [www.gpwonline.co.za](http://www.gpwonline.co.za) free of charge, should a proof of publication be required.
39. Printed copies may be ordered from the Publications department at the ruling price. The **Government Printing Works** will assume no liability for any failure to post or for any delay in despatching of such *Government Gazette(s)*.

## GOVERNMENT PRINTING WORKS CONTACT INFORMATION

#### Physical Address:

**Government Printing Works**

149 Bosman Street

Pretoria

#### Postal Address:

Private Bag X85

Pretoria

0001

#### GPW Banking Details:

**Bank:** ABSA Bosman Street

**Account No.:** 405 7114 016

**Branch Code:** 632-005

**For Gazette and Notice submissions:** Gazette Submissions:

**For queries and quotations, contact:** Gazette Contact Centre:

**E-mail:** [submit.egazette@gpw.gov.za](mailto:submit.egazette@gpw.gov.za)

**E-mail:** [info.egazette@gpw.gov.za](mailto:info.egazette@gpw.gov.za)

**Tel:** 012-748 6200

**Contact person for subscribers:** Mrs M. Toka:

**E-mail:** [subscriptions@gpw.gov.za](mailto:subscriptions@gpw.gov.za)

**Tel:** 012-748-6066 / 6060 / 6058

**Fax:** 012-323-9574

# DEPARTMENT OF SOCIAL DEVELOPMENT

## MANUAL

*IN ACCORDANCE WITH*

**PROMOTION OF ACCESS TO INFORMATION ACT (2/2000)  
DEPARTMENT OF SOCIAL DEVELOPMENT SIXTH EDITION  
2017**



# LIMPOPO

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## PROVINCIAL GOVERNMENT

REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF  
**SOCIAL DEVELOPMENT**

**MANUAL**  
**ON**  
**PROMOTION OF ACCESS TO INFORMATION ACT**  
**NO. 2 OF 2000**

**SIXTH EDITION**  
**2017**

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## **2. PARTICULARS IN TERMS OF SECTION 14**

### **The functions and the structure of the Department of Social Development Section 14 (1) (a)**

#### **The functions of the Department of Social Development are:**

To improve, maintain and promote the status, well-being, safety and security of older persons.

To provide social development through integrated poverty alleviation programmes.

To provide protection, care and adoption of children.

To eradicate poverty in an effort to build a better life for all focusing on the following:

- Women's co-operatives

- Youth development

- HIV and AIDS

- Food security

- Older persons

- Social finance

Responding to the impact of HIV and AIDS by providing protection and support to the infected and affected.

To provide Home and Community-Based Care and support programme.

Ensure promotion and protection of the rights of vulnerable groups through the following programmes:

- Child and Youth development

- Social Crime prevention

- Victim Empowerment Programme (VEP)

- Interdepartmental collaboration

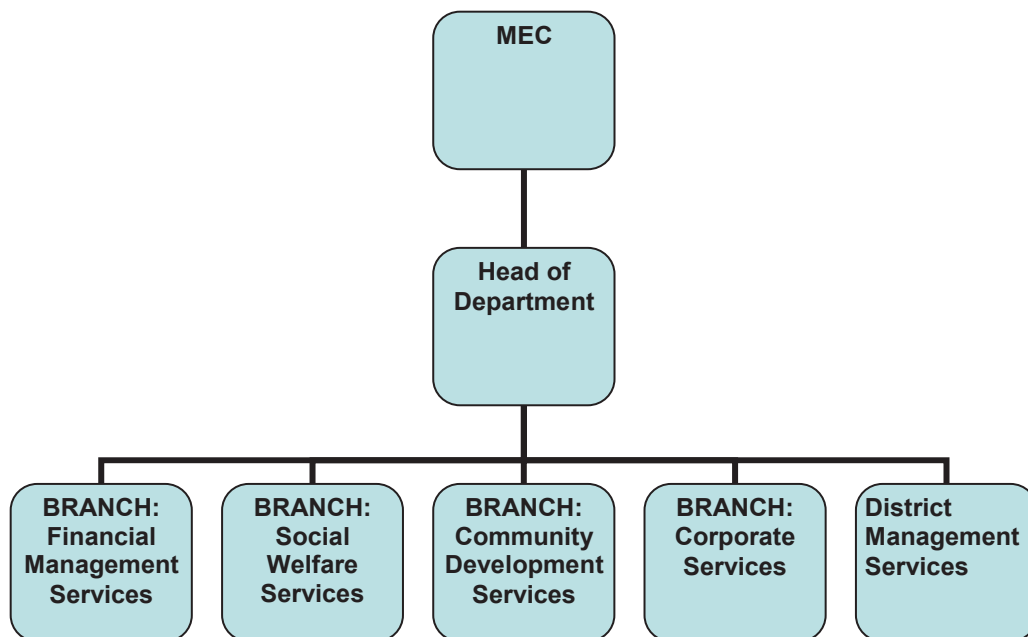
- Services to families

- Prevention and treatment of substance abuse

- Child abuse and neglect

- Women empowerment

- People with disabilities, etc.

**A schematic structure of Department of Social Development, Limpopo Province****The structure of the Department of Social Development**

The MEC is the Political Head of the Department and the administrative wing of the Department is headed by the HOD, who is also the Department's Accounting Officer. The Department consists of 6 (six) Branches as depicted in the Diagram below:

Administratively, the Department consists of the Provincial Head Office situated in Polokwane and the following five District Offices:

- a. Capricorn
- b. Mopani
- c. Sekhukhune
- d. Vhembe
- e. Waterberg

In terms of service delivery, the Department has 1 Welfare Complex (Place of Safety), 1 Old Age Home, and 2 Children's Homes.

**B. Contact Details (Section 14(1)(b))**

<b>INFORMATION OFFICER</b>	<b>ADDRESS</b>
<b>Head of Department</b>	Private Bag X9710 <b>POLOKWANE</b> 0700 TEL. NO. : +27 15-230 4301 FAX. NO. : +27 15-291 2298 Email: <a href="mailto:daphneyramokgopa@yahoo.com">daphneyramokgopa@yahoo.com</a>
<b>DEPUTY INFORMATION OFFICER</b>	<b>ADDRESS</b>
<b>Ms Malamule P.J.</b>	Private Bag X9710 <b>POLOKWANE</b> 0700 TEL. NO. : +27 15-230 4350 FAX. NO. : +27 15-291 2182/2335 Email: <a href="mailto:MalamuleP@dsd.limpopo.gov.za">MalamuleP@dsd.limpopo.gov.za</a>
<b>Physical Address</b>	21 Corner Biccard and Rabe Street <b>POLOKWANE</b> 0700 Website: <a href="http://www.dsd.limpopo.gov.za">www.dsd.limpopo.gov.za</a> Email: <a href="mailto:info@dsd.limpopo.gov.za">info@dsd.limpopo.gov.za</a> Telephone No. : +27 15 230 4300 Fax. No. : +27 15 291 2182/2335 Website : <a href="http://www.dsd.limpopo.gov.za">www.dsd.limpopo.gov.za</a>
<b>Postal Address</b>	Department of Social Development Private Bag X9710 <b>POLOKWANE</b> 0700

**C. Section 10 Guide on how to use the Act (Section 14(1) (c))**

The Guide is available from the South African Human Rights Commission. Please direct any enquiries to:

<b>SOUTH AFRICAN HUMAN RIGHTS COMMISSION</b>	<b>ADDRESS</b>
<b>PAIA UNIT</b>	33 Hoofd Street Braampark BRAAMFONTEIN 2198 TEL. NO. : +27 11-877 3600 Email: <a href="mailto:PAIA@sahrc.org.za">PAIA@sahrc.org.za</a>

**D. Access to the records held by the Department of Social Development  
Limpopo (Section 14(1) (d))**

**(i) Automatic disclosure (Section 14(1) (e))**

The following are categories of records generated by the Department, which are available without a person having to request access in terms of the Act:

- Approved Departmental Structure
- Departmental contact details
- Quarterly Reports
- Annual Reports
- Service Standards and Norms
- Departmental Strategic Plans
- Annual Performance Plans
- Departmental File Plans
- Acts and Regulations
- News Letters
- Brochures
- Budget Speech
- MEC' speech
- Promotion of Access to Information Manual
- Circular for advertisement of posts
- Public Service Application Forms (Z83)
- Circular for advertisement of Tenders
- Tender documents

**(ii) RECORDS THAT MAY BE REQUESTED [Section 14(1) (d)]**

**Description of the Subjects and Categories of Records held by the Department of Social Development:**

SUBJECT	SUB-CATEGORY
Social Welfare Services (Manage the provision of an integrated Social Welfare Services to the most vulnerable through the delivery of Social Welfare Services)	Policies and reports on: NGO Funding Management Services. Child and Family Care Victim Empowerment, Substance Abuse and Social Crime Prevention Older Persons and Disabilities Services Non-Institutional HIV/AIDS and Social Relief Transversal Social Works Services
Community Development Services (Provide the provision of Community Development Services)	Policies and reports on: Sustainable Livelihood Services Institutional Capacity Building and Support Services Youth Development Services Community Outreach and Support Services.



Strategy, Policy alignment and monitoring and evaluation	Policies and reports on: Transformation and Transversal Services Monitoring and Evaluation Strategic and Policy Alignment Special Program Coordination Strategic Plans
Financial Management Services	Finance and Tender policies, documents and reports. Supply Chain Management and Procurement Policies Physical Facilities Management Plans and reports Supplier's records Asset and commitment registers
Communication	News Letters Brochures Posters Speeches
Human Resource Development and Training	Organizational Structure Human Resource Development and Training Reports
Human Resource Management	Recruitment Reports Human Resource Management
Information Technology, Information and Records Management	IT Infrastructure Information Management Reports Records Management Services
Labour Relations	Code of Conduct
Physical Facilities Planning and Co-ordination	Buildings' Plans
Population Development	Demographic and Statistical Reports
Transport and Logistical Support	Transport and Maintenance Reports

### (iii) THE REQUEST PROCEDURE

**A requester may be given access to a record in the Department of Social Development if he/she 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 in terms of the requirements of the Promotion of Access to Information Act 2 of 2000.

#### **Nature of the request:**

- A requester must use the form that has been printed in the Government Gazette (Govt. Notice R187 – 15 February 2002) (Form A).
- The requester must also indicate if the request is for a copy of the record or if the requester wants to come in and look at the record at the Offices of the Department. Alternatively if the record is not a document it can be viewed in the requested form, where possible (S 29(2)).
- If a requester asks for access in a particular form then the requester should get access in the manner that has been asked for. 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 an alternate manner, then the fee must be calculated according to the way that the requester first asked for it. (S29 (3) and (4)).

- If, in addition to a written reply to their request for the record, the requester wants to be told about the decision in any way, e.g. telephone, this must be indicated (S18(2)(e)).
- If a requester is asking for the information on behalf of somebody else, the capacity in which the request is being made should be indicated (S18 (2) (f)).
- If a requester is unable to read or write, or has a disability, then they can make the request for the record orally. The information officer must then fill in the form on behalf of such a requester and give him/her a copy (S (13)).

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

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, who is not a personal requester, must pay the required request fee:

- The information officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.
- The request payable to public bodies is R35-00. The requester may lodge an internal appeal, where appropriate, or an application to the court against the tender or payment of the request fee.
- After the information officer has 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 requester is granted then a further access fee must be paid for the search, preparation, and reproduction and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

## **E. SERVICES OFFERED BY THE DEPARTMENT**

### **(i) Nature of Services**

#### **Social Welfare Services:**

Manage the provision of an integrated social welfare services to the most vulnerable through the delivery of social welfare services.

NGO Funding and Management Services  
Child and Family Care Services  
Victim Empowerment, Substance Abuse and Social Crime Prevention Services  
Older Persons and Disabilities Services

Non-Institutional HIV/AIDS and Social Relief  
Transversal Social Work Services

### **Community Development Services**

Provide the provision of community development services.

Sustainable Livelihood Services  
Institutional Capacity Building and Support Services  
Youth Development Services  
Community Outreach and Support Services

### **Strategy, Policy alignment and monitoring & evaluation**

Manage the development of strategic plan, policy alignment and monitoring and evaluation services.

Transformation and Transversal Services  
Monitoring and Evaluation  
Strategic and Policy Alignment Services  
Special Programme Coordination

### **Financial Management Services**

Manage a comprehensive financial management services

Financial Planning, Budgeting and Reporting  
Financial Accounting  
Supply Chain Management  
Physical Facilities Management Services  
Financial Regulatory Compliance and Reporting Services

### **Corporate Services**

Manage the provision of comprehensive and integrated corporate services

Human Resources Management and Administration Services  
Auxiliary Services  
Government Information Management and Technology  
Information and Records Management  
Legal Services  
Security Management Service  
Communication Services

## **(ii) HOW TO GAIN ACCESS TO THESE SERVICES**

A request for access to a record must be made on the prescribed form (see Item F) to the Information Officer or Deputy Information Officer at the following address:

<b>Information officer</b>	The Head Of Department, Social Development
<b>Physical Address</b>	21 Corner Biccand and Rabe Street Polokwane 0700
<b>Postal Address</b>	Private Bag X9710 Polokwane 0700

<b>Telephone</b>	015 230 – 4300
<b>Fax</b>	015 291 – 2182/2335
<b>Email</b>	<a href="mailto:info@dsd.limpopo.gov.za">info@dsd.limpopo.gov.za</a>
<b>Website</b>	<a href="http://www.dsd.limpopo.gov.za">www.dsd.limpopo.gov.za</a>

**F. Arrangement allowing for public participation in the formulation of policy and the exercising of the powers [Section 14(1)(g)]**

Imbizo-Department meetings the community and provides a platform for raising issues of community concerns.

Outreach programmes-Consult with the community on Social Services available in the department.

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

Consultants and contract workers

**G. The remedies available if the provisions of this Act are not complied with [Section 14(1) (h) ]**

**(i) INTERNAL APPEALS AGAINST DECISIONS.**

An internal appeal against a decision of the Information Officer or Deputy Information Officer may be lodged with the MEC for Health and Social Development, Limpopo, or the person designated in writing by the MEC, on any of the following grounds:

- (a) a refusal to grant access; or
- (b) a decision taken in terms of sections 22, 26 (1) or 29 (3).

A third party may lodge an internal appeal against a decision of the information officer or deputy information officer to grant a request for access.

An internal appeal must-

- a) be lodged in the prescribed, Form B (attached hereto) within 60 days if notice to a third party as required by section 49(1)(b) and within 30 days after decision was taken or notice has been given to the appellant of the decision appealed against;
- b) be delivered or sent to the information officer or deputy information officer at his or her address, fax number or electronic mail address;
- c) identify the subject of the internal appeal and state the reasons thereof and may include any other relevant information known to the appellant;
- d) state the manner and provide the particulars which the appellant desires to be informed of on the decision of the internal appeal in addition to a written reply; and
- e) Specify a postal address or fax number.

An internal appeal which is lodged after the expiry of the prescribed period may, on good cause shown, be allowed by the MEC or the person designated in writing by the MEC.

**(ii) COURT APPLICATIONS REGARDING DECISIONS OF THE MEC OR THE PERSON DESIGNATED IN WRITING BY THE MEC**

A requester or third party may only, after exhausting the internal appeal procedure against a decision of an information officer or deputy information officer, apply to a court for appropriate relief.

A requester whose internal appeal has been unsuccessful or aggrieved by a decision of the MEC or the person designated in writing by the MEC to disallow the late lodging of an internal appeal in terms of section 75 (2) may, by way of an application, within 30 days apply to a court for appropriate relief in terms of section 82.

The unsuccessful third party in an internal appeal to the relevant executing authority may, by way of an application, within 30 days apply to a court for appropriate relief in terms of section 82.

**H. UPDATING OF THE MANUAL [Section 14(2)]**

The Department may, if necessary, update and publish its manual referred to in subsection (1) of Section 14, at intervals of not more than a year.

**I. AVAILABILITY OF THE MANUAL [(Section 14(3)]**

The manual is available in the following languages:

- English
- Sepedi
- Tshivenda
- Tsonga
- Afrikaans

### 3. PRESCRIBED FEES FOR THE DEPARTMENT

#### 3.1 PART II OF NOTICE 187 IN THE GOVERNMENT GAZETTE ON THE 15 FEBRUARY 2002 PRESCRIBES FEES IN RESPECT OF THE GOVERNMENTAL BODIES AS FOLLOWS:

3.1.1 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.

3.1.2 The fees for reproduction referred to in regulation 7(1) are as follows:

DESCRIPTION	R
(a) For every photocopy of an A4-size page or part thereof	<b>0,60</b>
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine – readable form	<b>0,40</b>
(c) For a copy in a computer-readable form on: i) stiffy disc ii) compact disc	<b>5,00</b> <b>40,00</b>
(d) i) for a transcription of visual images, for an A4-size page or part thereof ii) For a copy of visual images	<b>22,00</b> <b>60,00</b>
(e) i) For a transcription of an audio record, for an A4-size page or part thereof ii) For a copy of an audio record	<b>12,00</b> <b>17,00</b>

3.1.3 The request fee payable by every requester, other than a personal requester, referred to in regulation 7(2) is R35, 00.

3.1.4. The access fees payable by a requester referred to in regulation 7(3) are as follows:

	R
(1) (a) For every photocopy of an A4-size page or part thereof	<b>0,60</b>
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine – readable form	<b>0,40</b>
(c) For a copy in a computer-readable form on: i) stiffy disc ii) compact disc	<b>5,00</b> <b>40,00</b>
(d) i) for a transcription of visual images, for an A4-size page or part thereof ii) For a copy of visual images	<b>22,00</b> <b>60,00</b>
(e) i) For a transcription of an audio record, for an A4-size page or part	

thereof	<b>12,00</b>
ii) For a copy of an audio record	<b>17,00</b>
(f) To search for and prepare the record for disclosure, R15, 00 for each hour or part of an hour, excluding the first hour, reasonable required for such search and preparation.	

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

3.2.1 Six hours as the hours to be exceeded before a deposit is payable; and

3.2.2 One third of the access fee is payable as a deposit by the requester.

3.3 The actual postage is payable when a copy of a record must be posted to a requester.

**4. PRESCRIBED FORM FOR ACCESS TO A RECORD OF THE DEPARTMENT**  
**ANNEXURE B OF NOTICE 187 IN THE GOVERNMENT GAZETTE ON THE 15**  
**FEBRUARY 2002**

**FORM A**

**REQUEST FOR ACCESS TO RECORD OF THE DEPARTMENT**

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

**{Regulation 2}**

**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 OF**

\_\_\_\_\_  
**INFORMATION OFFICER/DEPUTY INFORMATION OFFICER**



**A. Particulars of the Department****The Information Officer/Deputy Information Officer**

<b>INFORMATION OFFICER</b>	<b>ADDRESS</b>
<b>Head of Department</b>	Private Bag X9710 <b>POLOKWANE</b> 0700 TEL. NO. : +27 15-230 4301 FAX. NO. : +27 15-291 2298 Email: <a href="mailto:daphneyramokgopa@yahoo.com">daphneyramokgopa@yahoo.com</a>
<b>DEPUTY INFORMATION OFFICERS</b>	<b>ADDRESS</b>
<b>Ms. Malamule P.J.</b>	Private Bag X9710 <b>POLOKWANE</b> 0700 TEL. NO. : +27 15-230 4350 FAX. NO. : +27 15-291 2182/2335 Email: <a href="mailto:MalamuleP@dsd.limpopo.gov.za">MalamuleP@dsd.limpopo.gov.za</a>
<b>Physical Address</b>	21 Corner Biccard and Rabe Street <b>POLOKWANE</b> 0700 Website: <a href="http://www.dsd.limpopo.gov.za">www.dsd.limpopo.gov.za</a> Email: <a href="mailto:info@dsd.limpopo.gov.za">info@dsd.limpopo.gov.za</a> Telephone No. : +27 15 230 4350 Fax. No. : +27 15 291 2182/2335

**B. Particulars of Person Requesting Access to the Record**

- (a) *The particulars of the person who requests access to the record must be recorded below.*
- (b) *Furnish and address and/or fax number in the Republic to which information must be sent.*
- (c) *Proof of the capacity in which the request is made, if applicable, must be attached.*

SURNAME: .....

FULL NAMES: .....

IDENTITY NUMBER: .....

POSTAL ADDRESS: .....

TELEPHONE NUMBER: .....

FAX. NUMBER: .....

E-MAIL ADDRESS: .....

**Capacity in which request is made, when made on behalf of another person:****C. Particulars of Person on whose behalf request is made**

*This section must be completed only if a request for information is made on behalf of another person.*

**Surname:** .....

**Full Names:** .....

**Identity Number:** .....

**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 this form. **The requester must sign all the additional folios.***

1. Description of record or relevant part of the record:
2. Reference number, is available:
3. 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:
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Mark the appropriate box with and "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 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.

<b>1. If the record is in written or printed form-</b>			
	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 the 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><b>A postal fee is payable.</b></p>	YES	NO
---	-----	----

<p><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></p> <p><i>In which language would you prefer the record? .....</i></p>
---

#### **G. Notice of decision regarding request for access**

<p><i>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.</i></p>
--

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

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20

\_\_\_\_\_  
**SIGNATURE OF REQUESTER/  
 PERSON ON WHO'S BEHALF REQUEST IS MADE**





# **WARNING!!!**

## **To all suppliers and potential suppliers of goods to the Government Printing Works**

The Government Printing Works would like to warn members of the public against an organised syndicate(s) scamming unsuspecting members of the public and claiming to act on behalf of the Government Printing Works.

One of the ways in which the syndicate operates is by requesting quotations for various goods and services on a quotation form with the logo of the Government Printing Works. Once the official order is placed the syndicate requesting upfront payment before delivery will take place. Once the upfront payment is done the syndicate do not deliver the goods and service provider then expect payment from Government Printing Works.

Government Printing Works condemns such illegal activities and encourages service providers to confirm the legitimacy of purchase orders with GPW SCM, prior to processing and delivery of goods.

To confirm the legitimacy of purchase orders, please contact:

Renny Chetty (012) 748-6375 ([Renny.Chetty@gpw.gov.za](mailto:Renny.Chetty@gpw.gov.za)),

Anna-Marie du Toit (012) 748-6292 ([Anna-Marie.DuToit@gpw.gov.za](mailto:Anna-Marie.DuToit@gpw.gov.za)) and

Siraj Rizvi (012) 748-6380 ([Siraj.Rizvi@gpw.gov.za](mailto:Siraj.Rizvi@gpw.gov.za))

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