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MANUAL

IN ACCORDANCE WITH

THE PROMOTION OF ACCESS TO
INFORMATION ACT (NO. 2 OF 2000)



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

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**MPUMALANGA
DEPARTMENT OF
HOUSING AND LAND
ADMINISTRATION**



**MANUAL
ON FUNCTIONS OF
AND
INDEX OF RECORDS
HELD BY PUBLIC BODY**

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A. DEPARTMENT'S CONSTITUTIONAL MANDATE

Section 26 of the Constitution of the Republic of South Africa, 1996 (Act No. 108 of 1996) provides that :-

- Everyone has the right to have access to adequate housing.
- The State must take reasonable legislative and other measures, within its available resources, to achieve the progressive realisation of this right.
- No one may be evicted from their home, or have their home demolished, without an order of Court made after consideration of all the relevant circumstances. No legislation may permit arbitrary evictions.

B. OUR MISSION

To progressively respond to the need for Better Living Environments for all in Mpumalanga Province through providing Effectual Housing and Land Management Systems.

C. OUR VISION

Striving to create sustainable Housing and Land Development for a better living Environment in Mpumalanga.

D. OUR GOALS

1. To provide value adding Provincial Housing Management Services;
2. To provide Effectual Provincial Land Management Services;
3. To develop a supportive stakeholder network; and
4. To ensure Departmental service excellence.

E. DEPARTMENT'S STRUCTURE AND ITS RELATED FUNCTIONS.

The Department (Public Body) consists of the following structure with its related functions:-

The Office of the MEC***Member of the Executive Council (relevant authority)***

To render strategic policy directives within the Public Body.

The Office of the Head of Department***Head of Department (Deputy Information Officer)***

To render Administrative support on both administrative and policy directives in the Department.

The Office of the Chief Financial Officer***Chief Financial Officer***

To manage Housing funds and the Departmental operational Budget.

The Office of the Director: Support Services***Director***

To render effective and efficient Administrative Support Services to line functionaries.

The Office of the Director: People's Housing Process***Director***

To co-ordinate People's Housing Process via different types of subsidy instruments.

The Office of the Director: Legal Services***Director***

To render legal services to the entire Department including its role players in the Housing Construction field.

The Office of the Director: Land Administration***Director***

To facilitate access to the Development of land use and provide security of tenure.

The Office of the Director: Housing***Director***

To facilitate the provision of sustainable Housing to communities on a progressive basis.

The Office of the Director: Technical Services***Director***

To ensure proper implementation of Housing and Infra-structural Development Projects.

The Office of the Deputy Director: Communications***Deputy- Director***

To render communication services to the Department.

The Office of the Deputy Director: Internal Audit***Internal Auditor.***

To strengthen internal Audit controls in the Department.

F. ADDRESSES AND CONTACT DETAILS**POSTAL ADDRESS AND PHYSICAL ADDRESS OF INFORMATION OFFICER****POSTAL ADDRESS**

Private Bag x 11291
NELSPRUIT
1200

PHYSICAL ADDRESS

Building No. 2 Ext 2
Government Boulevard
Riverside Park
NELSPRUIT

ELECTRONIC ADDRESS OF INFORMATION OFFICER

nmhlanga@nel.mpu.gov.za

TELEPHONE AND FACSIMILE NUMBERS OF INFORMATION OFFICER

Tel: (013) 766-2168
Fax: (013) 766-2500

NAME AND SURNAME OF INFORMATION OFFICER

Adv. M. S. Soko

POSTAL ADDRESS AND PHYSICAL ADDRESS OF DEPUTY INFORMATION OFFICER**POSTAL ADDRESS**

Private Bag x 11304
NELSPRUIT
1200

PHYSICAL ADDRESS

Building No. 6 Ext 2
Government Boulevard
Riverside Park
NELSPRUIT

ELECTRONIC ADDRESS OF DEPUTY INFORMATION OFFICER

Apohl@nel.mpu.gov.za

TELEPHONE AND FACSIMILE NUMBERS OF DEPUTY INFORMATION OFFICER

Tel: (013) 766-6807

Fax: (013) 766-8430

NAME AND SURNAME OF DEPUTY INFORMATION OFFICER

Ms. Gladys Nonhlanhla Sibeko

G. DESCRIPTION OF THE GUIDE ON HOW TO USE THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000 (ACT No. 2 OF 2000).

The Guide on how to use the Act, *inter-alia* include a description of:-

- (a) the objects of the Act;
- (b) the postal and street address, phone and fax number as well electronic mail address of-
 - (i) the information officer of the public body; and
 - (ii) the deputy information officer of the public body appointed in terms of section 17(1);
- (c) such particulars of every private body as are practicable;
- (d) the manner and form of a request for
 - (i) access to a record of a public body contemplated in section 11; and
 - (ii) access to a record of a private body contemplated in section 50;
- (e) the assistance available from the information officer of a public body in terms of the Act;
- (f) the assistance available from the Human Rights Commission in terms of the Act;
- (g) all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by the Act, including the manner of lodging-
 - (i) an internal appeal; and
 - (iii) an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision of the head of a private body;

- (h) the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- (i) the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- (j) the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
- (k) the regulations made in terms of section 92.

This Guide is obtainable from the Human Rights Commission, at the following address:-

Entrance 1
Wilds View
Isle of Houghton
Boundry Road
Parktown, Johannesburg

or

Private Bag 2700
Houghton
2041

Tel: (011) 484-8300

Fax: (011) 484-7149

H. FACILITATION OF A REQUEST FOR ACCESS TO A RECORD OF A DEPARTMENT

Any person who wishes to obtain access to information held by the public body (Department) may access them by filing in the application form as prescribed in Government Notice No. R 187 of 15 February 2002.

I. RECORDS HELD BY THE DEPARTMENT

The Public body (Mpumalanga Department of Housing and Land Administration) holds the following records which could be requested in terms of the Act:

FINANCE

- ❖ Records related to Housing funds grants (conditional grants) and equitable share funds.

SUPPORT SERVICES

- ❖ Records related to Departmental Human Resource Personnel and the public body's organogram.

LEGAL SERVICES

- ❖ Records related to contractual documents signed with various Developers and contractors, as well as records related to or emanating from any legislative requirements e.g. policy framework etc.

LAND ADMINISTRATION

- ❖ Records related to areas where Macro Planning and land surveying are conducted;
- ❖ Records related to areas where land reform is being managed; and
- ❖ Records related to areas where land development is being conducted.

HOUSING

- ❖ Records related to evaluation of housing subsidy applications, approvals, and monitoring of construction of Reconstruction and Development Process (R.D.P) Houses.

TECHNICAL SERVICES

- ❖ Records related to areas where engineering services, architectural and quality surveying are being conducted.

J. DESCRIPTION OF SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC AND HOW TO GAIN ACCESS TO SUCH SERVICES

The following services are available to the General Public in Mpumalanga Province.

- Assistance with applications for Housing Subsidies in terms of different subsidy instruments such as:-
 - Project linked subsidy;
 - Credit linked subsidy;
 - Individual subsidy;
 - Consolidated subsidy;
 - Rural subsidy;
 - Institutional subsidy; and
 - People's Housing Process.

- Any member of the public may gain access to these services by contacting any of the Department's regional offices or the main office for the necessary application forms and any related assistants. The addresses, telephone numbers and contact personnel of these offices are as follows:-

Mr. Ronie Egen/ Mr. Pat Nkosi

Private Bag x 7287	Justice Street	Tel: (013) 656-1066
WITBANK	Piet Koornhof Buidling	Fax: (013) 656-5759
1035	WITBAN	

Mr. L.Z. Mahlangu/ Ms. Sibongile Radebe

Private Bag x 4012	KWAMHLANGA	Tel: (013) 947-3932
KWAMHLANGA	1022	Fax: (013) 947-2774
1022	Block No. 6	
	Government Complex	

Mr. A.Z. Mkhwanazi

P.O Box 1765	Stand No. 27	Tel: (017) 883-0827
ELUKWATINI	Badplaas Main Road	Fax: (017) 883-0831
1192	Opposite Embhuleni Hospital	

Ms. Meadow Maseko

Private Bag x 11304	66 Anderson Street	Tel: (013) 752-6063
NELSPRUIT	NELSPRUIT	Fax: (013) 752-6099
1200	1200	

Mr. Willem Coetzee/ Mr. Lucky Dube

Corner Joubert	Tel: (017) 819-5464
Robertson Street	Fax: (017) 819-5466
Batho Pele Building	

K. ARRANGEMENTS BY CONSULTATION, REPRESENTATIONS TO PARTICIPATE IN THE FORMULATION OF POLICY.

- Any person (other than a public body referred to in paragraph (a) or (b)(i) of the definition of "public body" in section 1 of the Act), may participate in policy or legislative drafting of the public body through consultative public hearings on matters that may have fundamental implications on that person(s), or through commenting on the draft legislation and regulations that are being proposed in the *Provincial Gazette* from time to time.

L. DESCRIPTION OF REMEDIES AVAILABLE TO PERSONS.

Any person who feels aggrieved by the failure of the public body to act, (ommission) or in respect of an act (commission) may lodge a complaint with the following but not limited institutions-

- The Public Protector at the following address:-
Private Bag x 677
PRETORIA
0001

or

9th Floor Sinodale Centre
Visagie Street
Pretoria

Tel: (012) 322-2916

Fax: (012) 322-5093

- The South African Human Rights Commission at the following address:
Private Bag 27100
HOUGHTON
2041

or

Entrance 1
Wilds View
Isle of Houghton
Boundary Road
Parktown
Johannesburg

- The Chairperson of the Portfolio Committee on Housing and Land Administration- Mpumalanga Province at the following address:-
Private Bag x 11289
NELSPRUIT
1200

or

Building No. 1
Extension 1
Mpumalanga Provincial Legislature
Government Boulevard
Nelspruit

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Kaapstad-tak: Tel: (021) 465-7531