



telecommunications  
& postal services

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Department:  
Telecommunications and Postal Services  
**REPUBLIC OF SOUTH AFRICA**

**PROMOTION OF ACCESS TO  
INFORMATION ACT  
(Act No. 2 of 2000)  
MANUAL**

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## 1 INTRODUCTION

The Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) came into operation on 9 March 2001, giving effect to the constitutional right of access to any information held by any public or private body that is required for the exercising or protection of any rights. Where a request is made in terms of the Act, the body to which the request is made is obliged to release the information, except where the Act expressly provides that the information may not be released.

The Act sets out the required procedural process to make such a request. This manual is intended to foster a culture of transparency and accountability within the Department of Telecommunications and Postal Services (the DTPS) by giving effect to the right to information that is required for the exercising and protection of an individual or organisation's rights. In order to promote effective governance of public bodies, it is necessary to ensure that everyone is empowered with the rights to know in terms of the Act.

Section 9 of the Act gives the objectives of the Act as follows:

- 1.1 To give effect to access any information held by the state or any person that is required for the exercise or protection on any right
- 1.2 To give effect to that right subject to justifiable limitations and in a manner, which balances that right with any other right
- 1.3 To give effect to the constitutional obligations of the state in promoting a human rights, culture and social justice
- 1.4 To establish voluntary and mandatory mechanisms or procedures to give effect to that right to obtain access to records swiftly, inexpensively and effortlessly.

However, the Act, also recognizes that such right to access to information cannot be without justifiable limitations as follows:

- i) The reasonable protection of privacy;
- ii) Commercial confidentiality; and
- iii) Effective, efficient and good governance

## **2 PURPOSE**

Section 14 of the Act requires public bodies to compile a manual that would assist a person or organization to obtain access to information held by the public body and stipulates minimum requirements which a manual must comply with.

The purpose of this manual is to outline the procedures to be followed in accessing information held by the Department of Telecommunications and Postal Services (DTPS) in accordance with PAIA.

The manual also contains information on the functions of the Department, the structure of the Department, the contact details of the Information Officer and Deputy Information Officer(s), subject areas of departmental records kept by each branch as well as an Annexure A of list of records accessible without an application which are published on the departmental website and available in the Knowledge Centre.

## **3 EXCLUSIONS**

In addition to its internal capacity, the DTPS relies on a group of ICT specialised regulatory agencies and institutions in supporting its socio-economic development growth, employment and equity ideals and in delivering ICT services to the citizens of the country. This manual provides for the records of the DTPS only and not for those of its agencies. Any requests for access to information made to any of the Portfolio organizations (used to be called State Owned Companies (SOCs)) must be directed to the Information Officer of those relevant institutions. These institutions are as follows:

### **3.1 THE NATIONAL ELECTRONIC MEDIA INSTITUTE OF SOUTH AFRICA (NEMISA)**

The National Electronic Media Institute of South Africa (NEMISA) was established as a non-profit organisation by the Department of Telecommunications and Postal Services in terms of the Companies Act (1973).

NEMISA came into being as an institution of education and learning, specializing in teaching the production and technical skills applicable to the TV, radio and broadcasting industries. Formed as part of a government initiative in 1998, its fundamental purpose was to train previously disadvantaged individuals, particularly women, and equip them with the skills necessary to play significant roles in the broadcasting environment.

Contacts: The Chief Executive Officer

Tel.: 27 (11) 484 0583

Email: [info@nemisa.co.za](mailto:info@nemisa.co.za)

Postal: P. O. Box 545

Auckland Park

2006

Email: [GopolangL@nemisa.co.za](mailto:GopolangL@nemisa.co.za)

Website: <http://www.nemisa.co.za>

### **3.2 IKAMVA NATIONAL E-SKILLS INSTITUTE**

iNeSI is part of a national strategy to reduce the lack of e-skills in the country and the impact this has on equitable prosperity and global competitiveness. iNeSI is a South African government initiative, under the then Department of Communications, aimed at providing an enabling environment for a coordinated response to the challenges posed by the rapidly-expanding capacity, mobility, convergence and affordability of new information and communication technologies (ICTs) and their impact on South Africa's competitive position.

iNeSI leads in the creation of key e-skills development strategies, solutions and practices within South Africa. It is a national catalyst, collaborator, facilitator and responsive change agent in the development of SA – within the context of national goals and within a worldwide evolving information and knowledge-based environment.

The intention is to benefit the total population by harnessing ICT for equitable prosperity and global competitiveness. iNeSI focuses primarily on four components:

- i) evidence-based research
- ii) teaching and learning
- iii) innovation
- iv) a monitoring and evaluation framework

Contacts: The Chief Executive Officer

P/Bag x860

Pretoria

0001

Email: [hwesso@dtps.gov.za](mailto:hwesso@dtps.gov.za)

Tel.: 012 427 8296

Website: <http://www.dtps.gov.za>

### **3.3 THE SOUTH AFRICAN POST OFFICE (SAPO)**

The South African Post Office (SAPO) was established in accordance with the Post Office Act (1958) as a government business enterprise to provide postal and related services to the public. It was granted an exclusive mandate to conduct postal services in the country by the Postal Services Act (1988). This act makes provision for the regulation of postal services and operational functions of the postal company, including universal service obligations and the financial services activities of Postbank.

The Post Office Act (1958) will be repealed and replaced by the Post Office Bill and the Postbank Bill, which have been enacted into law by March 2012. With the imminent corporatisation of Postbank into a separate entity, more previously disadvantaged communities will have access to banking services.

Contacts: The Chief Executive Officer

P/Bagx10 000

Pretoria

0001

Email: [Jacqui.Brodie@postoffice.co.za](mailto:Jacqui.Brodie@postoffice.co.za)

Website: <http://www.postoffice.co.za>

### **3.4 SENTECH**

Sentech Limited is a state owned enterprise established in terms of the Sentech Act (1996) and the Sentech Amendment Act (1999) and is listed as a schedule 3B public entity in terms of the Public Finance Management Act (1999). Its mandate is to provide broadcasting signal distribution for broadcasting licensees. In 2002, Sentech was awarded value added network service licenses for its multimedia and carrier of licenses, thus allowing for converged ICT solutions. In 2009, these licenses were converted to individual electronic communications network service and individual electronic communications service licenses under the Electronic Communications Act (2005).

Sentech provides signal distribution services for most of the Country's broadcasters which include the Public Broadcaster, Commercial and Community Broadcasters. The VSAT solution provides internet connectivity to Government departments, municipalities and learning institutions; amongst others.

Contacts: The Chief Executive Officer

Tel.: 27 (11) 691 7127

Email: [ceo@sentech.co.za](mailto:ceo@sentech.co.za)

Postal: P/Bag x06

Honeydew

2040

Website: <http://www.sentech.co.za>

### **3.5 .ZADNA**

.za Domain Name Authority was established in terms of chapter 10 of the Electronic Communication and Transactions (ECT) Act of 2002 to take responsibility for the .za Domain Name Space.

Contacts: The Chief Executive Officer

Tel.: 27 (11) 314 007

Email: [secretary@zadna.org.za](mailto:secretary@zadna.org.za)

Website: <http://www.zadna.org.za>

### **3.6 THE UNIVERSAL SERVICE AND ACCESS AGENCY OF SOUTH AFRICA (USAASA)**

The Universal Service and Access Agency of South Africa, was established in terms of section 50 of the Electronic Communications Act (1999) as a statutory body. Its sole mandate is to promote universal service and universal access to electronic communications services, electronic communications network services and broadcasting services. The agency is responsible for managing the Universal Service and Access Fund.

Contacts: The Chief Executive Officer

Tel.: 27 (11) 564 1600

Fax: 27 (11) 564 1629/30

Postal: P. O. Box 12601

Vorna Valley

1685

Email: [bungane@telkomsa.net](mailto:bungane@telkomsa.net)

Website: <http://www.usaasa.org.za>

## **4 THE ROLE OF DEPARTMENT OF TELECOMMUNICATIONS AND POSTAL SERVICES (DTPS)**

### **4.1 VISION OF THE DEPARTMENT**

South Africa as a global leader in the development and use of Information and Communication Technologies for socio-economic development.

### **4.2 MISSION OF THE DEPARTMENT**

Building a better life for all through an enabling and sustainable world class Information and Communication Technologies environment.

### **4.3 VALUES FOR THE DEPARTMENT**

The value system of the Department of Telecommunications and Postal Services provides fundamental beliefs that influence individual and organisational decision-making and behaviour of staff members.

The workforce for the Department considers the values in order to encompass common and paramount strengths, responsibilities, and opportunities.

The Department's Values are as follows:

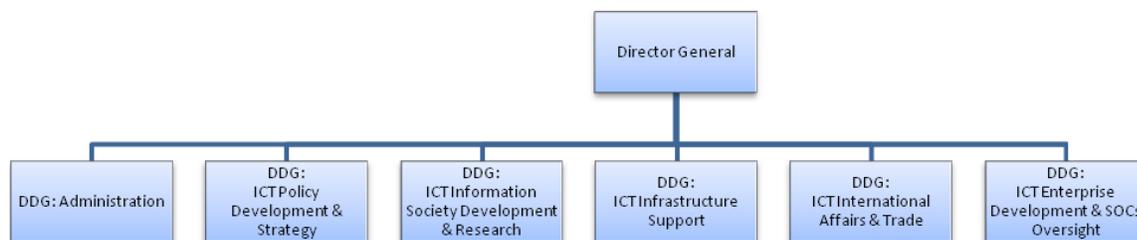
- i) Transparency
- ii) Respect
- iii) Accountability
- iv) Fairness
- v) Integrity
- vi) Excellence
- vii) Innovation

## 5. FUNCTIONS OF DTPS

- 5.1. Develop ICT policies and legislations that create conditions for an accelerated and shared growth of the South African economy, which positively impacts on the well being of all our people and is sustainable
- 5.2. Ensure the development of robust, reliable and affordable ICT infrastructure that support and enables the provision of a multiplicity of applications and services to meet the needs of the country and its people
- 5.3. Accelerate the socio-economic development of South Africans by increasing access to, as well as uptake and usage of ICTs through partnership with business and civil society and 3 spheres of Government
- 5.4. Enhance the role of ICT State Owned Enterprises (SOEs) as the delivery arms of government and support the Regulator;
- 5.5. Contribute to the global ICT Agenda prioritizing Africa's development
- 5.6. Facilitate the building of an inclusive Information Society to improve the quality of life development

These functions as they are tabled above depict the Programme structure led by the Deputy Directors-General as indicated below:

## 6 STRUCTURE OF THE DEPARTMENT



## 7 CONTACT DETAILS OF THE INFORMATION OFFICER

The Director-General of the DTPS is the **Information Officer** in terms of the Promotion of Access to Information Act.

Director-General: Mr Robert Nkuna

Postal Address: Private Bag X860  
Pretoria  
0001

Street Address: iParioli Office Park

1166 Park Street

Hatfield

Tel: (012) 427 8003

Fax: (012) 427 8016

Email: [director-general@dtps.gov.za](mailto:director-general@dtps.gov.za)

The Information Officer's role: To provide access to departmental information as requested by the public and to ensure a transparent, accountable, professional and efficient client service according to the requirements of the Act.

### Deputy Information Officer:

Designation: Deputy Director-General

Ms Thulisile Manzini

Deputy Information Officer

Tel: (012) 427 7005

Fax: (012) 427 8110

Email Address: [tmanzini@dtps.gov.za](mailto:tmanzini@dtps.gov.za)

The Deputy Information's role: To coordinate all matters relating Promotion of Access to Information Act (PAIA) and to process requests in terms of the Act.

## **8 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 South African Human Rights Commission. Queries can be made at:

South African Human Rights Commission

PAIA Unit

The Research and Documentation Unit

Postal address: Private Bag X 2700, Houghton, 2041

Telephone: (011) 877 3600

Fax: (011) 403 0625

Website: [www.sahrc.org.za](http://www.sahrc.org.za)

E-mail: [info@sahrc.org.za](mailto:info@sahrc.org.za)

## **9 RECORDS**

### **9.1 DESCRIPTION OF SUBJECTS IN WHICH DTPS HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH BRANCH**

For the purpose of facilitating a request in terms of the Act, the subjects on which DTPS holds records and categories of records held on each branch are listed

below. Kindly note that these are subjects areas but not titles of records created in a branch as follows:

SUBJECT	RECORDS HELD
<b>ADMINISTRATION BRANCH</b>	
Departmental Strategy	<ul style="list-style-type: none"> <li>• Strategic Planning and Monitoring</li> <li>• Communications and Marketing</li> <li>• Communication strategy</li> <li>• Annual Performance Plans</li> <li>• Annual Reports</li> <li>• Business Plans</li> <li>• Intergovernmental relations</li> <li>• Operations Support</li> </ul>
Human Resource Management	<ul style="list-style-type: none"> <li>• Workplace Skills Plan</li> <li>• Personal Development Plans</li> <li>• Training Reports</li> <li>• Vocational Training Programmes</li> <li>• Bursary Contracts</li> <li>• Disciplinary and Grievance Procedure</li> <li>• Records of grievances</li> <li>• Audit Queries</li> <li>• Monthly Reports</li> <li>• Submissions</li> <li>• Organisational structure</li> <li>• Advertisement of posts</li> </ul>

	<ul style="list-style-type: none"> <li>• Applications for employment</li> <li>• Short listing &amp; Interview records</li> <li>• Letters of appointment</li> <li>• Personnel files</li> <li>• Personal reports</li> <li>• Leave records</li> <li>• HR Plan and Policies</li> <li>• Employment Equity Plan</li> <li>• Performance Agreements</li> <li>• Records of Job Descriptions</li> <li>• Financial Disclosures</li> <li>• Records of Job Evaluations</li> </ul>
Security and Facilities Management	<ul style="list-style-type: none"> <li>• Security Documents</li> <li>• Health and Occupational Safety</li> </ul>
Information Technology	<ul style="list-style-type: none"> <li>• IT &amp; KIM strategy</li> <li>• IT Policies</li> <li>• IT procedures</li> <li>• IT SLAs</li> <li>• Knowledge &amp; Information Management policies</li> </ul>
Finance	<ul style="list-style-type: none"> <li>• Budget Statements</li> <li>• Budget submissions</li> <li>• Expenditure Reports</li> <li>• Financial Delegations</li> <li>• Annual Financial Statements</li> <li>• Audit queries</li> </ul>

	<ul style="list-style-type: none"> <li>• Records of revenue received</li> <li>• Bank Statements</li> <li>• Tax compliance</li> </ul>
Supply Chain Management	<ul style="list-style-type: none"> <li>• SCM Monthly Reports</li> <li>• Bids / Tender Documents</li> <li>• Audit queries</li> <li>• Asset Management Policy</li> <li>• Asset Management Monthly Reports</li> </ul>
Internal Control & Risk Management	<ul style="list-style-type: none"> <li>• Audit Reports</li> <li>• Risk Management</li> </ul>
<b>ICT ENTERPRISE DEVELOPMENT &amp; SOCs OVERSIGHT BRANCH</b>	
Shareholder Management	<ul style="list-style-type: none"> <li>• Management of State Owned Companies</li> <li>• Small Micro Medium Enterprises</li> </ul>
<b>ICT POLICY DEVELOPMENT &amp; STRATEGY BRANCH</b>	
Policy Development	<ul style="list-style-type: none"> <li>• ICT related Legislations</li> <li>• Policies</li> <li>• Departmental contracts</li> <li>• Litigation files</li> </ul>
<b>ICT INTERNATIONAL AFFAIRS AND TRADE BRANCH</b>	
International Affairs and Trade	<ul style="list-style-type: none"> <li>• Honorary consuls</li> <li>• Passports and visa</li> <li>• State visits</li> <li>• Foreign diplomatic and consular representation in South Africa</li> <li>• Consular and agency services Guests</li> </ul>

	<ul style="list-style-type: none"> <li>• Treaties</li> <li>• Memoranda of Understanding (MOU)</li> </ul>
<b>ICT INFRASTRUCTURE SUPPORT BRANCH</b>	
	<ul style="list-style-type: none"> <li>• Broadcasting</li> <li>• Telecoms</li> <li>• Radio and Satellite Communications</li> <li>• ICT Applications</li> </ul>
<b>ICT INFORMATION SOCIETY DEVELOPMENT &amp; RESEARCH BRANCH</b>	
	Operations and ISAD Cluster
	Research and special projects
	Planning coordination and evaluations
	e-Applications

## 9.2 RECORDS AUTOMATICALLY AVAILABLE

A list of titles is attached as **Annexure A** for records of DTPS which are available without a person having to request access in terms of the procedure in the Promotion of Access to Information Act. Some of these records are available on the departmental website: [www.dtps.gov.za](http://www.dtps.gov.za) and the Knowledge Centre for viewing or downloading or access without a person making a formal request in terms of the Act. DTPS records available automatically to the public annually are: Annual reports, strategic plans and Business Plans.

## 9.3 REQUEST PROCEDURE

### 9.3.1 How do I request access to a record:

- 9.3.1.1 A requester must use the prescribed form (**Form A**) that is available in the manual section 15 below, on the website and in the departmental Knowledge Centre.
- 9.3.1.2 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 records at the offices of the Department. Alternatively if the record is not a paper document it can then be viewed in the requested form where possible.
- 9.3.1.3 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 Department, or damage the record, or infringe a copyright not owned by it. Thus, access should correspond with how a record was made available and also fees will be according to the fees as prescribed in the Regulations. If, in addition to a written reply to their request for a record, the requester wants to be told about the decision in any other way, e.g. telephone, this must be indicated
- 9.3.1.4 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
- 9.3.1.5 If a requester is disabled or illiterate, the request may be made orally. DTPS Information Officer must then fill in the form on behalf of such requester and give him/her a copy of the completed form.
- 9.3.1.6 The requester must forward his/her request to DTPS Information Officer/ Deputy Information Officer who would then check the availability of a record.

### 9.3.2 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:

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

### 9.3.3 Processing a request and notification of decision to access:

- 9.3.3.1 A requester who seeks access to a record containing personal information is not paying any fee.
- 9.3.3.2 The Deputy Information Officer must acknowledge receipt and notify the requester by notice, requiring the requester to pay the prescribed request fee before further process of the request
- 9.3.3.3 There are two types of fees: request fees is R35.00 and access fees include reproduction, search, preparation and postal costs where applicable (see fees on 14 below).
- 9.3.3.4 If the search and preparation time exceed six hours, a deposit of one third of the access fee would be payable by the requester.
- 9.3.3.5 In case where a requester is dissatisfied with the decision of the Information Officer/Deputy Information Officer, the requester may lodge an internal appeal (**Form B**) to the relevant authority (Minister). If still dissatisfied with the outcome of the appeal, the requester may apply to the court for relief. It is important to note that the appeal process is followed and exhausted before approaching the court for relief.
- 9.3.3.6 After the Information Officer/Deputy Information Officer has made a decision on the request the requester must be notified of such decision in the way in which the requester wanted to be notified.

- 9.3.3.7 Any request received will be dealt with within 30 days of receipt. The 30-day period within which DTPS has to decide whether or not to grant or refuse the request may be extended for a further period of not more than 30 days if the request is for a large amount of information, or the request requires a search for information held at another office of the institution and the information cannot reasonably be obtained within the original 30-day period. DTPS will notify the requester in writing, should an extension be sought.
- 9.3.3.8 Access to a record will be withheld until all the applicable fees have been paid.
- 9.3.3.9 This amount is payable by cheque or cash, if delivered by hand, or it may be deposited into the departmental bank account, in which case proof of the deposit must accompany the request form:

The banking details are as follows:

Bank: Nedbank

Branch code: 146245

Name of Account: Department of Communications

Account no.: 1462003206

Reference: PAIA

## **10 REMEDIES AVAILABLE IN RESPECT OF ACTS OR FAILURE TO THE ACT**

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

## 10.1 Procedure for reporting or remedying:

Remedies in respect of acts or failure to act in terms of the Promotion of Access to Information Act:

- i) The relevant authority for purpose of this Act is the Minister, who after exhausting the internal appeal processes, an application may be lodged with a court of law
- ii) 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))
- iii) A person may lodge a complaint with the South African Human Rights Commission concerning an official act or omission that is suspected to constitute a violation of or threat to any fundamental right (Human Rights Commission Act, 1994 (Act No. 54 of 1994)).

## 11 APPEAL

A requester may lodge an internal appeal against a decision of the Information Officer of a public body:

- i) To refuse a request for access;
- ii) Regarding the request fee, a deposit on the access fee, or the access fee;
- iii) Regarding the extension of the period to deal with the request; and
- iv) Regarding access being granted in a different form than requested.

A third party may lodge an internal appeal against a decision of the Information Officer of a public body to grant a request for access.

Manner of appeal, and appeal fees:

The prescribed process must be followed in lodging an appeal (see **Form B**):

- i) An appeal must be lodged within 60 days.
- ii) If notice to a third party is required, an appeal must be lodged within 30 days after notice has been given to the appellant of the decision being appealed against.
- iii) If notice to the appellant is not required after the decision was taken, the appeal must be delivered or sent to the Information Officer of the public body concerned at his or her address, fax number or electronic mail address.
- iv) An appeal must identify the subject of the appeal and state the reasons for the internal appeal and may include any other relevant information known to the appellant.
- v) If, in addition to a written reply, the appellant wishes to be informed of the decision on the internal appeal in any other manner, he or she must state that manner and provide the necessary particulars to be so informed.
- vi) There is no appeal fees, an appeal must specify a postal address or fax number to give the results.
- vii) If an appeal is lodged after the expiry of the period referred to, the relevant authority must, upon good cause shown, allow the late lodging of the appeal.
- viii) If that relevant authority disallows the late lodging of the appeal, he or she must give notice of that decision to the person that lodged the appeal.
- ix) A requester lodging an appeal against the refusal of his or her request for access must pay the prescribed appeal fee (if any).
- x) As soon as reasonably possible, but in any event within 10 working days after receipt of an appeal, the Information Officer of the public body concerned must submit to the relevant authority:
  - a) The appeal, together with his or her reasons for the decision concerned; and
  - b) If the appeal is against the refusal or granting of a request for access, the name, postal address, phone and fax number and electronic mail

address, whichever is available, of any third party that must be notified of the request.

The Minister of Telecommunications and Postal Services serves as relevant authority for dealing with appeals within the Department.

## **12. UPDATING OF MANUAL**

The Department of Telecommunications and Postal Services may, if necessary update and publish its manual as referred to in section 14(2) of the Act, at intervals not more than a year.

## **13 AVAILABILITY OF MANUAL**

Regulation 187 of 15 February 2002 prescribes in section 14(1) that manual of a public body must be made available in the following manner:

- i) A copy is made available to every place of legal deposit as defined in section 6 of The Legal Deposits Act, 1997 (Act No. 54 of 1999) and; South African Human Rights Commission
- ii) The manual is to be published and made available on the DTSPS website: [www.dtps.gov.za](http://www.dtps.gov.za)
- iii) At the office of the public body, in this case, in the departmental Knowledge Centre.

## 14 PRESCRIBED FEES

For purpose of section 22(2) of the Act the following applies:

Description	Amount(R)
The request fee payable by every requester, other than a personal requester, referred to in regulation 7(2)	35.00
Copy of the manual as contemplated in Regulation 5(c) (for every photocopy of an A4-sized page or part thereof)	0.60
<b>The fees for reproduction referred to in Regulation 7(1) are as follows:</b>	
1. For every photocopy of an A4-sized page or part thereof	0.60
2. For every printed copy of an A4-sized page or part thereof held on a computer or in electronic or machine-readable form	0.40
3. For a copy in a computer-readable form on:	
a. Stiffy disc	5.00
b. Compact disc (readable form)	40.00
4. For a transcription of visual images:	
a. For an A4-sized page or part thereof	22.00
b. For a copy of visual images	60.00
5. For a transcription of an audio record:	
a. For an A4-sized page or part thereof	12.00
b. For a copy of an audio record	17.00
<b>The access fees payable by a requester referred to in Regulation 7(3) are as follows:</b>	
11.1.1 <i>For every photocopy of an A4-sized page or part thereof</i>	0.60

2. For every printed copy of an A4-sized page or part thereof held on a computer or in electronic or machine-readable form	0.40
3. For a copy in a computer-readable form on:	
a. Stiffy disc	5.00
b. Compact disc	40.00
4. For a transcription of visual images, for an A4-size page or part thereof	22.00
5. For a copy of visual images	60.00
6. For a transcription of an audio record:	12.00
a) For an A4-sized page or part thereof	17.00
b) For a copy of an audio record	
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	
The actual postage is payable when a copy of a record must be posted to a requester. Postage cost depends on the relevant tariff in terms of postage destination.	

## 15. FORMS USE TO REQUEST INFORMATION THROUGH PAIA

**FORM A****REQUEST FOR ACCESS TO RECORDS OF THE DEPARTMENT OF  
TELECOMMUNICATIONS AND POSTAL SERVICES**

(Section 18(1) of the Promotion of Access to Information Act, 2000

(Act No. 2 of 2000)

**[Regulation 10]****A. Particulars of the Department of Telecommunications and Postal  
Services('the Department')**

Physical address: 1166 Park Street, iParioli Office Park

Hatfield

Pretoria

Postal address: The Director-General

P/Bag x860

Pretoria

0001

**B. Particulars of person requesting access to the record**

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

Full names and surname: .....

Identity number: .....

Postal address: .....

Fax number: .....Telephone number: .....

E-mail address: .....

Reasons for accessing records:

.....  
 .....

### **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.*

Full names and surname: .....

Identity number: .....

Postal address: .....

Fax: .....Tel: .....

Email: .....

Capacity in which request is made, when made on behalf of another person:

.....

**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, if 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 for exemption.

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:
<p><i>Mark the appropriate box with an X.</i></p> <p><b>NOTES:</b></p> <p>(a) Compliance with your request in the specified form may depend on the form in which the record is available.</p> <p>(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.</p> <p>(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.</p>	

<b>1. If the record is in written or printed form:</b>			
copy of record*		inspection of record	
<b>2. If record consists of visual images</b> (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):			
view the images		copy of the images*	3. transcription of the images*
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>			
listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)	

<b>4. If record is held on computer or in an electronic or machine-readable form:</b>			
printed copy of record*		printed copy of information derived from the record*	copy in computer readable form* (stiffy or compact disc)
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?  <b>Postage is payable.</b>			YES
			NO

**G. Particulars of right to be exercised or protected**

*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. Indicate which right is to be exercised or protected: .....
- .....
2. Explain why the record requested is required for the exercise or protection of the aforementioned right: .....
- .....
- .....

**H. 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 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? E.g. by fax/email/post and give particular information.

.....

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

-----

SIGNATURE OF REQUESTER / PERSON  
ON WHOSE BEHALF REQUEST IS MADE

**FORM B**

**NOTICE OF INTERNAL APPEAL**

**DEPARTMENT OF TELECOMMUNICATIONS AND POSTAL SERVICES**

(Section 75 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

[Regulation 8]

STATE YOUR REFERENCE NUMBER:  ----- _____
--

**A. Particulars of Department of Telecommunications and Postal Services**

The Information Officer/Deputy Information Officer:

---

---

---

---

## B. Particulars of requester/third party who lodges the internal appeal

- (a) *The particulars of the person who lodge the internal appeal must be given below.*
- (b) *Proof of the capacity in which appeal is lodged, if applicable, must be attached.*
- (c) *If the appellant is a third person and not the person who originally requested the information, the particulars of the requestor must be given at C below.*

Full names and surname: -----

Identity number: -----

Postal address:-----

-----

Fax number: -----

Telephone number: -----

E-mail address: -----

Capacity in which an internal appeal on behalf of another person is lodged:

-----

-----

**C. Particulars of requester**

*This section must be completed ONLY if a third party (other than the requester) lodges the internal appeal.*

Full names and surname: -----

Identity number: -----

Postal address:-----

-----

-----

Fax number: -----

Telephone number: -----

E-mail address: -----

**The decision against which the internal appeal is lodged**

*Mark the decision against which the internal appeal is lodged with an X in the appropriate box:*

	Refusal of request for access
	Decision regarding fees prescribed in terms of section 22 of the Act
	Decision regarding the extension of the period within which the request must be dealt with in terms of section 26 (1) of the Act
	Decision in terms of section 29 (3) of the Act to refuse access in the form requested by the requester
	Decision to grant request for access

**D. Grounds for appeal**

*If the provided space is inadequate, please continue on a separate folio and attach it to this form. **You must sign all the additional folios.***

State the grounds on which the internal appeal is based: -----  
 -----  
 -----  
 -----

State any other information that may be relevant in considering the appeal: -----  
 -----  
 -----  
 -----

**E. Notice of decision on appeal**

*You will be notified in writing of the decision on your internal appeal. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.*

State the manner:-----  
-----

Particulars of manner: -----  
-----  
-----

Signed at-----this-----day -----20-----

-----  
SIGNATURE OF APPELLANT

**FOR DEPARTMENTAL USE:****OFFICIAL RECORD OF INTERNAL APPEAL:**

Appeal received on ----- (date) by -----  
 ----- (state rank, name and  
 surname of information officer/deputy information officer).

Appeal accompanied by the reasons for the information officer's/deputy information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer/deputy information officer on----- (date) to the relevant authority.

**OUTCOME OF APPEAL:**

DECISION OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER  
 CONFIRMED/ SUBSTITUTED BY NEW DECISION

NEW DECISION: -----  
 -----  
 -----  
 -----  
 -----  
 -----

RELEVANT AUTHORITY:----- DATE:-----

RECEIVED BY THE INFORMATION OFFICER/DEPUTY INFORMATION OFFICER  
 FROM THE RELEVANT AUTHORITY ON (date):-----  
 -----

## FORM D

### VOLUNTARY DISCLOSURE AND AUTOMATICALLY AVAILABLE RECORDS AND ACCESS TO SUCH RECORDS (Revised 2016/17 Section 15 of PAIA)

#### [Regulations 5A]

DESCRIPTION OF RECORDS IN TERMS OF 15(1)(a) THE ACT	MANNER OF ACCESS TO RECORDS(electronic e.g. website)	CONTACT PERSON
<b>FOR INSPECTION IN TERMS OF SECTION 15(1)(a)(i):</b>		
Not applicable for now		
<b>FOR PURCHASING IN TERMS OF SECTION 15(1)(a)(ii):</b>		
Not applicable for now		
<b>FOR COPYING IN TERMS OF SECTION 15(1)(a)(ii):</b>		
<b>STRATEGIC PLANS</b>		
<b>YEAR</b>		
2015 - 2020	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
2015-2019	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
2013-2018	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
2012-2017	Available in the departmental Knowledge Centre	Ms TG Manzini Deputy Information Officer Tel: 012- 427 7005
2011-2014	Available in the departmental Knowledge Centre	Ms TG Manzini Deputy Information Officer Tel: 012- 427 7005
2010-2013	Available in the departmental Knowledge Centre	Ms TG Manzini Deputy Information Officer Tel: 012- 427 7005
2005-2008	Available in the departmental	Ms TG Manzini

	Knowledge Centre	Deputy Information Officer Tel: 012- 427 7005
2006-2009	Available in the departmental Knowledge Centre	Ms TG Manzini Deputy Information Officer Tel: 012- 427 7005
2007-2010	Available in the departmental Knowledge Centre	Ms TG Manzini Deputy Information Officer Tel: 012- 427 7005
2008-2011	Available in the departmental Knowledge Centre	Ms TG Manzini Deputy Information Officer Tel: 012- 427 7005
2009-2012	Available in the departmental Knowledge Centre	Ms TG Manzini Deputy Information Officer Tel: 012- 427 7005
<b>ANNUAL PERFORMANCE PLAN</b>		
<b>YEAR</b>		
2019 -2020	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
2018 - 2019	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
2017 - 2018	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
2016 - 2017	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
2014 - 2016	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
2013 -2014	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
2012 - 2013	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
<b>BUSINESS PLANS</b>		
<b>YEAR</b>		
2018-2019	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
2017-2018	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
2016-2017	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
2015-2016	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
2013-2014	Available for free on	Download

	<a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	
2012-2013	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
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2007-2008	Available in the departmental Knowledge Centre	Ms TG Manzini Deputy Information Officer Tel: 012- 427 7005
2006-2007	Available in the departmental Knowledge Centre	Ms TG Manzini Deputy Information Officer Tel: 012- 427 7005
<b>ANNUAL REPORTS</b>		
<b>YEAR</b>		
2017-2018	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
2016-2017	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
2015-2016	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
2014-2015	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
2013-2014	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
2012-2013	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
2011-2012	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
2010-2011	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
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2004-2005	Available in the departmental Knowledge Centre	Ms TG Manzini Deputy Information Officer Tel: 012- 427 7005
2001-2002	Available in the departmental Knowledge Centre	Ms TG Manzini Deputy Information Officer Tel: 012- 427 7005
2000-2001	Available in the departmental Knowledge Centre	Ms TG Manzini Deputy Information Officer Tel: 012- 427 7005
2003-2004	Available in the departmental Knowledge Centre	Ms TG Manzini Deputy Information Officer Tel: 012- 427 7005
1996-1997	Available in the departmental Knowledge Centre	Ms TG Manzini Deputy Information Officer Tel: 012- 427 7005
<b>OTHER REPORTS</b>		
Department financial model	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
Community radio		
Progress final PCC	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
Digital dividend final report	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
Public hearings report	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
Request for information: ICT SMMEs	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
<b>NATIONAL POLICIES</b>		
Spectrum policy directions Gazette of 2011-12-14	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
SA Broadband policy Gazette 33377 of 2010-07-13	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
Proposed amendment of broadcasting digital migration policy	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download

ICT Policy Review	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
TOR for the ICT sector Charter Council	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
Proclamation Gazette of 2014-05-19	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
<b>BUDGET VOTE SPEECH</b>		
YEAR 2009-2019	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
<b>MINISTER &amp; DEPUTY MINISTER SPEECHES</b>		
YEAR 2019	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
<b>TENDERS</b>		
New tenders	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
Bidders	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
Closed tenders	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
Awarded tenders	Available for free on <a href="http://www.dtps.gov.za">www.dtps.gov.za</a>	Download
<b>E-NDABA NEWSLETTER</b>		
<b>YEAR</b>		
Year –End Issue 2013	Available in the departmental Knowledge Centre	Ms TG Manzini Deputy Information Officer Tel: 012- 427 7005
First Quarter 2013; Nr.1	Available in the departmental Knowledge Centre	Ms TG Manzini Deputy Information Officer Tel: 012- 427 7005
Fourth Quarter 2012; Nr.2	Available in the departmental Knowledge Centre	Ms TG Manzini Deputy Information Officer Tel: 012- 427 7005
Fourth Quarter 2012	Available in the departmental Knowledge Centre	Ms TG Manzini Deputy Information Officer Tel: 012- 427 7005
June 2008	Available in the departmental	Ms TG Manzini

	Knowledge Centre	Deputy Information Officer Tel: 012- 427 7005
April-May 2008	Available in the departmental Knowledge Centre	Ms TG Manzini Deputy Information Officer Tel: 012- 427 7005
March 2008	Available in the departmental Knowledge Centre	Ms TG Manzini Deputy Information Officer Tel: 012- 427 7005
January-February 2008	Available in the departmental Knowledge Centre	Ms TG Manzini Deputy Information Officer Tel: 012- 427 7005
October 2007	Available in the departmental Knowledge Centre	Ms TG Manzini Deputy Information Officer Tel: 012- 427 7005
September 2007	Available in the departmental Knowledge Centre	Ms TG Manzini Deputy Information Officer Tel: 012- 427 7005
July 2007	Available in the departmental Knowledge Centre	Ms TG Manzini Deputy Information Officer Tel: 012- 427 7005
June 2007	Available in the departmental Knowledge Centre	Ms TG Manzini Deputy Information Officer Tel: 012- 427 7005
September 2006	Available in the departmental Knowledge Centre	Ms TG Manzini Deputy Information Officer Tel: 012- 427 7005
August 2006	Available in the departmental Knowledge Centre	Ms TG Manzini Deputy Information Officer Tel: 012- 427 7005
Festive Greetings Team DoC	Available in the departmental Knowledge Centre	Ms TG Manzini Deputy Information Officer Tel: 012- 427 7005
Information Society Month	Available in the departmental Knowledge Centre	Ms TG Manzini Deputy Information Officer Tel: 012- 427 7005
Spotlight on Children in Broadcasting	Available in the departmental Knowledge Centre	Ms TG Manzini Deputy Information Officer Tel: 012- 427 7005

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AVAILABLE FOR COPYING**

**TITLE**

ICT Research Bulletin

South African Institution of Traditional Leadership

Broadcasting Digital Migration Policy 2008

DoC Profile
Report on the Fifth Presidential International Council on Information Society and Development (PIAC on ISAD) 2-4 September 2005
6 <sup>th</sup> Annual Meeting: Presidential International Advisory Council on Information Society and Development- 2 <sup>nd</sup> -3 <sup>rd</sup> September 2006
Trends and Developments in the ICT Industry
Go DIGITAL South Africa Roadmap
ITU News : Asia Gateway to Opportunity – Special Edition November 2000
A Green Paper for Public Discussion
Information Society and Development Intergovernmental Relations Forum, (ISAD IGRF) Consolidated Report
Towards an Inclusive Information Society in South Africa
Effective e-Government
Building a Digital Life for all South Africans
Media Landscape 2012
National e-Skills Plan of Action- October 2010
Information Security Awareness Handbook from IT Chief Directorate
Budget Vote- 31 May 2011
2009 Budget Vote Speech
Electronic Communications & Transactions Act
Directory of Public Community Access Points and Services in SA
International Peer Benchmarking Study on South Africa's ICT Sector
Electronic Communications Act
DoC Employee Wellness & Health Programme
Mereka e-Skills Institute
ICT Research Bulletin
Sustaining community Radio in the ERA of convergence
World summit on the information society (WSIS) documents
Broadcasting Act 4 of 1999