



SECTION 14 MANUAL

[Compiled in compliance with Section 14 of Chapter 2 of Part 2 of the Promotion of Access to Information Act, Act No. 2 of 2000 (PAIA)]

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1. INTRODUCTION

The Promotion of Access to Information Act, No. 2 of 2000 (“the Act”) was enacted on 3 February 2000, giving effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any right. Where a request is made in terms of the Act, the body to whom the request is made is obliged to release the information, except where the Act expressly provides that the information may or must not be released. The Act sets out the requisite procedural issues attached to the request.

2. PURPOSE AND SCOPE OF THE MANUAL

Section 14 of the Act obliges public bodies to compile a manual which would assist a person to obtain access to information held by such public body and stipulates the minimum requirements a manual has to comply with. As required under section 14, the manual contains the following information:

1. the structure and functions of eThekweni Municipality (“the municipality”);
2. contact details;
3. a description of the guide referred to in section 10 of the Act, if available, and how to obtain access to it;
4. categories of information available without formal request;
5. a description of the records available in accordance with any other legislation;
6. a description of the subjects on which the municipality holds records and the categories of records held on each subject; and
7. such other information as may be prescribed.

Section 9(b)(i) of the Act however recognises that the right to access to information may be subject to justifiable limitations, including, but not limited to limitations aimed at the reasonable protection of privacy, commercial confidentiality; and effective, efficient and good governance.

Section 9(b)(ii) of the Act further recognises that the right to access to information must be given effect to in a manner which balances the right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

Wherever reference is made to “Public Body” in this manual, it will refer to eThekweni Municipality, a public body within the local sphere of government, for whom this manual is drafted.

3. STRUCTURES AND FUNCTIONS OF THE MUNICIPALITY IN TERMS OF SECTION 14(1)(a)

‘eThekweni Municipality’ means a juristic person with perpetual succession as proclaimed under KwaZulu-Natal Provincial Notice No. 343 of 2000. (Annexure A) made under section 12 of the Local Government Structures Act No. 117 of 1998. The municipality is classified a Category A (metropolitan) municipality in terms of the Local Government Municipal Demarcation Act, Act No. 27 of 1998.

Structures of the Municipality

The municipality comprises the Council and its administration. Elections take place every five years and the next elections will take place in 2021. Elections determine the party's representation on Council and currently consist of 219 councillors as set out below:

African National Congress	126 seats
Democratic Alliance	61 seats
Inkatha Freedom Party	10 seats
Economic Freedom Fighters	8 seats
African Independent Congress	3 seats
Minority Front	1 seat
African Christian Democratic Party	1 seat
Democratic Liberal Congress	1 seat
Minorities of South Africa	1 seat
Truly Alliance	1 seat
African People's Convention	1 seat
AL JAMA-AH	1 seat
Independent Councillors	4 seats

The municipality has a Mayor who is the Chairperson of the Executive Committee (EXCO) of Council and a Speaker who is the Chairperson of the Council. The day to day functioning of the municipality takes place through Committees which report to EXCO and whose decisions are thereafter ratified by Council. The Committees that report to EXCO are:

Economic Development and Planning Committee
Community Services Committee
Governance and Human Resources Committee
Human Settlements and Infrastructure Committee
Security and Emergency Services Committee

The City Manager is the Administrative Head and the Accounting Officer of the Municipality. The first three levels of the organisational structure, as set out in Annexure A, are City Manager, Deputy City Manager and Head.

Functions of the Municipality

The municipality has executive and legislative authority and is empowered to govern, on its own initiative, the local government affairs of its community, subject to national and provincial legislation, as provided for in the Constitution. The municipality's function is to carry out its constitutional mandate by striving within its financial and administrative capacity to achieve the objects of local government, viz.:

- to provide democratic and accountable government for local communities;
- to ensure the provision of services to communities in a sustainable manner;
- to promote social and economic development;
- to promote a safe and healthy environment; and
- to encourage the involvement of communities and community organisations in the matters of local government

4. CONTACT DETAILS OF INFORMATION OFFICERS AND DEPUTY INFORMATION OFFICER IN TERMS OF SECTION 14(1)(B)

Information Officer

Name & Designation	Postal Address	Physical Address	Telephone Number	E mail Address
Mr. S Nzuza City Manager	PO Box 1014 Durban 4000	City Hall, Dr Pixley KaSeme Street Entrance, Durban	031-3112130/2	Sipho.Nzuza@durban.gov.za

Deputy Information Officer

Name & Designation	Postal Address	Physical Address	Telephone Number	E mail Address
Ms A Seheri Head: City Hall Administration & Secretariat	PO Box 1014 Durban 4000	City Hall, Dr Pixley KaSeme Street Entrance, Durban Room 5	031-3112390/1	adele.seheri@durban.gov.za

Website

www.durban.gov.za

e-Mail Address

sizakala@durban.gov.za

5. THE HUMAN RIGHTS COMMISSION GUIDE

Section 10 of the Act imposes a duty on the Human Rights Commission to “compile in each official language a guide containing such information in an easily comprehensible form and manner, as may be reasonably required by a person who wishes to exercise any right contemplated in the Act”.

The guide will be available from the South African Human Rights Commission. Please direct any queries to:

The South African Human Rights Commission PAIA Unit
Research and Documentation Department

Postal Address:

Private Bag 2700
Houghton
2041

Telephone: +27 11 8773600
Fax: +27 11 4030625
Website: www.sahrc.org.za
E-mail: PAIA@sahrc.org.za

6. ACCESS TO RECORDS HELD BY THE MUNICIPALITY

Nature of Services

The Municipality, in fulfilling its developmental role, supplies/renderers the services in terms of its vision and mission statement. The organogram of the Municipality (Annexure B) reflects the various functions performed by eThekweni Municipality.

How to gain Access to these Services

The services offered can be accessed through any one of the Regional Centres/Customer Service Centres set out in **Annexure C** or at the offices of the relevant service units.

7. AUTOMATIC /VOLUNTARY DISCLOSURE

Annexure D describes the categories of records of the Municipality which are automatically available without a person having to request access in terms of the Act.

8. DESCRIPTION OF SUBJECTS AND CATEGORIES OF RECORDS HELD BY THE MUNICIPALITY

“Records” of the Municipality refer to those records created or received in the course of official business and which are kept as evidence of the City’s functions, activities and transactions. There are different forms of records, for example correspondence files, maps, plans, registers, agendas and minutes, which could be available in different **media**, e.g. paper, electronic, or on microfilm.

Annexure E gives a description of the subjects on which the Municipality holds records as well as the categories of records held on each subject.

9. RECORDS HELD BY THE MUNICIPALITY

Annexure D and **Annexure E** make up the composite list of all records held by the municipality.

10. REQUEST PROCEDURE

Access Given

When a record/information is requested in terms of the Act, the requester must be given access thereto if the requester complies with the following:

- all the procedural requirements in the Act relating to the request for access to a record; and
- access to the record is not refused on any ground of refusal mentioned in the Act.

Form of Request

The request must be made in writing on the prescribed form, attached as Annexure F, and be forwarded to:

The Information Officer/Deputy Information Officer

The application should clearly state what information is required and if the request is for a copy of a record or whether the requester would like to view the record at the office of the Municipality.

The application form must be accompanied by the prescribed request fee (For fees, see **Annexure G**).

If a person asks for access in a particular form, the requester will be given access in the manner that has been asked for, unless doing so would interfere unreasonably with the running of the office, would damage the record, or infringe a copyright not owned by the municipality.

If the requester wishes to be informed of the decision regarding the request in any other manner, e.g. by telephone/fax/e-mail, in addition to a written reply, it must be indicated as such. In cases where the requester is asking for information on behalf of somebody else, the capacity in which the request is being made should be indicated.

When a requester is unable to read or write or has a disability, the request can be made orally. In such a case, the Information Officer/Deputy Information Officer must complete the form on behalf of the requester.

Fees Payable

In terms of the Act, two types of fees are required to be paid, namely the request fee and the access fee.

A requester who seeks access to a record containing personal information about that requester, is not required to pay the request fee. Every other requester must pay the relevant request fee.

The Information Officer/Deputy Information Officer will notify the requester to pay the prescribed fee before further processing the request. The request fee payable is R35 (thirty-five Rand). The requester may lodge an internal appeal or an application to the court against payment of the request fee.

Decision and Notice

After the Information Officer/Deputy Information Officer has made a decision on the request, the requester will be notified thereof within 30 (thirty) days after the request has been received, unless the period to deal with the request has been extended.

If the request is granted, a further access fee must be paid for the search, preparation and reproduction of the record where applicable. See also **Annexure G** for fees payable.

The requester will be given the required information, if available, within a reasonable time after receipt of the application from and prescribed fee.

Transfer of Requests

If a request for access made for information which is not in the possession of the Municipality, or if the information is more closely connected to another public body, the request will be transferred within 14 (fourteen) days after the request has been received, to the other body/institution/organisation who could provide the information.

Records not found/do not exist

In cases where records cannot be found or do not exist and all reasonable steps have been taken to find the requested record, the Information Officer/Deputy Information Officer will by means of an affidavit/affirmation inform the requester accordingly, giving full reasons.

Deferral of Access

Requests may be deferred until information becomes available. The requester will be notified accordingly and requested to make representations within 30 (thirty) days as to why the information is required prior to it becoming public.

Refusal of Access to Records

The Information Officer/Deputy Information Officer may refuse access to records under the circumstances as provided for in part 2, chapter 4 of the Act.

Remedies

Remedies available if the Municipality does not comply with the provisions of the Act:

A requester may lodge an internal appeal with the Municipality against a decision of the Information Officer or Deputy Information Officer if:

- A request for access is refused
- The fees charged are unacceptable
- The period within which a decision with regard to access to a record must be made is extended
- Access to a record is not provided in the request form
- A third party may lodge an internal appeal with the Municipality against a decision by the Information Officer or Deputy Information Officer to disclose information relating to the third party.

Appeal Procedure

An internal appeal must be lodged on the prescribed form which is attached as Annexure H within the following prescribed periods:

- a period of 60 (sixty) days;
- if notice to a third party is required by section 49(1)(b), within 30 (thirty) days after notice is given to the appellant of the decision appealed against or, if notice to the appellant is not required, after the decision was taken.

The Internal Appeal

Must be delivered, posted, faxed or sent by electronic mail to the Information Officer or to the Deputy Information Officer.

Must identify the subject of the internal appeal and give reasons for the appeal.

Must state the manner in which the applicant wishes to be informed of the decision on the internal appeal, in addition to a written reply.

Must, if applicable, be accompanied by the prescribed appeal fee.

Must specify a postal address, fax number or e-mail address.

The Information Officer or Deputy Information Officer must within 10 (ten) working days after receipt of an internal appeal, submit it to the Appeal Authority, namely the Speaker, for consideration.

Late appeals may be allowed if good cause can be shown.

A requester or third party may only apply to a court if the internal appeal procedure against a decision of the Information Officer or Deputy Information Officer has been exhausted.

11. ARRANGEMENTS ALLOWING FOR PUBLIC PARTICIPATION/INVOLVEMENT

Public participation in a local government context is governed by the Local Government Municipal Systems Act, 2000 (Act 32 of 2000) and the Municipal Structures Act, 1998 (Act 117 of 1998). The purpose of the public participation process is to ensure that the Municipality as well as the broader community co-owns the public participation process and the end product.

The Municipality seeks actively to facilitate the engagement of the community in its planning and policy making processes through public hearings and ward based public meetings in the annual review of its IDP. This is also used as an opportunity to provide feedback on the performance levels achieved by the Municipality. A Municipal Unit known as the Community Participation and Action Support has also been formed to focus on the involvement of communities in the Council's public processes and planning such as the finalisation of the annual budget and the annual IDP review.

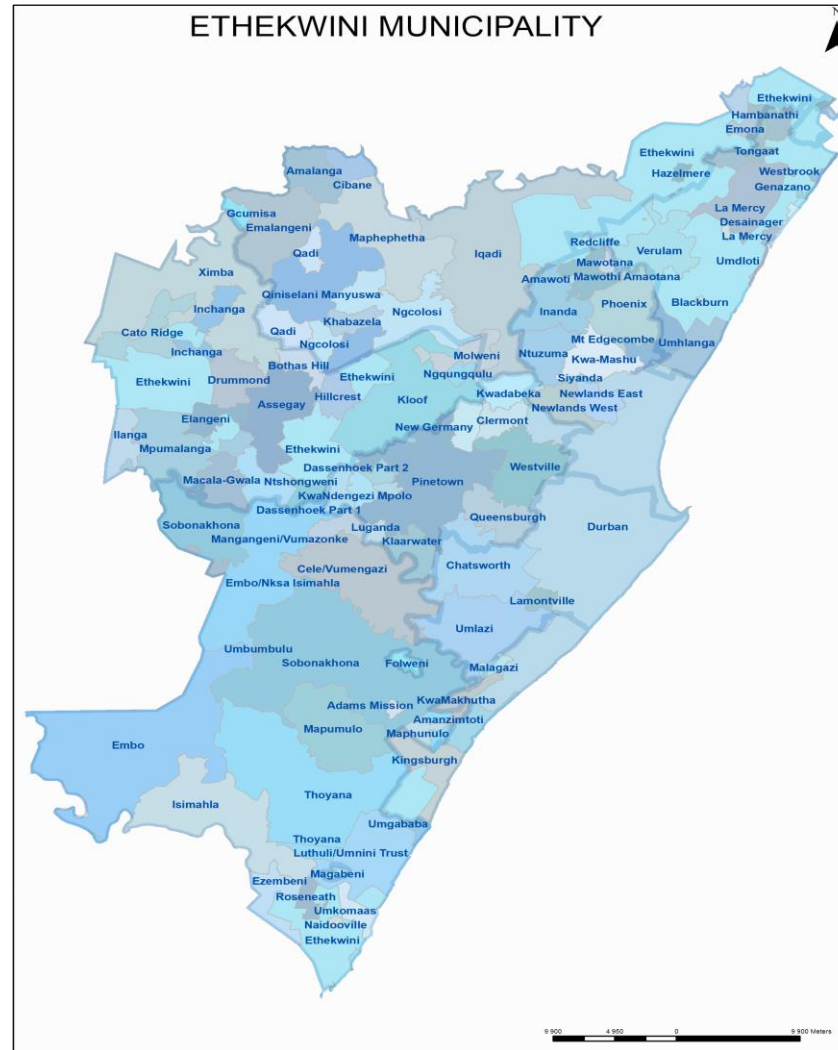
The Municipality may use the following methods to engage in public participation:

- Distribution of documents in public places for comment
- Surveys
- Newspaper Advertisements
- Formal public hearings
- Public meetings, and
- Development of a public participation structure.

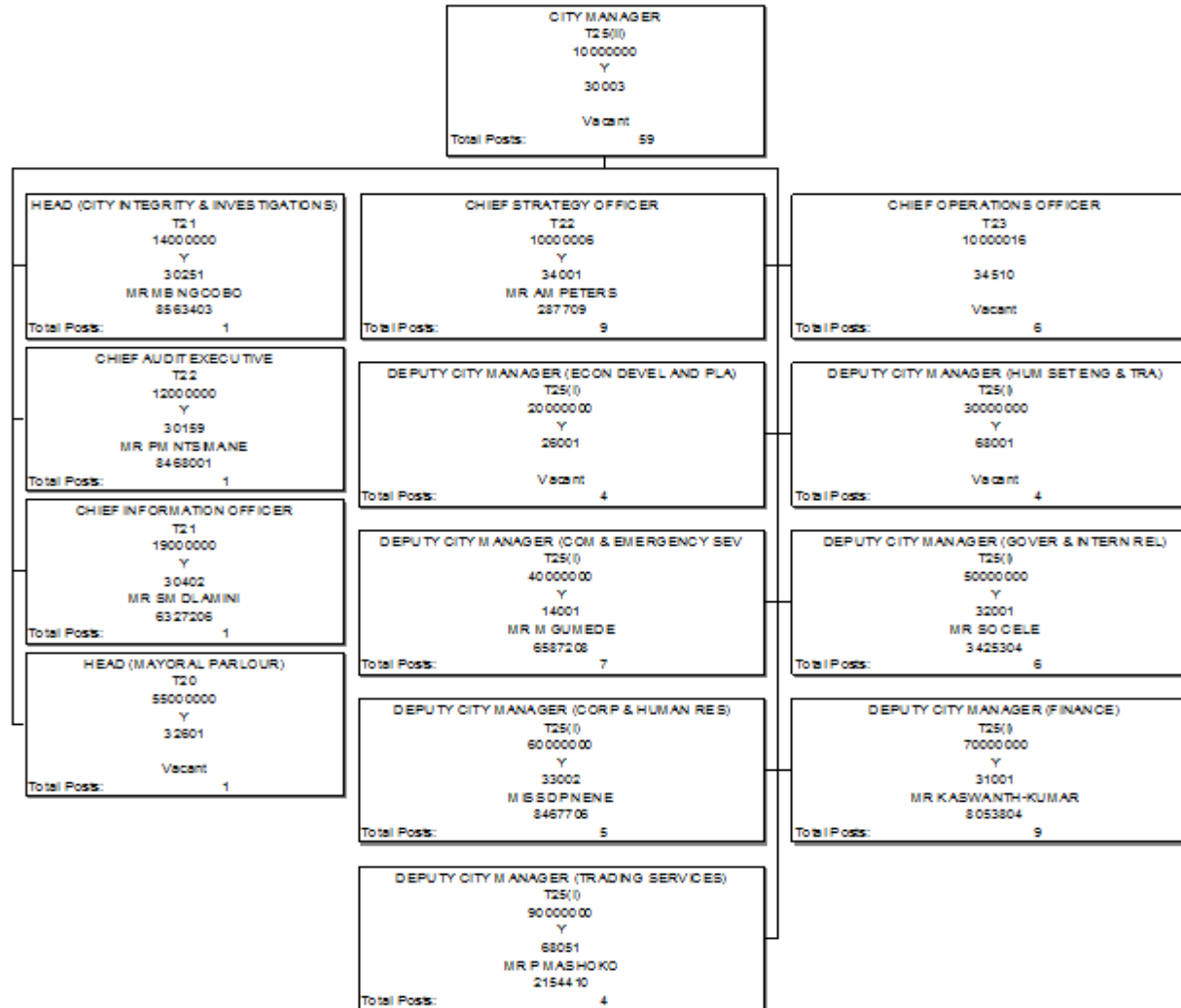
OTHER INFORMATION AS PRESCRIBED IN TERMS OF SECTION 14(1)(I)

There is currently no information available from the Minister of Justice and Constitutional Development in terms of section 92 to be placed here.

ETHEKWINI MUNICIPAL BOUNDARIES



MACROSTRUCTURE OF ETHEKWINI MUNICIPALITY - 1ST LEVEL





DETAILS OF MANAGEMENT: CUSTOMER SERVICE

CONTACT NAME	POSITION	CONTACT NUMBER	OFFICE ADDRESS	EMAIL
Ntsiki Magwaza	Unit Head	031 3116101	No 60 Kings Road Pinetown Civic Centre	Ntsiki.Magwaza@durban.gov.za
Mavuso Tshabalala	Deputy Head	031-3116106	No 60 Kings Road Pinetown Civic Centre	Mavuso.Tshabalala@durban.gov.za
Phindile Mdletshe	Acting Senior Manger	031- 3116103	No 60 Kings Road Pinetown Civic Centre	Phindile.Mdletshe@durban.gov.za
Nonhlanhla Nyathikazi	Customer Service Manager: West Region	031- 311 6113	No 60 Kings Road Pinetown Civic	Nonhla.Nyathikazi@durban.gov.za
Victus Jama	Customer Service Manager: North Region	031-3116084 082 456 7168/081 461036	327 Umhlanga Rocks Drive Umhlanga Rocks	Victus.Jama@durban.gov.za
Thabisile Mavusi	Customer Service Acting Manager : South Region	031 315 243	Umlazi Megacity 50 Griffith Mxenge Highway Umlazi	Thabisile.Ntshingila@durban.gov.za

SIZAKALA CUSTOMER SERVICE CENTRES

NORTHERN AREA

NO.	NAME & ADDRESS OF THE CENTRE	CONTACT PERSON	CONTACT DETAILS	E-MAIL ADDRESS	SERVICE PROVIDED
1.	<p><u>Besters First Stop Shop</u></p> <p>Electricity Customer Service Centre CNR mr54 & MR457 Besters</p>	<p>Supervisor: Dumisani Ntetha</p> <p>Customer Service Staff: Lindiwe Khuzwayo Slindile Ndaba</p>	031 - 507 2681	Dumisani.Ntetha@durban.gov.za	<p><u>07 SERVICES</u></p> <ol style="list-style-type: none"> 1. Municipal Service Complaints Handling 2. Cash receipt 3. Traffic Fines 4. Independent Electoral Commission 5. Rates Enquiries 6. Municipal Service Account Enquiries 7. Commissioner of Oaths
2.	<p><u>Chesterville</u></p> <p>Billing Office Off Wiggins Road Chesterville</p>	<p>Supervisor: Dumisani Ntetha</p> <p>Customer Service Staff: Mandla Nkosi Nonhlanhla Gcwensa</p>	031 - 2640338	Dumisani.Ntetha@durban.gov.za	<p><u>12 SERVICES</u></p> <ol style="list-style-type: none"> 1. Municipal Service Complaints Handling 2. Cash Receipts 3. Housing 4. Independent Electoral Commission 5. Municipal Service Accounts Enquiries 6. Value Assist 7. E-Careers 8. Cemeteries 9. Councillor Support 10. Expanded Public Works Programme 11. Commissioner of Oaths 12. Department of Social Development

NO.	NAME & ADDRESS OF THE CENTRE	CONTACT PERSON	CONTACT DETAILS	E-MAIL ADDRESS	SERVICE PROVIDED
3.	<p><u>KwaMashu</u></p> <p>Malandela & E1139 Ntombela Road KwaMashu</p>	<p>Supervisor: Dumisani.Ntetha</p> <p>Customer Service Staff: Precious Yika Sibongile Carol Nzuza Ndondo Mthetha Nelisa Ngubane</p>	031- 3221819	Dumisani.Ntetha@durban.gov.za	<p><u>15 SERVICES</u></p> <ol style="list-style-type: none"> 1. Municipal Service Complaints Handling 2. Cash Receipts 3. Traffic Fines 4. Independent Electoral Commission 5. Business Licencing 6. Housing 7. Rates Enquiries 8. Municipal Service Account Enquiries 9. Value Assist 10. Business Support 11. E-Careers 12. Cemeteries 13. Councillors Support 14. Expanded Public Works Programme 15. Commissioner of Oaths
4.	<p><u>Ntuzuma</u></p> <p>20 Ntuzuma Access Road Ntuzuma</p>	<p>Supervisor: Dumisani Ntetha</p> <p>Customer Service Staff: Nonhlanhla Makhanya Thobile Duma Princess Nxele</p>	031 – 509 5289/ 031 – 509 5286	Dumisani.Ntetha@durban.gov.za	<p><u>13 SERVICES</u></p> <ol style="list-style-type: none"> 1. Application for Municipal Services 2. Municipal Services Complaints Handling 3. Traffic Fines 4. Independent Electoral Commission 5. Municipal Service Account Enquiries 6. Value Assist 7. Building Plans Submission 8. Town Planning Enquiries 9. Councillors Support 10. Commissioner of Oaths 11. South African Social Security Agency 12. Department of Home Affairs 13. Department of Social Development

NO.	NAME & ADDRESS OF THE CENTRE	CONTACT PERSON	CONTACT DETAILS	E-MAIL ADDRESS	SERVICE PROVIDED
5.	Phoenix Billing Office 145 Longcroft Drive Phoenix	Supervisor: Malindi Dlamini Customer Service Staff: Zohara Abdool Susan Sithole Zanele Cele	031 - 311 6018 Fax : 031 - 5009202	Malindi.Dlamini@durban.gov.za	15 SERVICES 1. Municipal Service Complaints Handling 2. Community Facility Bookings 3. Cash Receipts 4. Traffic Fines 5. Housing 6. Independent Electoral Commission 7. Rates Enquiries 8. Municipal Service Account Enquiries 9. Value Assist 10. Town Planning Enquiries 11. Business Support 12. E-Careers 13. Cemeteries 14. Councillors Support 15. Commissioner of Oaths
6.	Tongaat Municipal Office 325 Main Road Tongaat	Supervisor: Ishara Gunpath Customer Service Staff: Zam Mkhize Julie Naidoo	031 322 1643 031 322 1644 031 322 2843 Fax: 032- 9441154	ishara.gunphath@durban.gov.za 145 Longcroft Drive Phoenix	16 SERVICES 1. Municipal Service Complaints Handling 2. Community Facility Bookings 3. Cash Receipts 4. Traffic Fines 5. Housing 6. Independent Electoral Commission 7. Rates Enquiries 8. Municipal Service Account Enquiries 9. Value Assist 10. Business Plan Submission 11. E-Careers 12. Cemeteries 13. Council Support 14. Expanded Public Works Programme 15. Commissioner of Oaths 16. Department of Social Development

NO.	NAME & ADDRESS OF THE CENTRE	CONTACT PERSON	CONTACT DETAILS	E-MAIL ADDRESS	SERVICE PROVIDED
7.	<u>Verulam</u> Market Plaza 151 Wick Street	Supervisor: Malindi Dlamini Customer Service Staff: Meera Subramanian Tracy Reddy Veneshree Gungadu Anesh Mirzeya Mogie Govender	031- 322 1745 031- 322 1768 031- 322 1784 031- 322 1767 031- 311 1780 Fax: 032 - 5337988	Malindi.Dlamini@durban.gov.za	21 SERVICES 1. Application for Municipal Service 2. Municipal Services Complaints Handling 3. Community Facility Bookings 4. Cash Receipts 5. Traffic Fines 6. Motor Vehicle Licensing 7. Business Licensing 8. Housing 9. Independent Electoral Commission 10. Rates Enquiries 11. Municipal Services Account Enquiries 12. Value Assist 13. Building Plans Submission 14. Pre-paid Electricity 15. Town Planning Enquiries 16. Business Support 17. E-Careers 18. Councillor's Support 19. Expanded Public Works Programme 20. Commissioner of Oaths 21. Department of Disaster Management
8.	<u>Umhlanga</u> 327 Umhlanga Rocks Drive Umhlanga Rocks	Supervisor: Ishara Gunpath Customer Service Staff: Sandy Beeky Vassie Pillay	031-311 6085 031-311 6993 031-311 6032 Fax: 031- 5611417		14 SERVICES 1. Municipal Services Complaints Handling 2. Cash Receipts 3. Traffic Fines 4. Motor Vehicle Licensing 5. Independent Electoral Commission 6. Municipal Services Account Enquiries 7. Value Assist 8. Building Plans Submissions 9. Town Planning Enquiries 10. E-Careers 11. Cemeteries 12. Councillors Support 13. Expanded Public Works Programme 14. Commissioner of Oaths

NO.	NAME & ADDRESS OF THE CENTRE	CONTACT PERSON	CONTACT DETAILS	E-MAIL ADDRESS	SERVICE PROVIDED
9.	Warwick SEDA Centre, 12 Johannes Nkosi Str. Warwick Junction Durban	Supervisor: Dumisani Ntetha Customer Service Staff: Mzikayise Mlambo Nothile Mndaweni Mondli Ngubane	031- 309 3957	Dumisani.Ntetha@durban.gov.za	08 SERVICES 1. Municipal Services Account Enquiries 2. Cash Receipts 3. Traffic Fines 4. Independent Electoral Commission 5. Rates Enquiries 6. E- Careers 7. Value Assist 8. Commissioner of Oaths

SOUTHERN AREA

NO.	NAME & ADDRESS OF THE CENTRE	CONTACT PERSON	CONTACT DETAILS	E-MAIL ADDRESS	SERVICES OFFERED
10.	<u>Umlazi Mega City</u> Umlazi Megacity 50 Griffith Highway Umlazi	Supervisor: Thembelihle Mwelase Customer Service Staff: Sandile Dlamini Lucia Malinga Xolani Mzimela Zonke Madonsela Sizwe Gwala Phindile Nyembe Zanele Dlamini Londeka Zindela	0313227822 0313115200 0313115240 0313115199 Fax: 0313115214	Senamile.Hadebe@durban.gov.za	<u>13 SERVICES</u> 1. Municipal Services Complaints Handling 2. Community Facility Bookings 3. Cash Receipts 4. Traffic Fines 5. Housing 6. Independent Electoral Commission 7. Rates Enquiries 8. Municipal Service Account Enquiries 9. Value Assist 10. Pre-paid Electricity 11. E-Careers 12. Cemeteries 13. Commissioner of Oaths
11.	<u>South Durban Basin</u> 398 Bluff Road Bluff	Supervisor: Senamile Hadebe Customer Service Staff: Sbonelo Nene Skholiwe Msweli	031 - 4011246	Senamile.Hadebe@durban.gov.za	<u>07 SERVICES</u> 1. Municipal Services Complaints Handling 2. Traffic Fines 3. Independent Electoral Commission 4. Municipal Services Account Enquiries 5. Value Assist 6. E-Careers 7. Commissioner of Oaths
12.	<u>Chatsworth</u> Finance Office 16 Main Street Township Centre Chatsworth	Supervisor: Senamile Hadebe Customer Service Staff: Ntokozo Mkhize Amanda Silangwe	031 - 3115004	Senamile.Hadebe@durban.gov.za	<u>07 SERVICES</u> 1. Municipal Services Complaints Handling 2. Community Facility Bookings 3. Traffic Fines 4. Independent Electoral Commission 5. Municipal Services Account Enquiries 6. Value Assist 7. E-Careers

NO.	NAME & ADDRESS OF THE CENTRE	CONTACT PERSON	CONTACT DETAILS	E-MAIL ADDRESS	SERVICES OFFERED
13.	<u>Shallcross</u> 265 Shallcross Road, Shallcross	Supervisor: Senamile Hadebe Customer Service Staff: Shireen Govender Padmini Govender	031 - 3112566 031 - 3112567 Fax: 031 - 4094678	Senamile.Hadebe@durban.gov.za	<u>13 SERVICES</u> 1. Municipal Services Complaints Handling 2. Community Facility Bookings 3. Cash Services 4. Traffic Fines 5. Business Licensing 6. Housing 7. Independent Electoral Commission 8. Municipal Services Account Enquiries 9. Value Assist 10. E-Careers 11. Councillors Support 12. Expanded Public Works Programme 13. Commissioner of Oaths
14.	<u>Klaarwater</u> Ndwadwe St Klaarwater	Supervisor: Senamile Hadebe Customer Service Staff: Thelma Mkhize Sebenzile Hlongwa	031 - 7069609	Senamile.Hadebe@durban.gov.za	<u>09 SERVICES</u> 1. Municipal Services Complaints Housing 2. Traffic Fines 3. Housing 4. Independent Electoral Commission 5. Municipal Services Account Enquiries 6. Value Assist 7. Councillors Support 8. Expanded Public Works Programme 9. Commissioner of Oaths
15.	<u>Kwa-Mnyandu</u> Shop No. 2368-238 341 Griffith Mxenge H/Way, D1968 Umlazi	Supervisor: Senamile Hadebe Customer Service Staff: Sibusiso Mbatha Sibusiso Mvusi Sonto Sibeko Lihle Mwelase Sizakele Conco Mbongeni Gida Musa Khumalo	031 322 2691 031 322 2693 031 322 2692 031 322 2668 031 322 2827	Senamile.Hadebe@durban.gov.za	<u>12 SERVICES</u> 1. Municipal Services Complaints Handling 2. Community Facility Bookings 3. Cash Services 4. Traffic Fines 5. Independent Electoral Commission 6. Rates Enquiries 7. Municipal Services Account Enquiries 8. Value Assist

NO.	NAME & ADDRESS OF THE CENTRE	CONTACT PERSON	CONTACT DETAILS	E-MAIL ADDRESS	SERVICES OFFERED
					9. Pre-Paid Electricity 10. E-Careers 11. Cemeteries 12. Commissioner of Oaths
16.	Umnini Danganya on R102 Umkhomazi 4170	Supervisor: Mxolisi Ngonelo Customer Service Staff: Busi Mvubu Mbuso Ngidi	031 – 976 0765 031 – 976 0779 031 – 976 0757	Mxolisi.Ngonelo@durban.gov.za	12 SERVICES 1. Municipal Services Complaints Handling 2. Community Facility Bookings 3. Traffic Fines 4. Independent Electoral Commission 5. Municipal Services Account Enquiries 6. Value Assist 7. Pre-paid Electricity 8. E-Careers 9. Councillors Support 10. Commissioner of Oaths 11. South African Social Security Agency 12. Department of Home Affairs 13. Department of Social Development 14. Library
17.	Craigieburn Municipal Offices 1 Civic Street Craigieburn	Supervisor: Nicky Koekemoer Customer Service Staff: Jacky Smith Tracey Solomon	0313115407 0313115414 0313115408	Nicky.Koekemoer@durban.gov.za	13 SERVICES 1. Application for Municipal Services 2. Municipal Services Complaints Handling 3. Community Facility Booking 4. Cash Receipts 5. Independent Electoral Commission 6. Rates Enquiries 7. Municipal Services Account Enquiries 8. Value Assist 9. Pre-paid Electricity 10. Town Planning Enquiries 11. E-Careers 12. Councillors Support 13. Commissioner of Oaths

NO.	NAME & ADDRESS OF THE CENTRE	CONTACT PERSON	CONTACT DETAILS	E-MAIL ADDRESS	SERVICES OFFERED
18.	<u>Isipingo</u> 3 Police station Road Electricity Building Isipingo 4110	Supervisor: Celimpilo Zungu Customer Service Staff: Sizakele Ngcobo Nelisiwe Mdletshe Charity Gugushe	Fax: 031-9029801 Tel: 031 - 9023443	Celimpilo.Zungu@durban.gov.za	<u>06 SERVICES</u> 1. Municipal Services Complaints Handling 2. Community Facility Bookings 3. Value Assist 4. E-Careers 5. Cemeteries 6. Commissioner of Oaths
19.	<u>Kingsburgh</u> 11 Mayors Mews Kingsburgh	Celimpilo Zungu Customer Service Staff: Helen Ndlovu Themba Seshange Tracy Solomon Mbali Mavuso Zinhle Linda Brylan Maddocks	0313115844 0313115835 0313115868 0313115808 0313115826 Fax: 0319162111	Celimpilo.Zungu@durban.gov.za	<u>14 SERVICES</u> 1. Municipal Services Complaints Handling 2. Community Facility Bookings 3. Cash Receipts 4. Traffic Fines 5. Business Licensing 6. Housing 7. Independent Electoral Commission 8. Municipal Services Account Enquiries 9. Value Assist 10. Building Plans Submissions 11. Pre-paid Electricity 12. E-Careers 13. Cemeteries 14. Commissioner of Oaths
20.	<u>Lamontville</u> 1 Hull Road Old Township Manager's Office Lamontville	Supervisor: Celimpilo Zungu Philane Ndwalane Musawenkosi Mjaja	031- 469 1467	Celimpilo.Zungu@durban.gov.za	<u>14 SERVICES</u> 1. Municipal Services Complaints Handling 2. Community Facility Bookings 3. Cash Services 4. Traffic Fines 5. Independent Electoral Commission 6. Rates Enquiries 7. Municipal Services Account Enquiries 8. Value Assist 9. E-Careers 10. Cemeteries

NO.	NAME & ADDRESS OF THE CENTRE	CONTACT PERSON	CONTACT DETAILS	E-MAIL ADDRESS	SERVICES OFFERED
					11. Commissioner of Oaths 12. South African Social Security Agency 13. Department of Home Affairs 14. Department of Social Development
21.	Lovu iLovu Municipal Office Lot 10994 Off R603	Supervisor: Celimpilo Zungu Customer Service Staff: Princess Mzimela Thubelihle Mqadi	031- 901 0972 031- 901 074	Celimpilo.Zungu@durban.gov.za	13 SERVICES 1. Municipal Services Complaints Handling 2. Community Facility Bookings 3. Cash Services 4. Traffic Fines 5. Business Licensing 6. Housing 7. Independent Electoral Commission 8. Municipal Services Account Enquiries 9. Value Assist 10. E-Careers 11. Councillors Support 12. Commissioner of Oaths 13. Library
22.	Umbumbulu Road P725 (WORKS) Umbumbulu 4152	Supervisor: Celimpilo Zungu Customer Service Staff: Sindisiwe Msomi Sithiwe Nxumalo	031- 9150 637	Celimpilo.Zungu@durban.gov.za	08 SERVICE 1. Municipal Services Complaints Handling 2. Community Facility Bookings 3. Independent Electoral Commission 4. Value Assist 5. E-Careers 6. Councillor's Support 7. Expanded Public Works Programme 8. Commissioner of Oaths

WESTERN AREA

NO.	NAME & ADDRESS OF THE CENTRE	CONTACT PERSON	CONTACT DETAILS	E-MAIL ADDRESS	SERVICES OFFERED
23.	<u>Pinetown</u> 60 Kings Road Pinetown	Supervisor: Bongiwe Ndlovu Customer Service Staff: Nonhlanhla Makhoba Xoliswa Hlongwa Mbuso Mkhwanazi	031-3116114 031 311 6286 031-3116115	Bongiwe.Ndlovu@durban.gov.za	<u>18 SERVICES</u> 1. Municipal Service Complaints Handling 2. Community Facility Bookings 3. Cash Services 4. Traffic Fines 5. Business Licensing 6. Housing 7. Independent Electoral Commission 8. Rates Enquiries 9. Municipal Service Account Enquiries 10. Value Assist 11. Building Plans Submissions 12. Pre-paid Electricity 13. Town Planning Enquiries 14. Business Support 15. E-Careers 16. Cemeteries 17. Council Support 18. Commissioner of Oaths
24.	<u>KwaDabeka</u> KwaDabeka Hostel Complex	Supervisor: Thabisile Mavuso Customer Service Staff: Ntombifuthi Ndlazi Nonhle Xaba Thandiwe Blose	031 3112600 031 3112605	Thabisile.Ntshingila@durban.gov.za	<u>11 SERVICES</u> 1. Municipal Service Complaints Handling 2. Community Facility Bookings 3. Cash Services 4. Traffic Fines 5. Housing 6. Independent Electoral Commission 7. Municipal Service Account Enquiries 8. Pre-paid Electricity 9. Cemeteries 10. Council Support 11. Commissioner of Oaths

NO.	NAME & ADDRESS OF THE CENTRE	CONTACT PERSON	CONTACT DETAILS	E-MAIL ADDRESS	SERVICES OFFERED
25.	<u>Archie Gumede Thusong</u> 1106 Zazi Road Clermont	Supervisor: Chris Hlatswayo Customer Service: Staff Zandile Sikhakhane Buhle Njoko Mpume Thusi Nonjabulo Makhanya (intern) Lwazi Mhlungu (Intern)	031-3112549 031-3112561 Fax: 0317071680	Chris.Hlatswayo@durban.gov.za	<u>11 SERVICES</u> 1. Municipal Service Complaints Handling 2. Community Facility Bookings 3. Traffic Fines 4. Independent Electoral Commission 5. Municipal Service Account Enquiries 6. E-Careers 7. Council Support 8. Commissioner of Oaths 9. South African Social Security Agency 10. Department of Social Development 11. Department of Home Affairs
26.	<u>Zwelibomvu</u> 41333 Old Richmond Road Zwelibomvu	Supervisor: Thabisile Mavuso Customer Service Staff Ayanda Vezi Lwazi Mhlungu	031 703 6500 031 703 6511	Thabisile.Ntshingila@durban.gov.za	<u>10 SERVICES</u> 1. Application for Municipal Services 2. Municipal Service Complaints Handling 3. Cash Services 4. Business Licensing 5. Housing 6. Independent Electoral Commission 7. Pre-paid Electricity 8. Cemeteries 9. Council Support 10. Commissioner of Oaths
27.	<u>Mpumalanga</u> Township Manager Office Shezi Road Mpumalanga	Supervisor: Philani Nyawose Customer Service Staff: Joseph Kweyama Dumisani Hlophe	031-3112683 031-3112685 Fax: 0317710052	Philani.Nyawose@durban.gov.za	<u>10 SERVICES</u> 1. Municipal Service Complaints Handling 2. Community Facility Bookings 3. Traffic Fines 4. Housing 5. Independent Electoral Commission 6. Building Plans Submissions 7. E-Careers 8. Cemeteries 9. Expanded Public Works Programme 10. Commissioner of Oaths

NO.	NAME & ADDRESS OF THE CENTRE	CONTACT PERSON	CONTACT DETAILS	E-MAIL ADDRESS	SERVICES OFFERED
28.	<u>Nagina</u> 3 Soni Road Nagina Pinetown South	Supervisor: Thabisile Mavuso Customer Service Staff: Joseph Kweyama Dumisani Hlophe	031-7065823 031-7065824 031-7065825	Thabisile.Ntshingila@durban.gov.za	<u>12 SERVICES</u> 1. Municipal Service Complaints Handling 2. Community Facility Bookings 3. Cash Services 4. Traffic Fines 5. Business Licensing 6. Independent Electoral Commission 7. Rates Enquiries 8. Municipal Service Account Enquiries 9. Value Assist 10. Cemeteries 11. Council Support 12. Commissioner of Oaths
29.	<u>Ntshongweni</u> Community Hall	Supervisor: Thabisile Mavuso Customer Service Staff: Sifiso Ngcongo Vusi Nkosi	031 775 1409	Thabisile.Ntshingila@durban.gov.za	<u>08 SERVICES</u> 1. Municipal Service Complaints Handling 2. Community Facility Bookings 3. Independent Electoral Commission 4. Municipal Service Account Enquiries 5. Pre-paid Electricity 6. Cemeteries 7. Council Support 8. Commissioner of Oaths
30.	<u>Sankontshe</u> Municipal Building	Supervisor : Philani Nyawose	073 504 3796 031 – 772 1871	Thabisile.Ntshingila@durban.gov.za	<u>08 SERVICES</u> 1. Municipal Service Complaints Handling 2. Traffic Fines 3. Independent Electoral Commission 4. Municipal Service Account Enquiries 5. Pre-paid Electricity 6. Cemeteries 7. Council Support 8. Commissioner of Oaths

NO.	NAME & ADDRESS OF THE CENTRE	CONTACT PERSON	CONTACT DETAILS	E-MAIL ADDRESS	SERVICES OFFERED
31.	<u>Molweni</u> 415 Bhejane Road Molweni	Supervisor: Chris Hlatswayo Customer Service Staff: Maureen Ntshangase	031 776 3053	Chris.Hlatshwayo@durban.gov.za	<u>09 SERVICES</u> 1. Municipal Service Complaints Handling 2. Community Facility Bookings 3. Traffic Fines 4. Independent Electoral Commission 5. Municipal Service Account Enquiries 6. Pre-paid Electricity 7. Cemeteries 8. Council Support 9. Commissioner of Oaths
32.	<u>Emaphephetheni</u> <u>Next to Post Office</u>	Supervisor: Chris Hlatswayo Customer Service Staff: Thobani Gwala	076 245 2796	Chris.hlatshwayo@durban.gov.za	<u>11 SERVICES</u> 1. Municipal Service Complaints Handling 2. Community Facility Bookings 3. Cash Services 4. Traffic Fines 5. Business Licensing 6. Housing 7. Independent Electoral Commission 8. Pre-paid Electricity 9. Cemeteries 10. Council Support 11. Commissioner of Oaths
33.	<u>Fredville</u> Michael Gwala Community Centre	Supervisor: Philani Nyawose Customer Service Staff: Zethu Gasas	083 583 3873 031 312 9669	Philani.Nyawose@durban.gov.za	<u>10 SERVICES</u> 1. Municipal Service Complaints Handling 2. Community Facility Bookings 3. Traffic Fines 4. Housing 5. Independent Electoral Commission 6. Business Plan Submission 7. E-Careers 8. Cemeteries 9. Expanded Public Works Programme 10. Commissioner of Oaths

NO.	NAME & ADDRESS OF THE CENTRE	CONTACT PERSON	CONTACT DETAILS	E-MAIL ADDRESS	SERVICES OFFERED
34.	<u>Hillcrest</u> 22 Delamore Road Hillcrest	Supervisor: Bonggi Miya Customer Service Staff: Nqaba Mhlanga	031-3112716 031-3112717 031-3112718 031-3112752	Bonggi.Miya@durban.gov.za	<u>18 SERVICES</u> 1. Application for Municipal Services 2. Municipal Service Complaints Handling 3. Community Facility Bookings 4. Cash Services 5. Traffic Fines 6. Business Licensing 7. Independent Electoral Commission 8. Rates Enquiries 9. Municipal Services Account Enquiries 10. Value Assist 11. Business Plans Submission 12. Pre-paid Electricity 13. Town Planning Enquiries 14. E-Careers 15. Cemeteries 16. Council Support 17. Commissioner of Oaths 18. Library

ANNEXURE D

CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE / VOLUNTARY DISCLOSURE [Section 14(1)(e)]

[These records are automatically available without a person having to request access in terms of the Act, but where appropriate remain subject to review by the Information Officer in terms of section 15(4) of the Act.]

Cost: The cost of production of the information below may be charged by Council: -

1. Annual Communications Plan
2. Annual Report
3. Bus routes and timetables
4. By-Laws
5. Citizen Action Support Programme Final Report
6. Citizen Action Support Programme Project Plan
7. Citizen Action Support Programme Terms of Reference
8. Community Participation and Action Support Unit Annual Report
9. Community Participation Policy
10. Communications Strategy
11. Consolidated Annual Financial Statements
12. Council Minutes and Agendas
13. Draft Guidelines for ad-hoc Grants in-aid
14. Draft Poverty Alleviation Policy
15. eThekwini Youth Development Policy
16. Financial Budgets
17. Gender Policy Framework for eThekwini Municipality
18. General Insurance Fund Policy
19. Grants-in-aid Policy
20. ID Project Conceptualisation
21. Long Term Development Framework and Integrated Development Plan
22. Lists of caterers and service providers used for events within the municipality
23. List of all SA towns and cities that have co-operation with the eThekwini
24. List of all events held within the City
25. MOU's signed within International Sister Cities
26. Personal Building Plans
27. Potable Water Test Results

28. Property Matters
 - Scheduled Trade Permits

29. Operational Statistics and Records:
 - Scheduled Trade Information
 - Air Quality and Environmental Monitoring Information

30. Report on: The assessment of the food security and poverty alleviation programme of eThekwini Municipality
31. Resolutions of council for approval of large events
32. Road maps and plans for future road development

33. Statement of Work - Citizen Action Support Programme for the eThekwini Municipality Area-Based Management Programme

34. Tariff Tables
35. Tender briefs for events

36. Town Planning
 - Town Planning Zoning (incl. maps) & Regulations
 - Application Processes, fees and guidelines
 - Details of current special consent applications
 - Zoning certificates
 - Policy
37. Building Plans
 - Application processes, forms and fees
 - Minimum submission standards
 - Minor building work schedule
 - Copies of building plans (property owner only)
 - Policy
38. Subdivision and Sectional Title
 - Sectional Records
 - Register of Subdivisions
39. Signage
 - Policy-Application processes and fees
 - Extracts from SAMOAC
40. Environment
 - Policy
41. Tariffs for water and wastewater

ANNEXURE E

SUBJECTS AND CATEGORIES OF RECORDS HELD BY MUNICIPALITY

[These records are available subject to a person having to request access in terms of the Act and subject to such information not being excluded from disclosure in terms of the act.]

1. Infrastructure

- 1.1 Electricity distribution layouts
- 1.2 Geographical Information Systems
- 1.3 Landfill sites - future and existing sites
- 1.4 Entire Water or Waste Water Network systems information
- 1.5 Fibre Optic Cable Route
- 1.6 Final Effluent Results and data on Waste Water Treatment Flow (Water and Sanitation Unit)
- 1.7 Water Analysis for Internal Analysis (Water and Sanitation Unit)
- 1.8 Notes from Computer Programs (Water and Sanitation Unit)
- 1.9 Employees Cell Phone numbers: Private or Council Cell Phone numbers (Water and Sanitation Unit)
- 1.10 Photographs at Treatment Works, only when accompanied by appropriate Management (Water and Sanitation Unit)
- 1.11 Pump Station information (Water and Sanitation Unit)
- 1.12 Pressure required information (Water and Sanitation Unit)
- 1.13 Pressure required information (Water and Sanitation Unit)
- 1.14 Statistical information (Water and Sanitation Unit)
- 1.15 Building Plans: Management may only give out decisions and recommendations made by ESW regarding the approval or non- approval of the plans (Water and Sanitation Unit)
- 1.16 Infrastructure: what the status of installation are (Water and Sanitation Unit)
- 1.17 Non Public Access Depots: Location, Names of staff, Contact numbers (Water and Sanitation Unit)
- 1.18 Attorney requesting information other than a request regarding a consumers account details, routine enquiries only (Water and Sanitation Unit)

2. Social Services

- 2.1 Old Age Homes
- 2.2 Social Work

3. Financial Information

- 3.1 Tariffs
- 3.2 Ticket pricing and income
- 3.3 Subsidy income
- 3.4 Electricity Tariff details
- 3.5 Estimates
- 3.6 VAT Records
- 3.7 Invoices and supporting documentation
- 3.8 Bank statements and records of investments held
- 3.9 Pension Funds: Annual Reports & Financial Statements
- 3.10 Details of turnover and salaries paid by levy payers
- 3.11 Debtors statements and financial history
- 3.12 Council bank Reconciliations
- 3.13 Details of payments made to creditors
- 3.14 Rentals levied and arrears situation
- 3.15 Details of fine income
- 3.16 Tariffs for the use of municipal facilities
- 3.17 Tariffs and income details
- 3.18 Water Loss Insurance Claim
- 3.19 Audit Matters

4. Human Resources Records

- 4.1 UIF Records
- 4.2 Staff vacancy circulars and advertisements
- 4.3 Human resource policies and procedures
- 4.4 Salary and remuneration package details
- 4.5 Leave records
- 4.6 Councillors' Allowances details
- 4.7 Medical Records of Patients i.e. employees
- 4.8 Health: Training, Promotion & Education

5. Operational Statistics and Records

- 5.1 Statistical information
- 5.2 Route patronage
- 5.3 Electricity disconnection/reconnection statistics
- 5.4 Strategic plans and statistical information relating:
 - √ Roads
 - √ Storm Water and Coastal Engineers
 - Master Drainage Plans
 - Catchment Management Plan
 - Storm Water Complaints Database
 - √ Traffic and Transportation
 - Architectural Services
- 5.5 Registration and Inspection results
- 5.6 Contingency and Strategic Emergency Plans
- 5.7 Monthly Statistics
- 5.8 Operational Emergency Procedures
- 5.9 Legal opinions and litigation files
- 5.10 Environmental Health Matters & Nuisances
- 5.11 Clinics: Statistical Information
- 5.12 Housing: backlog situation and future plans
- 5.13 Details of evictions
- 5.14 Libraries Archival collection
- 5.15 Market Turnover
- 5.16 Market Prices
- 5.17 Market Stock levels
- 5.18 Market Sales information
- 5.19 Fines processing details i.e. fines, summons, court rolls etc.
- 5.20 Motor vehicle testing and license records
- 5.21 Contravention and Prosecutions
- 5.22 Accident records
- 5.23 Arrest Statistics
- 5.24 Traffic impact assessment and traffic signal information and CCTV footage
- 5.25 Tonnage collected
- 5.26 Water consumption records
- 5.27 Water services disconnection and reconnection details
- 5.28 Electricity supply agreements
- 5.29 Trade effluent information
- 5.30 Laboratory Private Clients, results for private clients will be available to that client or his designated representative only.
- 5.31 Pollution Test results
- 5.32 ISO results, Internal Quality Control Testing

6. Municipal Services and Customer Records

- 6.1 Customers' application, registration and consumption details
- 6.2 Libraries Membership details
- 6.3 Private Plumbing Contractors: Income, Contact Details or Work references

7. Property Matters

- 7.1 Building Plans
- 7.2 Town Planning applications and consents
- 7.3 Town Planning enforcement records
- 7.4 Geographical Information
- 7.5 Information on Council owned land with particular reference to measures taken to prevent the illegal invasion and settlement on the land
- 7.6 Valuation Rolls
- 7.7 Lease agreements for properties rented by the Municipality
- 7.8 Lease agreements for properties rented to the Municipality
- 7.9 Title deed of municipal properties
- 7.10 Applications to lease or purchase property
- 7.11 Acquisition of property for municipal usage including expropriations
- 7.12 Allocations of social sites to religious/individual organisations
- 7.13 Information on sale of commercial/non-commercial property within the municipal area
- 7.14 Property holdings of the municipality

8. General Statistics, Surveys and Audits

- 8.1 Environmental Impact Assessments
- 8.2 Demographic data
- 8.3 Social Information
- 8.4 Economic information of the region
- 8.5 Accident records
- 8.6 Accident Statistics and reports
- 8.7 Flood lines and Rainfall and Stream-flow Statistics
- 8.8 Major Hazard Installation Risk Assessments
- 8.9 Diseases
- 8.10 Details of current housing owners/tenants
- 8.11 Occupational Health & Safety Audit of Municipal Buildings
- 8.12 Fire Risk surveys of Municipal Buildings
- 8.13 Occupational Hygiene reports on municipal properties
- 8.14 Records of investigations conducted and their outcomes
- 8.15 Water quality of beaches, pools, fountains etc.
- 8.16 Audit reports i.e. forensic, computer and risk audit

9. Municipal Plans and Policy Decisions

- 9.1 Legislation affecting Local Government including by-laws
- 9.2 Health Policy Issues

10. Procurement Records

- 10.1 Details of quotations obtained
- 10.2 Copies of tenders advertised and awarded
- 10.3 Database of suppliers' registration for tendering purposes
- 10.4 Details of tenders/contracts awarded
- 10.5 Standards of performance of security tenders

eThekweni Municipality

REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY
 (Section 18(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)
[Regulation 6]

A. PARTICULARS OF PUBLIC BODY

Information Officer

Name & Designation	Postal Address	Physical Address	Telephone Number	E-mail Address
S Nzuz City Manager	PO Box 1014 Durban 4000	City Hall, Dr Pixley KaSeme Street Entrance, Durban	031-3112130/2	Sipho.Nzuz@durban.gov.za

Deputy Information Officer

Name & Designation	Postal Address	Physical Address	Telephone Number	E-mail Address
A Seheri Head: City Administration	PO Box 1014 Durban 4000	City Hall, Dr Pixley KaSeme Street Entrance, Durban Room 5	031-3112390/1	adele.seheri@durban.gov.za

FORM A

REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY

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

(Act No. 2 of 2000)

[Regulation 6]

<p>FOR DEPARTMENTAL USE</p> <p>Reference Number: _____</p> <p>Request received by _____ (State rank, name and surname of Information Officer/Deputy Information Officer) on (date) _____ at (place) _____.</p> <p>Request fee (if any): R.....</p> <p>Deposit (if any): R.....</p> <p>Access fee: R.....</p> <p>_____</p> <p>SIGNATURE OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER.</p>

A. Particulars of Public Body

The Information Officer/Deputy Information Officer

B. Particulars of person requesting access to the record

<p>(a) <i>The particulars of the person who requests access to the record must be given below.</i></p> <p>(b) <i>The address and/or fax number in the Republic to which the information is to be sent, must be given.</i></p> <p>(c) <i>Proof of the capacity in which the request is made, if applicable, must be attached.</i></p> <p>Full name and surname: _____</p> <p>Identity Number: _____</p>

Postal address: _____

Fax Number: _____

Telephone 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

Full Name and Surname: _____
*This section must be completed **ONLY** if a request for information is made on behalf of another person*
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, 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 (see overleaf)

G. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved/denied. If you wish to be informed 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 on the decision regarding your request to the record?

Signed at _____ this _____ day of _____
20____

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

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 below, state your disability and indicate in which form the record is required					
Disability:			Form in which record is required:		
Mark the appropriate box with an X					
NOTES:					
(a) Compliance with your request for access in the specified form may depend on the form in which the record is available					
(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form					
(c) The fee payable for access to the record, if any will be determined partly by the form in which access is requested					
1. If the record is in written or printed form:					
		Copy of Record*		Inspection of record	
2. If record consists of visual images; (This includes photographs, slides, video recordings, computer-generated images, sketches etc.)					
		View the images		Copy of the images*	
				Transcription of images*	
3. If record consists of recorded words of information which can be reproduced in sound:					
		Listen to sound track(Audio cassette)		Transcription of soundtrack* (written or printed document)	
4. If record is held on computer or in an electronic machine-readable form:					
		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 of transcription of record (above), do you wish the copy of transcription to be posted to you Postage is payable				YES	NO
Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available					
In which language would you prefer the record _____					

FEES PAYABLE

(In terms of Regulation 187 dated 15 February 2002)

REQUEST FEE, OTHER THAN PERSONAL REQUESTER	R35
REPRODUCTION/ACCESS FEES The manual: For every photocopy of an A4-size page or part thereof. Also any other A4-size photocopy	60c
Every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	40C
For a copy in a computer-readable form on: stiffy disc compact disc	R5 R40
Transcription of visual images, for an A4-size page or part thereof	R22
For a copy of visual images	R60
For a transcription of an audit record for an A4-size page or part thereof	R12
For a copy of an audio record.	R17

To search for and prepare the record for disclosure, R15 for each hour or part of an hour, excluding the first hour, reasonably required for search and preparation.

For the purpose of Section 22(2) of the Act, the following applies: -

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

The actual postage is payable by the requester when a copy of a record must be posted.

FORM B

eThekwini Municipality

NOTICE OF INTERNAL APPEAL

(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 PUBLIC BODY

Information Officer

Name & Designation	Postal Address	Physical Address	Telephone Number	E-mail Address
Mr. S Nzuz City Manager	PO Box 1014 Durban 4000	City Hall, Dr Pixley KaSeme Street Entrance, Durban	031-3112130/2	Sipho.Nzuz@durban.gov.za

Deputy Information Officer

Name & Designation	Postal Address	Physical Address	Telephone Number	E-mail Address
Ms A Seheri Head: City Administration	PO Box 1014 Durban 4000	City Hall, Dr Pixley KaSeme Street Entrance, Durban Room 5	031-3112390/1	adele.seheri@durban.gov.za

B. PARTICULARS OF REQUESTER/THIRD PARTY WHO LODGES THE INTERNAL APPEAL

- | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| a) The particulars of the person who lodges 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 who originally requested the information, the particulars of the requester must be given at 'C' below. |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Full Names and Surname:

Identity Number:

Postal Address:

.....

.....

Telephone Number:

Fax 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:

D. THE DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED

Mark the decision against which the internal appeal is lodged with the "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 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 as requested by the requester.
	Decision to grant request for access.

E. 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.

1. State the grounds upon which the internal appeal is based.

.....
.....
.....
.....

2. State any other information that may be relevant in considering the appeal.

.....

F. NOTICE OF DECISION ON APPEAL

You will be notified in writing of the decision on your internal appeal. 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.

1. State the manner
 2. Particulars of manner
-
-

Signed at this day of 20.....

.....
SIGNATURE OF APPELLANT

<p>FOR DEPARTMENTAL USE</p> <p>OFFICIAL RECORD OF INTERNAL APPEAL</p> <p>Appeal received on: (date)</p> <p>by</p> <p>.....</p> <p>(State rank, name and surname of Information Officer/Deputy Information Officer)</p> <p>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 records relate, submitted by the Information Officer/Deputy Information Officer on(date) to the relevant authority.</p> <p>OUTCOME OF APPEAL</p>
