



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 2026. Elections determine the party's representation on Council and currently consist of 219 councillors as set out below:

African National Congress	95 seats
Democratic Alliance	58 seats
Inkatha Freedom Party	16 seats
EFF	24 seats
AIC	2 seats
Minority Front	1 seats
African Christian Democratic Party	2 seats
DLC	1 seat
MOSA	1 seat
Truly Alliance	1 seat
AL JAMA-AH	1 seat
ASA	4 seats
ABC	2 seats
ACC	2 seats
ADEC	1 seat
APF	1 seat
ATM	1 seat
JEP	1 seat
KZNI	1 seat
PFP	1 seat
PRM	1 seat
NFP	1 seat
UIM	1 seat
VF PLUS	1 seat

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 which is thereafter ratified by Council. The Committees and Sub-committees that report to EXCO are:

Economic Development and Planning Committee
Human Settlements and Infrastructure Committee
Finance and Procurement Committee
Community and Emergency Services Committee
Governance and Human Resources Committee
Municipal Public Accounts Committee
Ethics Committee

The City Manager is the **Administrative Head** and the Accounting Officer of the Municipality. The first three levels of the organizational 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 OFFICERS IN TERMS OF SECTION 14(1)(B)

Information Officer

Name & Designation	Postal Address	Physical Address	Telephone Number	E mail Address
M Mbhele Acting City Manager	PO Box 1014 Durban 4000	City Hall, Dr Pixley KaSeme Street Entrance, Durban	031- 3112130/2	Musa.Nzuza@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

Website

www.durban.gov.za

eMail Address

assist@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/renders 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 providers.

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 would 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 R100 (one-hundred 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 H** 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/Does 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 I 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 concentrate on involving the community in the Council's public processes and planning such as the finalisation of the annual budget and the annual IDP review.

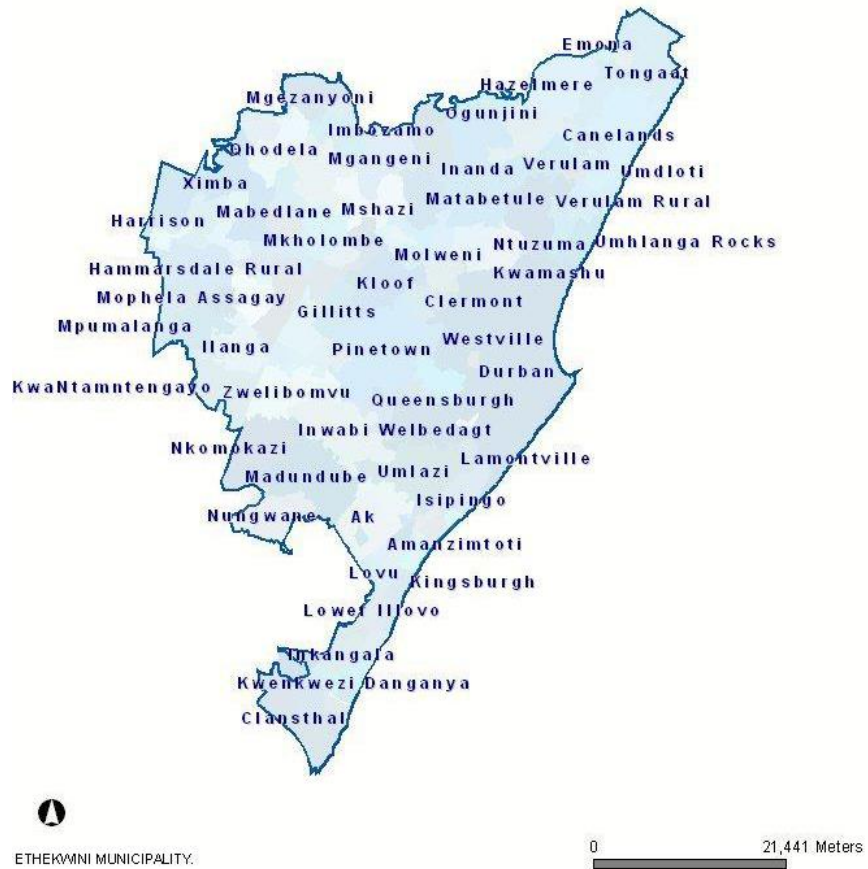
The Municipality may use the following methods to engage in public participation:

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

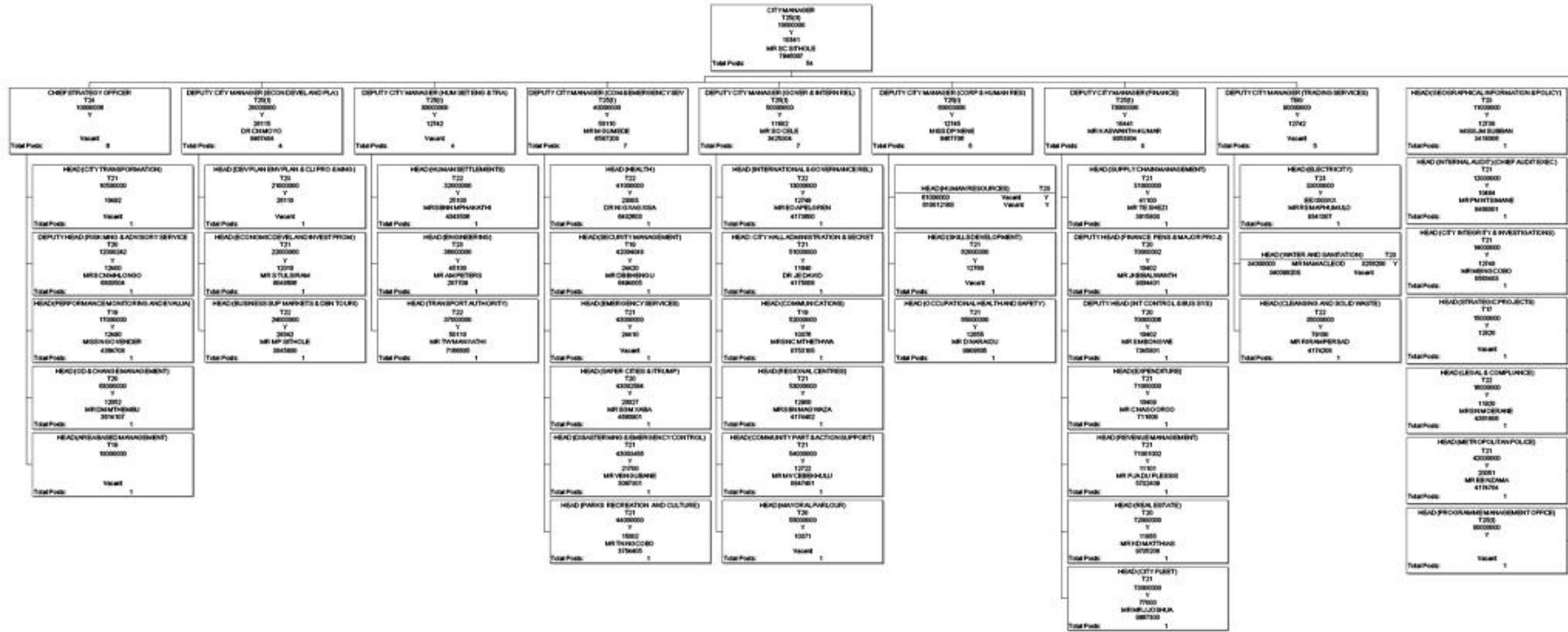
OTHER INFORMATION AS PRESCRIBED IN TERMS OF SECTION 14(1)(I)

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

ANNEXURE A



eTHEKWINI MUNICIPALITY 1ST LEVEL



**ANNEXURE C
REGIONAL CENTRES**

MANAGEMENT LIST

POSITION	PHYSICAL ADDRESS	SECRETARY	TELEPHONE	CELLPHONE	FAX NO.	EMAIL
MR HARRY HARIPERSAD MANAGER : <u>NORTH</u>	VERULAM ONE STOP SHOP Market Plaza 151 Wick Street Verulam	Vaneshree Gungadu (Interim)	031 322 1730 031 322 1769	083 447 2051	032- 5339945	Haripersadh@durban.gov.za GungaduV@durban.gov.za
JOY NGCOBO SENIOR CUSTOMER SERVICES OFFICER	INK OFFICES Malandela and E1139 Ntombela Road, Kwamashu		031 3114611	0783977507		Joy.ngcobo@durban.gov.za
MS PHINDILE MDLETSHE MANAGER : <u>SOUTH</u>	KINGSBURGH ONE STOP SHOP 11 Mayors Mews Kingsburgh		031 3115785 031 3115813	083 780 1216- (P) 083 447 2050- (O)	9162111	MdletsheP@durban.gov.za NeneS@durban.gov.za
MS LUNGI KHUZWAYO MANAGER : <u>WEST</u> Bongi Miya, Senior Customer Care Official (Inner West) Victus Jama, Senior Customer Care Official (Outer West)	PINETOWN ONE STOP SHOP 60 Kings Road Pinetown 3600	Beauty Sedumedi	031 3116113 031 3116104 0814611036	0785728646 (O) 0833529763 0824567168	311 6341	Lungi.Khuzwayo@durban.gov.za Bongi.Miya@durban.gov.za Victus.Jama@durban.gov.za

SIZAKALA CENTRES

NORTHERN AREA

NO	CENTRE	SUPERVISOR / INTERIM SUPERVISOR	ASSISTANTS	PHYSICAL ADDRESS	TELEPHONE NO.	CELLPHONE	FAX NUMBER	EMAIL
1	Besters First stop Shop		Patience Ndlovu Nonhlanhla Makhanya Solomuzi Mahlobo	Electricity Customer Service Centre Cnr MR54 & MR457 Besters	031-5072681	082 685 0934 076 742 1516 078 6711 884	-	MakhanyaN@durban.gov.za MahloboS@durban.gov.za
2	Hambanathi Rural		M Sibiya	579 Nkosibomvu Road Hambanathi	031 322 1689	0845551140	-	Sibiyamp@durban.gov.za
3	Inanda C Section First Stop Shop		Susan Sithole	125 Inanda C Section, Inanda	031-5190991	0872 839 1201	-	SitholeS@durban.gov.za
4	KwaMashu First Stop Shop		Slindile Ndaba Sibongile Carol Nzuza	Malandela & E1139 Ntombela Road KwaMashu	031-3221819	084 298 7703 078 666 2953	-	Ndabas@durban.gov.za
5	Ntuzuma First Stop Shop	TEMPORARILY CLOSED		20 Ntuzuma Access Road Ntuzuma	031-5095289/ 031- 509 5286		-	MahloboS@durban.gov.za
6	Phoenix First Stop Shop		Vassie Pillay Julie Naidoo Sindy Mdletshe	Billing Office 145 Longcroft Drive Phoenix	031-5009254	0842837411 084 0354900	031 5009202	PillayV@durban.gov.za NaidooJulie@durban.gov.za
7	Tongaat First Stop Shop	M Govender (Shireen)	Sureka Rampersad	Municipal Office 325 Main Road Tongaat	031 322 1643 031 322 1644	0845551140	032-9441154	GovenderL@durban.gov.za
8	Verulam One Stop Shop	Malindi Dlamini	Pam Chitray Meera Subramanian Tracy Reddy Anesh Mirzaye (Elect)	Market Plaza 151 Wick Street Verulam	031 322 1745 031 322 1768 031 322 1784 031 322 1767 031 311 1780	0823416391 074 130 8737 073 350 4968 083 544 3801 079 508 2600	032 - 5337988	BiyelaS@durban.gov.za
9	Umhlanga First Stop Shop		Sandra Vadivalu Zohara Abdool	5 Lagoon Drive Umhlanga Rocks	031-311 6084 031 311 6085	083 778 4784 084 734 9436	031-5611417	VadivaluS@durban.gov.za

SOUTHERN AREA

NO.	CENTRE	SUPERVISOR/INTERIM SUPERVISOR	ASSISTANTS	PHYSICAL ADDRESS	TELEPHONE NO.	CELLPHONE	FAX NUMBER	EMAIL
10	Chatsworth First Stop Shop		Priscilla Moyo	Finance Office 16 Main Street Township Centre Chatsworth	031-4011246	0788661334		moyop@durban.gov.za
11	Craigieburn First Stop Shop	Nicky Koekemoer	Princess Mzimela Steven John	Municipal Offices 1 Civic Street Craigieburn	031-3115407 031-3115406	0846265508	039 9796051	koekemoerC@durban.gov.za
12	Isipingo First Stop Shop	Senamile Hadebe	Sindiswe Cele	Electricity Service Centre 3 Police Station Road	031-9023443	0842878410	031-9029801	HadebeS@durban.gov.za
13	Kingsburgh One Stop Shop	Reshma Naidoo	Bryan Maddocks Helen Ndlovu Themba Sishange	11 Mayors Mews Kingsburgh	031-3115844 031-3115835 031-3115868 031-3115808	0765615036	031-9162111	NaidooR@durban.gov.za
14	Lamontville First Stop Shop		Philane Ndwalane	1 Hull Road Old Township Managers Office Lamontville	031-4691469		031-4690896	NdwalaneP@durban.gov.za
15	Shallcross First Stop Shop		Shireen Govender Padmini Govender	265 Shallcross Road, Shallcross	031-3112566 031-3112567		031-4094678	GovenderJ@durban.gov.za
16	Umbumbulu Rural		Sizakele Ngcobo	Road P725 (WORKS) Umbumbulu 4150	031-9150637	0732834581	031-9150208	NgcoboSizo@durban.gov.za
17	Umlazi Megacity One Stop Shop	Joy Ngcobo	Hlengiwe Majola Lucia Malinga Sbonelelo nene	Umlazi Megacity 50 Mangosuthu Highway Umlazi	031-3115184 3115200 3115197 311 5199	0836920862	031 3115214	ngcoboJ@durban.gov.za
18	Vumengazi Rural		Janet Mbambo	Ngonyameni Vumengazi Tribal Court	083 992 0939			
19	Danganya Umgababa Rural		Busi Mvubu	Area 5 Danganya on R102 Umkhomazi 4170	083 316 3497			

WESTERN AREA

NO	CENTRE	SUPERVISOR/INTERIM SUPERVISOR	ASSISTANTS	PHYSICAL ADDRESS	TELEPHONE NO.	CELLPHONE	FAX NUMBER	EMAIL
20	Chesterville First Stop Shop		Nonhlanhla Gcwensa	Billing Office Off Wiggins Road Chesterville	031-2640338			
21	Clermont Thusong Centre	Chris Hlatswayo	Zandile Sikhakhane	1106 Zazi Road Clermont	031-3112549 031-3112561	083 965 1103 072 299 6242	031-707 1680	hlatswayoC@durban.gov.za
22	Fredville Rural		Siyabonga Ngobese Zethu Gasa	Michael Gwala Community Centre	031-7835158	072 500 2141		
23	Hillcrest One Stop Shop		Frith Meyers Nqaba Mhlanga	22 Delamore Road Hillcrest	031-3112716 031-3112717 031-3112718		031- 7655389	WalkerL@durban.gov.za
24	Klaarwater First Stop Shop		Thelma Mtshazo	Ndwadwe St Klaarwater	031-7069609	0733803596		
25	Kwadengezi First Stop Shop		Sbongile Mtshali		031-7045026	0783161573		
26	KwaXimba Rural		Xolisiwe Patricia Ntombela	Eddie Hagan Drive KwaXimba	031 3112605	082 667 5008		
27	Kwadabeka First Stop Shop		Ntombifuthi Ndlazi	Kwadabeka Hostel Complex	031 3112600 031 3112605	072 391 4784		
28	Mpumalanga One Stop Shop	Victus Jama	Sbu Chonco	Township Managers Office Shezi Road Mpumalanga	031-3112683 031-3112685	082 4567168	031-771 0052	choncos@durban.gov.za
29	Nagina First Stop Shop		Joseph Kweyama	3 Soni Road Nagina Pinetown South	031-7065823 031-7065824 031-7065825	073 352 1559		kweyamaj@durban.gov.za
30	Ntshongweni Dam Rural		Sifiso Ngcongo Vusi Nsele	Community Hall	031-7751409	078 4158667		
31	Pinetown One Stop Shop	Bongiwe Thusi	Nonhlangla Makoba Simphiwe Meyiwa Ntombifuthi Ndlanzi Mpume Thusi Zam Mhkize Bongiwe Msomi	60 Kings Road Pinetown	031-3116114 031-3116115		031- 3116111	ThusiMB@durban.gov.za
32	Sankontshe		Siphiwe Mzobe	Municipal Building	031-7721871			

	Rural		Siyabonga Ngobese					
33	Upper Molweni Rural		Maureen Ntshangase	415 Bhejane Road Molweni		0825005039		
34	Emaphephethweni Rural		Thobani Gwala	Next to Post Office	076 245 2796	076 245 2796		
35	Zwelimbomvu Rural	Nelisiwe Magcaba			083 594 024			

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 At.]

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
 - 5.4 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
 - 5.21 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

ANNEXURE F

eThekwini 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
M Mbhele Acting City Manager	PO Box 1014 Durban 4000	City Hall, Dr Pixley KaSeme Street Entrance, Durban	031-3112130/2	Musa.Mbhele@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

ANNEXURE G

FORM 2
REQUEST FOR ACCESS TO RECORD
 [Regulation 7]

Note:

1. Proof of identity must be attached
2. If requests made on behalf of another person, proof of such authorisation, must be attached.

TO: The Information Officer

(Address)

Email address: _____
 Fax number: _____

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person

PERSONAL INFORMATION			
Full Names:			
Identity Number:			
Capacity in which request is made (when made on behalf of another person)			
Postal Address:			
Street Address:			
Email Address:			
Contact Numbers:	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request are made (<i>if applicable</i>)			
Identity Number:			
Postal Address:			
Street Address:			
Email Address:			
Contact Numbers:	Tel. (B):		Facsimile:
	Cellular:		

PARTICULARS OF RECORD REQUESTED

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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)

Description of record or relevant part of the record:	
Reference number, if available:	
Any further particulars of record:	

TYPE OF RECORD

(Mark the applicable box with an "X")

Record is in written or printed form	
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

FORM OF ACCESS

(Mark the applicable box with an "X")

Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Copy of record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

MANNER OF ACCESS

(Mark the applicable box with an "X")

Personal inspection of record at registered address of public body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
Email of information (including sound tracks if possible)	
Cloud share/file transfer	
Preferred language:	

(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	
--	--

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED	
If the provided space is inadequate, please continue on a separate page and attach it to this form. The requester must sign all the additional pages	
Indicate which right is to be exercised or protected:	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
a)	A request fee must be paid before the request is considered.
b)	You will be notified of the amount of the access fee to be paid.
c)	The fee payable for access to the 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:	

You will be notified in writing whether your request has been approved or denied and if approved, the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (please specify

Signed at _____ this _____ day of _____ 20____

Signature of requester / person on whose behalf request is made

.....
FOR OFFICIAL USE

Reference Number:	
Request received by: (state rank, name and surname of information officer)	
Date Received:	
Access Fees:	
Deposit (if any):	

Signature of information officer

ANNEXURE H

FORM 3
OUTCOME OF REQUEST AND OF FEES PAYABLE
 [Regulation 8]

Note:

1. If your request is granted –
 - (a) amount of the deposit, (if any) is payable before your request is processed; and
 - (b) requested record / portion of the record will only be released once proof of full payment is received.

2. Please use the reference number hereunder in all future correspondence

Reference Number: _____

TO: _____

Your request dated _____ refers.

1. You requested:

Personal inspection of information at registered address of public body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form) is free of charge. You are required to make an appointment for the inspection of the information and to bring this form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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OR

2. You requested:

Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
Email of information (including sound tracks if possible)	
Cloud share/file transfer	
Preferred language: (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)	

5. Kindly note that your request has been:

Approved

Denied, for the following reasons:

4. Fees payable with regard to your request:

Item	Cost per A4-size Page or part thereof/item	Number of Pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive To be provided by requester	R40.00		
(ii) Compact disc If provided by requester	R40.00		
If provided to the requester	R60.00		
For transcription of visual images per A4-per size page	Service to be outsourced. Will depend on the quotation of the service provide		
Copy of visual images			
Transcription of audio record, per A4-size	R24.00		
Postage, email or any other electronic transfer	Actual costs		
TOTAL:			

5. Deposit payable (if search exceeds six hours):

No

Yes

Hours of search		Amount of deposit (calculated on one third of total amount per request)	
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The amount must be paid into the following bank account:

Account Holder: eThekweni Municipality

Name of Bank: Nedbank

Account Number: **1107821126**

Reference No: _____

Submit proof of payment to: Andiswa.Ngejane@durban.gov.za

Signed at _____ this _____ day of _____ 20_____

Signature of information officer

FORM 4
LODGING OF INTERNAL APPEAL
 [Regulation 9]

Reference Number: _____

PARTICULARS OF PUBLIC BODY			
Name of Public Body	eThekweni Municipality		
Name and Surname of Information Officer			
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL			
Full Names:			
Identity Number:			
Postal Address:			
Contact Numbers:	Tel. (B):		Facsimile
	Cellular		
Email Address:			
Is the internal appeal lodged on behalf of another person?	Yes		No
If answer is “yes”, capacity in which an internal appeal on behalf of another person is lodged: (Proof of the capacity in which appeal is lodged, if applicable must be attached.)			
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED			
(If lodged by a third party)			
Full Names:			
Identity Number:			
Postal Address:			
Contact Numbers:	Tel. (B):		Facsimile
	Cellular		
Email Address:			
DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED			
(Mark the appropriate box with an “X”)			
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 access:			

GROUNDS FOR APPEAL

(If the provided space is inadequate, please continue on a separate page and attach it to this form.
All the additional pages must be signed.)

State the grounds on which the internal appeal is based:	
State any other information that may be relevant in considering the appeal:	

You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

Postal Address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20____

Signature of appellant/third party

.....

FOR OFFICIAL USE
OFFICIAL RECORD OF INTERNAL APPEAL

Appeal received by: (state rank, name and surname of information officer)		
Date received:		
Appeal accompanied by the reasons for the 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.	Yes	
	No	

OUTCOME OF APPEAL			
Refusal of request for access. Confirmed?	Yes		New decision (if not confirmed)
	No		
Fees (Sec 22). Confirmed?	Yes		New decision (if not confirmed)
	No		
Extension (Sec 26(1)) Confirmed?	Yes		New decision (if not confirmed)
	No		
Access (Sec 29(3)). Confirmed?	Yes		New decision (if not confirmed)
	No		
Request for access granted. Confirmed?	Yes		New decision (if not confirmed)
	No		

Signed at _____ this _____ day of _____ 20____

Signature of Appeal Authority