CITY OF CAPE TOWN

SECTION 14 MANUAL

(IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000)
PREFACE

The Promotion of Access to Information Act 2 of 2000 gives effect to the public’s right to information from public and private bodies as contained in section 32 of the Constitution and to advance and increasingly focus on the development of good corporate governance.

The City of Cape Town (hereinafter referred to as the ‘City’) recognizes and is committed to fulfilling its constitutional obligations to, inter alia –

► foster a culture of transparency and accountability in its affairs by giving effect to the right of access to information;

► actively promote and create an enabling environment in which requesters have effective access to information;

► put such necessary measures in place to render it as accessible as reasonably possible for requesters of its records.

Bearing in mind –

► that the right of access to any information held by the City may be limited to the extent that the limitations are reasonable and justifiable in an open and democratic environment based on human dignity, equality and freedom as contemplated in Section 36 of the Constitution and also as specified in Part 2, Chapter 4, of the Promotion of Access to Information Act.
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**ABBREVIATIONS/ACRONYMS**

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<th>Description</th>
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<td>AIDS</td>
<td>Acquired Immune Deficiency Syndrome</td>
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<tr>
<td>AFC</td>
<td>Automated Fare Collection</td>
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<tr>
<td>AMMAS</td>
<td>Asset Management and Scientific Services</td>
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<tr>
<td>CAMM</td>
<td>Customer and Metering Management</td>
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<tr>
<td>CBO</td>
<td>Community-based Organisation</td>
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<td>CCT</td>
<td>City of Cape Town</td>
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<tr>
<td>COS</td>
<td>Conditions of Service</td>
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<tr>
<td>CPM</td>
<td>Competency-based Performance Management</td>
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<tr>
<td>CRM</td>
<td>Customer Relations Management</td>
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<tr>
<td>CWP</td>
<td>Community Work Programme</td>
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<tr>
<td>ED&amp;T</td>
<td>Economic Development and Tourism</td>
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<tr>
<td>EIA</td>
<td>Environmental Impact Assessment</td>
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<tr>
<td>EMT</td>
<td>Executive Management Team</td>
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<td>EPWP</td>
<td>Extended public works programme</td>
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<td>ERP</td>
<td>Enterprise Resource Planning</td>
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<td>GIS</td>
<td>Geographic Information Systems</td>
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<tr>
<td>HIA</td>
<td>Heritage Impact Assessment</td>
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<tr>
<td>HIV</td>
<td>Human Immunodeficiency Virus</td>
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<tr>
<td>HR</td>
<td>Human Resources</td>
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<td>IDP</td>
<td>Integrated Development Plan</td>
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<td>IEC</td>
<td>Independent Electoral Commission</td>
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<tr>
<td>IT</td>
<td>Information Technology</td>
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<tr>
<td>KPI</td>
<td>Key Performance Indicator</td>
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<td>MRE</td>
<td>Municipal Regulation Entity</td>
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<td>MLTF</td>
<td>Municipal Land Transport Fund</td>
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<tr>
<td>NGO</td>
<td>Non-governmental Organisation</td>
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<td>OHS</td>
<td>Occupational Health and Safety</td>
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<td>ORM</td>
<td>Occupational Risk Management</td>
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<td>PABX</td>
<td>Private Automatic Branch Exchange</td>
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<td>PAIA</td>
<td>Promotion of Access to Information Act</td>
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<td>PAWC</td>
<td>Provincial Administration of the Western Cape</td>
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<td>Previously Disadvantaged Individual</td>
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<td>PHP</td>
<td>People’s Housing Process</td>
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<td>PT</td>
<td>Public transport</td>
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<td>RDP</td>
<td>Reconstruction and Development Programme</td>
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<td>Systems Applications Processing</td>
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<td>SCM</td>
<td>Supply Chain Management</td>
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<tr>
<td>SETA</td>
<td>Sector Education and Training Authority</td>
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<td>SLA</td>
<td>Service Level Agreement</td>
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<tr>
<td>SMME</td>
<td>Small, Medium and Microenterprises</td>
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<td>SPEARS</td>
<td>Specialised Electronic and Radio Services</td>
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<tr>
<td>SPV</td>
<td>Special Purpose Vehicle</td>
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<tr>
<td>SRA</td>
<td>Special Rating Area</td>
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<td>SRA</td>
<td>Special Rating Area</td>
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<td>TCT</td>
<td>Transport for Cape Town</td>
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<td>TSM</td>
<td>Transport System Management</td>
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SECTION 1

INTRODUCTION

This manual has been compiled for the City of Cape Town (CoCT) and is a requirement in terms of section 14 of the Promotion of Access to Information Act, 2000 (Act 2 of 2000), hereafter referred to as ‘the Act’. This legislation gives effect to the public’s right of access to information from public and private bodies as contained in section 32 of the Constitution of the Republic of South Africa (Act 108 of 1996). One of the objectives of the Act is to promote transparency, accountability and effective governance. This objective forms part of the City of Cape Town’s strategy to achieve developmental and participatory local government in the Western Cape. The City also strives to be accessible by inter alia providing information.

The purpose of the manual is:

➢ To enable people to exercise their rights in terms of the Act.
➢ To create an understanding of the functions performed and records kept by the City of Cape Town.
➢ To assist in fostering a culture of transparency, accountability and to promote public participation.

The City of Cape Town was established on 5 December 2000 by the merging of the previous Cape Metropolitan Council and the six metropolitan local councils, namely Helderberg, Oostenberg, Tygerberg, Blaauwberg, Cape Town and South Peninsula, and small portions of the West Coast and Winelands District Councils (Provincial Notice 479 dated 22 September 2000). It is located in a scenic, culturally and floristically unique part of South Africa, covers an area of 2 487 km² and has a population of approximately 3.6 million people.a

Annexure A is a map of the City of Cape Town area, showing the boundaries.

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a (General Household Survey, STATS SA 2008)
SECTION 2

STRUCTURE AND FUNCTIONS OF THE CITY OF CAPE TOWN

2.1 ORGANISATIONAL STRUCTURE
Local government is functioning in a consistently changing environment and therefore its structures and services may change. Council’s vision, goals and strategic priorities are continuously reviewed and the relevant current structures are aligned with the new strategic direction. The current organisational structure is set out as follows, up to the second reporting level.

2.2 FUNCTIONS AND ASSOCIATED SERVICES OF THE CITY OF CAPE TOWN

1. Office of the City Manager

City Manager: Achmat Ebrahim

Tel: 021 400 1330
Fax: 021 400 1332

E-mail: city.manager@capetown.gov.za

Executive Personal Assistant:

Dianne de Vos
Tel: 021 400 1331
2. Compliance and Auxiliary Services

Executive Director: Gerhard Ras

Tel : 021 400 7430
E-mail : Gerhard.Ras@capetown.gov.za

Ombudsman - Mbulelo Baba
- Voluntary dispute resolution – by undertaking independent investigations into complaints that the City administration has not acted properly or fairly or has provided poor service and/or by facilitating the resolution of such complaints in liaison with the relevant departments.
- The Ombudsman serves as a catalyst between the administration and a complainant in order to facilitate an amicable conclusion of the matter under dispute as far as possible.
- It is a place of last resort.
- The service is available to external customers (members of public) and internal customers (members of staff).

Tel : 021 400 5486
E-mail : Mbulelo.Baba@capetown.gov.za

Director: Executive Support – Gillian Kenhardt

- HR, financial and administrative support to the Compliance and Auxiliary Services Directorate
- Project management and performance management to the Compliance and Auxiliary Services Directorate
- Manage the Office of the City Manager
- Committee support to Council and its committees
- Committee support to the Mayoral Committee
- Provide a language service (translation and interpretation) to Council, its committees and the administration as a whole

Tel : 021 400 1223
E-mail : Gillian.Kenhardt@capetown.gov.za

Director: Subcouncils and Councillor Support – (Acting) Irwin Robson

- Subcouncils
- Governance and projects
- Executive and legislative support
- Councillor support
- Public participation

Tel : 021 400 3527
E-mail : Irwin.Robson@capetown.gov.za
Director/Chief Risk Officer: Integrated Risk Management – Ludwig Geldenhuys

- Developing, implementing and maintaining the integrated risk management process
- Annual updates of corporate risk registers
- Bi-annual monitoring and review sessions w.r.t. implementation of treatment plans

Tel : 021 400 3515
E-mail : Ludwig.Geldenhuys@capetown.gov.za

Director/Chief: Forensic Services – Vincent Botto

- Providing a reactive investigative forensic and advisory service
- Managing the operation of the fraud line
- Reviewing and preparing fraud and anti-corruption policies
- Conducting departmental fraud reviews
- Conducting fraud awareness training seminars

Tel : 021 487 2018
E-mail : Vincent.Botto@capetown.gov.za

Director: IDP and Organisational Performance Management Systems - Dr Martin van der Merwe

- IDP process management
- Business planning and implementation monitoring
- Corporate performance management and SDBIP implementation
- Special projects and support

Tel : 021 400 9800
E-mail : Martin.Vandermerwe@capetown.gov.za

Director: Internal Audit – Zulpha Abrams

- Revenue and municipal entities’ audits
- IT audits
- Expenditure and SCM audits
- Governance audits
- Quality assurance

Tel : 021 400 1337
E-mail : Zulpha.Abrams@capetown.gov.za

Director: Legal Services – Lungelo Mbandazayo

- Municipal courts
- Corporate advisory services
- Procurement law
- Property, planning and environment
- Legislative unit
- Statutory compliance

Tel: 021 400 2151
E-mail: Lungelo.Mbandazayo@capetown.gov.za

3. Corporate Services

Executive Director: Tshidi Mayimele-Hashatse

Tel: 021 400 5050
E-mail: Tshidi.Mayimele-Hashatse@capetown.gov.za

Director: Strategic Human Resources – Justine Quince

- Business improvement
- Collective bargaining
- Labour relations
- Talent management
- HR business systems and organisational management
- Remuneration, COS and policy
- Payroll & personnel administration
- Education, training & development
- Operational support

Tel: 021 400 9222
E-mail: Justine.Quince@capetown.gov.za

Director: Occupational Health & Safety – Dikeledi Tsukudu

- Employee wellness
- OHS

Tel: 021 400 5261
E-mail: Dikeledi.Tsukudu@capetown.gov.za

Director: Specialised Technical Services – James Groep

- Fleet management
- Operational support
- SPEARS
- Facilities management
Director: Information Systems and Technology – Andre Stelzner

- Infrastructure
- Telecommunications
- Business applications
- ERP support centre
- IT architecture
- IT program office and finance
- Distributed computing

Tel : 021 400 1250
E-mail : Andre.Stelzner@capetown.gov.za

Director: Strategic Development, Information & GIS - Keith Smith

- Strategic information
- Information & knowledge strategy
- Knowledge resources & support

Tel : 021 400 2796
E-mail : Keith.Smith@capetown.gov.za

Manager: Customer Relations – Pat Lockwood

Tel : 021 400 2736
E-mail : Pat.Lockwood@capetown.gov.za

Manager: Employment Equity – Nkosinathi M Siyolo

Tel : 021 400 9840
E-mail : Michael.Siyolo@capetown.gov.za

4. Community Services

Executive Director: Lokiwe Mtwazi

Tel : 021 400 1211
E-mail : Lokiwe.Mtwazi@capetown.gov.za
Director: Library and Information Services - Ninnie Steyn

- Provision of public library services
- Developmental programmes aimed at meeting the development and information needs of communities

Tel: 021 400 3782
E-mail: Ninnie.Steyn@capetown.gov.za

Director: City Parks – Chantal Hanslo

- Community parks
- Regional parks
- Cemeteries
- Centre islands (open space)
- Tree management

Tel: 021 400 4304
E-mail: Chantal.Hanslo@capetown.gov.za

Director: Sports and Recreation – Gert Bam

- Development programmes focused on youth and women
- Swimming pools
- Stadia
- Beach and resort management
- Formal sports fields
- Multipurpose and recreational centres
- Events management

Tel: 021 400 5090
E-mail: Gert.Bam@capetown.gov.za

Director: Strategic Support – Freddie Bisschoff

- Strategy, development and alignment
- Strategy, programmes and project implementation: monitoring, reporting and support
- General support services (HR, finance, administration) management
- Information and knowledge management
- Programme and project management

Tel: 021 400 2622
E-mail: Freddie.Bisscoff@capetown.gov.za

5. Finance
Chief Financial Officer: Kevin Jacoby
Tel : 021 400 3265
E-mail : Kevin.Jacoby@capetown.gov.za

Executive Assistant
Desirae Johnston
Tel : 021 400 5021
E-mail : Desirae.Johnston@capetown.gov.za

Director: Budgets – Johan Steyl
- Operating budget
- Capital budget
- Performance budgeting

Tel : 021 400 2070
E-mail : Johan.Steyl@capetown.gov.za

Director: Supply Chain Management – Leonard Shnaps
- Procurement, tenders and contract management
- Inventory and stores management
- Supplier development
- Demand and risk management

Tel : 021 400 3190
E-mail : Leonard.Shnaps@capetown.gov.za

Director: Treasury – David Valentine
- Accounting and assets
- Treasury
- Insurance management

Tel : 021 400 3800
E-mail : David.Valentine@capetown.gov.za

Director: Revenue – Trevor Blake
- Debt management
- Technical services
- Debtors and cash
- Specialised services

Tel : 021 400 9988
E-mail: Trevor.Blake@capetown.gov.za

**Director: Valuations – Christopher Gavor**

- Valuations operations
- Valuation data and business operations
- Valuation business environment
- Field surveying and Processed Data

Tel: 021 400 9900  
E-mail: Christopher.Gavor@capetown.gov.za

**Director: Expenditure – Nothemba Lepheana**

- Support services
- Payroll management
- Accounts payable
- Payroll reconciliation & financial compliance

Tel: 021 400 2370  
E-mail: Nothemba.Lepheana@capetown.gov.za

**Director: Shareholding Management – Louise Muller**

- Financial analysis
- Corporate governance
- Research and legal analysis
- Business and development strategy

Tel: 021 400 3940  
E-mail: Louise.Muller@capetown.gov.za

**Director: Interservice Liaison – George van Schalkwyk**

- External control
- Grants-In-aid

Tel: 021 400 1985  
E-mail: George.Van_Schalkwyk@capetown.gov.za

**Director: Housing Finance and Leases – Wayne Muller**

- Housing budgets and accounting
- Housing project finance
- Housing and lease management

Tel: 021 400 5122  
E-mail: Wayne.Muller@capetown.gov.za
**Director: Property Management – Ruby Gelderboem**

- Property services
- Property disposal and acquisitions
- Property information
- Property market valuation

Tel : 021 400 1361  
E-mail : Ruby.Gelderbloem@capetown.gov.za

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**6. Human Settlements**

**Executive Director: Seth Maqetuka**

Tel : 021 400 2873  
E-mail : Seth.Maqetuka@capetown.gov.za

**Director: Public Housing and Customer Services – Alida Kotzee**

Tel : 021 400 3683  
E-mail : Alida.Kotzee@capetown.gov.za

**Manager: Tenancy & Home Ownership Management – Grace Blouw**

Tel : 021 400 4952  
E-mail : Grace.Blouw@capetown.gov.za

**Director: Strategy & Planning – (Acting) Trevor Mitchell**

Tel : 021 400 4409  
E-mail : Trevor.Mitchell@capetown.gov.za

**Manager: Housing Land Forward Planning & Coordination – Jens Kuhn**

Tel : 021 400 4217  
E-mail : Jens.Kuhn@capetown.gov.za

**Manager: NAT Housing Programmes & Accreditation – Surita Pentz**

Tel : 021 400 5344  
E-mail : Surita.Pentz@capetown.gov.za

**Director: Urbanisation – Shehaam Sims**

Tel : 021 400 4585  
E-mail : Shehaam.Sims@capetown.gov.za

**Manager: Informal Settlements – Mzwandile Sokupa**
Director: Human Settlements Development & Delivery– Norah Walker

Tel : 021 400 9325
E-mail : Norah.Walker@capetown.gov.za

Manager: HIS Facilitation & Implementation - Herman Steyn

Tel : 021 400 3649
E-mail : Herman.Steyn@capetown.gov.za

7. Economic, Environmental & Spatial Planning

Executive Director: Japie Hugo

Tel : 021 400 2186
E-mail : Japie.Hugo@capetown.gov.za

Director: Environmental Resource Management – Osman Asmal

- Biodiversity management
- Environmental strategy and partnerships
- Environmental management systems
- District environmental and heritage services
- Integrated environmental education and communication
- Major programmes and projects
- Support services

Tel : 021 487 2200
E-mail : Osman.Asmal@capetown.gov.za

Director: City Spatial Planning and Urban Design – Catherine Stone

- Metropolitan spatial planning
- Quality public space capital programme implementation
- Urban design & landscape architecture
- District spatial planning
- Strategic project packaging

Tel : 021 400 9411
E-mail : Catherine.Stone@capetown.gov.za
Director: Planning and Building Development Management – Cheryl Walters

- Local area spatial planning
- Land use management
- Building development
- Enforcement of development
- Regulatory processing of all development applications

Tel : 021 400 7572
E-mail : Cheryl.Walters@capetown.gov.za

Director: Support Services – Ashley Arendse

- Strategy, development and alignment
- Strategy, programmes and project implementation monitoring, reporting and support
- General support services (HR, finance, administration) management
- Information and knowledge management
- Programme and project management

Tel : 021 400 3822
E-mail : Ashley.Arendse@capetown.gov.za

Director: Economic Development – Thembinkosi Siganda

- Local area economic development
- Business support and skills development
- Economic development facilitation
- Economic information and research

Tel : 021 417 4041
E-mail : Thembinkosi.Siganda@capetown.gov.za

Director: Development Facilitation Unit – Kendall Kaveney

- Major and strategic development facilitation
- Development policies and strategies, research and implementation
- Bulk infrastructure provision coordination for developments
- Interaction with other levels of government and state-owned enterprises on major programmes and projects

Tel : 021 400 9881
E-mail : Kendall.Kaveney@capetown.gov.za

8. City Health

Executive Director: Dr Zandile Mahlangu

Tel : 021 400 2100
Primary health care – via an infrastructure of 82 clinics, five community health centres (CHCs), 22 satellite clinics and four mobile clinics. Services include women and child health services (preventive and promotive services, i.e. family planning, immunisation and treating sick children under 13 years); HIV/AIDS/STI and TB control and substance abuse.

Environmental health – including water quality monitoring; food control; waste management; health surveillance of premises; surveillance and prevention of communicable diseases (excluding immunisations); vector control; environmental pollution control; disposal of the dead and chemical safety.

Air quality management

Sections

8 health subdistricts

- Eastern
  - Manager: Health: Dr Paul Nkurunziza
  - Tel: 021 850 4315
  - E-mail: Paul.Nkurunziza@capetown.gov.za

- Khayelitsha
  - Manager: Health: Dr Virginia De Azevedo
  - 021 360 1258
  - E-mail: Virginia.DeAzevedo@capetown.gov.za

- Klipfontein
  - Manager: Health: Koena Nkoko
  - Tel: 021 630 1667
  - E-mail: Koena.Nkoko@capetown.gov.za

- Mitchells Plain
  - Manager: Health: Soraya Elloker
  - Tel: 021 391 5012
  - E-mail: Soraya.Elloker@capetown.gov.za

- Northern
  - Manager: Health: Dr Andile Zimba
  - Tel: 021 980 1230
  - E-mail: Andile.Zimba@capetown.gov.za
• Southern
  o Manager: Health: Vacant
  o Tel: 021 710 8295
  o E-mail: Vacant

• Tygerberg
  o Manager: Health: Merle Alexander
  o Tel: 021 938 8279
  o E-mail: Merle.Alexander@capetown.gov.za

• Western
  o Manager: Health: Monica Sifanelo
  o Tel: 021 514 4122
  o E-mail: GloriaMonica.Sifanelo@capetown.gov.za

Specialised Health Services
  o Manager: Specialised Health Services: Dr Helene Visser
  o Tel: 021 400 3981
  o E-mail: Helene.Visser@capetown.gov.za

Finance
  o Manager: Finance: Avril de Klerk
  o Tel: 021 400 3882
  o E-mail: Avril.deKlerk@capetown.gov.za

HR & Administration
  o Support Services Manager: Nazeem Adams
  o Tel: 021 400 2080
  o E-mail: Nazeem.Adams@capetown.gov.za

9. Safety and Security

Executive Director: Richard Bosman

Tel : 021 400 3355
E-mail : Richard.Bosman@capetown.gov.za
City Emergency Services

- Fire and Rescue – Chief Fire Officer: Ian Schnetler
  Tel: 021 590 1738
  E-mail: Ian.Schnetler@capetown.gov.za

- Disaster Management - Greg Pillay
  Tel: 021 597 5009
  E-mail: Greg.Pillay@capetown.gov.za

- 107 Public Emergency Communication Centre – John Ellis
  Tel: 021 487 2045
  E-mail: John.Ellis@capetown.gov.za

- Support Services – Rachell Hoogbaard
  Tel: 021 597 5170
  E-mail: Rachell.Hoogbaard@capetown.gov.za

Chief of Cape Town Metropolitan Police – Wayne le Roux

- Crime prevention
- By-law enforcement
- Traffic enforcement
  Tel: 021 427 5150
  E-mail: Wayne.leRoux@capetown.gov.za

Chief: Traffic Services – Heathcliff Thomas

- Licensing
- Traffic enforcement
  Tel: 021 918 2196
  E-mail: Heathcliff.Thomas@capetown.gov.za

Chief: Law Enforcement – Rudi Wiltshire

  Tel: 021 900 1719
  E-mail: Rudi.Wiltshire@capetown.gov.za

10. Transport for Cape Town
Commissioner: Transport for Cape Town – Melissa Whitehead
Tel : 021 400 3693
E-mail : Melissa.Whitehead@capetown.gov.za

Director: TCT Performance & Coordination – (Acting) Gershwin Fortune

- TCT performance management & investment
- HR and labour management
- Innovation
- TCT compliance
- Communication, marketing and change management
- TCT administration & stakeholder management

Tel : 021 400 9130
E-mail : Gershwin.Fortune@capetown.gov.za

Director: Planning – Maddie Mazaza

- Transport planning
- Transport planning and modelling
- Business development

Tel : 021 400 5309
E-mail : Maddie.Mazaza@capetown.gov.za

Director: Contract Operations – Sipho Afrika

- Operations
- Operation integration
- Contract management

Tel : 021 400 1083
E-mail : Sipho.Afrika@capetown.gov.za

Director: Financial Management – Craig Whittle

- Budget, revenue & investment
- MLTF, grants and reporting
- Automated fare collection

Tel : 021 400 1082
E-mail : Craig.Whittle@capetown.gov.za

Director: Infrastructure – Dave Hugo

- PT construction
- Project management & design
- Capital programme
- Infrastructure management & investments
- Premix plant

21
Director: Maintenance – Henry du Plessis

- Rivers, catchment & bulk stormwater (holding structure)
- Informal settlements Network
- Infrastructure & plant maintenance

Tel : 021 400 3720
E-mail : Henry.Du_plessis@capetown.gov.za

Director: Network Management – Peter Sole

- Network facilitation & development
- TCT IST&T & TMC
- Public transport law enforcement

Tel : 021 400 4735
E-mail : Peter.Sole@capetown.gov.za

Director: Regulations – Abdul Bassier

- MRE secretariat
- Transport regulations management
- Industry transition

Tel : 021 400 9369
E-mail : Abdul.Bassier@capetown.gov.za

11. Utility Services

Executive Director: Dr Gisela Kaiser

Tel : 021 400 2500
E-mail : Gisela.Kaiser@capetown.gov.za

Director: Water and Sanitation – Peter Flower

- Bulk water
- Waste water treatment
- Reticulation
- Water demand management & strategy
- Scientific services
- Engineering & asset management
- Finance & commercial
- Support services
Director: Electricity Services - Leslie Rencontre

- Sales & customer relations
- Infrastructure management
- Public lighting
- Electricity supply
- Technical support services
- Finance & commercial
- HR & administrative support

Tel : 021 400 1926  
E-mail : Leslie.Rencontre@capetown.gov.za

Director: Solid Waste Management – Rustim Keraan

- Disposal
- Cleaning
- Collections
- Planning
- Technical services
- Support services
- Finance and CRM support
- Loss control

Tel : 021 400 2210  
E-mail : Rustim.Keraan@capetown.gov.za

Director: Service Regulation & Logistics – Nqobile Damane

- Finance
- Support services
- Service integration

Tel : 021 400 1934  
E-mail : Nqobile.Damane@capetown.gov.za

12. Social Development and Early Childhood Development

Executive Director: Dr Ivan Bromfield

Tel : 021 444 0382  
E-mail : Ivan.Bromfield@capetown.gov.za

Director: Programme Development and Implementation – Vacant
• Early childhood development
• Street people
• Substance abuse
• Youth development
• Poverty alleviation and reduction
• Social entrepreneurship and innovation (EPWP)
• Vulnerable groups
  o Gender and women empowerment
  o Orphans
  o Seniors
  o Disability

**Director: Strategy, Research and Knowledge Management - Vacant**

• Strategy and planning
• Research
• Knowledge management

**Manager: Service Delivery Facilitation – Lungelo Nokwaza**

• Implementation
• Facilitation
• Ward allocations

Tel : 021 417 4092
E-mail : Lungelo.Nokwaza@capetown.gov.za

**Support Services**

**Manager: Finance – Henk Nel**

Tel : 021 417 4116
E-mail : Henk.Nel@capetown.gov.za

**Manager: HR and General Administration – Sabelo Hlanganisa**

Tel : 021 444 0201
E-mail : Sabelo.Hlanganisa@capetown.gov.za

**13. Tourism, Events and Marketing**

**Executive Director: Anton Groenewald**

Tel : 021 400 2555
E-mail : Anton.Groenewald@capetown.gov.za

**Director: Tourism – Nombulelo Mkefa**

• Local area tourism development
• Destination development

Tel : 021 417 4060
E-mail : Nombulelo.Mkefa@capetown.gov.za

Director: Place Marketing – Rory Viljoen

Tel : 021 417 0604
E-mail : Rory.Viljoen@capetown.gov.za

Manager: Arts and Culture – Zayd Minty

Tel : 021 417 0606
E-mail : Zayd.Minty@capetown.gov.za

Director: Strategic Assets – Freddie Prince

Tel : 021 444 7521
E-mail : Freddie.Prince@capetown.gov.za

Director: Cape Town Stadium and Green Point Urban Park – Lesley de Reuck

Tel : 021 417 0103
E-mail : Lesley.deReuck@capetown.gov.za

Director: World Design Capital 2014 – Richard Perez

Tel : 021 400 9318
E-mail : Richard.Perez@capetown.gov.za

Director: Events – Teral Cullen

Tel : 021 417 0605
E-mail : Teral.Cullen@capetown.gov.za
SECTION 3

CONTACT DETAILS OF INFORMATION OFFICER / DEPUTY INFORMATION OFFICERS

Formal requests for access to information made in terms of the Act must be addressed to the information officer or corporate deputy information officer.

Information officer

The City Manager
Physical address: 12 Hertzog Boulevard
Cape Town
8001

Postal address: PO Box 9181
Cape Town
8000

Tel: 021 400 1330
Fax: 021 400 1332

All requests for information automatically/voluntarily available (see Annexure C in this regard), as well as general enquiries regarding the availability of information, must be directed to the relevant deputy information officer listed below. As indicated above, all formal requests for access to information must be addressed to the information officer.

Corporate Deputy Information Officer

Director: Legal Services
Lungelo Mbandazayo

E-mail: access2info.act@capetown.gov.za

Physical address: 12 Hertzog Boulevard
Cape Town
8001

Postal address: PO Box 298
Cape Town
8000

Tel: 021 400 2151
Fax: 021 400 5963
Deputy Information Officers

Physical Address: 12 Hertzog Boulevard
Cape Town
8001
Tel: 021 400 2095
Fax: 021 400 5963

Manager: Statutory Compliance Unit
Teboho Motasi
Tel: 021 400 2187/2095
E-mail: Teboho.Motasi@capetown.gov.za

Head: Statutory Compliance Unit
Adv Jill Fabing
Tel: 021 400 3863
E-mail: Jill.Fabing@capetown.gov.za

Shawn B Matthews
Tel: 021 400 3227
E-mail: Shawn.Matthews@capetown.gov.za

Modiegi Mshweshwe
Tel: 021 400 3089
E-mail: Modiegi.Mshweshwe@capetown.gov.za

Anita Vasson
Tel: 021 400 3107
E-mail: Anita.Vasson@capetown.gov.za

Angelo Roman
Tel: 021 400 4293
E-mail: Angelo.Roman@capetown.gov.za

Sharief Kafaar
Tel: 021 400 4968
E-mail: Sharief.Kafaar@capetown.gov.za

Ashwin Reynecke
Tel: 021 400 4855
E-mail: Ashwin.Reynecke@capetown.gov.za
In terms of section 10 of the Act, the Human Rights Commission must compile a guide containing such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act. This guide should be available from the South African Human Rights Commission.

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

Postal address
Private Bag 2700
Houghton
2041

Tel: 011 484 8300
Fax: 011 484 1360

Website: www.sahrc.org.za

E-mail: paia@sahrc.org.za
SECTION 5

ACCESS TO RECORDS HELD BY THE CITY OF CAPE TOWN

5.1 AUTOMATIC/VOLUNTARY DISCLOSURE
Annexure C describes the categories of City of Cape Town records which are automatically available without a person having to request access in terms of the Act.

5.2 DESCRIPTION OF SUBJECTS AND CATEGORIES OF RECORDS HELD BY THE CITY OF CAPE TOWN

“Records” of the City of Cape Town 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 D gives a description of the subjects on which the City of Cape Town holds records as well as the categories of records held on each subject.

5.3 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
► If 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 E, and forwarded to:

The Information Officer or the Corporate Deputy Information Officer
PO Box 9181/298
Cape Town
8000
Fax: 021 400 5963
E-mail: access2info.act@capetown.gov.za

► 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 City of Cape Town.

- The application form must be accompanied by the prescribed request fee (For fees, see fees payable).
- If a person requests access in a particular form, the requester should be given access in the required manner, unless doing so would interfere unreasonably with the running of the office, would damage the record, or infringe a copyright not owned by the City of Cape Town.
- 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 a case 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 may 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 must be paid, namely a request fee and an access fee.
- A requester who seeks access to a record containing personal information about that requester, is not required to pay a request fee. All other requesters must pay the relevant request fee.
- The information officer / corporate deputy information officer will advise the requester on paying 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

- The requester will be notified within 30 (thirty) days of receipt of the request of the information officer / deputy information officer’s decision in this respect, unless the period for dealing 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 F for fees payable.
- The requester will be given the required information, if available, within a reasonable time upon receipt of the application form and prescribed fee.

Transfer of requests

- If a request for access is made in respect of information which is not in the possession of the City of Cape Town, or if the information is more closely connected to another public body, the request will be transferred within 14 (fourteen) days upon receipt of the request 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 will by means of an affidavit/affirmation inform the requester accordingly, providing 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 officers may refuse access to records under the circumstances as provided for in part 2, chapter 4, of the Act.

Remedies
Remedies are available if the City of Cape Town does not comply with the provisions of the Act. A requester may lodge an internal appeal with the City of Cape Town 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 about access to a record must be made, is extended.
► Access to a record is not provided in the form requested, e.g. electronic copy instead of a print copy.

A third party may lodge an internal appeal with the City of Cape Town 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 G:
  i) within a period of 60 (sixty) days;
  ii) if notice to a third party is required by section 49(1)(b), within 30 (thirty) days after notice was 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 corporate 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 be accompanied by the prescribed appeal fee, if applicable.
► Must specify a postal address, fax number or e-mail address.
- The information officer or corporate 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.
FLOWCHART: FORMAL REQUEST FOR ACCESS TO RECORDS

Request for information on prescribed form

Request forwarded to the information or deputy information officer

Deputy information officer processes request

Records/information made available or request refused (decision must be communicated within 30 days of receiving request; 60 days apply if request requires a third-party notice)
SECTION 6

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 City of Cape Town as well as the broader community co-owns the public participation process and the end product.

Segments of the public engaged in public participation are e.g. individuals, sporting/social groups, religious organisations, small, medium and micro enterprises (SMMEs), community-based organisations (CBOs), non-governmental organisations (NGOs), sector-based forums, area-based forums, businesses, civic/ratepayer associations.

The City of Cape Town 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
- Development of a public participation structure
SECTION 7

UPDATING AND AVAILABILITY OF THE SECTION 14 MANUAL

- **Updating**
The manual will be published in the Government Gazette and will be updated, if necessary, once a year.

- **Availability**
The manual is available at any of the offices listed below and may be viewed free of charge.

**CCT offices**
- All subcouncil offices
- All public libraries
- All cash offices
- City of Cape Town’s Access to City Records Office, 2nd floor, Podium, Civic Centre, Cape Town

**CCT website:** [www.capetown.gov.za](http://www.capetown.gov.za)

**The Human Rights Commission**
- PAIA Unit
- The Research and Documentation Department
- Private Bag 2700
- Houghton
- 2041
- Tel: 011 484 8300
- Fax: 011 484 1360

*At every place of legal deposit as defined in the Legal Deposit Act, 1997 (Act 54 of 1997).*

In Cape Town the **National Library of South Africa** is a legal depository.

**Physical address:** 5 Queen Victoria Street, Cape Town

**Postal address**
- PO Box 496
- Cape Town
- 8000
- Tel: 021 424 6320
- Fax: 021 424 1079 / 423 3359
SECTION 8

CONCLUSION

The City of Cape Town is guided by values such as openness, accountability and transparency in its vision towards transparency and good governance. The application of these values re-enforces the City’s commitment to comply with the provisions of the Act. As the City of Cape Town strives to be an accessible City and render itself as accessible as reasonably possible for requesters of its records, deputy information officers have been appointed to assist requesters to exercise their rights in terms of the Act. Where individuals experience difficulty in understanding the manual, the Legal Services Department should be consulted. Enquiries must be directed to the Legal Services Department at tel: 021 400 2095/2503/1360/3788 or e-mail: access2info.act@capetown.gov.za.
### Development and infrastructure services
- **Goal:** To provide corporate services
- **Goal:** To provide community services
- **Goal:** To provide economic growth

### Goals
- **Development and infrastructure services**: To provide corporate services, community services, and economic growth.

### Annexure B

#### CITY OF CAPE TOWN MACROFUNCTIONAL STRUCTURE

<table>
<thead>
<tr>
<th>FINANCE</th>
<th>TRANSPORT FOR CAPE TOWN</th>
<th>SOCIAL DEVELOPMENT AND EARLY CHILDHOOD DEVELOPMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shareholder and contract management</td>
<td>Performance &amp; Coordination</td>
<td>Social development</td>
</tr>
<tr>
<td>Interservice liaison</td>
<td>Planning</td>
<td>Early childhood development facilities</td>
</tr>
<tr>
<td>Supply chain management</td>
<td>Contract Operations</td>
<td>Youth development</td>
</tr>
<tr>
<td>Expenditure</td>
<td>Financial Management</td>
<td>Poverty alleviation and reduction</td>
</tr>
<tr>
<td>Budgets</td>
<td>Infrastructure</td>
<td>Social entrepreneurship and innovation</td>
</tr>
<tr>
<td>Valuations</td>
<td>Maintenance</td>
<td>Policy and strategy formulation</td>
</tr>
<tr>
<td>Revenue</td>
<td>Network Management</td>
<td>Social development facilitation</td>
</tr>
<tr>
<td>Housing finance &amp; leases</td>
<td>Regulations</td>
<td>Gender and women empowerment</td>
</tr>
<tr>
<td>Treasury</td>
<td></td>
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</tr>
</tbody>
</table>

#### CORPORATE SERVICES

<table>
<thead>
<tr>
<th>UTILITY SERVICES</th>
<th>SAFETY AND SECURITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Property management</td>
<td>Cape Town electricity</td>
</tr>
</tbody>
</table>

#### DEPUTY CITY MANAGER

<table>
<thead>
<tr>
<th>DEPARTMENT</th>
<th>FUNCTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>City development strategy and integrated development Planning</td>
<td>Informal settlements</td>
</tr>
<tr>
<td>Project management &amp; service delivery integration</td>
<td>Markets and trading</td>
</tr>
<tr>
<td>Expenditure monitoring</td>
<td>Existing settlements</td>
</tr>
<tr>
<td>Urban regeneration</td>
<td>Strategy support and coordination</td>
</tr>
<tr>
<td>Expanded public works programme &amp; CWP</td>
<td>New settlements</td>
</tr>
<tr>
<td>OFFICE OF THE MAYOR</td>
<td>Urbanisation implementation</td>
</tr>
<tr>
<td>Special programmes and fundraising</td>
<td>Cape Town Stadium and Green Point Urban Park</td>
</tr>
<tr>
<td>Investment facilitation</td>
<td>National housing programmes</td>
</tr>
<tr>
<td>Public participation</td>
<td>City Hall and Grand Parade</td>
</tr>
<tr>
<td>Policy and strategy</td>
<td>Library and information services</td>
</tr>
<tr>
<td>Monitoring &amp; evaluation</td>
<td></td>
</tr>
<tr>
<td>Conflict &amp; community engagement</td>
<td>Cape Town International Convention Centre</td>
</tr>
<tr>
<td>COMPLIANCE AND AUXILIARY SERVICES</td>
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</tr>
<tr>
<td>Executive support</td>
<td>World Design Capital 2014</td>
</tr>
<tr>
<td>Ombudsman</td>
<td>Amenities</td>
</tr>
<tr>
<td>Forensic services</td>
<td>Zoned public open space management</td>
</tr>
<tr>
<td>Internal audit</td>
<td>Cemeteries, funeral parlours and crematoria</td>
</tr>
<tr>
<td>Integrated risk management</td>
<td>Primary health care</td>
</tr>
<tr>
<td>Legal services</td>
<td>Environmental health</td>
</tr>
<tr>
<td>Subcouncils, councillor support &amp; VIP</td>
<td>Specialised health services</td>
</tr>
<tr>
<td>IDP &amp; organisational performance management</td>
<td></td>
</tr>
</tbody>
</table>

#### OFFICE OF THE CITY MANAGER

| Integrated strategic communication & branding | |

### Supplementary Services

- **FINANCE**: Shareholder and contract management, Interservice liaison, Supply chain management, Expenditure, Budgets, Valuations, Revenue, Housing finance & leases, Treasury.
- **SOCIAL DEVELOPMENT AND EARLY CHILDHOOD DEVELOPMENT**: Social development, Early childhood development facilities, Youth development, Poverty alleviation and reduction, Social entrepreneurship and innovation, Policy and strategy formulation, Social development facilitation, Gender and women empowerment.
- **CORPORATE SERVICES**: Property management.
- **UTILITY SERVICES**: Cape Town electricity.
- **SAFETY AND SECURITY**: Substance abuse.
- **DEPUTY CITY MANAGER**: Informal settlements, Markets and trading, Existing settlements, Strategy support and coordination, New settlements, Urbanisation implementation, Cape Town Stadium and Green Point Urban Park, National housing programmes.
- **OFFICE OF THE MAYOR**: City development strategy and integrated development Planning, City Hall and Grand Parade, Library and information services, Cape Town International Convention Centre, World Design Capital 2014, Amenities, Zoned public open space management, Cemeteries, funeral parlours and crematoria, Primary health care, Environmental health, Specialised health services.
### AUTOMATICALLY AVAILABLE RECORDS AND ACCESS TO SUCH RECORDS

*(Section 15 of the Promotion of Access to Information Act, 2000 (Act 2 of 2000))*

*[Regulation 5A]*

*[Form D inserted by GNR.466 of 2007]*

<table>
<thead>
<tr>
<th>DESCRIPTION OF CATEGORY OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15 (1) (a) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000</th>
<th>MANNER OF ACCESS TO RECORDS (e.g. website) (SECTION 15 (1) (b))</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section 14 manual made available in terms of the Promotion of Access to Information Act 2 of 2000</td>
<td><strong>FOR INSPECTION IN TERMS OF SECTION 15 (1) (a) (i):</strong></td>
</tr>
<tr>
<td>Old photographs</td>
<td>View building plans or building plans awaiting approval, which include all ancillary documentation pertaining thereto, are available subject to making prior arrangements:</td>
</tr>
<tr>
<td></td>
<td>✓ to interested and affected parties in respect of new developments and</td>
</tr>
<tr>
<td></td>
<td>✓ to adjoining neighbours who have a bona fide interest,</td>
</tr>
<tr>
<td></td>
<td>Provided that:</td>
</tr>
<tr>
<td></td>
<td>✓ a request form is completed for identification and record-keeping purposes,</td>
</tr>
<tr>
<td></td>
<td>✓ satisfactory proof of residence or ownership is submitted by adjoining neighbours,</td>
</tr>
<tr>
<td></td>
<td>✓ viewing will take place under supervision,</td>
</tr>
<tr>
<td></td>
<td>✓ copyright protection applies; plans may not be copied without the written consent of the copyright holder.</td>
</tr>
<tr>
<td>Website: <a href="http://www.capetown.gov.za">www.capetown.gov.za</a></td>
<td><strong>FOR PURCHASING IN TERMS OF SECTION 15 (1) (a) (ii):</strong></td>
</tr>
<tr>
<td>Health brochures, Photographs</td>
<td>Health Resource Centre, Health Directorate</td>
</tr>
<tr>
<td>Website: <a href="http://www.capetown.gov.za">www.capetown.gov.za</a></td>
<td><strong>FOR COPYING IN TERMS OF SECTION 15 (1) (a) (ii):</strong></td>
</tr>
<tr>
<td>Agendas and minutes of Council</td>
<td><strong>FOR COPYING IN TERMS OF SECTION 15 (1) (a) (ii):</strong></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>(Including agendas and minutes of all meetings of Council structures and those of its predecessors, excluding minutes and agendas that have been marked &quot;confidential&quot;).</td>
<td>City Manager’s Office: Executive Support Department</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
</tbody>
</table>
| **Budget and business plans** | **Website:** [www.capetown.gov.za](http://www.capetown.gov.za)  
**Website:** [www.capetown.gov.za](http://www.capetown.gov.za)  
**Website:** [www.capetown.gov.za](http://www.capetown.gov.za)  
**Line departments** |
| Capital budget  
Estimates of income and expenditure  
Reports on budget control  
Business plans | **Website:** [www.capetown.gov.za](http://www.capetown.gov.za)  
**Website:** [www.capetown.gov.za](http://www.capetown.gov.za)  
**Website:** [www.capetown.gov.za](http://www.capetown.gov.za)  
**Website:** [www.capetown.gov.za](http://www.capetown.gov.za) |
| **Business details** | **Website:** [www.capetown.gov.za](http://www.capetown.gov.za) |
| Name, locality, address, telephone numbers, contact persons, hours of business of all Council offices and depots | **Website:** [www.capetown.gov.za](http://www.capetown.gov.za) |
| **Councillors’ official details:**  
(including the Mayor, the Deputy Mayor, the Speaker and office bearers) | **Website:** [www.capetown.gov.za](http://www.capetown.gov.za) |
| Information regarding each councillor | **Website:** [www.capetown.gov.za](http://www.capetown.gov.za) |
| **Council delegations developed in terms of Section 59 of the Local Government: Municipal Systems Act 32 of 2000** | **Website:** [www.capetown.gov.za](http://www.capetown.gov.za) |
| Delegations to political office bearers  
Members of staff  
Structure (Mayco, subcouncil, portfolio committees) | **Website:** [www.capetown.gov.za](http://www.capetown.gov.za) |
| **Council legislation, by-laws and policies** | **Website:** [www.capetown.gov.za](http://www.capetown.gov.za)  
**Website:** [www.capetown.gov.za](http://www.capetown.gov.za)  
**Website:** [www.capetown.gov.za](http://www.capetown.gov.za) |
| **Guidelines and standards:**  
Western Cape guidelines for environmental management plans, 2005  
Minimum cleanliness standards  
Minimum requirements for refuse collection and vehicle access at new developments  
Waste/recycling storage areas/rooms (multistorey buildings or cluster developments) | **Website:** [www.capetown.gov.za](http://www.capetown.gov.za)  
**Website:** [www.capetown.gov.za](http://www.capetown.gov.za)  
**Website:** [www.capetown.gov.za](http://www.capetown.gov.za)  
**Website:** [www.capetown.gov.za](http://www.capetown.gov.za) |
| **Integrated development plan (IDP)** | **Website:** [www.capetown.gov.za](http://www.capetown.gov.za) |
| **Financial records:**  
Account statements (only available to account owners upon positive identification) | **Website:** [www.capetown.gov.za](http://www.capetown.gov.za)  
**Website:** [www.capetown.gov.za](http://www.capetown.gov.za)  
**Website:** [www.capetown.gov.za](http://www.capetown.gov.za)  
**Website:** [www.capetown.gov.za](http://www.capetown.gov.za) |
| **Legal Services Department:**  
Legal Resource Centre | **Website:** [www.capetown.gov.za](http://www.capetown.gov.za)  
**Website:** [www.capetown.gov.za](http://www.capetown.gov.za)  
**Website:** [www.capetown.gov.za](http://www.capetown.gov.za)  
**Website:** [www.capetown.gov.za](http://www.capetown.gov.za) |
| **Solid Waste Management Department** | **Website:** [www.capetown.gov.za](http://www.capetown.gov.za)  
**Website:** [www.capetown.gov.za](http://www.capetown.gov.za)  
**Website:** [www.capetown.gov.za](http://www.capetown.gov.za)  
**Website:** [www.capetown.gov.za](http://www.capetown.gov.za) |
<table>
<thead>
<tr>
<th><strong>Annual statements</strong></th>
<th>Arrears (only available to account owners upon positive identification)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Housing:</strong></td>
<td>Land available for housing development</td>
</tr>
<tr>
<td></td>
<td>Available municipal housing</td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.capetown.gov.za">www.capetown.gov.za</a> Housing Directorate</td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.capetown.gov.za">www.capetown.gov.za</a> Housing Directorate</td>
</tr>
<tr>
<td><strong>Land:</strong></td>
<td>Details of municipally-owned land</td>
</tr>
<tr>
<td></td>
<td>Records of land owned by requester upon positive identification</td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.capetown.gov.za">www.capetown.gov.za</a> Property Management Department</td>
</tr>
<tr>
<td><strong>Organisational structure</strong></td>
<td>Organisational structure of City and its directorates</td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.capetown.gov.za">www.capetown.gov.za</a></td>
</tr>
<tr>
<td><strong>Planning</strong></td>
<td>Business processes</td>
</tr>
<tr>
<td></td>
<td>Policy plans</td>
</tr>
<tr>
<td></td>
<td>Zoning schemes</td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.capetown.gov.za">www.capetown.gov.za</a> Planning and Building Development Management/Spatial Planning and Urban Design Department</td>
</tr>
<tr>
<td><strong>Registers</strong></td>
<td>(where available, excluding personal information of individuals):</td>
</tr>
<tr>
<td></td>
<td>Moveable assets</td>
</tr>
<tr>
<td></td>
<td>Contractors and service providers</td>
</tr>
<tr>
<td></td>
<td>Tenders awarded</td>
</tr>
<tr>
<td></td>
<td>New tenders</td>
</tr>
<tr>
<td></td>
<td>City-approved file plan</td>
</tr>
<tr>
<td></td>
<td>Finance Directorate</td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.capetown.gov.za">www.capetown.gov.za</a> Supply Chain Department</td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.capetown.gov.za">www.capetown.gov.za</a> Supply Chain Department</td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.capetown.gov.za">www.capetown.gov.za</a> Supply Chain Department</td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.capetown.gov.za">www.capetown.gov.za</a> Records Management Unit</td>
</tr>
<tr>
<td><strong>Reports</strong></td>
<td>City of Cape Town’s annual report</td>
</tr>
<tr>
<td></td>
<td>Municipal entities’ annual report</td>
</tr>
<tr>
<td></td>
<td>All reports available on the website</td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.capetown.gov.za">www.capetown.gov.za</a></td>
</tr>
<tr>
<td><strong>Schedules:</strong></td>
<td>Refuse collection schedules</td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.capetown.gov.za">www.capetown.gov.za</a> Solid Waste Department</td>
</tr>
<tr>
<td><strong>Statistics (excluding personal information of individuals):</strong></td>
<td>Health statistics</td>
</tr>
<tr>
<td></td>
<td>Waste minimisation statistics?</td>
</tr>
<tr>
<td></td>
<td>Waste statistics?</td>
</tr>
<tr>
<td></td>
<td>Solid waste enforcement statistics</td>
</tr>
<tr>
<td></td>
<td>Other statistics kept for departmental use in the format in which it is available</td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.capetown.gov.za">www.capetown.gov.za</a></td>
</tr>
<tr>
<td><strong>Tariffs, fees, surcharges</strong></td>
<td>Website: <a href="http://www.capetown.gov.za">www.capetown.gov.za</a> Line departments</td>
</tr>
<tr>
<td></td>
<td>Tender applications of requester after public opening upon positive identification</td>
</tr>
<tr>
<td></td>
<td>Tender adjudication decisions and minutes after tender award</td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.capetown.gov.za">www.capetown.gov.za</a> Supply Chain Department</td>
</tr>
</tbody>
</table>
### Spatial layers and maps

Website: [www.capetown.gov.za](http://www.capetown.gov.za) /Planning and Building Development Management/Spatial Planning and Urban Design Department/relevant line departments

---

### Staff’s official information as included in the exceptions to personal information provided for in terms of Section 34 (f) of the Promotion of Access to Information Act 2 of 2000:

The fact that an individual who is or was an official of the City:
Title, work address, work telephone number and other similar particulars of the individual. The classification, salary scale or remuneration and responsibilities of the position held or services performed by the individual
(NB: Salary scale or remuneration pertains to that of a post currently occupied by the individual, not specific salary or specific remuneration currently earned by an official)

Website: [www.capetown.gov.za](http://www.capetown.gov.za) /Strategic Human Resource Department/Personnel Department/Line Departments

---

### AVAILABLE FREE OF CHARGE IN TERMS OF SECTION 15 (1) (a) (iii):

#### Information brochures

**Publications**
(all publications by and on behalf of the municipality that have been made public or presented to Council and in which no copyright is held by persons or bodies not connected to the City. Print copies may not always be available):

- Contact
- City News
- City online newsletter
- Quarterly municipal entities’ newsletters
- Ombudsman’s quarterly newsletter

Website: [www.capetown.gov.za](http://www.capetown.gov.za) /Communication Department
Website: [www.capetown.gov.za](http://www.capetown.gov.za) /Communication Department
Website: [www.capetown.gov.za](http://www.capetown.gov.za) /Communication Department
Website: [www.capetown.gov.za](http://www.capetown.gov.za) /Ombudsman Department
SUBJECTS AND CATEGORIES OF RECORDS HELD BY THE CITY OF CAPE TOWN

LEGISLATION
Drafting, amendments, advertising, comments and legal opinions, and revision of legislation

ORGANISATION AND CONTROL
Office management and instructions
Organisational development
Delegation of authority
Service delivery
Disclosure of official information and confidentiality
Internal emergency planning
Use of languages
Records control
Internal audit
Mutual aid to other bodies
Visits and inspections
Customer relations management
Racism and sexism
Enterprise resource planning (ERP)
Smoking

ELECTIONS
Local government elections
Provincial elections
National elections

COUNCIL AND COUNCILLOR MATTERS
Composition of Council, Mayco, portfolio committees and sub-councils
Representation on bodies
Meetings of Council, committees and sub-councils
Matters concerning councillors
Functioning of junior council
Ad hoc committee meetings
Site inspections
Establishment of political offices

FINANCE
Estimates
Financial statements
Interdepartmental recoveries and recharges
Property valuations
Property rates
Loans
Funding and subsidies received
Own funds
Tariffs, fees, charges, fines and deposits
Credit facilities
Financial assistance and sponsorship rendered
Financial management of bequests
Bookkeeping and banking
Investments
Risk finance
Petty cash
Value-added tax (VAT)
Reports and returns
Settlement of accounts due by Council
Levies
Cashier’s float
Financial sustainability
Implementation of GAMAP project

**STAFF**

Staff strength and grading
Conditions of service
Recruitment and appointments, appeals and freezing/unfreezing
Terminations and severances
Staff movements
Job evaluation and appeals
Staff finance
Staff appraisals
Labour relations
Staff control
Assistance
Letters of thanks
Acts of bravery
Congratulations, condolences, messages of goodwill to staff
Newsletters and notices
Statistics
Standby duties
Staff restructuring
Utilisation of offenders for community services
Rendering of chaplain services

**TRAINING AND DEVELOPMENT**

Skills development plan
Mentorship
Training needs assessment
Productivity development scheme
Capacity building
Statistics
Career path development
Staff training
Councillor training
Workshops and information sessions, congresses and seminars
Job-shadowing

DOMESTIC SUPPLIES AND SERVICES
Domestic supplies
Domestic services
Occupational risk management and health and safety

PROCUREMENT SERVICES
Tenders and contracts
Quotations
 Guarantees

INFORMATION TECHNOLOGY
Licences
Contracts
Service level agreements
Smart City strategies
Security measures
Support
Application and operating systems
Internet
Projects and investigations
Geographic information systems (GIS)
Intranet
Liaison with companies

PUBLICITY AND INFORMATION
Press releases
Radio and television interviews
Public participation and hearings
Own publications and videos
Publications by outside bodies and advertising media
Courtesy notices received from and despatched to outside bodies
Promotion of products by outside bodies
Participation by Council in shows, exhibitions, displays and competitions
Competitions arranged by Council
Emblems
Complaints and enquiries
Gifts and souvenirs
History of Council
Educational tours and visits
Compilation of information on specific communities
National and international networking
Awareness campaigns
Public relations and communication

FESTIVALS AND SOCIAL MATTERS
Speeches
Protocol and list of addresses
Festivals and events
Receptions and functions
Concerts and performances
Civic honours and awards
Commemorative services and events
Letters of thanks, congratulations, condolences and messages of goodwill
Mayoral patronage
Memorial services
Holiday season planning, proposals and reports

REPORTS, RETURNS AND STATISTICS
Reports
Returns and statistics
Questionnaires

BUILDINGS AND PROPERTY TRANSACTIONS
Release of bonds: communicate
Granting and refusal of free use
Investigation into sale of buildings and land
Asset control and management
Investigation into purchase of land
Valuation of Council properties
Buildings
Land

COMPOSITION AND MEETINGS OF BODIES
Internal
External

LEGAL MATTERS
Legal opinions and court decisions
Civil action claims
Establishment and functioning of municipal courts
Prosecutions
Contraventions and complaints
Internal appeal decisions

LICENCES AND PERMITS
Licences
Permits, certificates and concessions

PLANNING & BUILDING DEVELOPMENT MANAGEMENT
Zoning schemes
Forward planning
Planning approvals
Land use management and township control
Naming of streets
Building plan approval
Control of advertising
Enforcement: land use and building control

ECONOMIC PLANNING AND DEVELOPMENT
Foreign investment facilitation
Co-ordinating and managing economic data on GIS
Establishment of development vehicles
Statistics
Main economic sectors
Employment creation
Small, medium and micro enterprises (SMMEs)
Training and development
Community improvement districts (CIDs)
Urban farming and small farming settlements

TRAFFIC ENGINEERING AND TRANSPORTATION PLANNING
Traffic management systems
Traffic impact and transportation studies
Traffic accident and incident management plans
Transport system management (TSM) projects
Traffic data measurements
Road accidents
Traffic calming measures
Traffic signs and road markings
Traffic signals
Pedestrian facilities
Public transport
Rail facilities
Airports and civil aviation
Parking
Park-a-bike

ENVIRONMENTAL MANAGEMENT
Integrated environmental impact assessment (EIA) studies and programmes
Sustainable environment
Environmental education and awareness
Environmental communication and promotion
Environmental enforcement
Reports and returns
Comments on other development proposals
Metropolitan open space studies and planning
Matters affecting the environment
Individual environmental units
Conservation of built environment
Cultural and heritage studies

ROADS
Reports
Proclamations and deproclamations
Road reinstatements
Street naming and numbering
Management of roads
National roads
Trunk roads
Provincial roads
Main and proclaimed main roads
Local streets and squares
Rural and farm roads
Private roads
Footways, sidewalks, kerbs, verges and boundary fences
Access driveways
Bridges, subways and level crossings
Cycle paths
Intersections
Permanent closure of streets, lanes and level crossings
Control of non-municipal underground construction works
Applications by Council for consent for roadworks on Telkom property and wayleaves
Road access
Scenic routes
Servitudes

CLEANSING SERVICES RENDERED
Reports
Statistics
Special projects
Beach cleansing
Refuse removals
Supply of refuse bins, bags and tidy tips
Street and area cleansing
River cleansing
Cleaning of storm water drains
Mobile toilets
Night soil removals
Cleaning of subways
Refuse disposal
Processing of compost
Recycling
Co-disposals
Bale and rail

**STORMWATER DRAINAGE**
Regional stormwater catchment management
Distribution network
Servitudes

**ELECTRICITY**
Generation and purchase of electricity
Distribution of electricity
Installation of electricity

**SEWERAGE**
Bulk sewerage
Provision of sewerage treatment capacity
Maintenance of regional sewers
Installation of distribution network
Purification
Servitudes and wayleaves
Liaison and agreements with Cape Metropolitan Administration

**WATER SUPPLY**
Master plan
Statistics and returns
Water restrictions and water demand management
Recycling of water
Purchasing of water
Water quality monitoring
State of water resources
CCTV operations
Acquisition of sources
Distribution and supply
Main pipe lines
Water treatment plants
Reservoirs
Dams
Filtration plants
Water wayleaves
Registration of notarial water servitudes
Meters
Fire hydrants
Underground water for irrigation purposes
Servitudes

CEMETERIES AND CREMATORIA
Reports and returns
Cemeteries
Crematoria

MARKETS AND TRADING SERVICES
Statistics and schedules
Fixing of market hours and closure on public holidays
Adoption of national code of guidelines and instructions
Fresh produce and flower markets
Flea and craft markets
Hawking and trading activities

ABATTOIR
Marketing and advertising
Privatisation
Registration of abattoir
Humane killing and animal welfare
Disposal of unauthorised dogs on premises
Production of by-products
Offal
Gut
Hygiene
Effluent
Electrified beef
Manure removal
Meat imports
Exemptions
Cold storage facilities
Use and leases
Animal diseases
Meat exports
Laboratory reports
Slaughtering
Theft of meat
Reports
Donations
Control and receiving Livestock
Slaughtering and auction starting times
Washing of trucks
Abattoir social matters
Liaison with abattoir role players

PROTECTION SERVICES
Volunteers
Open day
Shooting ranges
Fire services
Disaster management
City policing and law enforcement
Traffic control and enforcement

HOUSING
Planning and provision
Income of housing beneficiaries and prospective buyers
Inspection tours of housing schemes
Waiting list and allocations
Liaison and role of housing associations and companies
Rapid land release
Repossession of homes
Housing for very poor and indigent
Informal settlements
Housing projects
Leased-housing schemes
Housing for the aged
Statistics

HEALTH SERVICES
Facilities
Health plans
Health programmes
Support services
Health statistics
Quality assurance
Environmental health
Clinic records
Health information

LIBRARY SERVICES
Acquisition of library materials in different formats
Interlibrary loans
Maintenance of library buildings
Usage of library buildings
Security in respect of library material
Provision of facilities in libraries
Computerised library system
Reports and returns
Donations
Operational hours

SPORT AND RECREATION
Liaison with sports federations, councils and boards
Sports facilities, complexes and grounds
Swimming pools
Recreational facilities, multipurpose halls, civic centres and other halls
Planning and staging of recreational events
Come-and-Play programmes

PARKS, GARDENS, PUBLIC OPEN SPACES AND HORTICULTURAL MATTERS
Parks, public open spaces and gardens
Nurseries, horticultural matters and landscaping

MANAGEMENT OF BEACHES, HOLIDAY RESORTS, CARAVAN PARKS AND OTHER FACILITIES
Beaches
Harbours
Holiday resorts, caravan parks, camping sites and braai areas
Pavilions, tea rooms, kiosks and restaurants
Public ablution facilities

MUSEUMS, MONUMENTS, MEMORABALIA AND WORKS OF ART
Museums, monuments, memorials, plaques and other heritages, art galleries, works of art, bequests offered/entrusted to Council

COMMUNITY DEVELOPMENT AND SOCIAL WELFARE
Community liaison
Reconstruction and development programme (RDP)
Social development plan
Strategies and services
Community development projects
Investigation in respect of services in previously disadvantaged areas
Database in respect of community organisations

EDUCATION
Liaison with schools
Establishment and closure of schools, crèches and facilities

COMMUNICATION AND POSTAL SERVICES
Community radio station
Postal and telecommunication services

CONTROLLING OF ANIMALS
Pounds
Liaison with animal rescue organisations
Management of animals
CITY OF CAPE TOWN

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

Postal address:

The Information Officer and / or
The Deputy Information officer

P O Box 298
Cape Town
8000

Tel: 021 400 1360/2095
Fax: 021 400 5963
E-mail: access2info.act@capetown.gov.za

B. PARTICULARS OF PERSON REQUESTING ACCESS TO RECORD(S)

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

Full names and surname: .................................................................
Identity number: .................................................................
Postal address: .................................................................

.................................................................
Tel: .................................................................
Fax: .................................................................
E-mail: .................................................................

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

.................................................................
.................................................................
C. PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE:
This section must be completed ONLY if a request is made on behalf of another person.

Full names and surname: .............................................................................................................................

Identity number: ........................................................................................................................................

D. PARTICULARS OF RECORD(S)

(a) Provide full particulars of the record(s) to which access is requested, including the reference number if it is known to you, so that the record can 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 additional folios.

1. Description of record or relevant part of 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 the access is required and the reasonable time required searching for and preparing it.

(d) If you qualify for exemption of the payment of any fee, please state the reason for such exemption below.

Reason for exemption from payment of fees:
..............................................................................................................................................................
..............................................................................................................................................................

F. FORM OF ACCESS TO RECORD(S)
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, please state the disability and indicate in which form the record is required.

<table>
<thead>
<tr>
<th>Disability:</th>
<th>Form in which the record is required:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

54
Please mark the appropriate box with an X.

**NOTE:**
(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 the access is requested.

---

1. **If the record is in written or printed form:**

| Copy of record | Inspection of record |

2. **If a record consists of visual images:** (including photographs, slides, video recordings, computer-generated images, sketches etc.):

| View images | Copy of images | Transcription of images |

3. **If the record consists of recorded words or information which can be reproduced in sound:**

| Listen to the soundtrack (audio cassette) | Transcription of soundtrack (written or printed document) |

4. **If the record is held on computer or in an electronic or machine-readable format:**

| Printed copy of record | Printed copy of information derived from the record | Copy in computer-readable format (stiffy or compact disc) |

If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?

Yes  
No

**Postage will be payable.**

Note that if the record is not available in the language you prefer, access will be granted in the language in which the record is available.

In which language do you prefer the record? .........................................................
G. **NOTICE OF DECISION REGARDING REQUEST FOR ACCESS**
You will be notified in writing whether your request has been approved or denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

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

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

Signed at..........................................................this.......day
of...............................20....

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

SIGNATURE OF REQUESTER/PERSON ON WHOSE BEHALF REQUEST IS MADE

H. **FOR DEPARTMENTAL USE**

Reference Number..............................
Request received by (state rank, name and surname of information officer or deputy information officer)

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

Date: ..........................................................
Place: ..........................................................
Request fee (if any) R..............
Deposit (if any) R..............
Access fee R..............

.............................................................................................................................
SIGNATURE OF INFORMATION OFFICER OR DEPUTY INFORMATION OFFICER
ANNEXURE F

FEES PAYABLE
(In terms of Regulation 187 dated 15 February 2002)

| REQUEST FEE (APPLICABLE TO REQUESTERS OTHER THAN PERSONAL REQUESTERS) | R35 |
| REPRODUCTION OR 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 format | 40c |
| For a copy in a computer-readable format on: | |
| stiffy disc | R5 |
| compact disc | 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 audio 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 purposes 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.

NB: If the information officer believes that the research and preparation of the record will require more than six hours, he/she may notify the requester (excluding personal requester) to pay a deposit of one-third of the access fee.
ANNEXURE G

CITY OF CAPE TOWN

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

Postal address:

The Information Officer and / or
The Deputy Information officer

PO Box 298
Cape Town
8000

Tel: 021 400 1360/2095
Fax: 021 400 5963
E-mail: access2info.act@capetown.gov.za

B. PARTICULARS OF REQUESTER/THIRD PARTY LODGING THE INTERNAL APPEAL

<table>
<thead>
<tr>
<th>a)</th>
<th>The particulars of the person who is lodging the internal appeal must be given below.</th>
</tr>
</thead>
<tbody>
<tr>
<td>b)</td>
<td>Proof of capacity in which appeal is lodged must be attached, if applicable.</td>
</tr>
<tr>
<td>c)</td>
<td>If the appellant is a third person and not the person who originally requested the information, the particulars of the requester must be given in “C” below.</td>
</tr>
</tbody>
</table>

Full names and surname:
Identity number:

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

Postal address:

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

Tel: ..............................................................................................................................................
Fax: ..............................................................................................................................................
E-mail: .........................................................................................................................................

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) is lodging 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 an “X” in the appropriate box.

<table>
<thead>
<tr>
<th>Refusal of request for access</th>
</tr>
</thead>
<tbody>
<tr>
<td>Decision regarding fees prescribed in terms of section 22 of the Act.</td>
</tr>
<tr>
<td>Decision regarding the extension of the period within which request must be dealt with in terms of section 26(1) of the Act.</td>
</tr>
<tr>
<td>Decision in terms of section 29(3) of the Act to refuse access in the format requested by the requester.</td>
</tr>
<tr>
<td>Decision to grant request for access.</td>
</tr>
</tbody>
</table>

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 on which the internal appeal is based.
   ....................................................................................................................................................
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   ....................................................................................................................................................
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2. State any other information that may be relevant for consideration of the appeal.
   ....................................................................................................................................................
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F. NOTICE OF DECISION ON APPEAL

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

1. State the manner:

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

2. Particulars of manner requested:

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

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

Signed at .........................this ...........day of..............................20...

.................................................................
SIGNATURE OF APPELLANT

FOR DEPARTMENTAL USE

OFFICIAL RECORD OF INTERNAL APPEAL

Appeal received on:.................................(date)
by ..............................................................................................................................................

(State rank, name and surname of information officer / deputy information officer)

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

OUTCOME OF APPEAL

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

NEW DECISION

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

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

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

DATE ............................................. RELEVANT AUTHORITY.........................................

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