

CITY OF CAPE TOWN



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

PAIA MANUAL

Prepared in terms of section 14 of the Promotion of Access to Information Act 2 of 2000 (as amended)

Document Control	
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APPROVAL

YES/ NO

COMMENT

LUNGEL0 MBANDAZAYO
CITY MANAGER

DATE:

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	“City”	City of Cape Town
1.2	“DIO”	Deputy Information Officer
1.3	“IDP”	Integrated Development Plan
1.4	“IO”	Information Officer
1.5	“MFMA”	Local Government: Municipal Financial Management Act No. 56 of 2003
1.6	“Minister”	Minister of Justice and Correctional Services
1.7	“MPRA”	Local Government: Municipal Property Rates Act No. 6 of 2004
1.8	“PAIA”	Promotion of Access to Information Act No. 2 of 2000
1.9	“POPIA”	Protection of Personal Information Act No. 4 of 2013
1.10	“PIRC”	POPIA Incidence Response Committee
1.11	“Regulator”	Information Regulator
1.12	“Structures Act”	Local Government: Municipal Structures Act No. 117 of 1998
1.13	“Systems Act”	Local Government: Municipal Systems Act No. 32 of 2000

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the nature of the records which may already be available at the City without the need for submitting a formal PAIA request;
- 2.2 understand how to make a request for access to a record of the City;
- 2.3 obtain all the relevant contact details of the person(s) who will assist the public with the records they intend to access;
- 2.4 know all the remedies available from the City regarding request for access to the records, before approaching the Regulator or the Courts;
- 2.5 know the description of the services available to members of the public from the City and how to gain access to those services;
- 2.6 know a description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;

- 2.7 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know if the City has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.9 know whether the City has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. ESTABLISHMENT OF THE CITY OF CAPE TOWN

The City was established as a metropolitan municipality 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).

3.1 Objectives/Mandate

As part of the local sphere of government, the City is empowered by a series of legislation to fulfil its constitutional objectives, namely the MFMA, Systems Act, Structures Act, and the MPRA. Together, these pieces of legislation (together with the various regulations promulgated thereunder) provide a framework for a democratic, accountable, and developmental local government system, as envisaged by section 152 of the Constitution of the Republic of South Africa, 1996 (the Constitution).

The City's executive authority is vested in its Municipal Council, and it is therefore responsible for making top-level decisions about how Cape Town is governed. The Council is also the legislative body of the City and develops and implements [policies and by-laws](#), which are local laws specifically created and implemented within its jurisdictional boundaries. Council sets the [City tariffs](#) for rates and services in Cape Town, decides what the [City's budget](#) is and how it will be spent, and enters into service level agreements with private agencies that do business with the City.

When the City Council makes its decisions, it is guided by the Integrated Development Plan (IDP), a framework that outlines how the City plans to reach its goals, together with other long-term plans that inform the City's budgeting and resourcing strategies. The [policies and by-laws](#) that Council approves for implementation are monitored by the Portfolio Committees or 'Section 79' committees, which are established in terms of the Structures Act.

As stated above, the executive and legislative authority of the City vests in the Municipal Council. Accordingly, the City has the right 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. In this

regard, section 152 of the Constitution provides as follows:

“Objects of local government

1. *The objects of local government are-*
 - a. *to provide democratic and accountable government for local communities;*
 - b. *to ensure the provision of services to communities in a sustainable manner;*
 - c. *to promote social and economic development;*
 - d. *to promote a safe and healthy environment; and*
 - e. *to encourage the involvement of communities and community organisations in the matters of local government.*
2. *A municipality must strive, within its financial and administrative capacity, to achieve the objects set out in subsection (1).”*

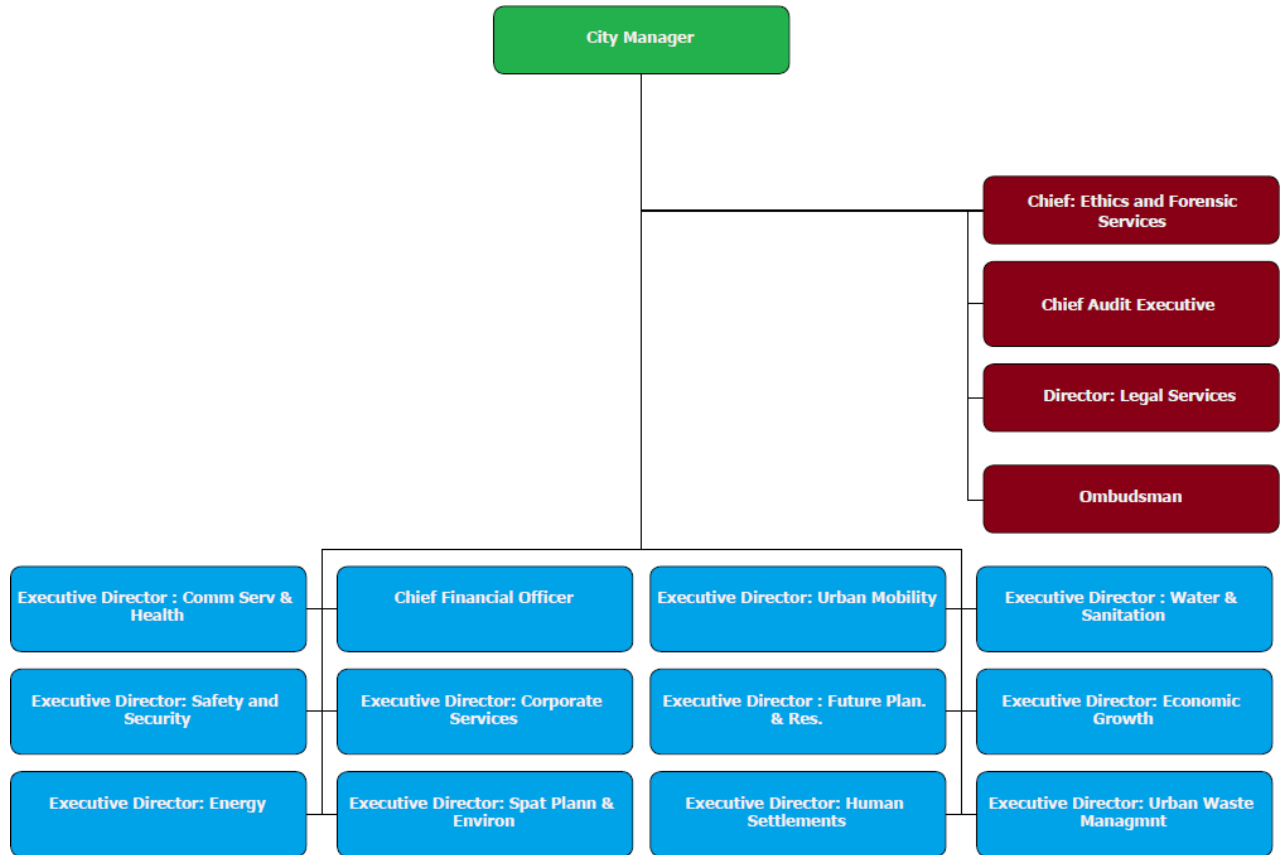
4. STRUCTURE OF THE CITY AND ITS FUNCTIONS

4.1 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 its new strategic direction. The current organisational structure is illustrated in the organogram below, while Council governance structure is illustrated in the following chart.

4.2 Structure

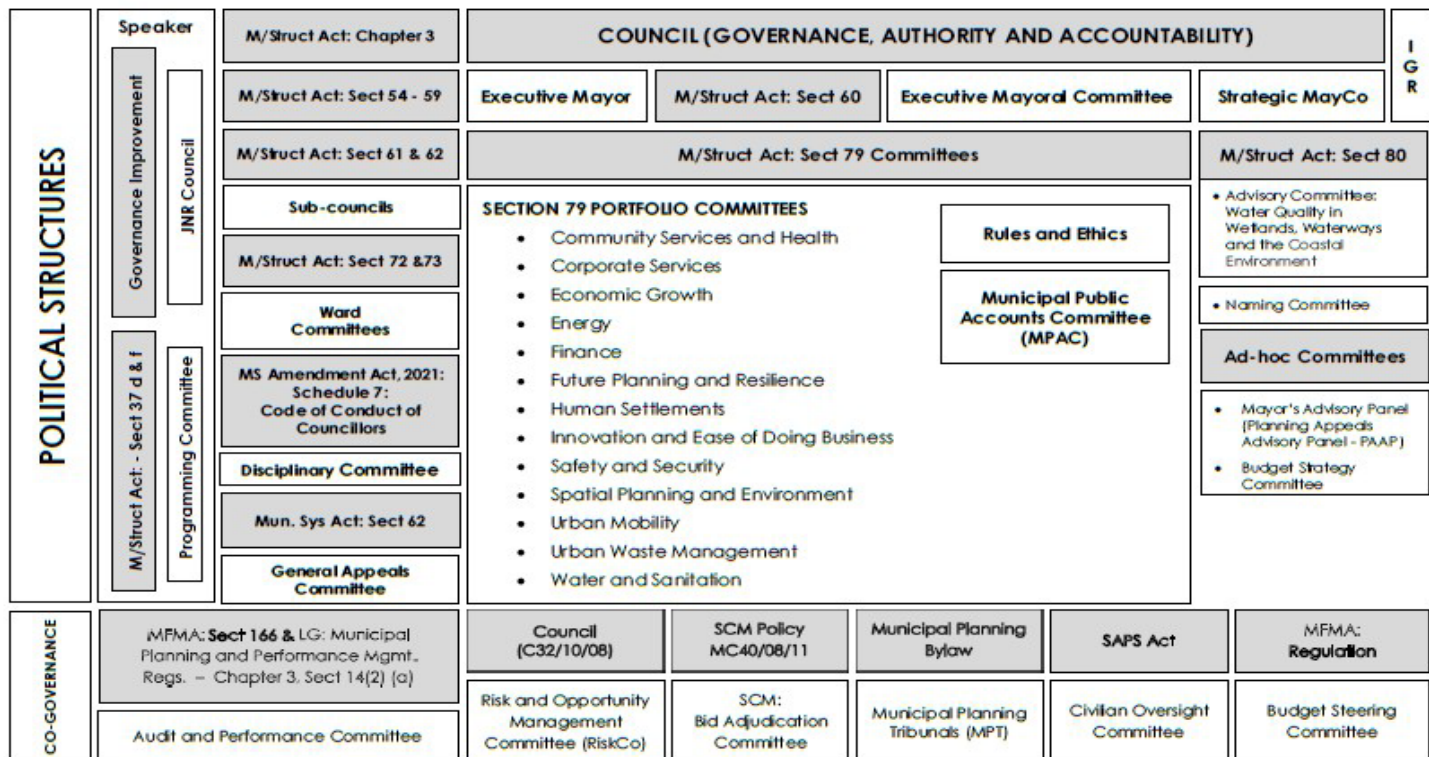
City of Cape Town High Level Organogram



4.3 City of Cape Town Council Governance Structures



CITY OF CAPE TOWN GOVERNANCE STRUCTURES



Updated 16 May 2024

Making progress possible. Together.

4.4 Functions

Section 152(1) of the Constitution sets the constitutional foundation for the objects of local government, thus creating a set of obligations that the City, as a local government, should achieve. In particular, section 152(2) provides that, a municipality must strive, within its financial and administrative capacity, to achieve the objects set out in subsection 1. In order to achieve this, the City has put together systems and programmes that form the basis of its municipal administrative functions.

“The role of the City Manager is to lead City administration. The office of the City Manager is responsible for all aspects of governance, such as ensuring compliance with statutory requirements and City policies, processes and procedures. The City Manager is supported by an Executive Management Team (EMT), appointed in terms of section 57 of the Municipal Systems Act. Each member heads a directorate and is responsible for key functions of the organisation. These include implementing Council decisions and leading the City’s drive to achieve its strategic objectives as outlined each year in the Integrated Development Plan (IDP).”¹

¹ [capetown.gov.za/the-citys-five-year-plan-\(idp\)](http://capetown.gov.za/the-citys-five-year-plan-(idp))

To this end, under the direct responsibility of the City Manager and as led by Executive Directors and supported by Directors and Managers reporting to them, the directorates perform functions listed below each directorate:

1. OFFICE OF THE CITY MANAGER:

City Manager – Mr Lungelo Mbandazayo

Tel: 021 400 1331/1364

Email: City.manager@capetown.gov.za

Executive Manager: Office of the City Manager: Ms Babalwa Laurencia Mothibi

Tel: 021 400 1355

Email: Laurencia.Mothibi@capetown.gov.za

City Ombudsman: Ms Zetu Makamandela-Mguqulwa

Tel: 021 400 9210

Email: Zetu.MakamandelaMguqulwa@capetown.gov.za

- Internal Ombudsing Services
- External Ombudsing Services

Chief Audit Executive: Internal Auditing: Mr Zakariya Hoosain

Tel: 021 400 9375

Email: Zakariya.Hoosain@capetown.gov.za

- Finance and other audits
- Performance and other audits
- Information System Audits
- Governance & Risk Audits
- Support Services (IA)
- Quality Assurance and other Audits
- Support Services Combined Ass
- Combined Assurance and Governance

Director: Legal Services: Ms Riaana Sayed

Tel: 021 400 4508

Email: Riaana.Sayed@capetown.gov.za

- Corporate Advisory Services
- Access to Information
- Municipal Courts
- Legislative Vetting
- Resources and Interface
- Legal Compliance
- Procurement Law
- EPWP – LS Admin Support

Chief: Ethics and Forensic Services: Mr Chris Maurer

Tel: 021 487 2415

Email: Christopher.Maurer@capetown.gov.za

- Unit 1
- Unit 3
- Unit 2
- Ethics
- Administrative Unit

2. CORPORATE SERVICES

Executive Director: Corporate Services – Mr Ernest Sass

Tel: 021 400 7428

Email: Ernest.Sass@capetown.gov.za

Office Administration Manager – Ms. Lucinda Carstens

Tel: 021 400 5011

Email: Lucinda.Carstens@capetown.gov.za

Acting Director: Facilities Management: Mr Santesh Maharaj

Tel: 021 400 9438

Email: Santesh.Maharaj@capetown.gov.za

- Occupational Health & Safety
- Facilities Management: Director Support
- Facilities Management: Security Services
- Facilities Management: Infrastructure and Planning
- Integrated Facilities Management
- Support Services Facilities Management
- Priority: Facilities Management
- Finance and Administration
- FM: Business Integrated Enablement and Planning
- FM: Internal Control & Combined Assurance

Director: Executive and Councillor Support Operations – Ms Vuyokazi Ngcobozi

Tel: 021 400 2187

Email: Vuyokazi.Ngcobozi@capetown.gov.za

- Committee Services
- Councillor Support
- Language Services
- Support Services ESS

Director: Human Resources – Mr Bevan van Schoor

Tel: 021 400 2809

Email: Bevan.VanSchoor@capetown.gov.za

- Payroll & HR Administration
- Employee Relations

- EAP and Wellness
- Training and Development
- Organisational Management
- HR Business Systems
- Support Services HR
- Strategic Staffing
- Remuneration
- HR Tenders & Contracts

Manager: Integrated and Knowledge and Records Management (IKRM) – Mr Vernon Bowers

Tel: 021 400 2804

Email: Vernon.Bowers@capetown.gov.za

- IKRM Monitoring & Partnerships
- Records Management

Chief Digital Officer: Information Systems and Technology – Mr Andre Stelzner

Tel: 021 400 1111

Email: Andre.Stelzner@capetown.gov.za

- IS&T Support Services
- IS&T Business Relations
- Infrastructure Services
- Digital Transformation & Governance
- Applications
- Digital Enablement Unit
- Architecture and Governance

Director: Fleet Management – Mr Yaasier Ahmed

Tel: 021 400 4225

Email: Yaasier.Ahmed@capetown.gov.za

- Fleet administration services
- Master Data
- Fleet management services
- Support services fleet
- Fleet Finance
- Fleet Business Improvement

Director: Citizen Interface: Ms Pearl Nongqongqo

Tel: 021 400 4955

Email: PearlNolutando.Nongqongqo@capetown.gov.za

- Public Participation
- Customer Relations
- Departmental Support Services
- Regional Area North/Central
- Inter Directorate Liaison Subcouncils
- Regional Area South/East
- Stakeholder Management

Chief: Corporate Digital Governance: Ms Millicent Lindiwe Ndaba

Tel: 021 400 1337

Email: Lindiwe.Ndaba@capetown.gov.za

- Digital Control Assessment
- Digital Governance
- Support and PM Services
- Integrated Knowledge and Records Management

3. COMMUNITY SERVICES AND HEALTH

Executive Director: Community Services and Health – Ms Zukiswa Mandlana

Tel: 021 400 4912

Email: Zukiswa.Mandlana@capetown.gov.za

Office Administration Manager – Ms Wendy Adams

Tel: 021 400 5924

Email: Wendy.Adams@capetown.gov.za

Director: City Health – Dr Paul Nkurunziza

Tel: 021 400 2103

Email: Paul.Nkurunziza@capetown.gov.za

- Support: City Health
- Specialised Health Services
- Finance (Health)
- Area North
- Area East
- Area Central
- Area South

Director: Library and Information Services – Ms Helena Steyn

Tel: 021 400 3782

Email: Ninnie.Steyn@capetown.gov.za

- Finance Libraries
- Area North
- Area East
- Area Central
- Area South
- Support Services: Libraries
- Specialized Operations

Director: Recreation and Parks – Ms Chantal Michaels

Tel: 021 400 9109

Email: Chantal.Michaels@capetown.gov.za

- Centralised Operations and Programmes
- Facilities Maintenance and Project Management Office
- Finance Recreation & Parks
- Area North

- Area East
- Area South
- Recreation & Park: Support Services
- Business Process Development & Assessment

Manager: Planning and Development and Project Management Office (Social Services) – Mr Leeroy May

Tel: 021 400 4438

Email: Leeroy.May@capetown.gov.za

- GIS, information and property management
- Planning and development
- Project management unit
- Administration
- Finance
- Contracts and PPM compliance

Director: Community Arts & Culture Development – Mr Alfonso Sauls

Tel: 021 444 0301

Email: Alfonso.Sauls@capetown.gov.za

Targeted development programs, namely:

- Arts and Culture Development
- Finance Community Arts & Culture Develop
- Support Services Community, Arts & Cul D
- Area Region 1 Community Development
- Area Region 2 Community Development
- Area Region 3 Community Development
- Area Region 4 Community Development
- Research and Programme Development
- EPWP -CACD_RAPD_107 Call Takers
- EPWP -CACD_RAPD_M&E
- EPWP -CACD REG 3 YDWS PAROW OFFICE
- EPWP -CACD REG 3 YDWS SC 4
- EPWP -CACD REG 3 YDWS SC 5
- EPWP -CACD REG 3 YDWS SC 6
- EPWP -CACD REG 3 YDWS SC 11
- EPWP -CACD_1_YDWS
- EPWP -CACD_2_YDWS
- EPWP -CACD_1_SP ECO
- EPWP -CACD_1_WWP
- EPWP -CACD_1_MIP
- EPWP -CACD REG 3 SPE TASP
- EPWP -CACD REG 4 SPE
- EPWP -CACD REG 4 SPE
- EPWP -CACD_2_SP ECONOMICS
- EPWP -CACD_2_WWP
- EPWP -CACD ACB ARTS AWEH
- EPWP -CACD ACB CULTURAL MAPPING
- EPWP -CACD_2_MP_WARD108
- EPWP -CACD REG 3 MIP WARD 24
- EPWP -CACD_2_MP_WARD19
- EPWP -CACD_2_MP_WARD17
- EPWP -CACD REG 4 YDWS

- EPWP -CACD REG 4 LIFE SKILLS SC 12
- EPWP -CACD REG 4 WWP DEPARTMENTAL
- EPWP -CACD REG 3 WWP WARD 106
- EPWP -CACD REG 3 WWP DEPARTMENTAL
- EPWP -CACD REG 3 WWP WARD 44
- EPWP -CACD REG 3 WWP SC 5
- EPWP -CACD REG 3 SPF WARD 27
- EPWP -CACD REG 3 SPF WARD 26
- EPWP -CACD REG 3 SPE PAINT CITY
- EPWP -CACD REG 3 SPE ELIM
- EPWP -CACD REG 3 SPE OWL SHELTER
- EPWP -CACD REG 4 M&E

4. FINANCE

Chief Financial Officer: Finance – Mr Kevin Jacoby

Tel: 021 400 3265

Email: Kevin.Jacoby@capetown.gov.za

Support Assistant: Ms Tarryn Bell

Tel: 021 400 5021

Email: TarrynCindy.Bell@capetown.gov.za

Director: Budgets – Mr Carl William Stroud

Tel: 021 444 9753

Email: CarlWilliam.Stroud@capetown.gov.za

- Operating budget
- Capital budget
- Performance budgeting
- Support services budgets

Director: Expenditure – Ms Nothemba Lepheana

Tel: 021 400 2370

Email: Nothemba.Lepheana@capetown.gov.za

- Payroll management
- Accounts payable
- Payroll reconciliation and financial compliance

Director: Grant Funding – Mr Daniel Lawrence Sullivan

Tel: 021 400 5097

Email: Daniellawrence.Sullivan@capetown.gov.za

- Grant Fund Governance
- Grant reporting and compliance
- Grant Finance1

Director: Revenue – Ms Susanna De Villiers

Tel: 021 400 7133

Email: Susanna.DeVilliers@capetown.gov.za

- Debt management
- Technical services
- Debtors and cash
- Specialised services

Director: Supply Chain Management – Mr Adiel Bloew

Tel: 021 400 3190

Email: Adiel.Bloew@capetown.gov.za

- Procurement
- Inventory and stores management
- Supplier management and admin services
- Demand and risk management
- Data Integrity and vendor performance
- Procurement excellence and governance
- Tenders and contract management 1

Director: Treasury – Mr David Valentine

Tel: 021 400 3800

Email: David.Valentine@capetown.gov.za

- Accounting and assets
- Treasury
- Insurance management
- Investment relations compliance and research

Director: Valuations – Ms Louise Muller

Tel: 021 400 3940

Email: Louise.Muller@capetown.gov.za

- Valuations survey and data quality
- Valuation data and business systems
- Business environment
- Business integration and valuation regulation
- Municipal valuer and valuation operations

5. ECONOMIC GROWTH

Executive Director: Economic Growth – Ms Ruby Gelderbloem

Tel: 021 400 1361

Email: Rubyleoni.gelderbloem@capetown.gov.za

Office Administration Manager – Sharon Daniels

Tel: 021 400 3146

Email: sharon.daniels@capetown.gov.za

Director: Economic Development & Investment – Mr Lance Greyling

Tel: 021 400 1217

Email: Lance.Greyling@capetown.gov.za

- Enterprise Development
- Growth Coalitions
- Development Facilitation
- Tourism and Place Marketing
- Investment Facilitation
- Support Services (Ent and Inv)
- EPWP – EPWP: AED Support Programme
- Inclusive Economic Development

Director: Property Transactions – Mr Dawid Joubert

Tel: 021 400 2910

Email: Dawid.Joubert@capetown.gov.za

- Immovable property planning
- Property disposals and acquisitions
- Property holding
- Special Projects
- Support services property management
- Transversal real estate services

Director: Strategic Assets – Mr Pieter Swanepoel

Tel: 082 447 3954

Email: Pieter.Swanepoel@capetown.gov.za

- Operations and maintenance
- Programme management
- Support services: Strategic Assets

6. SAFETY AND SECURITY

Executive Director: Safety and Security – Mr Vincent James Botto

Tel: 021 400 4304

Email: Vincentjames.Botto@capetown.gov.za

Office Administration Manager – Anthea Diest

Tel: 021 444 2442

Email: anthea.diest@capetown.gov.za

Manager: Disaster Management Risk Centre – Mr Johan Minnie

Tel: 021 597 5058

Email: Johan.Minnie@capetown.gov.za

- Area North
- Area Central
- Area South West
- Area South East
- DM Training and Capacity Building
- Logistics Planning and Fleet
- Public Awareness & Preparedness
- Operations Centre & Systems Intrg Serv.

- Special Planning & Critical Infr Service
- Training & Capacity Building: Volunteers

Director: Events – Ms Leonora de Souza Zilwa

Tel: 021 400 9890

Email: Leonora.DeSouzaZilwa@capetown.gov.za

Services include:

- Events planning
- Film and events permitting
- Events coordination
- Support services events
- EPWP – Events Grads 24/25
- Film promotions

Chief Fire Officer: Fire Services – Mr Clinton Manuel

Tel: 021 590 1738

Email: Clinton.Manuel@capetown.gov.za

Services include:

- Finance Fire
- Support Services Fire Services
- EPWP -EPWP Support Staff (Clerk)
- EPWP -EPWP Support Staff (Clerk)
- EPWP -EPWP Workers (Hydrants)
- EPWP -East Watchroom
- EPWP -EPWP Workers (Hydrants)
- EPWP -EPWP Workers (Hydrants)
- EPWP -EPWP Workers (Hydrants)
- EPWP -EPWP Workers (Hydrants)
- EPWP -Ottery EPWP Hydrant
- EPWP -EPWP Workers (Hydrants)
- EPWP -EPWP Workers (Hydrants)
- EPWP -EPWP Workers (Hydrants)
- EPWP -EPWP Hydrant
- EPWP -EPWP WORKERS (HYDRANT)
- EPWP -EPWP Support Staff(Watch Room Cler
- EPWP -EPWP Support Staff(Watch Room Cler
- EPWP -EPWP Support Staff(Watch Room Cler
- EPWP -EPWP Support Staff(Watch Room Cler
- EPWP -EPWP Support Staff (Watchroom Cler
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- EPWP -EPWP Support Staff (Watchroom Cler
- EPWP -EPWP Support Staff (Watchroom Cler
- EPWP -EPWP Support Staff (Watchroom Cler
- EPWP -EPWP Support Staff (Watchroom Cler
- Fire: Auxiliary Services
- Fire: Operations
- EPWP -EPWP Support Staff (Watchroom Cler

Commissioner: Public Safety – Mr Petrus Robberts

Tel: 021 444 4054

Email: Petrus.robberts@capetown.gov.za

Services include:

- S & S investigation unit
- Law enforcement services
- Traffic services
- S&S Information Management Services
- Integrated operational coordination
- Special Services SWAT
- Finance: Public Safety

Chief: Metropolitan Police – Mr Wayne le Roux

Tel: 021 427 5150

Email: Wayne.leRoux@capetown.gov.za

Services include:

- Support services Metro Police
- CCTV and radio
- Special Operations
- Central operations
- Finance Metro Police
- Policing Standards & Logistics

Manager: Public Emergency Communication Centre – Ms Suretha Visser

Tel: 021 487 2045

Email: suretha.visser@capetown.gov.za

- Technical & Operational Support
- Service Quality
- Operations
- EPWP – PECC Graduate Programme

Manager: EPIC Safety & Security – Mr Andrew Mortimer

Tel: 021 400 2216

Email: Andrew.Mortimer@capetown.gov.za

- EPIC Command Centre
- EPIC Training and Compliance
- EPIC Technology, Information and Innovation
- EPIC Business Intelligence
- Finance and Admin

7. ENERGY

Executive Director: Energy – Mr Kadri Middlekoop Nassiep

Tel: 021 444 9278

Email: kadri.nassiep@capetown.gov.za

Office Administration Manager – Ms. Michele Anita Johnson

Tel: 021 444 0485

Email: micheleanita.johnson@capetown.gov.za

Director: Electricity Generation and Distribution – Mr Edgar Capes

Tel: 021 400 8374

Email: Edgar.Capes@capetown.gov.za

Services include:

- Enterprise asset management
- Electricity supply
- Infrastructure operations
- Electricity retail management
- Engineering
- CTE Network Control
- CTE Generation

Director: Sustainable Energy Markets – Ms Leila Mahomed Weideman

Tel: 021 400 5953

Email: Leila.mahomedweideman@capetown.gov.za

- Climate Change and Integration Platforms
- Green Energy and Low income Energy Service
- Sustainable Energy Facilitation (SEF)
- Generation Development and Municipal Energy Efficiency
- Support Services Energy Markets

8. WATER AND SANITATION

Executive Director: Water and Sanitation – Leonardo Andrew Vernon Manus

Tel: 021 400 1443

Email: Leonardoandrewvernon.manus@capetown.gov.za

Executive Personal Assistant: Ms Dianne De Vos

Tel: 021 444 1651

Email: Dianne.Devos@capetown.gov.za

Support Assistant – Ms Jacqueline van Kradenburg

Tel: 021 400 4944

Email: Jacqueline.VanKradenburg@capetown.gov.za

Director: Commercial Services – Ms Siyabulela Bashe

Tel: 021 400 3610

Email: siyabulela.bashe@capetown.gov.za

- Finance and Commercial Water & Sanitation
- Customer services and (Water)

Director: Bulk Services – Mr Michael Killick

Tel: 021 400 3620

Email: michael.killick@capetown.gov.za

- Bulk water
- Wastewater
- Catchment and Storm water management

Director: Distribution Services – Mr Etienne Hugo

Tel: 021 444 2769

Email: Etienne.Hugo@capetown.gov.za

- Reticulation
- Informal Settlements Basic Services

Director: Technical Services – Mr Zolile Basholo

Tel: 021 400 4859

Email: Zolile.Basholo@capetown.gov.za

- Engineering & Asset Management
- Scientific Services
- Auxiliary Services
- Water Demand Management

9. HUMAN SETTLEMENTS

Executive Director: Human Settlements – Ms Nolwandle Gqiba

Tel: 021 400 1111

Email: NolwandleZukiswa.Gqiba@capetown.gov.za

Office Administration Manager – Ms. Nomzamo Sogoni

Tel: 021 400 9421

Email: Nomzamo.sogoni@capetown.gov.za

Director: Public Housing – Mr Alexis Paulsen

Tel: 021 400 3559

Email: Alexis.Paulsen@capetown.gov.za

Services include:

- Tenancy Management
- Support Services (Public Housing)
- Staff housing & Hostels Management
- Operations and Maintenance
- Quantity Survey PH

Director: Housing Development – Mr Kamiel Velloo

Tel: 021 444 7885

Email: Kamiel.Velloo@capetown.gov.za

- Housing Implementation
- Built Environment Management

Director: Informal Settlements Management – Ms Riana Pretorius

Tel: 021 400 4585

Email: Riana.Pretorius@capetown.gov.za

Services include:

- Informal Settlements Upgrades
- Support Services Informal Settlements

- Informal Settlements Management

10. URBAN MOBILITY

Executive Director: Urban Mobility – Mr Regan Jerome Melody

Tel: 021 400 1295

E-mail: reganjerome.melody@capetown.gov.za

Office Administration Manager – Delores Meyer

Tel: 021 400 1336

Email: delores.meyer@capetown.gov.za

Acting Director: Transport Infrastructure Implementation – Mr Johan Fowler

Tel: 021 444 3838

Email: johan.fowler@capetown.gov.za

- Capital programme Implementation and Contact Management
- Public Transport Implementation and Partnerships
- Transport Capital Programme Integration
- Transport Project management Office
- Transport Infrastructure Design
- IRT Program delivery

Director: Transport Shared Services – Mr Harold Peters

Tel: 021 444 6579

Email: Harold.Peters@capetown.gov.za

- Transport Business Planning
- Transport Comm Change CR & SH MngmtShares Services &
- Transport Business Admin & Prog Monitor
- Transport Business Planning
- Transport Business Systems
- Transport Support Services
- Transport Business Planning
- HR Business Partner: Transport
- HR Business Partner: RIM
- Departmental Support: TSS

Director: Roads Infrastructure Management – Mr Hilton Scholtz

Tel: 021 400 3720

Email: hilton.scholtz@capetown.gov.za

- Informal Road Network Management
- Roads Infrastructure Management Systems
- RIM Area Central
- RIM Area South
- RIM Area East
- RIM Area North
- Department Support: RIM
- EPWP -Asset Verification Programme

Acting Director: Public Transport – Mr Herald Peters

Tel: 021 444 6579

Email: Herald.Peters@capetown.gov.za

- Public Transport Operations
- Public Transport Contract Management
- Public Transport Systems
- Public Transport Enforcement
- Industry Transition
- Public Transport Fleet Management
- Public Transport Facilities Management
- Departmental Support PT

Director: Transport Planning and Network Management – Mr Neil Slingers

Tel: 021 400 4735

Email: Neil.Slingers@capetown.gov.za

- Integrated Transport Planning
- Transport Systems and Modeling
- Transport Network Facilitation and Development
- Transport Regulations
- Transport Infrastructure Planning and Development

11. SPATIAL PLANNING AND ENVIRONMENT

Executive Director: Spatial Planning and Environment – Mr Robert McGaffin

Tel: 021 400 2994

Email: Robert.Mcgaffin@capetown.gov.za

Office Administration Manager – Ms. Monique Scharffenorth

Tel: 021 400 3163

Email: Monique.scharffenorth@capetown.gov.za

Director: Environmental Management – Ms Lorraine Gerrans

Tel: 021 487 2200

Email: Lorraine.Gerrans@capetown.gov.za

- Biodiversity management
- Environment & Heritage Management
- Environmental Compliance
- Support Services Env Management
- Coastal Management
- Environmental Planning & Sustainability

Director: Development Management – Ms Cheryl Walters

Tel: 021 400 7572

Email: Cheryl.Walters@capetown.gov.za

- Support Services Development Management
- Business Systems
- Dev Policies, Processes & Legislation
- Area 1 and 2

- Area 3 and 4

Director: Urban Planning and Design – Ms Hendrika Naude

Tel: 021 400 3104

Email: hendrika.naude@capetown.gov.za

- District Planning & Mechanisms
- Urban Design
- Urban Development Implementation
- Metro Spatial Planning & Growth Management
- Support Services UPD
- Urban Sustainability
- Local Planning Support

Manager: Area North: Mr Monwabisi Booï

Tel: 021 444 5519

Email: Monwabisi.Booi@capetown.gov.za

Manager: Area East: Mr Mlungisi Nqadini

Tel: 021 444 5517

Email: Patrick.Nqadini@capetown.gov.za

Manager: Area South: Mr Ivan Anthony

Tel: 021 400 4564

Email: Ivan.Anthony@capetown.gov.za

12. FUTURE PLANNING AND RESILIENCE

Executive Director: Future Planning and Resilience - Mr Gareth Morgan

Tel: 021 400 7430

Email: GarethRichard.Morgan@capetown.gov.za

Executive Administrative Coordinator: Ms Abeada Van Neel

Tel: 021 400 5518

Email: abeada.taylor@capetown.gov.za

Director: Organisational Performance Management – Ms Monique Fillies

Tel: 021 400 9024

Email: Monique.Fillies@capetown.gov.za

- City Performance Management
- Oversight and Compliance

Director: Policy and Strategy – Mr Hugh Cole

Tel: 021 400 5650

Email: Hugh.Cole@capetown.gov.za

- Strategic Policy
- Strategic Planning
- Research
- Data Science

- Economic Analysis
- Technical Partnerships

Director: Risk & Resilience – Ms Helen Davies

Tel: 021 400 2089

Email: Helen.Davies@capetown.gov.za

- Risk Management
- Resilience and Climate Change
- Organisational Business Continuity

Director: Communications: Ms Priya Devi Reddy

Tel: 021 400 4684

Email: PriyaDevi.Reddy@capetown.gov.za

- Media
- Digital Communication
- Production
- Publications

Director: Corporate Project Programme and Portfolio Management – Mr Barend Daniel Peters

Tel: 021 400 9206

Email: BarendDaniel.Peters@capetown.gov.za

- Project Portfolio Management Unit
- Contract Management
- Engineering Management Branch (EMB)
- Project and Contract Portfolio
- Project and Programme Management Unit
- Finance: C3PM
- EPWP -Admin office Support

13. URBAN WASTE MANAGEMENT

Executive Director: Urban Waste Management – Mr Jason MC Neil

Tel: 082 886 5853

Email: Jason.McNeil@capetown.gov.za

Office Administration Manager – Mr. Morne Rudolph

Tel: 021 444 5499

Email: morne.rudolph@capetown.gov.za

Director: Waste Services: Mr Rustim Keraan

Tel: 021 400 1928

Email: Rustim.Keraan@capetown.gov.za

- Collections
- Cleansing
- Waste Minimization
- Support Services Waste Services

- Engineering and Asset Management
- Disposal

Director: Integrated Planning Department: Velaphi Mabiletsa

Tel: 021 400 6303

Email: Velaphi.Mabiletsa@capetown.gov.za

- Planning and Strategy
- Information Technology Services
- PL: Management & Geographical Information
- Events and Partnerships
- By-Law and Enforcement
- Pub Aware & Edu, Comms, Partnership Fund
- Awareness and Compliance
- Information & Data Management

Acting Director: Public Empowerment & Development: Mr Velaphi Mabiletsa

Tel: 021 400 6303

Email: Velaphi.Mabiletsa@capetown.gov.za

- Special Projects and Support
- Expanded Public Works Programme and Community Development Workers

5. KEY CONTACT DETAILS OF THE INFORMATION OFFICER AND DEPUTY INFORMATION OFFICERS OF THE CITY OF CAPE TOWN

5.1. Information Officer

Name: Mr Lungelo Mbandazayo

Tel: 021 400 1330

Email: city.manager@capetown.gov.za

5.2. Deputy Information Officers

Physical Address:

12 Hertzog Boulevard
Cape Town
8001

Postal address: Private Bag X9181

Cape Town
8000

Tel: 021 400 1428

Ms Modiegi Mshweshwe (Manager: Access to Information Unit)

Tel: 021 400 3089

E-mail: Modiegi.Mshweshwe@capetown.gov.za

Ms Jill Fabing

Tel: 021 400 3863

Email: Jill.Fabing@capetown.gov.za

Ms Charlyne Arendse

Tel: 021 400 3107

Email: Charlyne.Arendse@capetown.gov.za

Ms Ayanda Mngqinya

Tel: 021 400 3227

Email: Ayanda.Mngqinya@capetown.gov.za

Mr Emmanuel Mashele

Tel: 021 400 9124

Email: Emmanuel.Mashele@capetown.gov.za

5.3 Access to information general contact details

Email: Access2Info.Act@capetown.gov.za

Tel: 021 400 1999/1360

Head Office

Postal Address:
Private Bag X9181
Cape Town
8000

Postal address:
PO Box 298
Cape Town
8000

Physical address:
Civic Centre
12 Hertzog Boulevard
Cape Town
8001

Telephone:
Customer Call Centre
0860 103 089

Email: contact.us@capetown.gov.za

Website: www.capetown.gov.za

6. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE CITY OF CAPE TOWN

a) *Lodge a complaint*

If you have lodged a complaint with a City department and they haven't responded sufficiently, you can contact the Office of the [City Ombudsman](#) to investigate your matter further.

General enquiries

Contact details: available from Monday - Friday (Excl. public holidays) from 08:00 - 16:00.

Telephone: 021 400 5487

Fax: 021 400 5952

Email: ombudsdirect@capetown.gov.za

SMS: 44781 (standard rates apply)

Counter queries and postal address:

3rd floor, Tower Block

Cape Town Civic Centre

12 Hertzog Boulevard

Cape Town

(Wheelchair access via the second floor, Tower Block, security entrance)

b) *Submit an internal appeal*

If your rights have been infringed by a decision taken by the City, then you can lodge an appeal by following the process below.

Step 1: Compose your appeal notice.

Your notice must:

- be in writing;
- state the reasons for appeal;
- detail how your rights were affected by the decision;
- contain the remedy or solution you are seeking; and
- have the original notification of the decision attached.

Step 2: Once you have completed your notice, you can submit it *via* email to msa.appeals@capetown.gov.za or fax it to 021 400 2503 or 021 400 3788. Written notices can also be hand-delivered to:

The Legal Compliance Unit

Office of the City Manager

City of Cape Town

20th floor, 2 Bay side

Tower Block

Or:

The Legal

Compliance Unit

Private Bag X9181

Cape Town

8000

City Call Centre

Telephone:

0860 103 089

E-mail: msa.appeals@capetown.gov.za

c) ***Process for complaining to the Information Regulator***

POPIA:

Any person may submit a complaint to the Regulator in the prescribed manner and form alleging interference with the protection of the personal information of a data subject. Should you feel that your personal information has been violated, a complaint to the Regulator must be made in writing.

Should for any reason and circumstance the person wishing to lodge a complaint not able to do so in writing, the Regulator must give reasonable assistance to the person. Complete the prescribed [POPIA form 5](#) and send it to POPIAComplaints@info regulator.org.za.

The Regulator must as soon as reasonably practicable advise the complainant and the responsible party to whom the complaint relates of the course of action that the Regulator will take. The Regulator may on its own initiative commence an investigation into the interference with the protection of the personal information.

Should you feel that your personal information has been violated, complete the prescribed form and send it to POPIAComplaints@info regulator.org.za.

PAIA

A requester or third party may only submit a complaint to the Regulator after that requester or third party has exhausted the internal appeal procedure against a decision of the Information Officer of a public body or head of private body.

Should your PAIA request be denied or there is no response from public or private bodies for access to records, a complaint to the Regulator must be made in writing.

Should for any reason and circumstance the person wishing to lodge a complaint is not able to do so in writing, the Regulator must give reasonable assistance to the person. You may use and complete the prescribed [PAIA form 5](#) and send it to PAIAComplaints@inforegulator.org.za.

The Regulator, after receipt of a complaint, may either investigate the complaint in the prescribed manner or refer the complaint to the Enforcement Committee. It may also decide to take no action on complaint if the case requires no further action. The Regulator must also as soon as reasonably possible after receipt of a complaint, advise the complainant and information officer or head of a private body to whom the complaint relates on the course of action that the Regulator proposes.

d) ***Process for approaching the Court with jurisdiction for appropriate relief (PAIA requests).***

Application to Court

Application to court can be filed by a **requester** or **third party** after

- that requester or third party has exhausted the internal appeal process; or
- that requester or third party has exhausted the complaints procedure to the Information Regulator.

An **application to court** by a requester or third party must be filed **within 180 days** from the date of the applicable event. The Information Officer or appeal authority aggrieved by a decision of the Regulator may apply to court for appropriate relief **within 180 days** from the date of the applicable event.

Cases for access to information can be heard before the Cape Town Magistrate's Courts, as a court of first instance, and the Western Cape High Court.

7. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 7.1. The Regulator has, in terms of section 10(1) of PAIA, updated and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 7.2. The Guide is available in each of the official languages.
- 7.3. The aforesaid Guide contains the description of-
- 7.3.1. the objects of PAIA and POPIA;
 - 7.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 7.3.2.1. the Information Officer of every public body; and
 - 7.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA² and section 56 of POPIA³;
 - 7.3.3. the manner and form of a request for access to a record of a public body contemplated in section 11⁴;
 - 7.3.4. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
 - 7.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
 - 7.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - 7.3.6.1. an internal appeal;

² Section 17(1) of PAIA- For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.

³ Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.

⁴ Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part

- 7.3.6.2. a complaint to the Regulator; and
 - 7.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
 - 7.3.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
 - 7.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
 - 7.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
 - 7.3.10. the regulations made in terms of section 92¹¹.
- 7.4. Members of the public can inspect or make copies of the Guide from the offices of the public or private bodies, including the office of the Regulator, during normal working hours. The Guide can also be obtained-
- 7.4.1. upon request to the Information Officer; or
 - 7.4.2. from the website of the Regulator ([Home - Information Regulator: nforegulator.org.za](http://nforegulator.org.za))).

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access.

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access.

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

- a) any matter which is required or permitted by this Act to be prescribed;
- b) any matter relating to the fees contemplated in sections 22 and 54;
- c) any notice required by this Act;
- d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

8. DESCRIPTION OF THE SUBJECTS ON WHICH THE CITY OF CAPE TOWN HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY THE CITY OF CAPE TOWN

'Records' of the City refer to those records created or received in the course of official business and that 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 A](#) gives a description of the subjects on which the City holds records as well as the categories of records held on each subject.

9. CATEGORIES OF RECORDS OF THE CITY OF CAPE TOWN WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Access to records held by the City

9.1 [Annexure B](#) describes the categories of City records that are automatically available without a person having to request access in terms of the Act/ Automatic/Voluntary Disclosure.

10. PROCEDURE FOR ACCESS TO RECORDS HELD BY THE CITY OF CAPE TOWN

When a request for record(s)/ information is received, where applicable, the requester must be assisted as is necessary to enable that requester to comply with the requirements of the PAIA. When a record/information is requested in terms of PAIA, the requester must be given access thereto, if the requester complies with all the procedural requirements PAIA relating to the request for access to a record. Access may be granted if it is in the public interest, despite there being a ground of refusal applicable to such a request. Access to the record must be refused if any ground(s) of refusal mentioned PAIA applies.

10.1 Form of request

The request must be made in writing on the prescribed FORM 2, attached as [Annexure C](#) and forwarded to:

The Information Officer or the Deputy Information Officer
Private Bag X9181

Cape Town

8000

E-mail: Access2info.Act@capetown.gov.za

Section 18 of PAIA prescribes the procedure to be followed in making a request for access to information held by the City. Section 23(1) of POPIA also provides the procedure to access personal information. The manner of access to personal information in terms of section 23 of POPIA should be in accordance with section 18 of PAIA. A requester or data subject must use the prescribed FORM 2, when requesting access to a record or personal information.

A requester is any person making a request for access to a record of the City and in this regard, PAIA distinguishes between two types of requesters for access to information, i.e., Personal Requester' (data subject) and 'Other Requester.'

A data subject is a requester who, having provided adequate proof of identity, is seeking access to a record containing personal information about the data subject. Subject to the provisions of PAIA and POPIA, the City will provide the requested information or give access to any record with regard to the data subject's personal information within a reasonable time, (at a prescribed fee, if any) in a reasonable manner and format and in a form that is generally understandable. The prescribed fee for reproduction of the personal information requested will be charged by the City.

A person falling into the category of 'Other Requester' is entitled to request access to information pertaining to third parties. However, the City is not obliged to grant access prior to the requester fulfilling the requirements for access to information in terms of PAIA and POPIA.

The Form 2 must be addressed and submitted to the Information Officer by hand, post, or e-mail, which details are set out above.

The requester must provide sufficient information of the record(s) requested in order for the Information Officer or Deputy Information Officer, if any, to identify the record(s). The prescribed form must be filled in with enough particularity to at least enable the Information Officer to identify:

- a) the identity of the requester;
- b) particulars of record requested;
- c) type of record;
- d) form of access; and
- e) manner of access.

10.2 Some additional important points to remember when completing the request form:

- a) 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.
- b) The application form must be accompanied by the prescribed request fee (for fees, see

'Prescribed fees payable' in 10.3 below).

- c) 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 would infringe a copyright or proprietary information not owned by the City, for example, mandatory protected commercial information of a service provider or vendor.
- d) If the requester wishes to be informed of the decision regarding the request in any other manner, e.g., by telephone or email, in addition to a written reply, it must be indicated as such.
- e) 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.
- f) 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.

10.3 Prescribed fees payable

- a) Section 22(1) of PAIA states that fees payable for access to records of the City are to be prescribed. The prescribed fees are as set out in Annexure B to the Regulations relating to the Promotion of Access to Information, 2021 (Government Notice No. R 757 of 27 August 2021), attached hereto as [Annexure D](#).
- b) A requester who seeks access to any record may be required to pay a fee, unless exempted, as referred to below.

10.4 Exemption on Fees

The requester does not need to pay an access fee to a public body if –

- a) He or she is a single person whose annual income, after permissible deductions, such as PAYE and UIF, is less than R14 712 a year; or
- b) He or she is married and the joint income with his or her partner, after permissible deductions, such as PAYE and UIF, is less than R27 192 per year.

10.5 Decision and Notice

- a) The requester will be notified within 30 (thirty) days of receipt of the request of the information officer's/deputy information officer's decision in this respect, unless the period for dealing with the request has been extended.

- b) If the request is granted, a further access fee must be paid for the search, preparation and reproduction of the record, where applicable. Also see Annexure D for Prescribed fees payable in 10.3 above.
- c) The requester will be given the required information if available, within a reasonable time upon receipt of the application form and prescribed fee.

10.6 Transfer of requests

If a request for access is made in respect of information that is not in the possession of the City, or if the information is more closely connected to another public body, the request will be transferred within 14 (fourteen) days of receipt of the request to the other body/institution/organisation who could provide the information. Once the request is transferred, the requester will be provided with all the relevant and necessary information regarding the transfer, which will include, the details of the person to whom the request was transferred.

10.7 Records not found or 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.

10.8 Disposal of records

- a) The City reserves the right to lawfully dispose of certain records in terms of authorities obtained from the National Archives and Records Service of South Africa.
- b) Requesters will be advised whether a particular record has been disposed of where this is relevant to the records requested.
- c) In accordance with section 24(1) of POPIA, the Regulator may, upon receipt of the request from a data subject –
 - correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or
 - destroy or delete a record of personal information about the data subject that the Regulator is no longer authorised to retain in terms of section 14 of POPIA.¹²

¹² Section 14 (1) of POPIA- Subject to subsections (2) and (3), records of personal information must not be retained any longer than is necessary for achieving the purpose for which the information was collected or subsequently processed.

10.9 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.

10.10 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 PAIA.

10.11 Remedies

Remedies are available if the requester/third party is not satisfied that the decision of the City's information officer/deputy information officer complies with the provisions of PAIA. A requester/third party may lodge an internal appeal with the City against a decision taken by the information officer or deputy information officer if:

- a) a request for access is refused.
- b) the fees charged are unacceptable.
- c) the period within which a decision about access to a record must be made is extended.
- d) access to a record is not provided in the form requested, e.g., electronic copy instead of a printed copy.

A third party may lodge an internal appeal with the City against a decision by the information officer or deputy information officer to disclose information relating to the third party.

10.12 Appeal procedure

An internal appeal must be lodged on the prescribed FORM 4, attached as [Annexure E](#). This appeal must be lodged:

- a) within a period of 60 (sixty) days from the date of notification of the PAIA decision;
- b) if notice to a third party is required by section 49(1)(b) of PAIA, 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.
- c) The internal appeal:
 - must be delivered, posted 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 or e-mail address.

d) 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.

e) Late appeals may be allowed by the Appeal Authority if good cause can be shown.

10.13 Applications to Court

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. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE CITY AND HOW TO GAIN ACCESS TO THOSE SERVICES

11.1 Powers, duties and functions

The City aims to ensure fast, effective service and communication with our public. If you need to speak to someone on the phone, or do not know who you should contact, please see our list of public City contacts below.

General enquiries

Customer Call Centre

Telephone: [0860 103 089](tel:0860103089)

Options	Operating hours
Option 1: Accounts and general queries	Monday to Friday: 07:00 - 21:00 Saturdays: 08:00 - 14:00 Sundays and public holidays: 09:00 - 13:00
Option 2: Water queries	Report water-related matters 24/7 to our call centre. See further down for other channels.
Option 3: Electricity queries	Report electricity-related matters 24/7 to our call centre. See further down for other channels.
Option 4: Motor vehicle queries	Monday to Friday: 07:30 - 17:00

General email:

contact.us@capetown.gov.za

Accounts email:

accounts@capetown.gov.za

Fax: [0862 011 017](tel:0862011017)

Physical address:

Civic Centre

12 Hertzog Boulevard
Cape Town
8001

Postal address:

Private Bag X9181
Cape Town
8000

Postal address:

PO Box 298
Cape Town
8000

Free-call lines

Free-call lines are located at various municipal and community buildings throughout Cape Town and at no cost.

[Find a free-call line near you.](#)

Emergency numbers and hotlines

To report emergencies please dial [021 480 7700](#) or 107 from a landline.



Emergency	Contact details
Alcohol and drugs	24 hour telephone hotline: 0800 435 748 (0800 HELP 4 U)
Fires, floods, rockfalls and other environmental emergencies	<ul style="list-style-type: none"> • Report any emergency to 107 from a landline, 112 (toll-free) or 021 480 7700 from a cell phone. • General fax: 0865 761 776 • Information and advice fax: 0865 761 775
Fraud hotline	Telephone: 0800 323 130
Illegal occupancy / land invasion	24 hour hotline: 021 480 7700
Stompie Hotline:	Report people throwing cigarette butts out of their car

	windows. Telephone: 021 480 7715
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Reporting

Report online through our [Service Requests Portal](#).

Type	Contact details
Electricity faults - City of Cape Town	<ul style="list-style-type: none"> • Telephone: 0860 103 089 • SMS your fault to: 31220 (free SMSes do not apply) • Email: power@capetown.gov.za
Electricity faults - Eskom supply area	<ul style="list-style-type: none"> • Electricity call centre: 0860 037 566 • Email: western@eskom.co.za
Cable theft	<ul style="list-style-type: none"> • Telephone: 0800 222 771 • Fax: 021 400 5910
Land invasion (squatter control)	<ul style="list-style-type: none"> • Emergency telephone: 107 • Direct telephone: 021 480 7700 (This applies to emergencies or complaints)
Roads and stormwater (potholes / flooding / fallen trees / open manholes / chemical spills)	<ul style="list-style-type: none"> • Telephone: 0800 656 463 • Email: Transport.Info@capetown.gov.za
Street people	Toll-free telephone: 0800 872 201
Traffic signal faults	24 hour telephone: 0800 656 463
Vandalism	Telephone: 021 480 7700

Request a service

Request a service online through our [Service Requests Portal](#)

Utility services

Electricity Department: Emergencies, accounts and general enquiries

- Telephone: 0860 103 089
- SMS your fault to: 31220 (free SMSes do not apply)
- Email: power@capetown.gov.za

Electricity - Eskom supply areas

- Telephone: [0860 037 566](tel:0860037566)
- SMS your fault to: 35328 (free SMSes do not apply)
- Email: western@eskom.co.za

Water and Sanitation: Emergencies, accounts and general enquiries

- Telephone: [0860 103 089](tel:0860103089)
- Email: water@capetown.gov.za
- WhatsApp: [060 018 1505](tel:0600181505)
- **SMS** your fault to: 31373 (free SMSes do not apply)

Waste Services: Illegal dumping, wheelie bins and general cleaning

- Telephone: 0860 103 089
- Fax: 086 201 1017 / 021 400 4302
- Email: wastewise@capetown.gov.za

Metro Police and Traffic Services

- Telephone: 0860 765 423

Motor vehicle registration

- Telephone: 0860 103 089
- Fax: 086 576 1629
- Email: accounts@capetown.gov.za

Transport Information Centre

- General information for public transport:
Telephone: [0800 656 463](tel:0800656463)
- Dial-a-Ride bookings:
Telephone: [0800 600 895](tel:0800600895)

Traffic fines

- Telephone: 0860 103 089
- Fax: 021 406 8734

Events applications and permits

- Telephone: [021 417 4034](tel:0214174034) / [021 417 4035](tel:0214174035) / [021 417 4036](tel:0214174036)
- Fax: [086 576 1933](tel:0865761933)
- Email: events.permit@capetown.gov.za

Film shoots and permits

- [Online film location booking system](#)
- General telephone: [021 417 4025](tel:0214174025)
- Stills / micro-shoots: [021 417 0599](tel:0214170599)
- Accounts: [021 417 4030](tel:0214174030)
- Email: film.permit@capetown.gov.za
- Fax: [086 576 1933](tel:0865761933)

Tenders

- [Online tender portal](#)

- [Online procurement portal](#)
- [Supplier self-service](#)
- Telephone: 021 400 2405 / 021 400 2505
- Fax: 021 419 7659
- Email: tenders@capetown.gov.za

Enterprise and Investment

- Telephone: 021 400 2123
- Email: info@investcapetown.com

Our facilities

The City runs world-class services and recreational facilities all around the metro. Find one near you that suits your needs.

[See all our service facilities](#)

Our departments

See a list of all our public-serving [departments and contact information](#). Should you wish to speak to a specific City official and have their details, you may contact our switchboard at [021 400 1111](#).

The Media Office

The City's Media Office is tasked with protecting and promoting the public reputation of the City administration through free communication channels. These include newspapers, radio stations, television channels and various online platforms.

[Visit the Media Office page for more information.](#)

Ombudsman:

- Telephone: 021 400 5487
- SMS: 44781
- Fax: 021 400 5952
- Email: ombudsdirect@capetown.gov.za

Appeals:

- Email: msa.appeals@capetown.gov.za
- Fax: 021 400 5830 / 086 202 9981

Insurance claims:

- Email: charlene.harmse@capetown.gov.za

- Fax: 086 202 9701

Access to information:

- Email: access2info.act@capetown.gov.za

Open data portal:

- Access the City's [Open Data Portal](#).

Find your councillor:

- See our [Lookup Tool](#) to access councillor information.

Mayor's Office:

- Telephone:
[021 400 1301](tel:0214001301) / [021 400 1300](tel:0214001300)
Email: mayor.mayor@capetown.gov.za

Online services: service at your fingertips

CITY CONNECT

[Visit our full list of online services](#)

Document downloads

1. [107 Emergency Contacts Pamphlet \(Eng/Afr/Xhosa\)](#)
2. [Basket of Services Pamphlet](#)
3. [CCT Contact Us Poster \(Afrikaans\)](#)
4. [CCT Contact Us Poster \(English\)](#)
5. [CCT Contact Us Poster \(Xhosa\)](#)
6. [How to Contact the City Infographic Pamphlet](#)

12. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY THE CITY OF CAPE TOWN

One of the main objects of local government is to encourage the involvement of communities and community organisations in the matters of local government (section 152(1) (e) of the Constitution¹³). Chapter 4 of the Systems Act requires municipalities to involve communities in decision-making processes and to consult and collaborate with the community in relation to local government affairs that impact them. In this regard, the City engages with communities on important and relevant issues via ward committee meetings, sessions with organisations and other special platforms. Communities are encouraged to communicate with us through items open for public comment. The City publishes items for public comment on a regular basis. The public can submit feedback on documents, initiatives and projects that affect them as residents of Cape Town.

Arrangements allowing for public participation/involvement

Public participation in a local government context is governed by the Systems Act and the Structures Act. The purpose of the public participation process is to ensure that the City, as well as the broader community, co-own the public participation process and the end product.

Segments of the public which are engaged in public participation are, for example, 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, and civic/ratepayer associations.

The City 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

Issues open for public comment

If the City intends to enter into a contract or reach a decision that may affect you as a resident, you will find it in this category. Typical adverts displayed in this category include: proposed City projects and tenders, draft policies, by-laws and other City publications, and the sale, lease, or closure of Council's immovable property, among others.

¹³ Constitution of the Republic of South Africa, 1996

Land use applications

Land use applications (also known as Municipal Land Use Notices) are submitted to [Development Management](#) for assessment. Some building processes or developments may impact adjacent neighbours, the community, or the environment. In these cases, the City is required to facilitate public consultation and participation so that potentially interested and affected parties can provide input and comments before a decision is reached.

Requests for information

This space is used to advertise requests for information. Information and ideas may be sought on any products, technologies or other contributions that could influence existing City infrastructure and data. We are always interested in exploring innovative ways to deliver on our objectives as an organisation.

Surveys and submissions

If we are conducting a public survey or there is a need for submissions, such as nominations for the Neighbourhood Watch Awards, we advertise it here. You will find the Resilience survey in this category as well as the Open Innovation Platform. We encourage you to participate in the survey and use the platform to submit your innovative ideas to us.

You can view and provide objections, recommendations, and input on the items that interest or affect you by following the link below:

CITY CONNECT

[Have your say](#)

13. PROCESSING OF PERSONAL INFORMATION

13.1 Purpose of processing personal information in the City

Subject	Category
Purpose of the processing	<ul style="list-style-type: none"> • Sale and supply of City products and services • To improve our products and services • To market products and services to constituents • To comply with statutory obligations • Internal record keeping • Customer relations purposes • To conduct research • Security, administrative and legal purposes • To fulfil our contractual obligations • To periodically send you news updates or other information that we think you may find interesting
Security measures to protect Personal Information	<ul style="list-style-type: none"> • Physical security measures • Access control measures • Internal security measures • Cyber security measures • Anti-spam measures • Anti-virus measures • Installing security firewalls • Password control • Vulnerability management • Public Key Infrastructure • Backups • IT Service Continuity • Least privilege • Cyber Security Awareness program • Training programs on information security, • Information security audits, • IT-related company policies.

For more information on how we process personal information, please see the City's privacy notice available at <https://www.capetown.gov.za/General/Privacy>.

13.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be Processed
Employees:	<ul style="list-style-type: none"> record of employee life cycle, name and job title, contact information, demographic information (post code, preferences, and interests)
Service Providers:	<ul style="list-style-type: none"> record of service provider life cycle, contact information, demographic information (post code, preferences, and interests)
General public:	<ul style="list-style-type: none"> general enquiries and viewing the company website, name and job title, contact information, demographic information (post code, preferences, and interests), other information relevant to consumer surveys and/or offers.
Industry bodies:	<ul style="list-style-type: none"> membership records
Media:	<ul style="list-style-type: none"> records of media interactions

13.3 The recipients or categories of recipients to whom the personal information may be supplied

Data Subjects	Category of personal information	Recipients or Categories of Recipients
Prospective employees, current employees, contract employees, consultants, interns, and volunteers:	<ul style="list-style-type: none"> Name, identification number, biographical information; Contact details Educational, employment and criminal history Biometric and health information; Psychometric assessments and Reference checks, background checks. 	<ul style="list-style-type: none"> Data subjects Employee pension funds Financial institutions Industry bodies Law enforcement Medical aid schemes Operators (service providers) Statutory authorities (e.g., South African Revenue Service) Customers of the City's services Employees of the City Government departments.
Current employees, consultants, contract employees, and interns:	<ul style="list-style-type: none"> Municipal Account information; Performance reports; and Skills/ training reports. 	<ul style="list-style-type: none"> Relevant City departments, Provincial and National Government Departments and their agents.
Prospective and current suppliers, service providers, contractors,	<ul style="list-style-type: none"> Name, identification number/company registration number; Relevant registration 	<ul style="list-style-type: none"> Relevant City departments; Provincial and National Government Public Entities

sub-contractors and business partners:	number; • Contact details; • Financial history; • References, background checks and • Performance reports.	• Business Enterprises and their agents
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13.4 Planned trans-border flows of personal information

DIRECTORATE/DEPARTMENT	TRANSBORDER FLOW INFORMATION
Electricity Generation Department	The Electricity Generation department has a data storage agreement with a company in Germany.
City Health Department	The City Health Department occasionally approves health research requests where some of the researchers are based in various countries overseas. In all cases there is a local academic institution to which the researcher is linked. Data is usually shared with the local institution. Data supplied from the City's information system database for research purposes is generally either aggregated or de-identified. Where personal information is required, this is usually covered by a signed consent form administered by the research team. All research projects require external health research ethics approval and approval by the City Health Management Team before research can proceed or before data can be provided.
Valuations Department	Printed valuation notices as prescribed by the Municipal Property Rates Act, directed at individual property owners, including ownership as well as property information as it appears on the City of Cape Town's Valuation Roll. Property owners as registered in the SA Deeds Office, within the City of Cape Town's jurisdictional area. Notices are posted via ordinary mail to addresses as instructed by property owners and to postal addresses to any international destination. Postal address destinations are determined by the property owner and could include any country for example property owners with international postal addresses, namely: Australia, Belgium, Denmark, France, Germany, Namibia, Netherlands, and Nigeria.

<p>Urban Mobility</p>	<p>Responses to research requests from international organisations/institutions, depending on the topic. Responses could be from all or one department within the Urban Mobility directorate. However, these are overseen by the Transport Shared Services department, who would collate the requests if applicable to more than one department but oversee them when it relates to only one department. Due process is followed regarding approvals of research requests and regarding consent by individuals or third parties.</p> <p>Membership Subscription with Union Internationale Des Transport Publics (UITP), a company situated in Belgium. The UITP is a non-profit international association for Public Transport. This body deals with matters related to integrated public transport, knowledge management, and investments across the world. The UITP network brings together all public transport stakeholders as well as sustainable transport modes. <i>[Report by Mayoral Committee to Council dated 17 January 2023]</i></p>
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13.5 General Description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity, and availability of the information.

13.5.1 The City takes reasonable technical and organisational measures to secure the integrity of personal information and special personal information. The City uses accepted technological standards to prevent unauthorised access to or disclosure of personal information and special personal information and protect your personal information. The City protects special personal information from misuse, loss, alteration, and destruction.

13.5.2 These measures include, amongst others, the following:

- a) the use of firewalls, backups, anti-malware on all Windows devices, IT Service Continuity, authentication procedures, and the Cyber Security Awareness programme.
- b) internal data protection policies and guidelines that help protect and secure the integrity of personal information and special personal information.
- c) the review of information collection, storage, and processing practices, including physical security measures periodically, to ensure that we keep abreast of good practice.
- d) back-up of information for operational and safety purposes.

- e) the City implemented procedures, including the City's Data Breach Management Standard Operating Procedures, to address actual and suspected data compromises/breaches. The City notifies affected data subjects and the relevant regulatory authorities of breaches in instances where the City is legally required to do so.
- f) The City established an approved POPIA Incident Response Committee ("PIRC") to deal with and address incidents related to personal information compromises/ data breaches.

13.6 Security measures to protect Personal Information

<p>Security measures to protect Personal Information:</p>	<ul style="list-style-type: none"> • Physical security measures • Access control measures • Internal security measures • Cyber security measures • Anti-spam measures • Anti-virus measures • Installing security firewalls • Password control • Vulnerability management • Public Key Infrastructure • Backups • IT Service Continuity • Least privilege • Cyber Security Awareness program • Training programs on information security, • Information security audits, • IT-related policies. • Standard Operating Procedures.
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14. AVAILABILITY OF THE MANUAL

14.1 This Manual is made available in the following three official languages-

14.1.1 English.

14.1.2 Afrikaans.

14.1.3 isiXhosa.

14.2 A copy of this Manual or the updated version thereof, is also available as follows-

14.2.1 on the City's website: <http://www.capetown.gov.za/>;

14.2.2 at the City's head office for public inspection during normal business hours: Access to City Records Office, 2nd floor, Concourse Level, Civic Centre, Cape Town;

14.2.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

14.2.4 from the Information Regulator upon request.

14.3 A fee for a copy of the Manual, as contemplated in Annexure B of the Regulations to the Promotion of Access to Information Act, 2001, shall be payable per each A4-size photocopy made. The prescribed fees are attached hereto as [Annexure D](#).

15. UPDATING OF THE MANUAL

The City of Cape Town will, if necessary, review, update and publish this Manual annually, but at least once during an electoral term.

Issued by

Lungelo Mbandazayo
City Manager