



Western Cape
Government

Reference: TPW8/6/1

Promotion of Access to Information Manual 21/22

Department of Transport and Public Works

TABLE OF CONTENTS

1.	INTRODUCTION.....	1
2.	PURPOSE AND FUNCTIONS OF THE DEPARTMENT OF TRANSPORT AND PUBLIC WORKS.....	1
3.	ORGANISATIONAL STRUCTURE OF THE DEPARTMENT	1
3.1	BRANCH: ROADS	1
3.1.1	Chief Directorate: Road Network Management	1
3.2	BRANCH: TRANSPORT MANAGEMENT	3
3.2.1	Chief Directorate: Transport Operations	3
3.2.2	Chief Directorate: Transport Regulation	3
3.2.3	Chief Directorate: Traffic Management	4
3.3	BRANCH: STRATEGY, PLANNING AND CO-ORDINATION	4
3.3.1	Chief Directorate: Policy and Strategy Integration.....	5
3.3.2	Chief Directorate: Expanded Public Works Programme (EPWP)	5
3.3.3	Chief Directorate: Strategic Management and Operational Support	5
3.4	BRANCH: FINANCE	6
3.4.1	Chief Directorate: Financial Management.....	6
3.4.2	Chief Directorate: Supply Chain Management (SCM)	7
3.5	BRANCH: PROVINCIAL PUBLIC WORKS	7
3.5.1	Chief Directorate: Immovable Asset Management	7
3.5.2	Chief Directorate: General Infrastructure	8
3.5.3	Chief Directorate: Education Infrastructure	9
3.5.4	Chief Directorate: Health Infrastructure	10
3.5.5	Chief Directorate: Public-Private Partnerships (PPP)	11
4.	CONTACT DETAILS IN TERMS OF SECTION 14 (1)(b).....	11
4.1	INFORMATION OFFICER.....	11
4.2	DEPUTY INFORMATION OFFICER.....	11
5.	THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION.....	11
5.1	GUIDE	11
5.2	CONTACT DETAILS	11
6.	PUBLICATION AND AVAILABILITY OF DEPARTMENTAL RECORDS	12
6.1	CATEGORIES AND SUBJECTS OF RECORDS: SECTION 14 (1)(d)	12
6.2	RECORDS AVAILABLE FOR INSPECTION: SECTION 15(1)(a)(i)	12
6.3	RECORDS AVAILABLE FOR PURCHASING OR COPYING: SECTION 15(1)(a)(ii)	14
6.4	SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC: SECTION 14(1)(f)	16
6.5	ARRANGEMENTS FOR PUBLIC PARTICIPATION: SECTION 14(1)(g)	16
6.6	REMEDIES AVAILABLE: SECTION 14(1)(h)	16
6.7	ACCESSIBILITY AND AVAILABILITY OF THIS MANUAL: SECTION 14(3)	17
APPENDIX A: How to access departmental records not automatically available		19
APPENDIX B: Service Charter		23
APPENDIX C: Form A		25
APPENDIX D: Form B.....		30
APPENDIX E: Fees		36
APPENDIX F: Organisational Organogram.....		38

1. INTRODUCTION

- 1.1 The Constitution of the Republic of South Africa, 1996 (the Constitution) makes provision for the right of access to any information held by the State, subject to justifiable limitations, which includes the limitation to protect privacy.
- 1.2 The Constitutional Court interpreted the right of access to information as not merely a right to obtain access to information for the exercise or protection of a right, but also to ensure that there is an open and accountable administration at all levels of government.
- 1.3 Section 32(1)(a) and (2) of the Constitution reads as follows:
 - (1) *Everyone has the right of access to –
 - (a) any information held by the State; and
 - (b) any information that is held by another person and that is required for the exercise or protection of any rights.*
 - (2) *National legislation must be enacted to give effect to this right and may provide for reasonable measures to alleviate the administrative and financial burden on the state".*
- 1.4 The aforesaid resulted in the enactment of the Promotion of Access to Information Act, 2000 (PAIA). The purpose of PAIA is to foster a culture of transparency and accountability in public and private bodies and to empower and educate the people of South Africa to understand their rights.
- 1.5 This manual is compiled in terms of section 14 of PAIA which requires that the Department of Transport and Public Work (DTPW) must have a manual which sets out, amongst others, its structure and functions, include an index of its records and services, provide assistance on the procedure to access its records and services.

2. PURPOSE AND FUNCTIONS OF THE DEPARTMENT OF TRANSPORT AND PUBLIC WORKS

The purpose of the Department of Transport and Public Works is to deliver a transport system, infrastructure and related services for sustainable economic development, which generates growth and jobs and facilitates empowerment opportunity. The functions of the department are to:

- Ensure an efficient and effective integrated transport system;
- Strategically develop, manage and maintain the property portfolio of the Province;
- Plan and co-ordinate integrated departmental strategies and programmes;
- Provide an efficient and effective service to the office of the Minister;
- Manage the provincial road network; and
- Provide an executive support service to the Head of Department (HOD).

3. ORGANISATIONAL STRUCTURE OF THE DEPARTMENT

The organisational structure of the Department is discussed below. The organisational organogram is also attached for further review.

3.1 BRANCH: ROADS

The Branch: Roads consist of the Chief Directorate Road Network Management.

3.1.1 Chief Directorate: Road Network Management

The purpose of this Chief Directorate is to deliver and maintain transport infrastructure that is sustainable, integrated, and environmentally sensitive that supports and facilitates social empowerment and economic growth and promotes accessibility and the safe, affordable movement of people, goods and services. The Chief Directorate consists of the following 6 Directorates.

(a) Directorate: Road Planning

The function of the Directorate is to:

- Develop and maintain road policy and legislation;
- Conduct road spatial planning;
- Conduct road development planning;
- Conduct road network and project planning; and

- Administer the proclamation of provincial roads and the expropriation of land.

(b) Directorate: Road Design

The function of the Directorate is to:

- Manage traffic engineering designs;
- Manage culvert, bridge and structural designs;
- Manage geometric designs;
- Manage pavement and engineering designs;
- Manage the pavement technology laboratory;
- Render technical support services;
- Render systems support services; and
- Develop and administer the Provincial Road Network Geographical Information System (GIS).

(c) Directorate: Construction and Maintenance

The function of the Directorate is to:

- Manage construction/capital contracts;
- Manage maintenance contracts and co-ordinate regional; maintenance contracts;
- Manage mechanical engineering services;
- Manage the Bellville workshop;
- Render an occupational health and safety service; and
- Render operational support services.

(d) Directorate: Regional Road Management (West Coast)

The function of the Directorate is to:

- Render roads planning service;
- Construct and maintain roads in the region;
- Manage roads construction and maintenance contracts;
- Render an occupational health and safety service;
- Manage the regional workshop; and
- Render a general support service.

(e) Directorate: Regional Road Management (Winelands)

The function of the Directorate is to:

- Render roads planning service;
- Construct and maintain roads in the region;
- Control municipalities in the construction, maintenance and repairing of flood-damaged roads in the region;
- Manage roads construction and maintenance contracts;
- Manage the regional workshop; and
- Render a general support service.

(f) Directorate: Regional Road Management (Eden)

The function of the Directorate is to:

- Render roads planning service;
- Manage roads construction and maintenance contracts;
- Construct roads in the region;
- Maintain roads in the region;
- Control municipalities in the construction, maintenance and repairing of flood-damaged roads in the region;
- Render a specialized technological support service regarding materials and functional requirements;
- Manage the regional workshop; and
- Render a general support service.

3.2 BRANCH: TRANSPORT MANAGEMENT

The Branch: Transport Management consists of 3 Chief Directorates: Transport Operations, Transport Regulation, and Traffic Management.

3.2.1 Chief Directorate: Transport Operations

The purpose of the Chief Directorate is to plan, regulate and facilitate the provision of integrated land transport services through coordination and cooperation with national planning authorities, municipalities, community-based and non-governmental organisations, and the private sector to enhance and facilitate the mobility of all communities. The Chief Directorate consists of the following 4 Directorates.

(a) Directorate: Land Transport Development and Systems

The function of the Directorate is to:

- Develop land transport services;
- Develop land transport systems; and
- Facilitate and co-ordinate freight services.

(b) Directorate: Land Transport Contracts

The function of the Directorate is to:

- Develop land transport contracts.
- Manage contracts/service level agreements with transport operators and service providers.

(c) Directorate: Land Transport Safety

The function of the Directorate is to:

- Assess or evaluate transport safety and identify safety interventions; and
- Coordinate, facilitate and implement transport safety interventions.

(d) Directorate: Land Transport Integration and Oversight

The function of the Directorate is to:

- Oversee the implementation of land transport service in the Metro and West Coast region;
- Oversee the implementation of land transport service in the Winelands and Central Karoo region; and
- Oversee the implementation of land transport service in the Eden and Overberg region.

3.2.2 Chief Directorate: Transport Regulation

The purpose of the Chief Directorate is to regulate the transport environment through the registration and licensing of motor vehicles, associations, operators, and drivers; to promote safety through traffic law enforcement services, facilitate road safety education, communication, awareness, and the operation of provincial weighbridges; and to provide training to traffic policing and other law enforcement officials. The Chief Directorate consists of the following 5 Directorates.

(a) Directorate: Operating Licence Adjudication

The function of the Directorate is to:

- Dispose of applications for operating licences;
- Cancel operating licences due to misconduct;
- Cancellation of dormant operating licences;
- Liaise with the Transport Appeal Tribunal; and
- Provide input to integrated transport plans concerning Operating Licences.

(b) Directorate: Operating Licensing & Permits

The function of the Directorate is to:

- Administer applications for operating licences; and

- Render general administrative support services.

(c) Directorate: Provincial Transport Registrar

The function of the Directorate is to:

- Assess all land transport matters related to the registration of transport institutions; and
- Register and monitor compliance of transport institutions and their members.

(d) Directorate: Transport Administration and Licensing

The function of the Directorate is to:

- Facilitate and co-ordinate departmental inputs and traffic legislative matters;
- Manage vehicle licensing and driver and vehicle fitness processes;
- Ensure compliance to motor vehicle administration and eNaTIS system requirements;
- Manage debt and traffic law related fees matters; and
- Manage the National Traffic Information System in the province.

(e) Directorate Government Motor Transport

The function of the Directorate is to:

- Manage GMT-fleet;
- Manage vehicle logistic and systems;
- Manage GMT trading account and finances; and
- Manage fleet risks.

3.2.3 Chief Directorate: Traffic Management

The purpose of the Chief Directorate is to regulate the transport environment through the registration and licensing of motor vehicles, associations, operators, and drivers; to promote safety through traffic law enforcement services, facilitate road safety education, communication, awareness, and the operation of provincial weighbridges; and to provide training to traffic policing and other law enforcement officials. The Chief Directorate consists of the following 3 Directorates.

(a) Directorate: Road Safety Management

The function of the Directorate is to:

- Promote and enhance traffic safety by developing provincial strategies impacting on the development and implementation of national traffic safety strategies and policies;
- Facilitate road safety education, communication and awareness; and
- Rendering of administrative support service.

(b) Directorate: Traffic Law Enforcement

The function of the Directorate is to:

- Manage Traffic Law Enforcement in the Metro region;
- Manage Traffic Law Enforcement in the West Coast region;
- Manage Traffic Law Enforcement in the Southern region; and
- Provide administrative support.

(c) Directorate: Traffic Training and Development

The function of the Directorate is to:

- Manage and develop training and development programmes for traffic safety and policing agencies in Province;
- Manage the process of quality assurance and evaluation of training provided; and
- Manage and implement programs in support of lifelong learning.

3.3 BRANCH: STRATEGY, PLANNING AND CO-ORDINATION

The Branch: Strategy, Planning and Co-ordination consist of 3 Chief Directorates: Policy and Strategy Integration, Expanded Public Works Programme, and Strategic Management and Operational Support.

3.3.1 Chief Directorate: Policy and Strategy Integration

The purpose of the Chief Directorate is to facilitate the development of provincial strategies, policies and integrated plans. The Chief Directorate consists of the following 2 Directorates.

(a) Directorate: Transport Policies and Strategies

The function of the Directorate is to:

- Facilitate the development of provincial strategies and policies w.r.t transport;
- Facilitate the development of the Provincial Land Transport Framework;
- Conduct high-level research/feasibility studies and scenario planning;
- Engage with stakeholders in respect of long-term policy and strategy development;
- Assist municipalities with the development of their integrated Transport Plans; and
- Develop the mobility strategy concept in municipalities.

(b) Directorate: Infrastructure Policies and Strategies

The function of the Directorate is to:

- Facilitate the development of provincial strategies and policies w.r.t infrastructure;
- Conduct high-level research/feasibility studies and scenario planning;
- Engage with stakeholders in respect of long-term policy and strategy development;
- Assist municipalities with the development of their Bulk Infrastructure plans; and
- Develop special infrastructure plans and projects.

3.3.2 Chief Directorate: Expanded Public Works Programme (EPWP)

The purpose of the Chief Directorate is to manage EPWP in the province. The Chief Directorate consists of the following 2 Directorates.

(a) Directorate: EPWP Co-Ordination and Compliance Monitoring

The function of the Directorate is to:

- Co-ordinate EPWP interventions within the province; and
- Monitor compliance of EPWP interventions to normal prescripts.

(b) Directorate: Construction Industry Innovation and Empowerment

The function of the Directorate is to:

- Develop and empower emerging contractors within the building environment to meet industry norms and standards;
- Assess the empowerment impact of specific projects to inform the design and construction process;
- Manage research for innovation employment creation interventions for implementation by public bodies and to provide then EPWP technical support; and
- Empower and develop the unemployed through targeted skills development Programmes.

3.3.3 Chief Directorate: Strategic Management and Operational Support

The purpose of the Chief Directorate is to facilitate and synchronize transversal departmental strategic management processes. The Chief Directorate consists of the following 5 Directorates.

(a) Directorate: Strategic Management Support

The function of the Directorate is to:

- Facilitate the department's multi-term annual planning cycle;
- Facilitate departmental Batho Pele/service delivery improvement initiatives;
- Facilitate the compilation of the annual report; and
- Coordinate and facilitate departmental participation in provincial programmes and Projects where the department plays a supportive role.

(b) Directorate: Performance Monitoring and Evaluation

The function of the Directorate is to:

- Champion the entrenchment of performance monitoring, evaluation and reporting in the normal management process of the Department's line and staff function component;
- Proactively facilitate organizational performance monitoring and reporting as per Departmental strategic and annual performance plans;
- Proactively facilitate programme and project performance monitoring and reporting; and
- Co-ordinate policy and strategy impact assessments in conjunction with line functionaries.

(c) Directorate: Knowledge Management

The function of the Directorate is to:

- Manage knowledge and information services;
- Manage departmental records; and
- Manage Information and Communication Technology (ICT) services.

(d) Directorate: Professional Development

The function of the Directorate is to:

- Manage the Masakh'iSizwe Bursary Programme in a manner that will attract, support and facilitate the development and availability of the skills identified as scarce and critical to meet the Department's operational needs; and
- Design, implement and manage a structured training programme which enables officials to be professionally registered with their relevant professional bodies, within the stipulated timeframe.

(e) Directorate: Operational Support

The function of the Directorate is to:

- Render a departmental communication service;
- Facilitate departmental responsibilities in respect of occupational health and safety and security; and
- Ensure the rendering of ICT, human capital, corporate assurance, legal and Communication. Support services to the Department by the CSC in terms of the provisions of the relevant service level agreement and Departmental Responsibilities in respect of human rights facilitation.

3.4 BRANCH: FINANCE

The Branch: Finance consists of 2 Chief Directorates: Financial Management, and Supply Chain Management (SCM).

3.4.1 Chief Directorate: Financial Management

The purpose of the Chief Directorate is to ensure departmental financial governance, management accounting, financial accounting, and portfolio management services. The Chief Directorate consists of the following 3 Directorates.

(a) Directorate: Financial Governance

The function of the Directorate is to:

- Ensure proper governance with regard to internal control;
- Render an assurance service with regard to financial administration; and
- Provide effective and efficient fraud and losses management services.

(b) Directorate: Financial Accounting

The function of the Directorate is to:

- Provide an effective and efficient accounting system for revenue and receivables;
- Provide an effective and efficient salary deduction system and payment system in respect of purchases, payables, transfers and donations;

- Ensure integrated, effective and efficient assets, cash and liabilities accounting system; and
- Manage in-year and annual reports on recorded financial affairs and financial systems.

(c) Directorate: Management Accounting

The function of the Directorate is to:

- Provide an integrated, effective and efficient budget planning system in respect of revenue and expenditure;
- Provide an integrated, effective and efficient immovable asset budget planning system; and
- Provide an integrated, effective and efficient in-year budget monitoring reporting and adjustment system.

3.4.2 Chief Directorate: Supply Chain Management (SCM)

The purpose of the Chief Directorate is to manage provisioning, assets and procurement. The Chief Directorate consists of the following 3 Directorates.

(a) Directorate: Governance and Demand Management

The function of the Directorate is to:

- Render services regarding compliance, performance management and capacity building; and
- Render a demand management service.

(b) Directorate: Acquisition and Contract Management

The function of the Directorate is to:

- Render an acquisition and contract management service; and
- Manage and administer contracts.

(c) Directorate: Logistics and Asset Management

The function of the Directorate is to:

- Provide a provisioning function inclusive of inventory and warehouse management; and
- Manage departmental assets.

3.5 BRANCH: PROVINCIAL PUBLIC WORKS

The Branch: Provincial Public Works consists of 5 Chief Directorates: Immovable Asset Management, General Infrastructure, Education Infrastructure, Health Infrastructure, and Public-Private Partnerships (PPP).

3.5.1 Chief Directorate: Immovable Asset Management

The purpose of the Chief Directorate is to develop, implement, and maintain the institutional strategy and systems for asset management and development and is the custodian of immovable assets in the Province. The Chief Directorate consists of the following 4 Directorates.

(a) Directorate: Property Planning and Information

The function of the Directorate is to:

- Develop strategic immovable asset management plans;
- Promote the effective and efficient utilization of the immovable asset management portfolio;
- Provide integrated and reliable management information systems for the Branch and reports; and
- Provide a credible Immovable Asset Register.

(b) Directorate: Property Management Region 1

The function of the Directorate is to:

- Manage the process of leasing in of immovable property based on the accommodation requirements of user departments;
- Manage the process of leasing out of immovable property superfluous to service delivery requirements;
- Manage disposal of immovable properties superfluous to service delivery requirements;
- Estate management such as security, maintenance of unallocated erven, prevention of unlawful occupation, demolitions and registrations of real rights etc;
- Payment of municipal accounts such as rates, taxes and services for all provincial portfolios, sign off and submit to Chief Directorate Finance to process payments; and
- Manage debtors and creditors regarding immovable properties.

(c) Directorate: Property Management Region 2

The function of the Directorate is to:

- Manage the process of leasing in of immovable property based on the accommodation requirements of user departments;
- Manage the process of leasing out of immovable property superfluous to service delivery requirements;
- Manage disposal of immovable properties superfluous to service delivery requirements;
- Estate management such as security, maintenance of unallocated erven, prevention of unlawful occupation, demolitions and registrations of real rights etc.;
- Payment of municipal accounts such as rates, taxes and services for all provincial portfolios, sign off and submit to Chief Directorate: Finance to process payments; and
- Manage debtors and creditors regarding immovable properties.

(d) Directorate: Property Acquisition

The function of the Directorate is to:

- Manage the acquisition of immovable assets as per the approved Acquisition Plan;
- Manage the acquisition of immovable assets as per ad hoc approved request;
- Manage the donation of immovable assets;
- Manage land exchanges;
- Manage the transfer of immovable assets.

3.5.2 Chief Directorate: General Infrastructure

The purpose of the Chief Directorate is to manage the Provincial Government properties portfolio and related operational services as the custodian, regulatory and implementing department, and facilitator for enabling infrastructure of immovable assets in the Province. The Chief Directorate consists of the following 2 Directorates.

(a) Directorate: Technical Support

The function of the Directorate is to:

- Manage the implement maintenance projects regarding Technical Services in the Cape Town area; and
- Manage and implement maintenance projects regarding Technical Services in the George area.

(b) Directorate: Programme/Projects Infrastructure Delivery-General

The function of the Directorate is to:

- Provide architectural, engineering and quantity surveyor professional inputs for all projects being implemented by the Portfolio;
- Prepare and update the Infrastructure Programme Implementation Plan (IPIP);
- Implement projects (including procurement and contract management);
- Monitor and report on the performance and delivery of outside service providers and take corrective actions where required;

- Implement condition assessments of provincially owned buildings being used for office accommodation/housing and related purposes (excluding health facilities and schools);
- Update project information on the Project Management Information System; and
- Provide strategic input to Departments on the requirements for leases-in for the portfolio and liaise with the respective Directorates: Property Management Region 1 and 2 of the leases-in.

3.5.3 Chief Directorate: Education Infrastructure

The purpose of the Chief Directorate is to manage the property portfolio of the Department of Education as the custodian, regulatory and implementing department, and facilitator for enabling infrastructure of immovable assets in the Province. The Chief Directorate consists of the following 2 Directorates.

(a) Directorate: Infrastructure Policies, Strategies and Systems-Education

The function of the Directorate is to:

- Conduct research on infrastructure issues related to Education needs;
- Provide inputs, data and information to the Department of Education in terms of the preparation of the User Asset Management Plans;
- Facilitate the infrastructure needs of the portfolio with other role-players (e.g. other spheres of government, private sector, public entities);
- Provide inputs, data and information for the development and maintenance of standard functional and technical norms, standards, design codes and drawings for the provincial Department of Education;
- Monitor compliance with technical norms, standards and design codes;
- Approve all building plans irrespective which implementing agent/institution is responsible for implementation;
- Plan and determine of budgets for the technical condition assessments, life cycle costs and life cycle maintenance plans for the Education's portfolio;
- Develop sufficient internal professional built capacity through mentoring, development of a centralized institutional knowledge base, liaising with relevant professional bodies and related boards (e.g. Construction Industry Development Board);
- Develop, update and monitor all technical policies and systems related to infrastructure service delivery;
- Provide professional inputs as members of the Supply Chain Management Committees for infrastructure projects of the Education property portfolio.

(b) Directorate: Programme/Project Infrastructure Delivery-Education

The function of the Directorate is to:

- Provide architectural, engineering and quantity surveyor professional inputs for projects being implemented by the portfolio on behalf of the Department of Education;
- Provide project/programme information and inputs for the updating of the Infrastructure Programme Management Plan and work jointly with the Department of Education to draft the procurement strategy;
- Prepare and update the infrastructure Programme Implementation Plan;
- Oversee the implementation of capital, scheduled maintenance and emergency Maintenance projects (e.g. Preparation of Project Execution Plans, signing off and payment of invoices, procurement, contract and cash flow management);
- Monitor and report on the performance and delivery of outside service providers;
- Provide an oversight role for the implementation of infrastructure programs/projects being managed by other implementing Agents;
- Update project information on the Project Management Information System(s);
- Implement Technical Condition Assessment and Facility Assessment;

- Provide inputs to the Department of Education on the requirements for leases-in for the Portfolio;
- Facilitate timeous acquisition of land;
- Provide feedback to the Infrastructure Policies, Systems and Strategies Sub Directorate and the Provincial Department Education regarding any aspect that should be revised with the view to promote seamless service delivery based on the learning generated during the implementation of the programmes/projects; and
- Provide professional inputs as members of the Supply Chain Management Committees for infrastructure projects of the Education property portfolio.

3.5.4 Chief Directorate: Health Infrastructure

The purpose of the Chief Directorate is to manage the property portfolio of the Department of Health as the custodian, regulatory and implementing department, and facilitator for enabling infrastructure of immovable assets in the Province. The Chief Directorate consists of the following 2 Directorates.

(a) Directorate: Infrastructure Policies, Strategies and Systems-Health

The function of the Directorate is to:

- Conduct research on infrastructure issues related to Education needs;
- Provide inputs, data and information to the Department of Education in terms of the preparation of the User Asset Management Plans;
- Facilitate the infrastructure needs of the portfolio with other role-players (e.g. other spheres of government, private sector, public entities);
- Provide inputs, data and information for the development and maintenance of standard functional and technical norms, standards, design codes and drawings for the provincial Department of Health;
- Monitor compliance with technical norms, standards and design codes.
- Approve all building plans irrespective which implementing agent/institution is responsible for implementation;
- Plan and determine of budgets for the technical condition assessments, life cycle costs and life cycle maintenance plans for the Health portfolio;
- Develop sufficient internal professional built capacity through mentoring, development of a centralized institutional knowledge base, liaising with relevant professional bodies and related boards (e.g. Construction Industry Development Board);
- Develop, update and monitor all technical policies and systems related to infrastructure service delivery;
- Provide professional inputs as members of the Supply Chain Management Committees for infrastructure projects of the Health property portfolio.

(b) Directorate: Programme/Project Infrastructure Delivery-Health

The function of the Directorate is to:

- Provide architectural, engineering and quantity surveyor professional inputs for projects being implemented by the portfolio on behalf of the Department of Health;
- Provide project/programme information and inputs for the updating of the Infrastructure Programme Management Plan and work jointly with the Department of Health to draft the procurement strategy;
- Prepare and update the infrastructure Programme Implementation Plan;
- Oversee the implementation of capital, scheduled maintenance and emergency Maintenance projects (e.g. preparation of Project Execution Plans, signing off and payment of invoices, procurement, contract and cash flow management);
- Monitor and report on the performance and delivery of outside service providers;
- Provide an oversight role for the implementation of infrastructure programs/projects being managed by other implementing Agents;
- Update project information on the Project Management Information System(s);
- Implement Technical Condition Assessment and Facility Assessment;

- Provide inputs to the Department of Health on the requirements for leases-in for the Portfolio;
- Facilitate timeous acquisition of land;
- Provide feedback to the Infrastructure Policies, Systems and Strategies Sub Directorate and the Provincial Department Health regarding any aspect that should be revised with the view to promote seamless service delivery based on the learning generated during the implementation of the programmes/projects;
- Provide professional inputs as members of the Supply Chain Management Committees for infrastructure projects of the Health property portfolio;

3.5.5 Chief Directorate: Public-Private Partnerships (PPP)

The purpose of the Chief Directorate is to drive, implement and manage Public-Private Partnerships throughout the Western Cape.

4. CONTACT DETAILS IN TERMS OF SECTION 14 (1)(b)

4.1 INFORMATION OFFICER

Mr H Malila, 1st Floor, 15 Wale Street, Cape Town, 8000, Tel: 021 483 6032, Fax: 021 483 3300/4715, E-mail: Harry.Malila@westerncape.gov.za

4.2 DEPUTY INFORMATION OFFICER

Ms. JT Gooch, 9 Dorp Street/Private Bag X9185, Cape Town, 8000, Tel: 021 483 2826, Fax: 021 483 5068, Email: Jacqui.Gooch@westerncape.gov.za

5. THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION

5.1 GUIDE

According to section 14(1)(c), the Human Rights Commission must update and make available a guide compiled by it in terms of section 10 of the PAIA which informs persons of:

- The objects of PAIA and how to exercise their rights in terms of these two acts;
- The contact details of the information officer and deputy information officer (where applicable) of every public body and the assistance available from them;
- How to access records of public bodies; and
- The legal remedies that are available when there is a failure to act in accordance with PAIA.

5.2 CONTACT DETAILS

All enquiries to obtain access to this guide should be directed to:

THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION	
Telephone	+27 11 877 3900
Fax	+27 11 4040684
E-Mail Address	PAIA@sahrc.org.za
Postal Address	PAIA Unit: Promotion of Access to Information Private Bag 2700 Houghton 2041
Street Address	South African Human Rights Commission 33 Hoofd Street Braamfontein 2017 JOHANNESBURG
Website	www.sahrc.org.za

6. PUBLICATION AND AVAILABILITY OF DEPARTMENTAL RECORDS

6.1 CATEGORIES AND SUBJECTS OF RECORDS: SECTION 14 (1)(d)

CATEGORY	SUBJECT MATTER	PROGRAMME
Organisation and Control	Delegation of Powers	Programme 1
	Planning	Programme 1
	Office instructions and codes	Programme 1
	Organisational Performance Systems	Programme 1
	Annual publications Reports	Programme 1
	Policy and Strategy	Programme 1
	Progress report submitted to Cabinet on the implementation of the PSP	Programme 1
	Policy and strategy papers in response to national and provincial strategic imperatives	Programme 1
	Strategic Management Information	Programme 1
	Consolidated reports on key partnerships and engagements	Programme 1
Statutory and Regulatory Framework / Legislation	Legislation and Legal Matters	Programme 1
Internal Financial Management		Programme 1
Supply Chain Management	Engineering Contracts, Specifications and enquiries	Programme 1
Internal Facilities Management	Finance	Programme 1
Internal Information Services		Programme 1
Communications	Internal communications	Programme 1

6.2 RECORDS AVAILABLE FOR INSPECTION: SECTION 15(1)(a)(i)

Departmental Records automatically available without the need to request access:

FOR INSPECTION IN TERMS OF LEGISLATION OTHER THAN THIS ACT: CHAPTER 2 SECTION 15(1)(a)(i) of Act No. 2 of 2000	MANNER OF ACCESS TO THE RECORDS SECTION 15(1)(b)
ALL BRANCHES	
- Annual Performance Plan; - Departmental Strategic Plan; - Annual Reports; - Quarterly Performance Reports; and - Citizens Report.	- Intranet: www.westerncapegov.co.za; and - Communication Section, 8th Floor, Dorp Street, Cape Town, 8001.
BRANCH: ROADS	
Chief Directorate: Road Network Management	
- Road Network Information System (RNIS) - Traffic counts and accident reports; and - Provincial Road Traffic Year Report.	RNIS website: rnis.pgwc.gov.za
BRANCH: TRANSPORT MANAGEMENT	
Chief Directorate: Transport Operations	

- Public Transport Safety Implementation Programme; and - Public Transport Operations Grant.	Directorate: Knowledge Management: 1st Floor, 9 Dorp Street, Cape Town, 8001.
Chief Directorate: Transport Regulation	
- Abnormal Load Applications System; - Safely Home Programme; and - Conflict Management Action Plan.	Directorate: Knowledge Management, 1st Floor, 9 Dorp Street, Cape Town, 8001.
Chief Directorate: Traffic Management	
- Public Transport Safety Implementation Programme; and - Road Safety Strategy.	Directorate: Knowledge Management, 1st Floor, 9 Dorp Street, Cape Town, 8001.
BRANCH: STRATEGY, PLANNING AND CO-ORDINATION	
Chief Directorate: Policy and Strategy Integration	
- Provincial Public Transport Institutional Framework; - Provincial Land Transport Framework; and - Transversal Co-Ordination Framework.	Directorate: Knowledge Management, 1st Floor, 9 Dorp Street, Cape Town, 8001.
Chief Directorate: Expanded Public Works Programme (EPWP)	
- Departmental Contractor Development Policy; and - Provincial EPWP Policy.	Directorate: Knowledge Management, 1st Floor, 9 Dorp Street, Cape Town, 8001.
Chief Directorate: Strategic Management and Operational Support	
- Departmental Skills Development Strategy; - Security Policy; - Access Control Policy; - Performance Monitoring and Evaluation Framework; - Masakh'iSizwe Bursary Programme; and - Knowledge Management Strategy.	Directorate: Knowledge Management, 1st Floor, 9 Dorp Street, Cape Town, 8001.
BRANCH: FINANCE	
Chief Directorate: Financial Management	
Public Service Act and Regulations/Public Finance Management Act (PFMA)	- Intranet: www.westerncapegov.co.za; and - Communication Section, 8th Floor, Dorp Street, Cape Town, 8001.
Chief Directorate: Supply Chain Management (SCM)	
None	
BRANCH: PROVINCIAL PUBLIC WORKS	
Chief Directorate: Immovable Asset Management	
Western Cape Land Administration Act (Act 6 of 1998).	Head office, 4th Floor, 9 Dorp Street, Cape Town, 8001.
- Provincial Maintenance Strategy; - Acquisitions and Lease-in Strategy; - GIAMA Implementation Strategy; and - Disposal Strategy for Property Assets.	Directorate: Knowledge Management, 1st Floor, 9 Dorp Street, Cape Town, 8001.

Chief Directorate: General Infrastructure	
Tenders awarded.	Walk-in-centre: 9 Dorp Street, Cape Town, 8001.
- Jobs stats; - Scheduled governmental projects; - Modernisation Policy; - Modernisation Furniture Policy; and - Property Efficiency Strategy.	Directorate: Knowledge Management, 1st Floor, 9 Dorp Street, Cape Town, 8001.
Chief Directorate: Education Infrastructure	
None.	
Chief Directorate: Health Infrastructure	
None.	
Chief Directorate: Public-Private Partnerships (PPP)	
Better Living Model Exemplar Project.	Directorate: Knowledge Management, 1st Floor, 9 Dorp Street, Cape Town, 8001.

6.3 RECORDS AVAILABLE FOR PURCHASING OR COPYING: SECTION 15(1)(a)(ii)

Departmental Records automatically available for purchasing or copying are listed below:

FOR PURCHASING PURPOSES OR COPYING FROM THE BODY: CHAPTER 2 SECTION 15(1) (a) (ii) of Act No. 2 of 2000	MANNER OF ACCESS TO THE RECORDS SECTION 15(1)(b)
ALL BRANCHES	
- Annual Performance Plan; - Departmental Strategic Plan; - Annual Reports; - Quarterly Performance Reports; and - Citizens Report.	- Intranet: www.westerncapegov.co.za; and - Communication Section, 8th Floor, Dorp Street, Cape Town, 8001.
BRANCH: ROADS	
Chief Directorate: Road Network Management	
- Road Network Information System (RNIS) - Traffic counts and accident reports; and - Provincial Road Traffic Year Report.	RNIS website: rnis.pgwc.gov.za
BRANCH: TRANSPORT MANAGEMENT	
Chief Directorate: Transport Operations	
- Public Transport Safety Implementation Programme; and - Public Transport Operations Grant.	Directorate: Knowledge Management: 1st Floor, 9 Dorp Street, Cape Town, 8001.
Chief Directorate: Transport Regulation	
- Abnormal Load Applications System; - Safely Home Programme; and - Conflict Management Action Plan.	Directorate: Knowledge Management, 1st Floor, 9 Dorp Street, Cape Town, 8001.
Chief Directorate: Traffic Management	

- Public Transport Safety Implementation Programme; and - Road Safety Strategy.	Directorate: Knowledge Management, 1st Floor, 9 Dorp Street, Cape Town, 8001.
BRANCH: STRATEGY, PLANNING AND CO-ORDINATION	
Chief Directorate: Policy and Strategy Integration	
- Provincial Public Transport Institutional Framework; - Provincial Land Transport Framework; and - Transversal Co-Ordination Framework.	Directorate: Knowledge Management, 1st Floor, 9 Dorp Street, Cape Town, 8001.
Chief Directorate: Expanded Public Works Programme (EPWP)	
- Departmental Contractor Development Policy; and - Provincial EPWP Policy.	Directorate: Knowledge Management, 1st Floor, 9 Dorp Street, Cape Town, 8001.
Chief Directorate: Strategic Management and Operational Support	
- Departmental Skills Development Strategy; - Security Policy; - Access Control Policy; - Performance Monitoring and Evaluation Framework; - Masakh'iSizwe Bursary Programme; and - Knowledge Management Strategy.	Directorate: Knowledge Management, 1st Floor, 9 Dorp Street, Cape Town, 8001.
BRANCH: FINANCE	
Chief Directorate: Financial Management	
Public Service Act and Regulations/Public Finance Management Act (PFMA)	- Intranet: www.westerncapegov.co.za; and - Communication Section, 8th Floor, Dorp Street, Cape Town, 8001.
Chief Directorate: Supply Chain Management (SCM)	
None	
BRANCH: PROVINCIAL PUBLIC WORKS	
Chief Directorate: Immovable Asset Management	
Western Cape Land Administration Act (Act 6 of 1998).	Head office, 4th Floor, 9 Dorp Street, Cape Town, 8001.
- Provincial Maintenance Strategy; - Acquisitions and Lease-in Strategy; - GIAMA Implementation Strategy; and - Disposal Strategy for Property Assets.	Directorate: Knowledge Management, 1st Floor, 9 Dorp Street, Cape Town, 8001.
Chief Directorate: General Infrastructure	
Tenders awarded.	Walk-in-centre: 9 Dorp Street, Cape Town, 8001.
- Jobs stats; - Scheduled governmental projects; - Modernisation Policy; - Modernisation Furniture Policy; and - Property Efficiency Strategy.	Directorate: Knowledge Management, 1st Floor, 9 Dorp Street, Cape Town, 8001.

Chief Directorate: Education Infrastructure	
• None.	
Chief Directorate: Health Infrastructure	
• None.	
Chief Directorate: Public-Private Partnerships (PPP)	
• Better Living Model Exemplar Project.	• Directorate: Knowledge Management, 1 st Floor, 9 Dorp Street, Cape Town, 8001.

6.4 SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC: SECTION 14(1)(f)

The services available to members of the public from the Department of Transport and Public Works and how to gain access to those services are listed below. The service charter is attachment and labelled Appendix B.

SERVICES AVAILABLE	HOW TO ACCESS THESE SERVICES
• Masahke-Isizwe Bursary Programme	• https://www.westerncape.gov.za/service/masakhisizwe-bursary-programme
• Motor vehicle registration and licensing services: ○ Issue permits for abnormal loads vehicle and events on public roads.	• Walk-in-centre: 9 Dorp Street, Cape Town, 8001; and • Office Hours: 08:00 and 12:15 and 13:15 to 15:00.
• Public transport operating licences: ○ Provide licensing services to public transport operators; ○ Provide dispute resolution in the transport public domain; and ○ Register minibus taxi operators and associations.	• Vangate Shared Service Centre, Corner of Bosduif and Volstruis Roads, Bridgetown, Athlone, 7764; • Tel: 021 483 0270/0216; • Fax: 021 483 0201; • Twitter: @WCGovTPW • Office hours: 7:30 - 16:00
• Provincial Traffic Law Enforcement Service: ○ Road Safety Provincial Services; and ○ Training of law enforcement officers.	• Chief Directorate: Transport Management

6.5 ARRANGEMENTS FOR PUBLIC PARTICIPATION: SECTION 14(1)(g)

Provincial Policies that have an external impact will require Public Participation and the process to be followed will be approved of by the Provincial Cabinet on a case by case basis.

6.6 REMEDIES AVAILABLE: SECTION 14(1)(h)

Legislation applicable to the Department (as set out in its Departmental Annual Performance Plan¹) may provide for an internal review or appeal procedure. Should this procedure be exhausted, or no provision be made for such procedure, a court may be approached for an appropriate order. Questions, complaints or comments regarding any service delivery by the Department of the Transport and Public Works may be made as follows:

- **Call:** +27 21 483 4391;
- **Fax:** +21 21 483 8755;
- **E-mail:** Internal.Communication@westerncape.gov.za;
- **Visit:** Contact Centre, 9 Dorp Street, Cape Town, 8001;

- **Hours:** Monday to Friday from 8:00 to 15:30; and
- **Website:** www.westerncape.gov.za.

6.7 ACCESSIBILITY AND AVAILABILITY OF THIS MANUAL: SECTION 14(3)

The manual is available in English, Afrikaans and Xhosa for viewing between 7.30 and 16.00 Mondays to Fridays (excluding public holidays) at the WCG Information Kiosk, Communication Section, 8th Floor, Dorp Street, Cape Town, 8001. The manual can be accessed online: <https://www.westerncape.gov.za>.



Western Cape
Government

APPENDIX A

HOW TO ACCESS DEPARTMENTAL RECORDS
NOT AUTOMATICALLY AVAILABLE

APPENDIX A: How to access departmental records not automatically available

1. COMPLETION OF APPLICATION FORM, PAYMENT OF FEES and FORM OF ACCESS: SECTIONS 18, 19, 22, 29, 31.

1.1. Application form

- 1.1.1. A prescribed form (FORM A) must be completed by the requester and submitted to the Information Officer/Deputy Information Officer;
- 1.1.2. If a requester cannot read or write or complete the form due to a disability, the request may be made orally;
- 1.1.3. The Information Officer/ Deputy Information Officer will then complete Form A on behalf of the requester, keep the original and give the requester a copy thereof; and
- 1.1.4. A request may be made on behalf of another person but then the capacity in which the request is made must be indicated on Form A.

1.2. Fees

- 1.2.1. The fees for requesting and searching for a record, as well as making copies of the record, are prescribed by the regulations made in terms of PAIA; and
- 1.2.2. The following fees are payable:
 - (a) Request fee of R35.00 for each request;
 - (b) Access fee for the reasonable time spent to search for and prepare the record if it takes more than an hour to search and prepare a record;
 - (c) A deposit, of not more than a third of the total access fee, may be required;
 - (d) However, the full access fee is payable before access is granted; and
 - (e) For making copies of the record.

1.3. Applicants who are exempt from paying a request fee

- 1.3.1. A maintenance officer/investigator requesting access to a record for a maintenance investigation or inquiry in terms of the Maintenance Act, 1998 (or regulations made in terms thereof); and
- 1.3.2. A person requesting a record that contains his/her personal information.

1.4. Applicants who are exempt from paying an access fee

- 1.4.1. A person requesting a record that contains his/her personal information;
- 1.4.2. A single person whose annual income does not exceed R14 712 per annum; and
- 1.4.3. Married persons, or a person and his or her life partner whose annual income does not exceed R27 192.

1.5. Form of access

- 1.5.1. A requester must indicate on Form A if a copy or an inspection of the record is required.
 - (a) If a copy is required, the requester must indicate the form thereof (e.g. printed or electronic) and the preferred language (where the record is available in more than one language); and
 - (b) The Department does not translate records that are only available in one language.
- 1.5.2. The record will be provided in the requested format unless it is impractical, or it will unreasonably interfere with the running of the Department's business.

2. DECISION TO GRANT OR REFUSE ACCESS: SECTIONS 25, 26

2.1. The time period to decide

- 2.1.1. The Information Officer/ Deputy Information Officer must as soon as reasonably possible after receipt of the R35 and the completed Form A, but at least within 30 days of receipt thereof, decide whether to grant or refuse the request and notify the requester of the decision.

2.2. Extension of the time period

- 2.2.1. The Information Officer / Deputy Information Officer may extend the period of 30 days, **once** for a further period of **30 days** in the following circumstances:
- (a) *The request is for a large number of records or requires a search through a large number of records and attending to the request unreasonably interferes with the department's activities;*
 - (b) *The request requires a search for records from an office that is not in the same town or city as that of the Information officer/Deputy Information Officer;*
 - (c) *Consultation is required with other departments of the WCG or other public bodies to decide upon the request; or*
 - (d) *The requester consented to an extension.*

3. RECORDS THAT CONTAIN INFORMATION OF THIRD PARTIES: SECTIONS 47, 48, 49

3.1. Notification

- 3.1.1. The Information Officer/Deputy Information Officer must take all reasonable steps to inform the third party as soon as possible, but at least within **21 days**, of receipt of any request for a record that contains:
- (a) *Third party's personal information;*
 - (b) *Third party's trade secrets;*
 - (c) *Third party's financial, commercial, scientific or technical information and disclosure would likely cause commercial or financial harm to the third party;*
 - (d) *Information supplied by a third party in confidence and the disclosure would prejudice or put the third party at a disadvantage in contractual or other negotiations or commercial competition;*
 - (e) *Information supplied in confidence by a third party and disclosure would (i) amount to a breach of a duty of confidence owed to the third party in terms of an agreement; or (ii) reasonably prejudice the future supply of similar information which should, in the public interest, be supplied; or*
 - (f) *Information about research being carried out by or on behalf of a third party that would seriously disadvantage either the third party, the agent or the research subject matter.*

3.2. Third-Party representations and consent

- 3.2.1. Within **21 days** of the notification (3.1 above) a third party may either (i) make written or oral representations to the Information Officer/ Deputy Information Officer why the request should be refused; or (ii) give written consent for the disclosure of the record.

3.3. Decision on representation for refusal and notice thereof

- 3.3.1. The Information Officer/ Deputy Information Officer must as soon as reasonably possible, but at least within **30 days** after the notification (3.1 above) decide whether to grant or refuse the request for access and must notify the third party concerned as well as the requester of the decision.

4. INTERNAL APPEAL – sections 74 and 75

4.1. Requester

- 4.1.1. A requester may lodge an internal appeal, within **60 days** after the notice is given of a decision by the Information Officer/Deputy Information Officer to:
- (a) *refuse a request for access (see 2 above);*
 - (b) *pay a fee (see 1.2 above);*
 - (c) *extend the period to give access (see 2.2 above).*

4.2. Third-party

- 4.2.1. A third party may lodge an internal appeal, within **30 days** after the notice is given of a decision by the Information Officer/Deputy Information Officer to grant access to a record that contains information about the third party (see 3 above).

4.3. Manner of internal appeal

- 4.3.1. An internal appeal is lodged by completing the prescribed form (**Form B** attached) and delivering or sending it to the Information Officer/ Deputy Information Officer.

5. COURT

5.1. Application to court

- 5.1.1. A requester or third party may apply to the court for appropriate relief if:
- (a) *an internal appeal was lodged, and the applicant remains unsatisfied with the outcome of the internal appeal; or*
 - (b) *The application to the court must be made within **180 days** after being informed of the outcome of the internal appeal.*



Western Cape
Government

APPENDIX B

SERVICE CHARTER

SERVICE DELIVERY CHARTER

The Department of Transport and Public Works is committed to providing services to you through this service charter. Let's make service delivery **BETTER TOGETHER.**

Vision

To lead in the delivery of government infrastructure and related services.



Mission

The Department of Transport and Public Works delivers infrastructure and services to promote socio-economic outcomes and safe, empowered and connected communities.

Our responsibility to you

- We will offer you professional services that meet defined standards.
- We will explain the things you need to know or do.
- We will attend to 96 per cent of all telephone calls received via the departmental call centre (0860 212 414) within 20 seconds.
- We will respond to your emails within one hour of receipt, between 07:00 and 19:00.
- We will engage with you via our social media platforms: Facebook (WesternCapeGovernment), Twitter (@WesternCapeGov), YouTube and LinkedIn daily between 07:00 and 19:00 and we will respond to you within one hour unless the matter requires escalation.
- We will engage with you via our SMS solution (31022) daily between 07:00 and 19:00 and we will respond within one hour.
- We will give you informed and constructive feedback.
- We maintain a zero tolerance policy on abuse, misuse, fraud or misconduct.
- We will maintain accountability by rectifying our mistakes.

Your responsibility to us

- To be courteous and civil, and respect our dignity.
- To provide us with full and accurate information as well as recently certified copies of any documentation that may be required.
- To be honest in your discussions with us.
- To make yourself available and be willing to participate in agreed-upon transversal programmes.
- To actively participate in the Department's initiatives and apply advice received from the Department.
- To communicate with us about where service delivery improvements should be considered.

OUR SERVICES

INFRASTRUCTURE PROJECTS

Build and maintain **EDUCATION** facilities:

The Department will:

- Construct **7 new schools** (primary, secondary, learners with special educative needs (LSEN)) during the 2016/17 financial year.
- Construct **76 classrooms** during the 2016/17 financial year.
- Construct **7 new and convert 6** Grade R classrooms at 7 schools during 2016/17.
- Procure and place approximately **100 mobile units** to address "hot spots" of enrolment demand.
- Manage the existing stock of mobiles as a pool.
- Replace schools built from inappropriate materials at a rate of **4 schools per year for 15 years**.
- Construct **7 new school halls** in the 2016/17 financial year in various districts of the province.

Build and maintain **HEALTH** facilities:

The Department will complete 11 projects between 1 April 2016 and 31 March 2017:

- Upgrades and additions at the Citrusdal Clinic;
- Replacement of the Piketberg Ambulance Station;
- Phase 5 of the Worcester Hospital Upgrades;
- Installation of the New Linear Accelerator Bunker and Hybrid Theatre at the Groote Schuur Hospital;
- Demolitions in preparation for the new Observatory Forensic Pathology Laboratory;
- Renovation of the nurses' accommodation at the Western Cape College of Nursing (WCCN) Boland Campus;
- Replacement of the Hillside Clinic in Beaufort West;
- New computerised tomography (CT) scan equipment infrastructure at the Khayelitsha Hospital;
- Completion of wards at the Khayelitsha Hospital; and
- Enabling works for Phase 2B of the Vredenburg Hospital.

Scheduled maintenance will be completed at a total of 70 existing health infrastructure facilities.

JOB OPPORTUNITIES

- **Create job opportunities** and economic empowerment through infrastructure provision.
- **Provide Masakh'iSizwe Bursary Programme** for financially disadvantaged youth, (especially females and youth from rural areas) to empower and provide them with an opportunity to gain access to formal education.
- Coordinate the **Expanded Public Works Programme (EPWP)**.
- Offer construction-related **skills development opportunities** to youth in the Western Cape, including an apprenticeship programme (three-year programme targeted at learners who have completed Grade 12 or equivalent) and a FET College construction internship programme (12-18 month programme targeted at FET students).

ROADS AND TRANSPORT

Manage the provincial road network

- Based on the current funding levels and preservation model, a minimum of 586 000 square metres of surfaced road will be rehabilitated annually.
- An integrated fatigue awareness campaign will be implemented to educate public transport operators on the dangers of road fatigue and encourage them to drive for only two hours at a time with 15-minute body breaks in between.

Vehicles and licensing

The Department will:

- Provide motor vehicle registration and licensing services through local municipalities.
- Provide motor vehicle roadworthy certification services through local municipalities and/or registered private companies.
- Issue driving licences to competent drivers through local municipalities.
- Issue permits for abnormal load vehicles and events on public roads.
- Provide efficient overload control services on national and provincial roads.
- Provide licensing services to public transport operators.
- Register minibus taxi operators and associations.
- Provide effective and efficient traffic law enforcement services.
- Implement and coordinate road safety programmes.
- Provide training and development to traffic law enforcement officers, examiners of driving licences and examiners of vehicles to ensure uniform norms and standards.
- Provide Government Motor Transport (GMT) services to provincial and national departments as well as public entities.

Feedback is important to us

- If you have a complaint, please tell us. We will apologise, attend to your complaint and provide an appropriate response.
- If we cannot deal with your telephonic query immediately, we will give you the name of the person to whom the query will be referred and give you an indication of when he or she will respond.
- We will provide you with the name and contact details of the person handling your query and/or a reference number, where applicable.
- We commit ourselves to follow due process without prejudice.

How can you report fraud and corruption?

Report any instances of fraudulent or corrupt cases by contacting the National Anti-Corruption Hotline on:

Toll-free 0800 701 701 or 021 483 0539.

We value being accessible

That's why our buildings are accessible to people with disabilities.



General enquiries 07:00 - 19:00, Mon - Sun	Call centre: 0860 212 414 SMS: 31022 Please Call Me: 079 769 1207 Fax: 021 483 7216 Email: service@westerncape.gov.za
Head Office 08:00 - 15:30 Mon - Fri	9 Dorp Street, Cape Town Email: TransportPublicworks@westerncape.gov.za Fax: 021 483 8755 Website: www.westerncape.gov.za/dept/tpw
f WesternCapeGovernment @WCgovTPW @WesternCapeGov	

EXECUTIVE AUTHORITY DECLARATION:

I, Donald Grant, commit the Department of Transport and Public Works to adhere to this Service Delivery Charter in terms of section 37 of the Public Service Regulations, 2016.



Donald Grant
Minister of Transport and Public Works

27 September 2016

Date



Western Cape
Government

APPENDIX C

FORM A: A REQUEST FOR ACCESS TO RECORD OF
PUBLIC BODY



J750

REPUBLIC OF SOUTH AFRICA

FORM A
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]

FOR DEPARTMENTAL USE	
	Reference number:
Request received by	(state rank, name and surname of information officer/deputy information officer) on (date)
at	(place).
Request fee (if any): R	
Deposit (if any): R	
Access fee: R	
.....	
SIGNATURE OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER	

A. Particulars of public body

The Information Officer/Deputy Information Officer

--

FORM A: REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY

B. Particulars of person requesting access to the record

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

Full names and surname:

Identity number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--

Postal address:

Telephone number: (.....) Fax number: (.....)

E-mail address:

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

C. Particulars of person on whose behalf request is made

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname:

Identity number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--

D. Particulars of record

- (a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
(b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Description of record or relevant part of the record:

FORM A: REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY

2. Reference number, if available:

3. Any further particulars of record:

.....

.....

.....

.....

.....

E. Fees

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- (d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

.....

.....

.....

.....

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.

Disability:	Form in which record is required:
Mark the appropriate box with an X.	
NOTES: (a) Compliance with your request for access in the specified form may depend on the form in which the record is available. (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form. (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.	

1. If the record is in written or printed form:			
☐	copy of record*	☐	inspection of record
2. If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):			
☐	view the images	☐	copy of the images*
☐		☐	transcription of the images*

FORM A: REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY

3. If 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 record is held on computer or in an electronic or machine-readable form:					
☐	printed copy of record*	☐	printed copy of information derived from the record*	☐	copy in computer readable form* (stiffy or compact disc)
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.				YES ☐	NO ☐
Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available.					
In which language would you prefer the record?					

G. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved / denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request. How would you prefer to be informed of the decision regarding your request for access to the record?
--

Signed at this day of year

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



Western Cape
Government

APPENDIX D

FORM B: NOTICE OF INTERNAL APPEAL



REPUBLIC OF SOUTH AFRICA

FORM B
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**

The Information Officer/Deputy Information Officer:

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

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

Full names and surname: Identity number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Postal address:

Telephone number: (.....) Fax number: (.....)

E-mail address: Capacity in which an internal appeal on behalf of another person is lodged:

C. Particulars of requester

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

Full names and surname: _____

Identity number: _____

D. The decision against which the internal appeal is lodged

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

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

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.

State the grounds on which the internal appeal is based:

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

FORM B: NOTICE OF INTERNAL APPEAL

F. Notice of decision on appeal

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

State the manner:

Particulars of manner:

Signed at this day of year

.....
SIGNATURE OF APPELLANT

FOR DEPARTMENTAL USE:

OFFICIAL RECORD OF INTERNAL APPEAL:

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

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

OUTCOME OF APPEAL:

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

NEW DECISION:

DATE RELEVANT AUTHORITY

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



**Western Cape
Government**

APPENDIX E

FORM D: AUTOMATICALLY AVAILABLE RECORDS
AND ACCESS TO SUCH RECORDS



REPUBLIC OF SOUTH AFRICA

FORM D
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]

DESCRIPTION OF CATEGORY OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15(1)(a) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000	MANNER OF ACCESS TO RECORDS (e.g. website) (SECTION 15(1)(b))
FOR INSPECTION IN TERMS OF SECTION 15(1)(a)(i):	
.....	
.....	
.....	
.....	
.....	
FOR PURCHASING IN TERMS OF SECTION 15(1)(a)(ii):	
.....	
.....	
.....	
.....	
.....	
FOR COPYING IN TERMS OF SECTION 15(1)(a)(ii):	
.....	
.....	
.....	
.....	
.....	
AVAILABLE FREE OF CHARGE IN TERMS OF SECTION 15(1)(a)(iii):	
.....	
.....	
.....	
.....	
.....	



APPENDIX E

FEES

APPENDIX E: Fees

1. GENERAL: VALUE-ADDED TAX

- 1.1. Public and private bodies registered under the Value-Added Tax Act, 1991 (Act No. 89 of 1991), as vendors may add a value-added tax to all fees prescribed in this Annexure.

2. PART I: FEES IN RESPECT OF THE GUIDE

- 2.1. The fee for a copy of the guide as contemplated in regulations 2 (3) (b) and 3 (4) (c) is R0,60 for every photocopy of an A4-size page or part thereof.

3. PART II: FEES IN RESPECT OF PUBLIC BODIES

- 3.1. The fee for a copy of the manual as contemplated in regulation 5 (c) is R0,60 for every photocopy of an A4-size page or part thereof.
- 3.2. The access fees payable by a requester for reproduction referred to in regulation 7 (1) and 7 (3) are as follows:

For every photocopy of an A4-size page or part thereof	R0,60
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0,40
For a copy in a computer-readable form on compact disk	R40,00
For a transcription of visual images, for an A4-size page or part thereof	R22,00
For a copy of visual images	R60,00
For a transcription of an audio record, for an A4-size page or part thereof	R12,00
For a copy of an audio record	R17,00

- 3.3. The request fee payable by every requester, other than a personal requester, referred to in regulation 7 (2) is R35,00.
- 3.4. To search for and prepare the record for disclosure, R15,00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.
- 3.5. For 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; and
- (b) One-third of the access fee is payable as a deposit by the requester.
- 3.6. The actual postage is payable when a copy of a record must be posted to a requester.



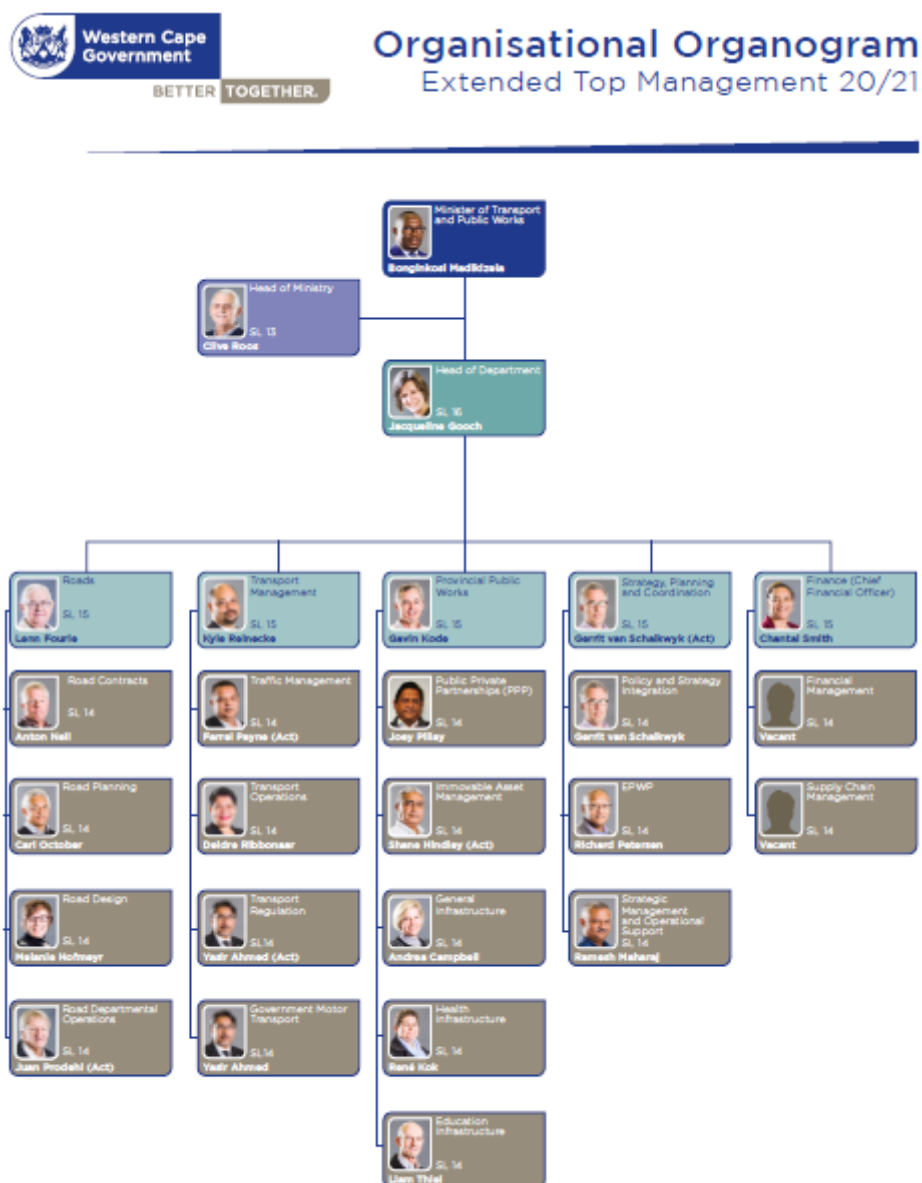
Western Cape
Government



APPENDIX F

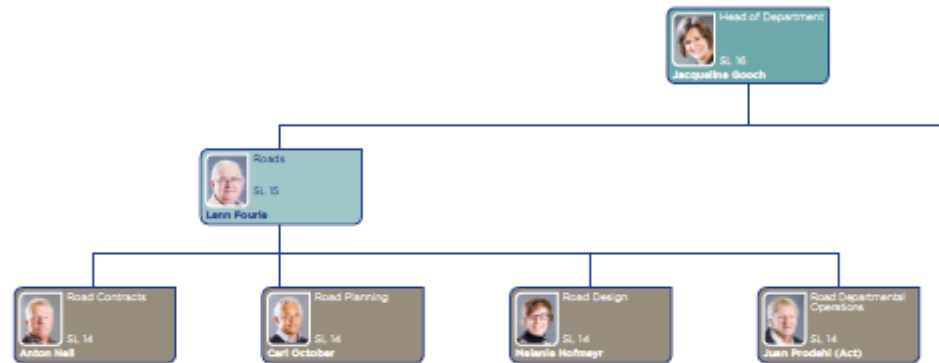
ORGANISATIONAL ORGANOGRAM

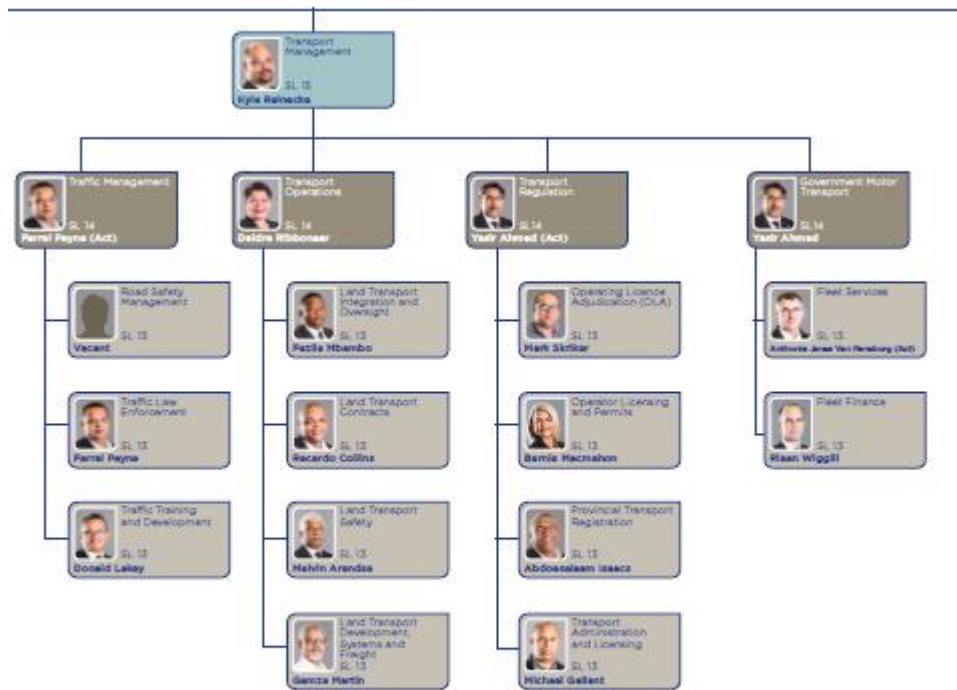
APPENDIX F: Organisational Organogram

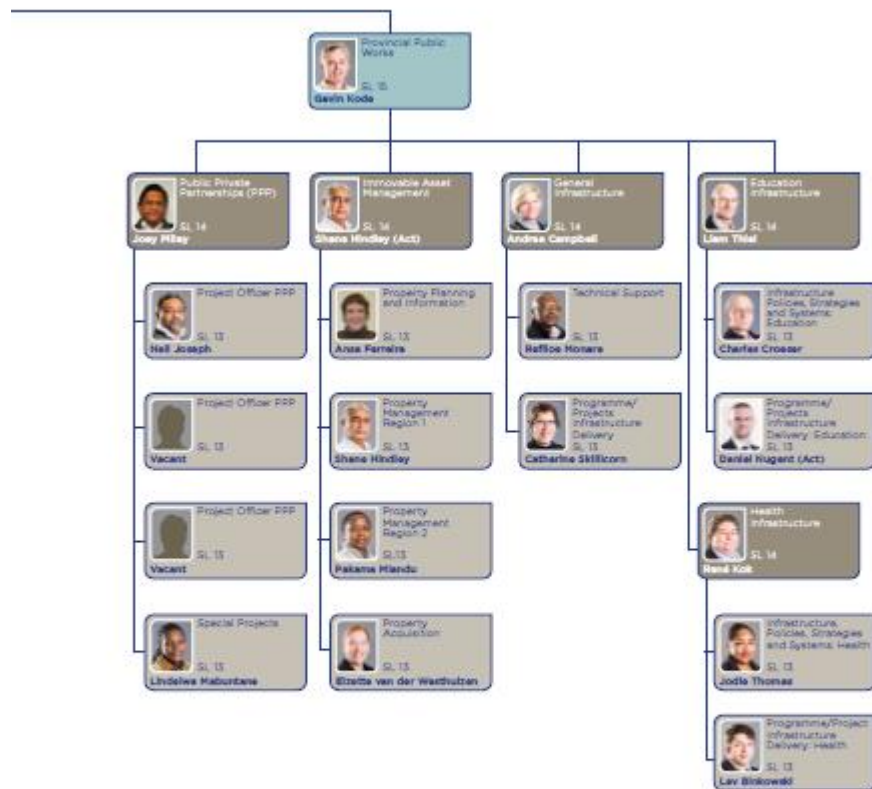


Organisational Organogram

Senior Management







Organisational Organogram

Senior Management continued

