

MANUAL IN TERMS OF SECTION 14 OF
THE PROMOTION OF ACCESS TO
INFORMATION ACT (PAIA), 2000 (ACT 2 OF
2000)

Access to
Information
Manual for
Government
Communications
(GCIS)
2017/18

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FOREWORD

Section 32 of the Constitution of the Republic of South Africa grants everyone the right of access to any information held by the state or by another person and that is required for the exercise or protection of any right.

The PAIA Act, PAIA in realisation of these constitutional rights, specifically:

- charges all public bodies with the responsibility to facilitate public access to information/record(s) under their custody;
- provides a framework and procedures for the public to exercise their constitutional right to information as swiftly, inexpensively and effortlessly as reasonably possible;
- stipulates mechanisms that governmental bodies must put in place, to facilitate access to such information by members of the public; and
- outlines conditions under which restricted access apply, including those relating to personal, commercial, financial, technical or scientific information about a third party; information which may affect court or police proceedings, e.g., police dockets in bail proceedings and certain categories of information about the South African Revenue Services.

There are undoubtedly limitations to public realisation of the rights as stipulated in section 36 of the Constitution and sections 33 to 45 of the PAIA Act, respectively.

In compliance with the statutory requirements of the PAIA and to contribute to the promotion of departmental transparency, accountability and effective governance, the GCIS has produced a manual as a mechanism to facilitate public access to information/record(s) under its custody.

It is hoped that this manual will serve as an effective platform/tool to provide the public with the relevant information to enable them to exercise their right to access information under the custody of the department.

1. PREAMBLE

The PAIA Act states that each body must designate an Information Officer and Deputy Information Officer(s) who will be responsible for processing applications for access to information, and help applicants to lodge their applications.

This manual was developed as a guide on how members of the public can access information held by the GCIS. It describes which information is available from the GCIS and also how to access it. The manual gives effect to the right of access to information, provided for in the Constitution.

Apart from a list of all records kept by the GCIS, also called files, this manual also contains contact details of the GCIS's Information Officer and Deputy Information Officer.

2. GCIS MANDATE

The primary mandate of the GCIS is to drive coherent government messaging and to proactively communicate with the public about government policies, plans, programmes and achievements. In its efforts to set and influence adherence to standards for an effective government communication system, the GCIS interacts with departments, provinces and municipalities to assist them to communicate better, to ensure that people are informed and empowered to monitor, evaluate and contribute meaningfully in our democracy.

3. Vision

Pulse of communication excellence in government.

4. Mission:

To provide professional services, to set and influence adherence to standards for an effective government communication system, drive coherent government messaging and to proactively communicate with the public about government policies, plans programmes and achievements.

5. GCIS COMPONENTS

To fulfil its mandate, the GCIS is clustered into three branches namely; Corporate Services, Content Processing and Dissemination, and Intergovernmental Coordination and Stakeholder Management. These branches are made up of 12 chief directorates and these are:

- 5.1 Products and Platforms
- 5.2 Communication Service Agency
- 5.3 Policy and Research
- 5.4 Finance, Supply Chain Management and Auxiliary Services
- 5.5 Human Resources
- 5.6 Information Management and Technology
- 5.7 Strategic Planning and Programme Management
- 5.8 Cluster Communication: Economic Sectors Employment and Infrastructure Development, Justice Crime Prevention and Security, and International Cooperation Trade and Security
- 5.9 Cluster Communication: Social Protection Community and Human Development, and Governance and Administration
- 5.10 Provincial and Local Liaison
- 5.11 Media Engagement; and
- 5.12 Internal Audit

6. DETAILED EXPLANATION OF FUNCTIONS

6.1 BRANCH: CONTENT PROCESSING AND DISSEMINATION

The Branch: **Content Processing and Dissemination** is responsible for a range of communication platforms created and operated by the GCIS. These platforms are part of the department's commitment to keep South Africans and stakeholders elsewhere informed about the policies and activities of government, and the opportunities arising from these programmes for citizens, businesses and other partners.

- a) Products and Platforms develops core messages and themes to communicate those core messages. It is responsible for the development of content of products to be produced by the GCIS.
- b) Policy and Research conducts research to assess how government should inform the public and monitors media coverage of government programmes from a communication's perspective.
- c) Communication Service Agency - is responsible for managing media buying, media production, marketing and distribution on behalf of the South African Government.

6.2 BRANCH: CORPORATE SERVICES

The Branch: **Corporate Services** manages support services that are provided to the line management. Below are chief directorates in this branch and their functions:

- a) Human Resources is responsible for the strategic leadership in the implementation of Human Resource Management Strategy of the department.
- b) Information Management and Technology is responsible for maintaining, supporting and providing information and communications technology for the GCIS.
- c) Strategic Planning and Programme Management is responsible for the development and implementation of strategic management processes, procedures and systems in compliance with relevant legislation. The Chief Directorate also provides professional project-management service to enhance performance in the delivery of the GCIS mandate.

6.3 BRANCH: INTERGOVERNMENTAL COORDINATION AND STAKEHOLDER MANAGEMENT

The Branch: **Intergovernmental Coordination and Stakeholder Management** provides leadership and strategic advice to the provincial and local government communication system. It is responsible for overseeing the synergy of the implementation of the national communication priorities, together with the provincial communication priorities. Below are chief directorates in this branch and their functions:

- a) Cluster Communication: Economic Sectors Employment and Infrastructure Development, Justice Crime Prevention and Security, and International Cooperation Trade and Security develops Government Communication Programme in support of key priorities through development of communication strategies and campaigns for Economic Sectors and Employment, Infrastructure Development, Justice Crime Prevention and Security as well as International Cooperation Trade and Security clusters in partnership with the relevant lead departments.
- b) Cluster Communication: Social Protection Community and Human Development, and Governance and Administration provide support in implementing government's Medium Term Strategic Framework by the development of communication strategies and campaigns for Human Development, Social Protection and Community Development as well as Governance and Administration clusters in partnership with the relevant lead departments. Ensure a functioning Internal Communicators' Forum.
- c) Provincial and Local Liaison provides strategic leadership to the interface of national government communication with the provincial and local communication programmes. Through the provincial offices it provides the

seamless link on government communication. It manages the nine directorates linked to the provincial offices and the directorates at the national office.

- d) Media Engagement is responsible for ongoing media liaison services to government by ensuring they are provided with government information.

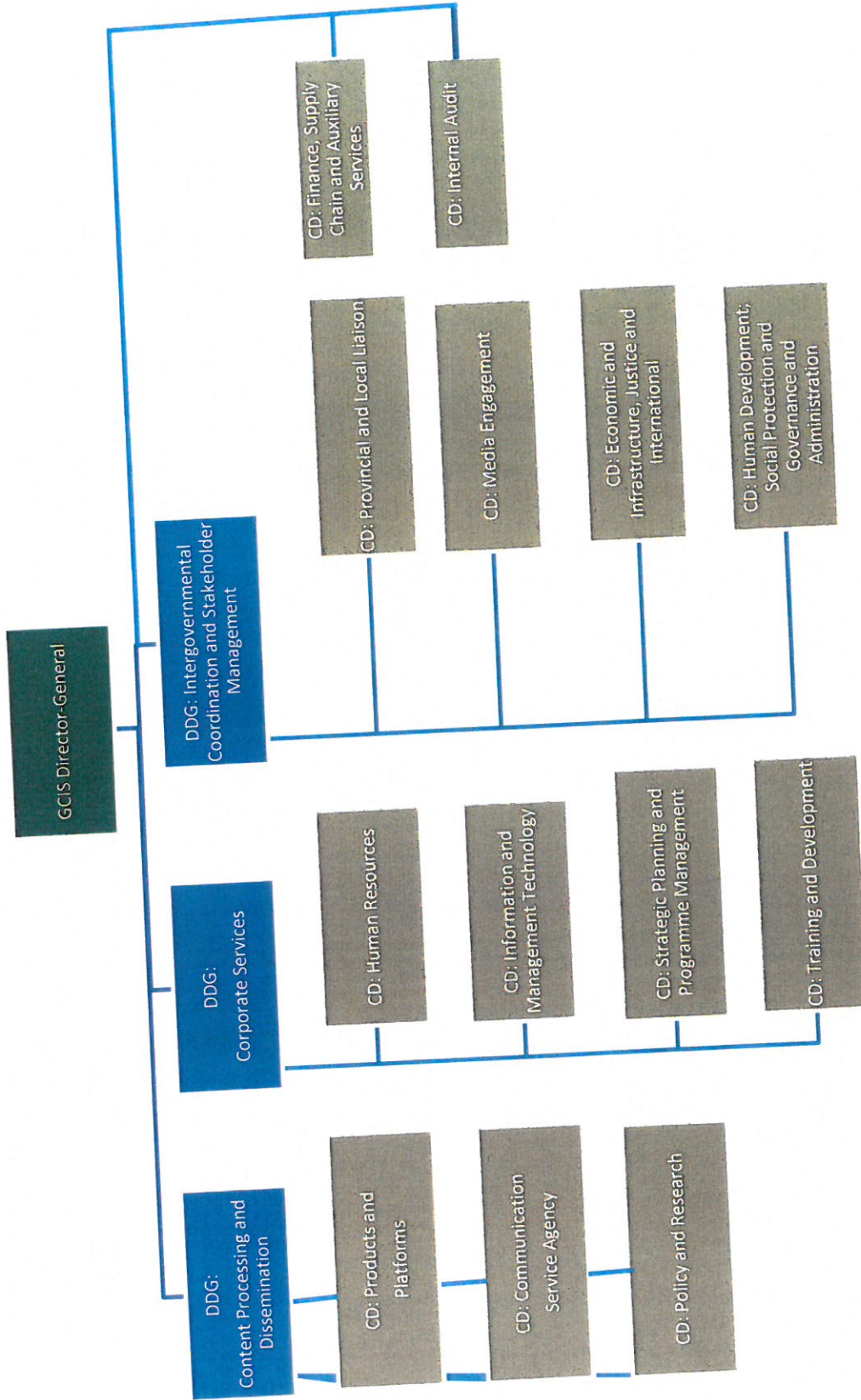
6.4 CHIEF DIRECTORATE: INTERNAL AUDIT

- a) **Internal Audit** is responsible for providing professional internal audit services for the improvement of governance and risk control.

6.5 CHIEF FINANCIAL OFFICER:

- a) Finance, Supply Chain and Auxiliary Services and Facilities Management is responsible for the strategic leadership in financial administration of the department

GCIS MANAGEMENT STRUCTURE



8. CONTACT DETAILS OF THE INFORMATION OFFICER

The Director-General is the Information Officer in terms of the PAIA Act. The GCIS has one Deputy Information Officer:

Information Officer: Ms Phumla Williams

Postal address: Private Bag X745
PRETORIA
0001

Street address: 1035 Frances Baard Street
Tshedimosetso House
Hatfield
PRETORIA

Email: rivaash@gcis.gov.za

Telephone: +27 12 473 0260
Cell: +27 72 781 2200

Deputy Information Officer: Mr Tshegofatso Kgarabjang

Telephone: +27 12 473 0478
Cell: +27 73 815 1178
E-mail: tshegofatsok@doc.gov.za

9. **GUIDE TO THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION (SAHRC) ON USING THE PAIA, 2000 [SECTION 14 (1) (C)]**

The SAHRC has, in terms of Section 10 of the PAIA Act compiled a guide on the use of this Act. The guide is available at the offices of its offices at the following address:

The SAHRC: PAIA Unit
The Research and Documentation Department

Physical Address:
Braampark Forum 3
33 Hoofd Street
BRAAMFORTEIN

Postal Address:
Private Bag X2700
HOUGHTON
2041

Telephone:
Fax:
Email:
Website:

+ 2711 877 3600
+ 2711 403 0625
PAIA@sahrc.org.za
www.sahrc.org.za

10. DESCRIPTION OF SUBJECTS ON WHICH THE GCIS HOLDS RECORDS – SECTION 14 (1) (D)

10.1 For purposes of facilitating a request in terms of the Act, the subjects on which the GCIS holds records and the categories of records held on each subject are as follows:

A Products and Platforms

- a) reports
- b) magazines
- c) policy and guideline documents
- d) *South Africa Yearbook and Pocket Guide to South Africa.*

B Communication Service Agency

- a) reports
- b) marketing brochure
- c) publications (print)
- d) broadcast adverts and programmes
- e) marketing and distribution activities
- f) media buying reports
- g) reports
- h) photographic and video footage images.

C Policy and Research

- a) reports and statements
- b) specifications and research proposals
- c) datasets, reports and presentations
- d) information directories (*South African Government Directory, Directory of Contacts, Media Directory and Profiles*)
- e) international and domestic media coverage reports
- f) full-text international and domestic media articles
- g) communication content and key messages.

D Finance, Supply Chain and Auxiliary Services

- a) service providers' database
- b) financial records and statements
- c) policies and procedures
- d) reports.

E Human Resources

- a) policies, procedures and manuals
- b) internal newsletters and bulletins
- c) human resource management strategy
- d) contact list of information officers in government.

F Information Management and Technology

- a) policy and guideline documents.
- b) manuals
- c) reports.

G Strategic Planning and Programme Management

- a) project documentation
- b) reports
- c) *Project Management Manual*
- d) strategy documents.

H Cluster Supervision: Economic and Infrastructure, Justice and International

- a) communications strategies
- b) key messages
- c) *Government Communication Programme.*

I Cluster Supervision: Human Development; Social Protection and Governance and Administration

- a) communications strategies
- b) key messages
- c) *Government Communication Programme.*

J Provincial and Local Liaison

- a) reports
- b) Thusong Service Centre strategies
- c) development communication strategies and materials
- d) promotional and marketing material
- e) *Government Communicators' Handbook.*
- f) communicators' databases
- g) communication strategies.

K Media Engagement

- a) newsletters
- b) communication strategies
- c) media strategies and statements
- d) media database.

L Internal Audit

- a) reports.

10.2 RECORDS AUTOMATICALLY AVAILABLE – SECTION 14 (1) (E)

The information available on the GCIS's website, www.gcis.gov.za, is voluntarily disclosed. Other information products and material voluntarily disclosed include:

- reports
- booklets
- newsletters
- marketing material
- posters
- pamphlets
- leaflets
- Information and products on www.gov.za
- news articles on www.thusong.gov.za
- news articles on www.sanews.gov.za
- news articles on www.vukuzenzele.gov.za

10.3 REQUEST PROCEDURE

a. *Granting or refusal of request*

The requester must be given access to the record of a public body if:

- the requester complies with all the procedural requirements in the Act regarding the request for access to that record
- access to the record is not refused on any ground of refusal mentioned in the Act.

b. *How to access a record*

- The requester must use the form (Form A) that was printed in the *Government Gazette* (Government Notice R187 of 15 February 2002).
- The requester must also indicate if he/she requires a copy of the record, or wishes to view the record at the GCIS's offices. Alternatively, if the record is not a paper document, it can be viewed in the requested format, where possible.
- If a requester asks for access in a particular format (e.g. a paper copy, electronic copy, etc.), then he/she should be given access in that format, unless doing so would interfere unreasonably with the running of the public body concerned, or damage the record, or infringe a copyright not owned by the State. If, for practical reasons, access cannot be given in the required format, the fee must be calculated according to the format first requested from the requester.
- If, in addition to a written reply to their request for the record, the requester wishes to be informed about the decision in any other way, e.g. by telephone, this must be indicated.
- If a requester requests the information on behalf of somebody else, the capacity in which the request is being made must be indicated.

- If a requester is unable to read or write, or has a disability, the request can be made orally. The information officer must then complete the form on behalf of the requester and give him/her a copy of the form.

c. ***Fees payable for a request and notification of decision on access***

- A requester who seeks access to a record containing personal information about him/her is not required to pay the request fee. Other requesters must pay a request fee of R35.
- Payment details for the GCIS are as follows:

Account name:	Govment Comm & Info Sys Main
Type of Account:	Business Current Account
Account Number:	010059962
Bank:	Standard Bank
Branch:	Pretoria
Branch Code:	01-0045

- The information officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed request fee (if any) and a deposit (if any) before further processing the request.
- The requester may lodge an internal appeal, where appropriate, or an application to the court against the tender or payment of a fee.
- After the information officer has made a decision on the request, the requester must be notified of such a decision according to the way in which the requester asked to be notified.
- If the request is granted, a further access fee must be paid for the reproduction and for search and preparation, for any time required in excess of stipulated hours to search and prepare the record for disclosure.
- Access to a record will be withheld until all the applicable fees have been paid.

11. REMEDIES AVAILABLE IN RESPECT OF ACTS OR FAILURES TO ACT

The following procedures exist for persons to report or remedy alleged irregular, improper or unlawful official acts or omissions by the GCIS or any of its employees:

a. ***Procedures for reporting or remedying***

- Remedies in respect of acts or failures to act in terms of the PAIA, 2000: The internal appeal authority for purposes of this Act is the Minister. After exhausting the internal appeal remedy, an application may be lodged with a court (sections 78 – 82).
- A public-service employee may lodge a grievance or complaint for investigation by the Public Service Commission concerning an official act or omission (Section 35 of the Public Service Act, 1994 [Act 103 of 1994]).

- A person may use labour remedies regarding official acts or omissions of a labour nature, namely disputes of rights (the Public Service Act, 1994, and Labour Relations Act, 1995 [Act 66 of 1995]).
 - A person may lodge a complaint with a labour inspector concerning any alleged contravention of the Basic Conditions of Employment Act, 1997 (Act 75 of 1997) Section 78(1)(a), or the Employment Equity Act, 1998 (Act 55 of 1998) Section 34(e).
 - A person may lodge a complaint with the Public Protector concerning a suspected unlawful or improper official act or omission (the Constitution and the Public Protector Act, 1994 [Act 23 of 1994]).
 - A person may lodge a complaint with the SAHRC concerning an official act or omission that is suspected to constitute a violation of, or threat to any fundamental right (Human Rights Commission Act, 1994 [Act 54 of 1994]).
 - To be protected from reprisals because of a disclosure regarding unlawful or irregular conduct by the employer or a fellow employee, the person in question may follow the disclosure procedures in the Protected Disclosures Act, 2000 (Act 26 of 2000).
 - A person may use other legal remedies such as the institution of proceedings for the judicial review of an administrative action in terms of the Promotion of Administrative Justice Act, 2000 (Act 3 of 2000).
- b. **Other supportive remedies**
- A person may request reasons for an administrative action in terms of the Promotion of Administrative Justice Act, 2000 (Section 5).
 - A person may request access to records of a government department or other public body in terms of the PAIA, 2000 (Section 11).
- c. **Duty to report**
- A public-service employee, in the course of his/her official duties, is obliged in terms of the Code of Conduct to report to the appropriate authorities, fraud, corruption, nepotism, maladministration and any other act which constitutes an offence or which is prejudicial to the public interest. An employee who fails to comply with this is guilty of misconduct. (Regulation B.3 and C.4.10 of Chapter 2 of the Public Service Regulations, 2001)
 - The responsibility of every employer and employee to disclose criminal and any other irregular conduct in the workplace also underpins the Protected Disclosures Act, 2000 (Preamble).

PRESCRIBED FEES FOR PUBLIC BODIES		
PART II OF NOTICE 187 IN THE GOVERNMENT GAZETTE ON 15 FEBRUARY 2002		
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.	
2.	The fees for reproduction referred to in Regulation 7(1) are as follows: a) for every photocopy of an A4-size page or part thereof b) for every printed copy of an A4-size page or part thereof stored in a computer or in another electronic or machine readable format c) for a copy in a computer-readable format on: (i) compact disc d) (i) for a transcription of visual images, for an A4-size page or part thereof (ii) for a copy of visual images e) (i) for a transcription of an audio record, for an A4-size page or part thereof (ii) for a copy of an audio record.	R0, 60 R0, 40 R40, 00 R22, 00 R60, 00 R12, 00 R17, 00
3.	The request fee payable by every requester, other than a personal requester, referred to in Regulation 7(2) is	R35, 00
4.	The access fees payable by a requester referred to in Regulation 7(3) are as follows: 1) a. for every photocopy of an A4-size page or part thereof b. for every printed copy of an A4-size page or part thereof stored in a computer or another electronic or machine readable format c. for a copy in a computer-readable format on: (i) compact disc d. (i) for a transcription of visual images, for an A4-size page or part thereof (ii) for a copy of visual images e. (i) for a transcription of an audio record, for an A4-size page or part thereof (ii) for a copy of an audio record f. 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. 2) 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 b. one third of the access fee is payable as a deposit by the requester. 3) The actual postage is payable when a copy of a record must be posted to a requester.	R0, 60 R0, 40 R40, 00 R22, 00 R60, 00 R12, 00 R17, 00

A. Particulars of public body

Information Officer/Deputy Information Officer:

B. Particulars of person requesting access to the record

- (a) The particulars of the person who requests access to the record must be recorded below.*
- (b) Furnish an address, e-mail and/or fax number in South Africa to which information must be sent.*
- (c) Proof of the capacity in which the request is made, if applicable, must be attached.*

Full names and surname:

.....

Identity number:

Postal address:

.....

Fax number:

Telephone number:

Email 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:

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

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 your personal information, will be processed only after a **request fee** has been paid.*
- (b) You will be notified of the required amount to be paid as the request fee.*
- (c) The **fee payable for access** to a record depends on the format 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 therefore.*

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 format of access provided for in 1 to 4 hereunder, state your disability and indicate in which format the record is required.

Disability:	Format in which record is required:
.....
.....

Mark the appropriate box with an X.

NOTES:

(a) Your indication as to the required format of access depends on the format in which the record is available.

(b) Access to the format requested may be refused in certain circumstances. In such a case, you will be informed if access is to be granted in another format.

(c) The fee payable for access to the record, if any, will be determined partly by the format in which access is requested.

1. If the record is in written or printed format

	Copy of record*		Inspection of record
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2. If record consists of visual images

(These include photographs, slides, video recordings, computer-generated images, sketches, etc.)

	View the images		Copy of the images*		Transcription of the images*
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3. If the record consists of recorded words or information, which can be reproduced in sound

	Listen to the soundtrack (CD)		Transcription of soundtrack* (Written or printed document)
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4. If the record is stored in a computer or in an another electronic or machine-readable format

	Printed copy of record*		Printed copy of information derived from the record*		Copy in computer-readable form* (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? A postal fee 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

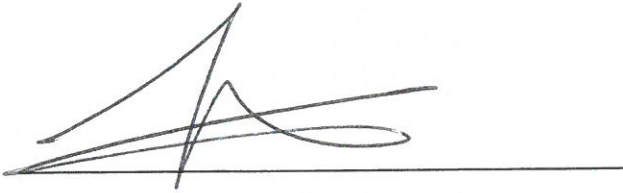
You will be notified in writing whether your request has been approved/denied. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

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

Signed on (date)

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

Manual signed and approved by the GCIS Deputy Information Officer: Mr Tshegofatso Kgarabjang.

A handwritten signature in black ink, consisting of several overlapping loops and a long horizontal stroke at the end, positioned above a solid horizontal line.

Deputy Information Officer: GCIS

Mr Tshegofatso Kgarabjang

DATE: 27/11/2017

