



# DSAC PAIA MANUAL

**Promotion of Access to Information (PAIA)  
Manual, compiled in terms of section 14 of the  
Promotion of Access to Information Act, 2000 (as  
amended) for the National Department of Sport,  
Arts and Culture**





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### APPENDIX A:





## 1. LIST OF ACRONYMS AND ABBREVIATIONS

- 1.1. "AO" Accounting Officer
- 1.2. "DIO" Deputy Information Officer
- 1.3. "DSAC" Department of Sport, Arts and Culture
- 1.4. "IO" Information Officer
- 1.5. "PAIA" Promotion of Access to Information Act, 2000
- 1.6. "PFMA" Public Finance Management, 1999
- 1.7. "POPIA" Protection of Personal Information Act, 2013
- 1.8. "PSA" Public Service Act, Proclamation 103 of 1994
- 1.9. "Regulator" Information Regulator
- 1.10. "the Constitution" Constitution of the Republic of South Africa, 1996





## 2. PURPOSE OF PAIA MANUAL

This manual can be used by members of the public to-

- 2.1. check the nature of the records which may already be available at the Department of Sport, Arts and Culture and the manner and form of a request for, access to a record of a public body contemplated in section 11 of the PAIA Act.
- 2.2. understand how to make a request for access to a record of the Department of Sport, Arts and Culture.
- 2.3. obtain all the relevant contact details of the persons who will assist the public with the records they intend to access.
- 2.4. be aware of all the procedures and processes available from the Department of Sport, Arts and Culture regarding a request for access to the records, before approaching the Information Regulator or the Courts.
- 2.5. obtain a description of the services available to members of the public from the Department of Sport, Arts and Culture, and how to gain access to those services.
- 2.6. obtain a description of the guide on how to use PAIA, as updated by the Information Regulator and how to obtain access to it.
- 2.7. know if the Department of Sport, Arts and Culture will process personal information, the purpose of the processing of personal information and the description of the categories of data subjects and the information or categories of information relating thereto.
- 2.8. know if the Department of Sport, Arts and Culture has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied.
- 2.9. know whether the Department of Sport, Arts and Culture has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

## 3. ESTABLISHMENT OF THE DEPARTMENT OF SPORT, ARTS AND CULTURE

The Department of Sport, Arts and Culture is a Department within the Government of the Republic of South Africa

### 3.1. Legislative and other Mandates

The mandate of the National Department responsible for Sport, Arts and Culture is derived from the Constitution of the Republic of South Africa, 1996, including the Preamble and





Founding Provisions, and in particular the following sections:

**16. (1) Freedom of expression** – Everyone has the right to freedom of expression, which includes— a. freedom of the press and other media; b. freedom to receive or impart information or ideas; c. freedom of artistic creativity; and d. academic freedom and freedom of scientific research.’

**30. Language and culture** – Everyone has the right to use the language and to participate in the cultural life of their choice, but no one exercising these rights may do so in a manner inconsistent with any provision of the Bill of Rights,’ and

**32. Access to information** – (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.’

The functionality of the Department is also premised on the constitutional right to social security in Schedule 27.

In line with the constitutional imperatives on democratic values of human dignity, equality and freedom, the Department has also been assigned the powers and functions to develop and implement national policies and Programmes regarding sport and recreation in the country.

**The Department is mandated to:**

- (a) provide leadership to the Sport, Arts and Culture sector to accelerate its transformation;
- (b) oversee the development and management of sports, arts and culture in South Africa;
- (c) legislate on sports participation, sports infrastructure and safety;
- (d) improve South Africa’s international ranking in selected sports through a partnership with the South African Sports Confederation and Olympic Committee (SASCOC);
- (e) preserve, develop, protect and promote the cultural, heritage, and linguistic diversity and legacy of South Africa;
- (f) lead nation-building and social cohesion through a social transformation;
- (g) enhance archives and records management structures and systems; and
- (h) promote access to information.

DSAC is bound by all legislation passed in South Africa; however, the Acts and regulations listed below constitute the most frequent dimensions of the legal framework within which DSAC functions.





## 3.2 ACTS

The legislation that is up for amendment, is still undergoing the amendment process.

The Acts below are as captured in the 2020-2025 Strategic Plan of the Department.

- Cultural Institutions Act, 1998 (Act No. 119 of 1998)
- Culture Promotion Act, 1983 (Act No. 35 of 1983)
- Heraldry Act, 1962 (Act No. 18 of 1962)
- Legal Deposit Act, 1997 (Act No. 54 of 1997)
- National Archives and Record Service of South Africa Act, 1996 (Act No. 43 of 1996)
- National Arts Council Act, 1997 (Act No. 56 of 1997)
- National Council for Library and Information Services Act, 2001 (Act No. 6 of 2001)
- National Film and Video Foundation Act, 1997 (Act No. 73 of 1997)
- National Heritage Council Act, 1999 (Act No. 11 of 1999)
- National Heritage Resources Act, 1999 (Act No. 25 of 1999)
- National Library of South Africa Act, 1998 (Act No. 92 of 1998)
- National Sport and Recreation Act, 1998 (Act No. 110 of 1998)
- Pan South African Language Board Act, 1995 (Act No. 59 of 1995)
- Safety at Sports and Recreational Events Act, 2010 (Act No. 2 of 2010)
- South African Boxing Act, 2001 (Act No. 11 of 2001)
- South African Geographical Names Council Act, 1998 (Act No. 118 of 1998)
- South African Institute for Drug-free Sport Act, 1997 (Act No. 14 of 1997)
- South African Language Practitioners' Council Act, 2014 (Act No. 8 of 2014)
- South African Library for the Blind Act, 1998 (Act No. 91 of 1998)
- Use of Official Languages Act, 2012 (Act No.12 of 2012)





## 4. STRUCTURE OF THE DEPARTMENT OF SPORT, ARTS AND CULTURE

### 4.1 Organisational Structure





## 4.2 INSTITUTIONAL PROGRAMME PERFORMANCE INFORMATION

### 4.2.1 Branch-Specific Performance

#### PROGRAMME 1: ADMINISTRATION

##### PURPOSE OF THE PROGRAMME

To provide strategic leadership, management, and support services to the Department.

##### KEY SUBPROGRAMMES

The Administration Branch is organised to carry out its work according to the following subprogrammes:

- Ministry
- Management
- Strategic Management and Planning
- Corporate Services
- Office of the Chief Financial Officer
- Office Accommodation

#### PROGRAMME 2: RECREATION DEVELOPMENT AND SPORT PROMOTION PURPOSE OF THE PROGRAMME

##### PURPOSE OF THE PROGRAMME

To support the provision of mass-participation opportunities, the development of elite athletes, and the regulation and maintenance of facilities.

##### KEY SUBPROGRAMMES

The Recreation Development and Sport Promotion Branch is organised to carry out its work according to the following subprogrammes:

Sub-programmes

- **Winning Nation** supports the development of elite athletes.
- **Active Nation supports** the provision of mass participation opportunities in sport and recreation.
- **Infrastructure Support** regulates and manages the provision of sport and recreation, and arts and culture facilities. This sub-programme also provides technical support during the construction, repair and renovation of buildings belonging to public entities and other institutions in the sport, arts and culture sector.





## PROGRAMME 3: ARTS AND CULTURE PROMOTION AND DEVELOPMENT

### PURPOSE OF THE PROGRAMME

To develop and promote arts, culture, and language, and implement the national cohesion strategy

### KEY SUBPROGRAMMES

The Arts and Culture Promotion and Development Branch is organised to carry out its work according to the following subprograms:

- **National Language Services** promotes the use and equal status of all official languages. This entails the development of language terminologies and human language technology, translation and editing services in all official languages, and the awarding of bursaries.
- **Cultural and Creative Industries Development** supports cultural and creative industries by developing strategies, implementing sector development programmes, supporting sector organisations' programmes, and providing training support to arts and culture practitioners.
- **International Cooperation and Donor Coordination** assists in building continental and international relations for the promotion and development of South African sport, arts, culture and heritage by actively participating and influencing decision-making in identified multilateral organisations and bilateral fora.
- **Social Cohesion and Nation Building** implement the national social cohesion strategy and brings targeted groups in arts, culture and heritage, including arts and culture in schools, into the mainstream. This sub-programme is also responsible for the coordination of Priority 6 (social cohesion and safer communities) of the government's 2019-2024 medium-term strategic framework.
- **Mzansi Golden Economy** seeks to create economic and job opportunities in the arts, culture and heritage sector by supporting programmes designed to develop audiences, stimulate demand, increase market access, and develop skills.

The Department transfers funds to the National Film and Video Foundation in support of the development of skills, and local content and marketing of South Africa's film, audio-visual and digital media industry.





## PROGRAMME 4: HERITAGE PROMOTION AND PRESERVATION

### PURPOSE OF THE PROGRAMME

To preserve and promote South African heritage, including archival and heraldic heritage; as well as to oversee and transfer funds to libraries.

### KEY SUBPROGRAMMES

The Heritage Promotion and Preservation Branch is organised to carry out its work according to the following subprograms:

- **Heritage Promotion** supports a range of heritage initiatives and projects, such as the transformation of the heritage landscape through the conceptualisation, equipping and operationalisation of legacy projects; the Funding of Heritage Institutions (Museums, National Heritage Council and South African Heritage Resources Agency); the documentation of South Africa’s indigenous knowledge through the writing of books on living human treasures and the compilation of a national register of South Africa’s indigenous knowledge systems assisted by the Indigenous Knowledge Authentication Panel; leading the transformation of the heritage landscape through resistance and liberation heritage route and the relocation of statues; the Bureau of Heraldry, which registers symbols, popularises national symbols through public awareness campaigns, coordinates the National Orders Awards Ceremony; develops and reviews heritage policies and legislation for the preservation, conservation and management of South African heritage.
- **National Archive Services** acquires, preserves, manages and makes accessible records with enduring value. Public Library Services transfers funds to provincial departments for conditional allocations to community library services for constructing and upgrading libraries, hiring personnel and purchasing library materials. The Department provides secretarial services to the South African Geographical Names Council, an advisory body that facilitates name changes by consulting with communities to advise the Minister of Sports, Arts and Culture.

## 5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE DEPARTMENT OF SPORT, ARTS AND CULTURE

### • Deputy Information Officer

Name: Mr. Arthur K. Manthata (Director: Legal Services)  
 Tel: 012 444 3714  
 Email: [ArthurM@dsac.gov.za](mailto:ArthurM@dsac.gov.za)

### • Deputy Information Officer

Name: Mr Puleng Kekana – (Chief Director – National Archives and Libraries)  
 Tel: 012 4411 3227  
 Email: [pulengk@dsac.gov.za](mailto:pulengk@dsac.gov.za)





- **Head Office**

Postal Address: Private Bag X 897  
PRETORIA  
0001

Physical Address: 202 Madiba Street  
Pretoria  
0001

Telephone: Tel No. (+27-12) 441 3000

Email: [info@dsac.gov.za](mailto:info@dsac.gov.za)

Website: [www.dsac.gov.za](http://www.dsac.gov.za)

## 6. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 6.1 The Information Regulator has, in terms of section 10(1) of PAIA, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 6.2 The Guide is available in each of the official languages.
- 6.3 The aforesaid Guide contains the description of-
- 6.3.1 the objects of PAIA and POPIA;
  - 6.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of-
    - 6.3.2.1 the Information Officer of every public body, and
    - 6.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;
  - 6.3.3 the manner and form of a request for-

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

<sup>2</sup> Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.





- 6.3.3.1 access to a record of a public body contemplated in section 11<sup>3</sup>; and
- 6.3.3.2 access to a record of a private body contemplated in section 50<sup>4</sup>;
- 6.3.4 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- 6.3.5 the assistance available from the Information Regulator in terms of PAIA and POPIA;
- 6.3.6 all procedures in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
  - 6.3.6.1 an internal appeal;
  - 6.3.6.2 a complaint to the Information Regulator; and
  - 6.3.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Information Regulator or a decision of the head of a private body;
- 6.3.7 the provisions of sections 14<sup>5</sup> and 51<sup>6</sup> require a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 6.3.8 the provisions of sections 15<sup>7</sup> and 52<sup>8</sup> provide for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 6.3.9 the notices issued in terms of sections 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and
- 6.3.10 the regulations made in terms of section 92<sup>11</sup>.

<sup>3</sup> Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

<sup>4</sup> Section 50(1) of PAIA- A requester must be given access to any record of a private body if-

- (a) that record is required for the exercise or protection of any rights;
- (b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
- (c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

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

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

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

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

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

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

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

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





- 6.4 Members of the public can inspect or make copies of the Guide from the offices of the public or private bodies, including the office of the Information Regulator, during normal working hours.
- 6.5 The Guide can also be obtained-
  - 6.5.1 upon request to the Information Officer;
  - 6.5.2 from the website of the Information Regulator (<https://www.inforegulator.org.za>). The contact details of the Information Regulator are in the table below.

<b>The Office of the Information Regulator</b>	
<b>Telephone</b>	Not available
<b>E-Mail Address</b>	General inquiries: <a href="mailto:enquiries@inforegulator.org.za">enquiries@inforegulator.org.za</a>  Complaints: <a href="mailto:PAIAComplaints@inforegulator.org.za">PAIAComplaints@inforegulator.org.za</a>  <a href="mailto:POPIAComplaints@inforegulator.org.za">POPIAComplaints@inforegulator.org.za</a>
<b>Postal Address</b>	P O Box 31533  Braamfontein, Johannesburg, 2017
<b>Street Address</b>	J.D. House 27 Stiemens Street Braamfontein, Johannesburg, 2001
<b>Website</b>	<a href="https://www.inforegulator.org.za">https://www.inforegulator.org.za</a>

## **7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY THE DEPARTMENT OF SPORT, ARTS AND CULTURE**

### **7.1 RECORDS KEPT BY THE MINISTRY**

#### **7.1.1 Domestic Matters**

- Policy
- Office Accommodation
- Supplies and services
- Travel and transport





- Accommodation arrangements
- Communications
- Press conferences, press releases and statements office management

**7.1.2 Parliamentary Matters, Cabinet and Committees**

- Parliament
- Cabinet
- Cabinet memos

**7.1.3 Departmental Matters**

- National office
- Regional offices
- Other statutory appointments
- Statutory institution's overseas trips
- Human rights international relations
- Inter-governmental forum

**7.1.4 Party Political Matters**

**7.1.4 Ministerial Private Matters**

**7.2 The Department of Sport, Arts and Culture holds records on the following subjects and categories:**

CATEGORIES AND SUBJECT MATTER	PROGRAMME REQUIRES A REQUEST
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@SportArtsCultur

@SportArtsCultureRSA

**PROFILE**

- The DSAC’s vision, mission, values and strategic goals
- Premise, promise and pledge
- Legislative mandate

**SPEAACHES**

- Minister’s speeches
- Former principals’ speeches
- The president’s speech
- Other speeches including those by former Ministers.

**LEGSLATION/POLICIES**

- The DSAC’s legislative mandate
- Legislation administered by the DSAC, including Acts, Bills, White Paper and Policies

**PUBLICATIONS**

- Most requested publications concerning the DSAC including:
  - Annual reports and annual performance plans



@SportArtsCultur



@SportArtsCultureRSA





<ul style="list-style-type: none"> <li>- Strategic plans</li> <li>- general reports</li> <li>- Parliamentary updates</li> <li>- Other publications</li> </ul> <p><b>MEDIA RELEASES</b></p> <p><b>Events</b></p> <ul style="list-style-type: none"> <li>• The DSAC’s annual calendar of events</li> </ul> <p><b>Projects</b></p> <ul style="list-style-type: none"> <li>• General information on the various projects and programmes undertaken by DSAC, including <ul style="list-style-type: none"> <li>- Heritage Projects</li> <li>- Arts, Social Development and Youth Programme</li> <li>- Flag in every school project</li> </ul> </li> </ul> <p><b>Forms</b></p> <ul style="list-style-type: none"> <li>• Downloadable DSAC forms</li> </ul> <p><b>Tenders:</b></p> <ul style="list-style-type: none"> <li>• General information on DSAC tenders including: <ul style="list-style-type: none"> <li>- Advertised Tenders: - bid number, description and closing date</li> <li>- Pate Tenders: - bid number, description, list of bids received and date closed</li> <li>- Awarded Bids: - bid number, description and who t was awarded to</li> <li>- Cancelled / Expired bids</li> </ul> </li> </ul> <p><b>Vacancies</b></p> <ul style="list-style-type: none"> <li>• General Information on vacancies in the DSAC</li> <li>• Circulation of advertised post</li> </ul> <p><b>Links</b></p> <ul style="list-style-type: none"> <li>• Links to DSAC stakeholders including <ul style="list-style-type: none"> <li>- Sport, Arts and Culture Organisations</li> <li>- Sports institutions</li> <li>- Arts Institutions</li> <li>- Libraries and Archives</li> <li>- Museums reporting to the Minister</li> <li>- Related links</li> <li>- Other links</li> </ul> </li> </ul>	
<p><b>SUB-PROGRAMMES</b></p> <ul style="list-style-type: none"> <li>• Ministry</li> <li>• Management</li> <li>• Strategic Management and Planning</li> <li>• Corporate Services</li> <li>• Office of the Chief Financial Officer</li> <li>• Office Accommodation</li> </ul> <p><b>STATUTORY AND REGULATORY FRAMEWORK</b></p>	<p><b>PROGRAMME 1:</b></p> <p><b>ADMINISTRATION</b></p>





- National Constitutional Framework
- Policy
- Routine enquiries
- Constitution of the Republic of South Africa
- Amendments
- Interpretation and legal opinions
- International Legislation
- Policy
- Routine enquiries
- Name of International Law or Convention
- Amendments
- Interpretation and legal opinions
- National Legislation
- Policy (includes Green and White Papers)
- Routine enquiries
- Bill/ Act (Including amendment legislation)
- Title of Bill or Act
- Comments and implementation
- Interpretation and legal opinions
- Title of Bill/ Act
- Policy (Includes Green and White Papers)
- Routine enquiries
- Drafting and amendments (Including Cabinet submissions and Requests for assistance for Legal Advice)
- Interpretation and Legal Opinions
- Subordinate Legislation
- (Regulations, Proclamations, Guidelines and Instructions in terms of Legislation)
- Comments and Implementation
- Interpretations and Legal Opinions

**Organisation and Control**

- Reorganisation of functions
- Delegation of Powers
- Establishment of new sections/offices
- Planning
- Office instructions and codes
- Organisational Performance Systems
- Policy and Strategy
- Strategic Management Information
- Consolidated reports on key partnerships and engagements
- Corporate Service Centre
- Internal Audit

**Human Resource Management**

- Organisational Development
- Human Resource Management
- Policy and Planning
- Human Capital Management

**Internal Financial Management**





- Budget
- Accounting responsibility
- Expenditure
- Banking Arrangements
- Funds
- Internal Control
- 
- Supply Chain Management**
- Procurement
- Provisioning
- Asset management
  
- Internal Facilities Management**
- Buildings and Grounds
- Equipment and Furniture
- Postal Services
- Telecommunication services
- Occupational Health and Safety
  
- Internal Travel and Transport Services**
- Transport
  
- Internal Information Services**
- Internal records management
- Library management
- Information management
- Knowledge management
- Internal security matters
- Promotion of Access to Information Act, 2000
- Protection of Personal Information Act, 2013
  
- Communications**
- Government Products & Publications
- Events & Public participation
- Advertising, Marketing & Branding
- Media Support
- Language Services
- Translations
- Media Monitoring
- Speeches and Lectures
- Publicity guides
- Social matters
- Strategic communications
  
- Legal Services**
- Provision of Legal Advice
- Litigation
  
- Attending and hosting meetings and other gatherings**
- Auxiliary functions
- Line functions





<p><b>WINNING NATION</b></p> <ul style="list-style-type: none"> <li>– Athletes supported through the scientific support programme</li> <li>– Athletes supported by the sports academies</li> <li>– Athletes supported through the ministerial sports bursary programme</li> <li>– Recognition and honouring events</li> <li>– Major international sport and recreation events receiving intra-governmental support per year</li> <li>– National and international sporting events, exhibitions or conferences used to promote sport tourism to South Africa</li> <li>– National Federations meeting 50% or more of all prescribed charter transformation targets</li> </ul> <p><b>ACTIVE NATION</b></p> <ul style="list-style-type: none"> <li>– People actively participating in organised sport and active recreation events are delivered by provinces, which are funded through the mass-participation grant.</li> <li>– Sport and recreation promotion campaigns and events</li> <li>– Schools, hubs and clubs provided with equipment and/or attire</li> <li>– Learners in the National School Sport Championships</li> <li>– Learners participating in district school sport tournaments</li> </ul> <p><b>INFRASTRUCTURE SUPPORT</b></p> <ul style="list-style-type: none"> <li>– Municipalities provided with technical and/or management support during construction</li> <li>– Community gyms and children’s play parks constructed</li> <li>– Heritage legacy projects developed and/or maintained</li> </ul>	<p><b>PROGRAMME 2: RECREATION DEVELOPMENT AND SPORT PROMOTION</b></p>
<p><b>SUB-PROGRAMMES</b></p> <p><b>NATIONAL LANGUAGE SERVICES</b></p> <ul style="list-style-type: none"> <li>– Support multi-year human language technology projects</li> <li>– Official documents received that are translated and/or edited: This fulfils section 6 of the Constitution regarding the promotion and development of official languages as well as Chapter 2, the Bill of Rights relating to language rights.</li> <li>– Development of qualified language practitioners</li> <li>– Domains in which terminologies are developed</li> </ul> <p><b>CULTURAL AND CREATIVE INDUSTRIES DEVELOPMENT</b></p> <ul style="list-style-type: none"> <li>– Local and international market access platforms financially supported</li> <li>– Capacity building projects financially supported</li> <li>– Provincial Community Arts Development Programmes implemented</li> </ul>	<p><b>PROGRAMME 3: ARTS AND CULTURE PROMOTION AND DEVELOPMENT</b></p>





- Youth Focused Arts Development Programmes
- Gender-Based Violence and Femicide initiatives

**INTERNATIONAL COOPERATION**

- Coordinated International engagements
- Disseminate funding opportunities
- Host resourcing workshops
- Pay membership Fees to Commonwealth Foundation (CWF) and the African Union Sports Council Region 5.

**SOCIAL COHESION AND NATION BUILDING**

- Financially support the Moral Regeneration Movement projects
- Holds community conversations/dialogues to foster social interaction
- Advocates platforms on social cohesion by social cohesion

**MZANSI GOLDEN ECONOMY**

- Increase in support to the creative industry,
- Place artists in schools to promote and support arts education.
- Focuses on research in the sector, through SACO. Projects that are supported through the Mzansi Golden Economy Programme in the creative industry, include Flagships Projects, Cultural Events, Public
- Art, Touring Ventures productions (incl. Africa Month).
- Support the sector organizations financially

**THE NATIONAL FILM AND VIDEO FOUNDATION**

- The Department transfers funds to the NFVF in support of the development of skills, and local content and marketing of South Africa’s film, audio-visual and digital media industry.

**SUB-PROGRAMMES**

**HERITAGE PROMOTION**

- Awarding of students’ heritage bursaries
- Publishing of books documenting Living Human Treasures
- Installation of monumental flag
- Public awareness activations on the “I am the Flag Campaign”
- Flags provided to schools
- Holds workshops to advance knowledge of National Symbols

**NATIONAL ARCHIVES SERVICES**

- Digitisation of records: Treason Trial dictabelts, TRC Audio Tapes and other archival records
- Annual National Oral History Programme Annual Archives Awareness Programme
- Support governmental bodies on Records Management matters

**PROGRAMME 4: HERITAGE**

**PROMOTION AND PRESERVATION**





**PUBLIC LIBRARY SERVICES**

- Newly built and/or modular libraries
- Gazette notices on standardised geographical names published

**8. RECORDS IN POSSESSION OF DSAC WHICH ARE AUTOMATICALLY AVAILABLE**

Included in this manual are the subject files. Files are the tools used to preserve records in the DSAC.

**Access to Records in terms of Section 14(1) (d)**

Records in the DSAC are preserved by placing the record in a file. All records are named and preceding the name of the record is a numerical number, which is the file number.

Each file has a number and brief description of the records kept in the file as well as the subject of the file. **Very important** – each file has its own number, the opening and closing dates and disposal instruction of that file. The disposal instruction is important because it determines what must happen with the file after a specific period of time has elapsed, e.g. A10 would mean that the file must be sent to NASA (National Archives of South Africa) 10 (ten) years after the closing date on the file cover.

**Access to records in terms of Section 14(1)(e)**

The minister must, in terms of section 15(2), publish in the Government Gazette a notice of records that are automatically available.

This chapter describes in general terms the records that are automatically available. This information is also available on the website of the DSAC: [www.dsac.gov.za](http://www.dsac.gov.za)

**9. CATEGORIES OF RECORDS OF THE DEPARTMENT OF SPORT, ARTS AND CULTURE WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**

The following records are available for inspection in terms of section 15(1)(a)(i) and copying in terms of section 15(1)(a)(ii).

Documents that are available for download from the DSAC portal at <https://www.xxxxxxxx.gov.za/dept/cas> free of charge in terms of section 15(1)(a)(iii) are marked with an asterisk.





DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15(1) (a)	MANNER OF ACCESS TO RECORDS Section 15(1)(b)
<b>DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE FOR COPYING OR PURCHASING IN TERMS OF SECTION 15(1)(a)(ii)</b>	
<ul style="list-style-type: none"> <li>(a) "Step-by-Step to project execution" document of the Museum Service</li> <li>(b) Annual review of the Library Service</li> <li>(c) Event Strategy of the Department</li> <li>(d) Strategic Plan*</li> <li>(e) Service Delivery Improvement Plan*</li> <li>(f) Annual Performance Plans*</li> <li>(g) Annual Reports*</li> <li>(h) Service Charters*</li> <li>(i) DSAC Sport Budget Speech</li> <li>(j) DSAC: Organogram</li> <li>(k) Norms and Standards for Public Libraries</li> <li>(l) Contact list for Public Libraries</li> </ul>	<p><a href="http://www.dsac.gov.za">www.dsac.gov.za</a></p>

**9. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE DEPARTMENT OF SPORT, ARTS AND CULTURE AND HOW TO GAIN ACCESS TO THOSE SERVICES**

The Department renders a limited number of services directly to the public. Full details of these services appear in the Service Charter (attached as Appendix B) published for the DSAC, which can be accessed at: [www.dsac.gov.za](http://www.dsac.gov.za)

Access to archival records preserved at the National Archives and Records Service of South Africa [www.nationalarchives.gov.za](http://www.nationalarchives.gov.za)

**10. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE DEPARTMENT OF SPORT, ARTS AND CULTURE AND HOW TO GAIN ACCESS TO THOSE SERVICES**

The Department renders a limited number of services directly to the public. Full details of these services appear in the Service Charter (attached as Appendix B) published for the Department of Sport, Arts and Culture which can be accessed at: [www.dsac.gov.za](http://www.dsac.gov.za)





<b>SERVICES RENDERED BY THE DEPARTMENT OF SPORTS, ARTS AND CULTURE</b>	<b>HOW TO ACCESS THESE SERVICES</b>
<p><b>PROGRAMME 1: ADMINISTRATION</b></p> <p><b>PURPOSE OF THE PROGRAMME</b> To provide strategic leadership, management, and support services to the Department.</p> <p><b>KEY SUBPROGRAMMES</b> The Administration Branch is organised to carry out its work according to the following subprograms:</p> <ul style="list-style-type: none"> <li>• Ministry</li> <li>• Management</li> <li>• Strategic Management and Planning</li> <li>• Corporate Services</li> <li>• Office of the Chief Financial Officer</li> <li>• Office Accommodation</li> </ul>	<p><a href="http://www.dsac.gov.za">www.dsac.gov.za</a></p>
<p><b>PROGRAMME 2: RECREATION DEVELOPMENT AND SPORT PROMOTION PURPOSE OF THE PROGRAMME</b></p> <p><b>PURPOSE OF THE PROGRAMME</b> To support the provision of mass-participation opportunities, the development of elite athletes, and the regulation and maintenance of facilities.</p> <p><b>KEY SUBPROGRAMMES</b> The Recreation Development and Sport Promotion Branch are organised to carry out its work according to the following subprograms:</p> <ul style="list-style-type: none"> <li>• Winning Nation</li> <li>• Active Nation</li> <li>• Sport Support</li> <li>• Infrastructure Support</li> </ul>	<p><a href="http://www.dsac.gov.za">www.dsac.gov.za</a></p>
<p><b>PROGRAMME 3: ARTS AND CULTURE PROMOTION AND DEVELOPMENT</b></p> <p><b>PURPOSE OF THE PROGRAMME</b> To develop and promote arts, culture, and language, and implement the national cohesion strategy</p> <p><b>KEY SUBPROGRAMMES</b> The Arts and Culture Promotion and Development Branch is organised to carry out its work according to the following subprograms:</p> <ul style="list-style-type: none"> <li>• National Language Service</li> <li>• Cultural and Creative Industries Development</li> <li>• International Cooperation</li> <li>• Social Cohesion and Nation Building</li> <li>• Mzansi Golden Economy</li> </ul>	<p><a href="http://www.dsac.gov.za">www.dsac.gov.za</a></p>





<p><b>PROGRAMME 4: HERITAGE PROMOTION AND PRESERVATION</b></p> <p><b>PURPOSE OF THE PROGRAMME</b> To preserve and promote South African heritage, including archival and heraldic heritage; as well as to oversee and transfer funds to libraries.</p> <p><b>KEY SUBPROGRAMMES</b> The Heritage Promotion and Preservation Branch is organised to carry out its work according to the following subprograms:</p> <ul style="list-style-type: none"> <li>• National Archives and and Records Service of SA</li> <li>• Heritage Promotion</li> <li>• Living Heritage</li> <li>• Heritage Policy, Research and Development</li> <li>• Bureau of Heraldry</li> <li>• Library and Policy Coordination</li> </ul>	<p>National Archives and Records Service of South Africa</p> <p>24 Hamilton Street, Arcadia Pretoria</p> <p>National Film, Video and Sound Archives</p> <p>698 Stanza Bopape Street, Pretoria</p>
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**11. PROCESSING OF PERSONAL INFORMATION**

11.1 Purpose of the Processing

11.1.1 Personal Information is processed to comply with the Departments’ constitutional and legislative mandates as set out in its Annual Strategic, Business and Performance Plans available at [www.dsac.gov.za](http://www.dsac.gov.za)

11.1.2 Personal Information is used for:

- Human resources and employment purposes such as (1) recruitment, selection and placement; (2) administration of compensation and benefits; (3) performance management and training; and (4) government reporting.
- Risk management which includes physical and electronic security and access control;
- Planning;
- Procurement of goods and services; and
- Rendering of services.





11.2 Description of the categories of Data Subjects, information processed and recipients thereof:

DATA SUBJECTS	INFORMATION	RECIPIENTS
Natural Persons	Names and surname; contact details (contact number(s), fax number, email address); Residential, postal or business address; Unique Identifier/Identity Number and confidential correspondence	Relevant Provincial and National Government Departments and their agents.
Prospective employees, current employees, consultants, interns and volunteers	<ul style="list-style-type: none"> <li>- Name, identification number, and biographical information;</li> <li>- Contact details;</li> <li>- Educational, employment and criminal history;</li> <li>- Biometric and health information;</li> <li>- Psychometric assessments; and</li> <li>- References, background checks.</li> </ul>	Relevant Provincial and National Government Departments and their agents.
Current employees, consultants, interns	<ul style="list-style-type: none"> <li>- Gender, pregnancy; marital status; Race age,</li> <li>- language, educational information (qualifications);</li> <li>- financial information; employment history; ID number;</li> <li>- physical and postal address; contact details (contact number(s), fax number, email address); criminal behaviour; well-being and their relatives</li> <li>- (family members) race, medical, gender, sex, nationality, ethnic or social origin, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, biometric information of the person</li> </ul>	Relevant Provincial and National Government Departments and their agents





Prospective and current suppliers, service providers, contractors, sub-contractors and business partners	<ul style="list-style-type: none"> <li>- Names of contact persons; Name of legal entity;</li> <li>- physical and postal address;</li> <li>- contact details (contact number(s), fax number, email address); registration number; financial, commercial, scientific or technical information and trade secrets Name, identification No./company registration number;</li> <li>- Relevant registration number;</li> <li>- Contact details;</li> <li>- Financial history;</li> <li>- References, background checks;</li> <li>- Account information; and</li> <li>- Performance reports.</li> </ul>	Relevant Provincial and National Government: <ul style="list-style-type: none"> <li>- Departments;</li> <li>- Public Entities;</li> <li>- Business Enterprises; and their agents.</li> </ul>
Service users (clients/customers) and visitors.	<ul style="list-style-type: none"> <li>• Name, identification number, biographical information</li> <li>• Contact details</li> <li>• Compliments or complaints</li> </ul>	Relevant Provincial and National Government: <ul style="list-style-type: none"> <li>- Departments</li> <li>- Public Entities; Public Enterprises; and their agents.</li> </ul>

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

CATEGORIES OF PERSONAL INFORMATION	RECEIPTS OR CATEGORIES OF RECEIPTS
Identity number and names, for criminal checks	<ul style="list-style-type: none"> <li>• South Africa Police Services</li> <li>• Sheriff of the Court</li> </ul>
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus





11.4 Planned transborder flows of personal information

Cloud Services	Description	DATA center
Veeam Data Cloud	Office 365 Cloud Backup Tool — Complete protection of Microsoft 365, Exchange, SharePoint, and OneDrive for Business & Teams Industry leading M365 backup solution, now powered by M365 Backup Storage	Microsoft datacenters in South Africa
Mimecast	email security, continuity, and archiving cloud services.	Mimecast datacenters in South Africa
MGE-Mzansi Golden Economy (MGE)	Open Call Grant Funding Applications to the Cultural and Creative Industries	SITA Cloud
NAAIRS-	National Automated Archival Information Retrieval System (NAAIRS)	SITA Cloud
ATOM: Access to Memory.	It is a web-based, open-source application for standards-based archival description and access in a multilingual, multi-repository environment.	SITA Cloud
Microsoft Office 365	cloud-based services for Outlook, MS Teams, One Drive, Microsoft apps, Microsoft Office desktop suite, Exchange Online	Microsoft datacenters in South Africa
DSAC and National Archives Websites		SITA CLOUD

11.5 General Description of Information Security Measures to be implemented by the Department of Sport, arts and culture to ensure the confidentiality, integrity and availability of the information in line with POPIA compliance measures among others;

11.5.1 The integrity and confidentiality of personal information are protected against anticipated threats and unauthorised access by employing security safeguards that are reasonable and appropriate to the identified risks and the sensitivity of the information.

11.5.2 These safeguards include the following:

11.5.2.1 Organisational measures:

11.5.2.1.1 The Head of the Department takes overall responsibility for the security of all Departmental information.

11.5.2.1.2 The Departmental Security Manager manages this security function in the department supported by a DCAS Security Committee.

11.5.2.1.3 The Chief Information Officer (CIO) ensures that





appropriate measures are in place to safeguard ICT infrastructure, networks and systems. This includes taking responsibility for third parties that develop, access or use WCG ICT infrastructure, networks and systems.

11.5.2.1.4 A Chief Information Security Officer (CISO) assesses and documents enterprise information risk and manages the risk in respect of ICT infrastructure, networks and systems.

11.5.2.1.5 Safekeeping and security responsibilities are included in the responsibilities of employees working with personal information and they have to adhere to information security laws, policies, plans and procedures.

11.5.2.1.6 Security incidents are reviewed and reported on.

11.5.2.2 Physical measures:

11.5.2.2.1 Access to facilities and equipment is controlled and auditable.

11.5.2.2.2 Access points are limited with provision for physical security controls, such as window bars, grilles, shutters and security doors. Where required access points are enhanced by the use of intruder detection systems, guard services and/or closed-circuit television surveillance.

11.5.2.2.3 Access is controlled and monitored through a combination of manned guarding, electronic access control systems, ID access cards, visitor management systems, biometric activation doors, turnstiles and entry & egress searching.

11.5.2.3 Technical measures:

11.5.2.3.1 The Information Security standards issued for the public service are adhered to.

11.5.2.3.2 Agreements concluded with third parties include the protection of the integrity and confidentiality of





information by the third parties.

- 11.5.2.3.3 Risks are assessed during the development of new applications and systems when changing existing systems, when changing business processes and when areas of concern are identified.
- 11.5.2.3.4 Risk to the ICT infrastructure, networks and systems is managed through vulnerability and threat testing and awareness, audit controls, incident management and security awareness training.

## 12. ACCESSIBILITY AND AVAILABILITY OF THIS MANUAL

12.1 The manual is available in English, Afrikaans, Sepedi, and isiZulu for viewing between 8:30 and 15:00 Mondays to Fridays (excluding public holidays) at:

202 Madiba Street

PRETORIA

0001

Tel No. (+27-12) 441 3000

Fax No. (+27-12) 441 3429





The office of the **Deputy Information Officer**

Name: Mr. Arthur K. Manthata (Director: Legal Services)  
Tel: 012 444 3714  
Email: [ArthurM@dsac.gov.za](mailto:ArthurM@dsac.gov.za)

The office of the **Deputy Information Officer:**

Name: Mr. Puleng Kekana – (Chief Director – National Archives and Libraries)  
Tel: 012 4411 3227  
Email: [pulengk@dsac.gov.za](mailto:pulengk@dsac.gov.za)

12.2 The manual in English, Afrikaans, Sepedi, and isiZulu translations thereof, may be accessed online via the Department's website. The link to the website is as follows: [www.dsac.gov.za](http://www.dsac.gov.za)

### 13. GUIDANCE ON ACCESSING RECORDS THAT ARE NOT AUTOMATICALLY AVAILABLE – (Appendix A)

The Appendix to this manual includes information on how to access records of DSAC, its internal appeal procedure, the lodging of complaints to the Information Regulator or applying to a court against decisions by the Information Officer or Deputy Information Officer or Information Regulator, as the case may be.

### 14. REQUEST PROCEDURE

#### Telephonic requests

Informal (telephonic) requests are not forbidden by the Act. Any such request made to the Information Officer/Deputy Information Officer/s at the telephone number/s given in this manual will be attended to unless the Information Officer/Deputy Information Officer/s indicates that the provisions of the Act must be carried out – in this case, Form A must be completed.

#### Voluntary access

Information that is automatically available shall be made available either at the offices of the DSAC or in the manner or form requested, should this be reasonable and possible. The manner of access shall include perusal with the copying of material if needed and copying at the



prescribed fee. Access to visual, and audio-visual material with transcription, dubbing and/or copying facilities available if required.

- The DSAC shall endeavour to give access to the form requested unless this would tamper with the smooth running of the DSAC.
- Giving access, the DSAC shall give due consideration to the preservation of material, and infringement of copyright and a fee as prescribed shall be paid before a request is processed and before access is given.
- A requester representing another must give details of the capacity in which they act.
- A requester who can't read or write may present the request orally and the Information Officer/Deputy Information Officer is obliged to assist such a requester.

## 15. PAYMENT OF FEES IN TERMS OF THE ACT AND PAYMENT METHOD

**Personal requester:** Anyone who seeks information pertaining to her/himself is called a personal requester and is exempted from paying the requester's fee.

**Requester:** The request fee payable to any public body as prescribed by the Regulation Act. In addition, if any copies or transcripts are requested, those will be charged according to the fee structure as prescribed by the Regulations and the Information Officer/Deputy Information Officer may charge for the time spent on processing the request.

All payments shall be made in the form of cash payable at any Magistrate's Court and/or Regional Office or by deposit into the bank account of the Department.

The banking details for the DAC are as follows:

Department of Sport, Arts and Culture

ABSA Bank Limited

Account No: 4056183858

Branch Name: Electronic Settlement CNT

Branch No: 632005

Reference No: PAIA + Surname and initials of Requester

**IMPORTANT:** No request may be processed unless the request fee where applicable has been paid - section 22(1) of the Act. Proof of payment can be e-mailed to Marelizeg@dsac.gov.za or call on 012 441 3717





## 16. UPDATING OF THE MANUAL

The Department of Sport, Arts and Culture, if necessary, update and publish this manual annually.

## 17. PROCEDURES AVAILABLE, IF THE PROVISIONS OF THE ACT ARE NOT COMPLIED WITH

The Act provides for an internal appeal procedure in terms of sections 74 and 75.

The Minister is the relevant authority to review any decision taken on appeal.

An aggrieved party still has an opportunity to approach the courts if dissatisfied with the decision of the relevant authority.





## APPENDIX A:

### GUIDANCE ON ACCESS TO RECORDS THAT ARE NOT AUTOMATICALLY AVAILABLE

#### 1 COMPLETION OF APPLICATION FORM, PAYMENT OF FEES and FORM OF ACCESS – sections 18, 19, 22, 29 and 31.

##### 1.1 Application form

- A prescribed form (attached as **FORM 2** must be completed by the requester and submitted to the Information Officer/Deputy Information Officer.
  - If a requester cannot read or write or complete the form due to a disability, the request may be made orally. The Information Officer/ Deputy Information Officer will then complete Form 2 on behalf of the requester, keep the original and give the requester a copy thereof.
  - 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 2. The requester must also submit proof of the capacity in which the request is made, to the reasonable satisfaction of the Information Officer/Deputy Information Officer.
  - A requester (data subject) seeking to confirm whether his/her personal information is held by the public body or the identities of third parties who had access or require access to his/her own personal information must provide proof of their identity and is required to supply a certified copy of their identity document for authentication purposes.

##### 1.2 Fees

- 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. (Attached as **FEE SCHEDULE**) The following fees are payable:
  - Request fee of R100.00 for each request;
  - 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. A deposit, of not more than a third of the total access fee, may be required. However, the full access fee is payable before access is granted; and
  - For making copies of the record.





1.3 Applicants who are exempt from paying a request fee:

- 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.)
- A person requesting a record that contains his/her personal information.

1.4 Applicants who are exempt from paying an access fee:

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

1.5 Form of access

- A requester must indicate on Form 2 if a copy or an inspection of the record is required.
  - 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). The Department does not translate records that are only available in one language.
  - 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 and 26**

2.1 Time period to make a decision

The Information Officer/ Deputy Information Officer must as soon as reasonably possible after receipt of the R100,00 and the completed Form 2, 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 time period

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:

- 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;





- 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;
- consultation is required with other departments of the WCG or other public bodies to decide upon the request; or
- the requester consented to an extension.

### 3. RECORDS THAT CONTAIN INFORMATION OF THIRD PARTIES – sections 47, 48

#### 3.1 Notification:

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;
- a third party's trade secrets;
- a third party's financial, commercial, scientific or technical information and disclosure would likely cause commercial or financial harm to the third party;
- 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;
- 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
- 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

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

The Information Officer/ Deputy Information Officer must as soon as reasonable 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

A requester may lodge an internal appeal, within **60 days** after notice is given of a decision by the Information Officer/Deputy Information Officer to:

- refuse a request for access (see 2 above);
- pay a fee (see 1.2 above);
- extend the period to give access (see 2.2 above).

##### 4.2 Third party

A third party may lodge an internal appeal, within **30 days** after 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

An internal appeal is lodged by completing the prescribed form (**Form 4** attached) and delivering or sending it to the Information Officer/ Deputy Information Officer.

#### 5. COMPLAINT TO INFORMATION REGULATOR – sections 77A and 77B

Only after an internal appeal has been lodged and the requester or third party remains unsatisfied with the outcome of the internal appeal a complaint may be lodged to the Information Regulator.

##### 5.1 Requester

- A requester may complain to the Information Regulator in respect of:
  - an unsuccessful internal appeal;
  - a disallowed late appeal;
  - a refusal of a request for access to information;
  - a decision about fees;
  - a decision to extend the time to deal with a request; or
  - a decision to provide access in a particular form.

##### 5.2 Third party

- A third party may complain to the Information Regulator in respect of:
  - an unsuccessful internal appeal,
  - any grant of a request for access to information.





### 5.3 Format

A complaint to the Information Regulator must be made in writing in the prescribed form (**Form 5** attached) within **180 days** of the decision giving rise to the complaint.

## 6. APPLICATION TO COURT – section 78

6.1 A requester or third party may apply to court for appropriate relief if

- an internal appeal was lodged and the applicant remains unsatisfied with the outcome of the internal appeal; or
- a complaint was lodged with the Information Regulator and the complainant remains unsatisfied with the outcome of the complaint.

6.2 The application to court must be made within **180 days** after being informed of the outcome of the internal appeal or the decision by the Information Regulator, as the case may be.





FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

- 1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

Address input fields

(Address)

E-mail address: [input field]

Fax number: [input field]

Mark with an "X"

[ ] Request is made in my own name

[ ] Request is made on behalf of another person.

PERSONAL INFORMATION table with fields for Full Names, Identity Number, Capacity, Postal Address, Street Address, E-mail Address, Contact Numbers, Full names of person on whose behalf request is made, and Identity Number.





Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			

**PARTICULARS OF RECORD REQUESTED**

*Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)*

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

**TYPE OF RECORD**  
*(Mark the applicable box with an "X")*

Record is in written or printed form	
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	





Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	
<b>FORM OF ACCESS</b> (Mark the applicable box with an "X")	
Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

<b>MANNER OF ACCESS</b> (Mark the applicable box with an "X")	
Personal inspection of record at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	





**PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED**

*If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.*

Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

**FEES**

- a) A request fee must be paid before the request will be considered.
- b) You will be notified of the amount of the access fee to be paid.
- 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	

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

Postal address	Facsimile	Electronic communication (Please specify)

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

**Signature of Requester / person on whose behalf request is made**

-----





**FOR OFFICIAL USE**

<i>Reference number:</i>	
<i>Request received by:</i> <i>(State Rank, Name And Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

\_\_\_\_\_  
**Signature of Information Officer**





## FEES

### *Fees in Respect of Public Bodies*

<u>Item</u>	<u>Description</u>	<u>Amount</u>
1.	The request fee payable by every requester	R100.00
2.	Photocopy of A4-size page	R1.50 per page or part thereof.
3.	Printed copy of A4-size page	R1.50 per page or part thereof
4.	For a copy in a computer-readable form on: (i) Flash drive (to be provided by requestor)  (ii) Compact disc . If provided by requestor . If provided to requester	R40.00  R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from the Service Provider
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24,00
8.	Copy of an audio record on: (i) Flash drive (to be provided by requestor)  (ii) Compact disc . If provided by requestor . If provided to the requestor	R40,00  R40,00 R60,00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	R100,00  R300,00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any





# INTERNAL APPEAL FORM

## FORM 4

[Regulation 9]

Reference Number:

.....

PARTICULARS OF PUBLIC BODY			
Name of Public Body			
Name and Surname of Information Officer:			
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL			
Full Names			
Identity Number			
Postal Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
E-Mail Address			
Is the internal appeal lodged on behalf of another person?	Yes		No
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: <i>(Proof of the capacity in which appeal is lodged, if applicable, must be attached.)</i>			
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED <i>(If lodged by a third party)</i>			
Full Names			
Identity Number			





Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				

**DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED**  
*(mark the appropriate box with an "X")*

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

**GROUND FOR APPEAL**

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

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





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

Postal address	Facsimile	Electronic communication ( <i>Please specify</i> )

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
**Signature of Appellant/Third party**

-----  
**FOR OFFICIAL USE**  
**OFFICIAL RECORD OF INTERNAL APPEAL**

Appeal received by: <i>(state rank, name and surname of Information Officer)</i>			
Date received:			
Appeal accompanied by the reasons for the information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer:			Yes
			No
<b>OUTCOME OF APPEAL</b>			
Refusal of request for access. Confirmed?	Yes		New decision <i>(if not confirmed)</i>
	No		
Fees (Sec 22). Confirmed?	Yes		New decision <i>(if not confirmed)</i>
	No		
Extension (Sec 26(1)). Confirmed?	Yes		New decision <i>(if not confirmed)</i>
	No		





Access (Sec 29(3)). Confirmed?	Yes		New decision (if not confirmed)	
	No			
Request for access granted. Confirmed?	Yes		New decision (if not confirmed)	
	No			

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
**Relevant Authority**



@SportArtsCultur



@SportArtsCultureRSA





# COMPLAINT FORM

## FORM 5

[Regulation 10]

### NOTE:

- This form is designed to assist the Requester or Third Party (hereinafter referred to as “the Complainant”) in requesting a review of a Public or Private Body’s response or non-response to a request for access to records under the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (“PAIA”). Please fill out this form and send it to the following email address: [PAIAComplaints@justice.gov.za](mailto:PAIAComplaints@justice.gov.za) or complete online complaint form available at <https://www.justice.gov.za/inforeg/>.
- PAIA gives a member of the public a right to file a complaint with the Information Regulator about any of the nature of complaints detailed in part F of this complaint form.
- It is the policy of the Information Regulator to defer investigating or to reject a complaint if the Complainant has not first given the public or private body (herein after referred to as “the Body”) an opportunity to respond to and attempt to resolve the issue. To help the Body address your concerns prior to approaching the Information Regulator, you are required to complete the prescribed **PAIA Form 2** and submit it to the Body.
- A copy of this Form will be provided to the Body that is the subject of your complaint. The information you provide on this form, attached to this form or that you supply later, will only be used to attempt to resolve your dispute, unless otherwise stated herein.
- The Information Regulator will only accept your complaint once you confirm having complied with the prerequisites below.
- Please attach copies of the following documents, if you have them:**
  - Copy of the form to the Body requesting access to records;
  - The Body’s response to your complaint or access request;
  - Any other correspondence between you and the Body regarding your request;
  - Copy of the appeal form, if your complaint relate to a public body;
  - The Body’s response to your appeal;
  - Any other correspondence between you and the Body regarding your appeal;
  - Documentation authorizing you to act on behalf of another person (if applicable);
  - Court Order or Court documents relevant to your complaint, if any.
- If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

### CAPACITY OF PERSON/PARTY LODGING A COMPLAINT

- Complainant Personally
- Representative of Complainant
- Third Party

PREREQUISITES			
Did you submit request (PAIA form) for access to record of a public/private body?	Yes		No
Has 30 days lapsed from the date on which you submitted your PAIA form?	Yes		No
Did you exhaust all the internal appeal procedure against a decision of the Information officer of a public body?	Yes		No
Have you applied to Court for appropriate relief regarding this matter?	Yes		No





FOR INFORMATION REGULATOR'S USE ONLY			
Received by: (Full names)			
Position			
Signature			
Complaint accepted		Yes	No
Reference Number			
Date stamp			
Postal address	Facsimile	Other electronic communication (Please specify)	
PART A PERSONAL INFORMATION OF COMPLAINANT			
Full Names			
Identity Number			
Postal Address			
Street Address			
E-Mail Address			
Contact numbers	Tel. (B)		Facsimile
	Cellular		
PART B REPRESENTATIVE INFORMATION (Complete only if you will be represented. A Power of Attorney must be attached if complainant is represented, failing which the complaint will be rejected)			
Full Names of Representative			
Nature of representation			
Identity Number / Registration Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PART C THIRD PARTY INFORMATION (Please attach letter of authorisation)			
Type of Body	Private		Public
Name of Public / Private Body			
Registration Number (if any)			
Name, Surname and Title of person authorised to lodge a complaint			
Postal Address			
Street Address			





E-mail Address			
Contact Numbers	Tel. (B):		Facsimile
	Cellular		
<b>PART D</b>			
<b>BODY AGAINST WHICH THE COMPLAINT IS LODGED</b>			
Type of body	Private		Public
Name of public/private body			
Registration number (if any)			
Name, surname and title of person you dealt with at the public or private body to try to resolve your complaint or request for access to information			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile
	Cellular		
Reference Number given (if any)			
<b>PART E</b>			
<b>COMPLAINT</b>			
<i>Tell us about the steps you have taken to try to resolve your complaint (Complaints should first be submitted directly to the public or private body for response and possible resolution)</i>			
Date on which request for access to records submitted.			
Please specify the nature of the right(s) to be exercised or protected, if a complaint is against a private body.			
Have you attempted to resolve the matter with the organisation?	Yes		No
If yes, when did you receive it? (Please attach the letter to this application.)			
Did you appeal against a decision of the information officer of the public body?	Yes		No
If yes, when did you lodge an appeal?			
Have you applied to Court for appropriate relief regarding this matter?	Yes		No
If yes, please indicate when was the matter adjudicated by the Court? Please attach Court Order, if there is any.			
<b>PART F</b>			
<b>DETAILED TYPE OF ACCESS TO RECORDS</b>			
<i>(Please select one or more of the following to describe your complaint to the Information Regulator)</i>			





Unsuccessful appeal (Section 77A(2)(a) or section 77A(3)(a) of PAIA)	<i>I have appealed against the decision of the public body and the appeal is unsuccessful.</i>	
Unsuccessful application for condonation (Sections 77A(2)(b) and 75(2) of PAIA)	<i>I filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed.</i>	
Refusal of a request for access (Section 77A(2)(c)(i) or 77A(2)(d)(i) or 77A(3)(b) of PAIA)	<i>I requested access to information held by a body and that request was refused or partially refused.</i>	
The body requires me to pay a fee and I feel it is excessive (Sections 22 or 54 of PAIA)	<i>Tender or payment of the prescribed fee.</i>	
	<i>The tender or payment of a deposit.</i>	
Repayment of the deposit (Section 22(4) of PAIA) <i>The information officer refused to repay a deposit paid in respect of a request for access which is refused.</i>	<i>The information officer refused to repay a deposit paid in respect of a request for access which is refused.</i>	
Disagree with time extension (Sections 26 or 57 of PAIA)	<i>The body decided to extend the time limit for responding to my request, and I disagree with the requested time limit extension or a time extension taken to respond to my access request.</i>	
Form of access denied (Section 29(3) or 60 (a) of PAIA)	<i>I requested access in a particular and reasonable form and such form of access was refused.</i>	
Deemed refusal (Section 27 or 58 of PAIA)	<i>It is more than 30 days since I made my request and I have not received a decision.</i>	
	<i>Extension period has expired and no response was received.</i>	
Inappropriate disclosure of a record (Mandatory grounds for refusal of access to record) .	<i>Records (that are subject to the grounds for refusal of access) have inappropriately/ unreasonable been disclosed.</i>	
No adequate reasons for the refusal of access (Section 56(3) (a) of PAIA)	<i>My request for access is refused, and no valid or adequate reasons for the refusal, were given, including the provisions of this Act which were relied upon for the refusal.</i>	
Partial access to record (Section 28(2) or 59(2) of PAIA)	<i>Access to only a part of the requested records was granted and I believe that more of the records should have been disclosed.</i>	
Fee waiver (Section 22(8) or 54(8) of PAIA)	<i>I am exempt from paying any fee and my request to waive the fees was refused.</i>	
Records that cannot be found or do not exist (Section 23 or 55 of PAIA)	<i>The Body indicated that some or all of the requested records do not exist and I believe that more records do exist.</i>	
Failure to disclose records	<i>The Body decided to grant me access to the requested records, but I have not received them.</i>	
No jurisdiction (exercise or protection of any rights) (Section 50(1)(a) of PAIA)	<i>The Body indicated that the requested records are excluded from PAIA and I disagree.</i>	
Frivolous or vexatious request (Section 45 of PAIA)	<i>The Body indicated that my request is manifestly frivolous or vexatious and I disagree.</i>	
Other (Please explain)		





<b>PART G</b> <b>EXPECTED OUTCOME</b> How do you think the Information Regulator can assist you? Describe the result or outcome that you seek.
<b>PART H</b> <b>AGREEMENTS</b>

**The legal basis for the following agreements is explained in the Privacy Notice on how to file your complaint document. In order for the Information Regulator to process your complaint, you need to check each one of the checkboxes below to show your agreement:**

- I agree that the Information Regulator may use the information provided in my complaint to assist it in researching issues relating to the promotion of the right of access to information as well as the protection of the right to privacy in South Africa. I understand that the Information Regulator will never include my personal or other identifying information in any public report, and that my personal information is still protected by the Protection of Personal Information Act, 2013 (Act No. 4 of 2013). I understand that if I do not agree, the Information Regulator will still process my complaint.*

*The information in this Complaint Form is true to the best of my knowledge and belief.*

- I authorize the Information Regulator to collect my personal complaint information (such as the information about me in this complaint form) and use it to process my human rights complaint relating to the right of access to information and / or the protection of the right to privacy.*

- I authorise anyone (such as an employer, service provider, witness) who has information needed to process my complaint to share it with the Information Regulator. The Information Regulator can obtain this information by talking to witnesses or asking for written records. Depending on the nature of the complaint, these records could include personnel files or employer data, medical or hospital records, and financial or taxpayer information.*

- If any of my contact information changes during the complaint process, it is my responsibility to inform the Information Regulator; otherwise my complaint could experience a delay or even be closed.*

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

**Complainant/Representative/Authorised person of Third party**

