



planning, monitoring  
& evaluation

Department:  
Planning, Monitoring and Evaluation  
REPUBLIC OF SOUTH AFRICA

## DEPARTMENT OF PLANNING, MONITORING AND EVALUATION

### *MANUAL FOR PROMOTION OF ACCESS TO INFORMATION (PAIA)*

Prepared in term of Section 14 of the Promotion of Access to Information Act (PAIA)  
(Act No. 2 of 2000)

English

**Revised Version - 2017**

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**APPENDIX 1:** FORM A - *Access to a Record of a Public Body*

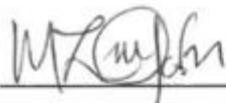
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## A. FOREWORD

The Department of Planning, Monitoring and Evaluation in the Presidency (DPME), in compliance with the **Promotion of Access to Information Act (PAIA) of 2000 (Act No. 2 of 2000)**, has prepared a manual to facilitate the public's access to information held by DPME. This manual outlines the procedures to be followed in accessing information held by DPME as it seeks to promote transparency, accountability and effectiveness of government.

The Act gives effect to one of the most important human rights which is found in Section 32 of the Constitution, the right to access to information. It provides that everyone has the right to access to any information held by the state and any information held by another person that is required for the protection of any rights.



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Director-General (PAIA Information Officer)  
Department of Planning, Monitoring and Evaluation

DATE: 19/12/2017

## ACRONYMS

APP	:	Annual Performance Plan
CBM	:	Citizen Based Monitoring
CD	:	Chief Director
CIO	:	Chief Information Officer
DDG	:	Deputy Director General
DG	:	Director General
DIO	:	Deputy Information Officer
DPME	:	Department of Planning Monitoring and Evaluation
FOSAD	:	Forum of South African Directors General
FSD	:	Frontline Service Delivery
LGMIM	:	Local Government Management Improvement Model
MTEF	:	Medium Term Expenditure Framework
MPAT	:	Management of Performance Assessment Tool
NASA Act	:	National Archives and Records of South Africa Act
NDP	:	National Development Plan
NPC	:	National Planning Commission
OCIO	:	Office of the Chief Information Officer
OTP	:	Office of the Premier
PAIA	:	Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)
SAHRC	:	South African Human Rights Commission
SARS	:	South African Receiver of Revenue
SP	:	Strategic Plan

## DEFINITIONS

No.	Roles and Terms	Definitions/Descriptions
1	Information Officer	<p>In the case of DPME, it is the Director General.</p> <p>The Information Officer of DPME delegates power or duties conferred upon him by this Act to a Deputy Information Officer of this department.</p> <p>Any delegation:</p> <ul style="list-style-type: none"> <li>▪ must be in writing;</li> <li>▪ does not prohibit the person who made the delegation from exercising the power concerned or performing the duty concerned from/herself; and</li> <li>▪ may at any time be withdrawn or amended in writing by that person.</li> </ul>
2	Deputy Information Officer	The Information Officer designates the Deputy Information Officer to render DPME records accessible to requesters.
3	Requester	Any person requesting information or access to a record of DPME.
4	Personal Requester	A person seeking access to a record containing personal information about him/herself.
5	Personal Information	<p>Information about an identifiable individual, including but not limited to:</p> <ul style="list-style-type: none"> <li>▪ Biographical information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour age, disability, religion, conscience, belief, culture, language and birth of an individual;</li> <li>▪ Information relating to the education; medical; criminal; employment history or financial transactions in which the individual has been involved;</li> <li>▪ Contact details, fingerprints or blood type of the individual;</li> <li>▪ Personal opinions, views or preferences of the individual except where they are about another individual;</li> <li>▪ Correspondence sent by the individual that is of a private or confidential nature, or further correspondence that would reveal the contents of the original correspondence;</li> <li>▪ Views or opinions of another individual about the individual;</li> <li>▪ Views or opinions of another individual about a proposal for a grant, an award or a prize to be made to the individual, but excluding the name of the other individual where it appears with the views or opinions of the other individual;</li> <li>▪ Correspondence sent by the individual that is implicitly or explicitly of a private or confidential nature;</li> <li>▪ The name of the individual where it appears with other personal information relating to the individual; or where the disclosure of the name itself would reveal information about the individual, but excluding information about an individual who has been dead for more than 20 years.</li> </ul>
6	Public Body	A department of state/ or administration in the national or provincial sphere of government or any municipality in the local sphere of government.
7	Third Party	A person or legal entity other than a personal requester or public body that holds the record.
8	Record	<ul style="list-style-type: none"> <li>▪ Recorded information regardless of form or medium held by DPME.</li> <li>▪ Evidence of a transaction, preserved for the evidential information it contains.</li> </ul>
9	Working day	Days other than Saturdays, Sundays or public holidays as defined in section 1 of the Public Holidays Act, 1994 (Act No. 36 of 1994)
10	Guide	Document or book produced by the South African Human Rights Commission for the purposes of assisting a person who wishes to exercise any right in terms of PAIA.

## B. GUIDE ON HOW TO USE THE ACT TO ACCESS INFORMATION

## 1. INTRODUCTION

The manual has been compiled in accordance with the Promotion of Access to Information Act (PAIA) of 2000 (Act No. 2 of 2000).

## 2. PURPOSE OF THE ACT

- To give effect to the constitutional right of access to any information held by the State and any information held by another person and that is required for the exercise or protection of any rights;
- To promote transparency, accountability and effectiveness of government ;
- To prescribe procedures and regulate access to information;

Only records referred to in the Act can be requested. The request and the response thereto should comply with the provisions of the Act.

## 3. PURPOSE OF MANUAL

The purpose of this manual is to outline the procedures to be followed to facilitate requests for accessing information held by the Department of Planning, Monitoring and Evaluation (DPME).

The manual also contains contact details of the Information Officer and the designated Deputy Information Officer who are responsible for managing all requests for records kept by DPME.

## 4. REQUEST PROCEDURE: Section 14(1)(d) of the Act

A requester must be given access to a record of a public body if the requester complies with all the procedural requirements in the Act relating to the request for access to that record.

### 4.1 Nature of the Request

#### (i) Telephonic Requests

Informal telephone requests are permitted by DPME. Requests made to the Information Officer or to the Deputy Information Officer at the telephone number given in this manual will be attended to, unless the Information Officer or the Deputy Information Officer indicates that the provisions of the Act must be carried out.

#### (ii) Automatically available records

Automatically available information that is accessed without completing the prescribed form (see section below) and paying the requester's fee will be made available either at the offices of DPME or in the manner requested. The manner of access will include:

- Perusal with copying of material if needed and at the prescribed fee for copies;
- Access to visual, audio-visual material with transcription, dubbing or copying, or both.

#### (iii) Form of request

The request for access must be made on the prescribed form to the information officer of the public body only after the prescribed fees have been paid.

A requester must complete the form similar to the one printed in the Government Gazette (Government Notice R187 of February 15, 2012). This form is attached to this manual as Form A (Appendix 2).

The requester must also indicate if he/she wants a copy of the record or if the requester wants to come in and peruse the record at the offices of DPME.

DPME will endeavour to give access to the form in the manner that has been asked for. This is unless doing so would interfere with the running of DPME or damage the record, or infringe a copyright not owned by the state. The request will be processed subject to the grounds of exclusion found in Chapter 4 of the PAIA.

If the requester requests information on behalf of someone else, the capacity in which the request is made should be indicated. To prevent the abuse of the Act, DPME reserves the right to ask for proof of authority to make the request on behalf of another.

If the requester is unable to read or write, or needs assistance in completing a request form, then he/she can make an oral request for the record. The Deputy Information Officer will assist with completing the prescribed form on their behalf. They will then be given a copy of the request.

#### 4.2 Submission of Requests

Requests for records should be submitted to the Information Officer or Deputy Information Officer. Contact details of the Officers can be found in Section D of this manual. For security reasons, requesters who want to deliver the requests to the DPME offices at the Union Buildings will be required to produce positive proof of identity.

### 5. PRESCRIBED FEES

The Information Officer must by notice request the requester, other than a personal requester, to pay the prescribed fee (if any) before further processing the request.

The Act provides for two types of fees:

- *Request fee*, which is a standard fee; and
- *Access fee*, which covers, search and preparation, time, reproduction costs and postal costs.

The list of these fees can be found in **Appendix 3**

If a search for a record of a public body has been made, and the preparation of a record for disclosure, including arrangements to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the information officer will notify the requester, other than a personal requester to pay, as a deposit the prescribed portion (not more than one third) of the access fee, which would be payable if the request is granted.

A requester who seeks access to a record containing personal information on that requester is not required to pay the request fee. Every other requester who is not a personal requester must pay the required fee of R35 (standard fee) or as stipulated.

Within two weeks of receiving the request, the Information Officer or Deputy Information Officer will, by notice, require the requester, other than a personal requester, to pay the prescribed fee (if any) before further processing of the request.

After the Information Officer or Deputy Information Officer has made a decision on the request, the requester must be notified of such a decision in the manner/method the requester has nominated. If the request is granted then a further access fee must be paid for the search, preparation, reproduction, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure, including making arrangements to make it available in the requested format. The requester may lodge an internal appeal, where appropriate, or an application to the court against the tender or payment of the request fee.

The prescribed fees must be paid in cash in the Union Buildings, by postal order, cheque or by direct deposit as per the banking details provided below. Where a request is made by post, no cash amounts should accompany the request. Where applicable, the request must be accompanied by either a cheque or postal order. A period of seven days must be allowed for clearance of a cheque before a request can be processed.

**Banking Details for application:**

*ACCOUNT NAME:* Department of Planning, Monitoring and Evaluation (DPME)

*BANK:* First National Bank; Corporate Core Banking

*BRANCH CODE:* 253-145

*BRANCH NAME:* Pretoria

*ACCOUNT No.* 6228 7783 429

*REFERENCE:* PAIA and the requester's name.

Please fax/e-mail DPME proof of payment to: Fax No: 086 644 0319;

e-mail: [paia@dpme.gov.za](mailto:paia@dpme.gov.za)

Access to a record will be withheld until all the applicable fees have been paid.

## **6. GRANTING/REFUSAL OF REQUESTS**

All requests for access will be considered, and the granting and refusal thereof will be in line with the provisions contained in Chapter 4 of the Act.

### **6.1 Appeal**

A requester may lodge an internal appeal against a decision by the Information Officer with the relevant appeal authority, to refuse a request for access, or against the request and access fees, or an extended period to deal with the request.

➤ **Manner of appeal and appeal fees**

An internal appeal must be lodged on the prescribed appeal form – Form B issued in terms of PAIA. A copy of this form is attached to this document in Appendix 4. Copies of this form are also available from the DPME offices or the DPME website: [www.dpme.gov.za](http://www.dpme.gov.za)

➤ **The Appeal Forms**

The form should be completed and submitted to DPME within the prescribed period described below:

- The appeal must be lodged *within 60 days*;
- If notice to a third party is required by section 49(1)(b), the appeal must be lodged within *30 days* after notice has been given to the appellant of the decision appealed against, was taken.

The internal appeal must be delivered or sent to the Information Officer at the address provided on page 12 of this Manual.

The appellant must provide sufficient details on the appeal form in terms of the reasons for the internal appeal. He/she must indicate how he/she wishes to be informed of the decisions about the appeal, and pay the prescribed fees (if any). The processing of the form takes *30 days* [in accordance with PAIA].

## 6.2 Appeal fee

An appellant has to pay the prescribed appeal fee (if any). A decision on the internal appeal may be deferred until the appeal fee is paid.

After receiving an appeal, the Deputy Information Officer must *within 10 working days* submit to the Information Officer the internal appeal, his reasons for his decision, and the details of a third party involved, if any.

## 6.3 Third party

If DPME is considering an internal appeal against refusal of a request for access to a record of a third party that relates to his/her privacy; commercial interests and other confidential information; and records of the South African Receiver of Revenue (SARS), the relevant authority must inform the third party about the appeal *within 30 days* after receipt of the appeal. DPME will provide the third party with a description of the contents of the appeal, details of the appellant and state whether or not DPME is of the opinion that the information should be revealed in the interest of the public. The third party then has *21 days* to make a written representation why the request for access should not be granted, or give written consent for the disclosure of the record to the requester.

DPME may also consider lodging an internal appeal against granting access to information. The department will then have to notify the requester of such an appeal *within 30 days* after receipt of the internal appeal. The third party has *21 days* to make a written representation why the access to the record should be granted.

## 6.4 Notice of decision

DPME may confirm the original decision appealed against, or substitute a new decision for it. This should be done *within 30 days* after receipt of the internal appeal, or *within 5 working days* after receiving written representation regarding the appeal.

## 6.5 Application to Court

A requester or third party who lodges an internal appeal against the decision of the information officer to refuse a request of access, may only apply to court for appropriate relief in terms of section 82 (granting any order that is just and equitable) after that request has exhausted the internal appeal procedure. The appellant, third party or requester will also be informed that he/she may lodge an application to court against the decision on an internal appeal *within 30 days* (if notice has to be given to a third party).

## **7. UPDATING THE MANUAL**

The manual shall be updated within a year of the first publication or when there is a substantial change in the policy environment that warrants that the manual be updated.

DPME publishes the manual in all 11 Official Languages.

## **8. AVAILABILITY OF THE MANUAL**

The manual shall be available in places prescribed by the Legal Deposit Act, and at the offices of the South African Human Rights Commission, and in the premises of DPME. The manual will also be made available on the departmental website: [www.dpme.gov.za](http://www.dpme.gov.za)

## **C. STRATEGIC OVERVIEW OF DPME**

### **1. VISION**

Improved government outcomes and impact on society.

## **2. MISSION**

To ensure the implementation of the development goals and objectives of government as embodied in the National Development Plan (NDP) through effective and dynamic planning, monitoring, evaluation and implementation support.

## **3. VALUES**

### **3.1 A learning organization**

Our values are inspired by our desire to be a learning organization. We value innovation, partnerships and feedback. .

### **3.2 Our staff**

We value our employees and therefore strive to create an environment that allows them to grow and to be innovative. We create an environment that allows our staff to: act with integrity; practice Ubuntu; and respect self and others.

### **3.3 Our Customers**

We shall at all times be exemplary in all respects. This includes being people centred and service oriented.

### **3.4 Our Performance Culture**

Our performance culture is influenced by our commitment to be outcome oriented; pursue progressive and quality practices in order to achieve value for money, efficiency and effectiveness; producing quality outputs; be compliant with prescripts; pay attention to basics such as paying attention to the basics, such as not being late for meetings, running meetings efficiently and responding to e-mails, phone messages and all other requests timeously. We will be accountable and transparent.

## **4. LEGISLATIVE AND OTHER MANDATES**

The mandate of the Department of Planning, Monitoring and Evaluation is derived from Section 85(2)(b-c) of the Constitution of the Republic of South Africa which states that the President exercises executive authority with the other members of the Cabinet by developing and implementing national policy and coordinating the functions of state departments and administrations. The mandate of DPME has further been given concrete expression by the President in his 2010, 2011, and 2013 State of the Nation addresses (SONA). The Minister for Planning, Monitoring and Evaluation also outlined a clear set of political responses that should be weaved into the work of DPME.

DPME does this by:

- Facilitating and coordinating macro and transversal planning across government and coordinate planning functions in the department;
- Ensuring government policy coherence. Develop, facilitate, support and monitor the implementation of sector plans and intervention strategies;
- Support the implementation of the NDP/medium term strategic framework (MTSF) by monitoring and improving the capacity of state institutions to develop and implement plans, and provide services;

- Facilitate service delivery improvements through frontline and citizen-based monitoring and effective complaints resolution systems;
- Coordinate and support the generation, collation, accessibility and timely use of quality evidence to support performance monitoring and evaluation across government; and
- Oversee youth development policy and its implementation. Transfer funds to the National Youth Development Agency.

#### D. CONTACT DETAILS

TITLE	CONTACT DETAILS
INFORMATION OFFICER	<p>Ms N. Z. Mpfu Director General Private Bag X944 Pretoria 0001</p> <p><b>OR</b></p> <p>Union Buildings Government Avenue Pretoria</p> <p>330 Grosvenor Street Hatfield 0028</p> <p>Tel #: +27 12 312 0010</p>
DEPUTY INFORMATION OFFICER	<p>Mr. Stanley Ntakumba Chief Director PM&amp;E Capacity Development Private Bag X944 Pretoria 0001</p> <p>Tel #: +27 12 312 0202 Fax #: 086 633 5877 e-mail: <a href="mailto:stanley@dpme.gov.za">stanley@dpme.gov.za</a></p>
PAIA COORDINATOR	<p>Futhi Umlaw Director: Knowledge Management Private Bag X100 Pretoria 0001</p> <p>Tel #: +27 12 312 0207 Fax #: 086 644 0319 e-mail: <a href="mailto:futhi@dpme.gov.za">futhi@dpme.gov.za</a> or <a href="mailto:paia@dpme.gov.za">paia@dpme.gov.za</a></p>
PAIA OFFICERS within DPME Branches	Each branch will identify a PAIA Officer to serve as the contact person for all branch specific PAIA-related requests for information.

#### E. DPME ORGANOGRAM (see APPENDIX 1)

#### F. PROGRAMME PROFILE

The department is currently organized into three branches, aligned to the department’s budget profile:

<b>PROGRAMME 1: ADMINISTRATION</b>		
<b>PURPOSE</b>	The programme is responsible for providing strategic leadership and management. It coordinates and supports planning functions in the department and government; development and management of sector plans and strengthening government policy coherence to long, medium and short term goals, monitor implementation and develop intervention programmes to support delivery.	
<b>PROGRAMME OBJECTIVE</b>	To ensure that the department has effective strategic leadership, administration and management and to ensure that it complies with all relevant legislative prescripts. The program is currently made up of the following sub-programmes: <ul style="list-style-type: none"> <li>▪ Executive support;</li> <li>▪ Internal Audit;</li> </ul>	
<b>PROGRAMME OVERVIEW</b>	Office of the Director General	<p><u>Purpose:</u> To provide executive support and strategic leadership and management of the Department</p> <ul style="list-style-type: none"> <li>▪ Provide administrative and executive support to the Minister and Deputy Minister</li> <li>▪ Facilitate service delivery improvements through frontline and citizen-based monitoring and effective complaints resolution systems</li> <li>▪ Coordinate and support the generation, collation, access and timely use of quality evidence to support PM&amp;E in the department and across government</li> <li>▪ Facilitate the development and implementation of national youth strategies and policies</li> <li>▪ Manage the provision of corporate services to the department</li> <li>▪ Manage the provision of internal audit services</li> <li>▪ Manage and facilitate the provision of financial and supply chain management services</li> </ul>
<b>PROGRAMME 2: NATIONAL PLANNING COORDINATION</b>		
<b>PURPOSE</b>	The purpose of the branch is to facilitate macro and transversal planning across government. The functions include: <ul style="list-style-type: none"> <li>➢ Facilitating long-term planning and the alignment of budget allocations to NDP priorities across government;</li> <li>➢ Develop and implement planning frameworks and coordinate alignment of strategic plans and annual performance plans to MTSF priorities;</li> <li>➢ Conduct socio-economic impact assessments of new and existing legislation and regulations to ensure alignment with the NDP and mitigation of unintended consequences.</li> </ul>	
<b>PROGRAMME OVERVIEW</b>	Sector Planning Coordination	Facilitate long-term planning and the alignment of budget allocations to NDP priorities across government
<b>PROGRAMME OVERVIEW</b>	Planning Alignment	The development and implementation of planning frameworks and coordinate the alignment of strategic plans and annual performance plans to MTSF priorities
<b>PROGRAMME OVERVIEW</b>	Socio Economic Impact Assessment Systems (SEIAS)	Conduct socio-economic impact assessments of new and existing legislation and regulations to ensure alignment with the NDP and mitigation of unintended consequences
<b>PROGRAMME 3: SECTOR MONITORING SERVICES</b>		

<b>PURPOSE</b>	The Programme develops and manages sector plans and strengthen government policy coherence to long, medium and short-term goals; monitor implementation and develop intervention programmes to support delivery.	
<b>PROGRAMME OVERVIEW</b>	The programme manages and coordinates economic planning and monitoring; social planning and monitoring; security and international planning and monitoring; supports the development and implementation of detailed intervention strategies and plans in key priority areas.	
	Outcomes Monitoring and Support	<ul style="list-style-type: none"> <li>▪ The programme facilitates the implementation of the outcomes system across Government and also provides secretariat services to the Inter-Ministerial Committee (IMC)</li> <li>▪ Assists the President to monitor the performance of individual Ministers against their performance agreements.</li> <li>▪ Supports the President and Deputy President and the Ministers in the Presidency with policy advice including notes on cabinet submissions; and provides them with technical support for their executive monitoring and evaluation initiatives.</li> </ul>
	Socio Economic Impact Assessment Systems (SEIAS)	<ul style="list-style-type: none"> <li>▪ Conduct socio-economic impact assessments of new and existing legislation and regulations to ensure alignment with the NDP and mitigation of unintended consequences</li> </ul>
	Intervention Support	<ul style="list-style-type: none"> <li>▪ Support the development and implementation of detailed intervention strategies and plans in key priority areas;</li> <li>▪ Facilitate Operation Phakisa on the identified priority areas.</li> </ul>

#### PROGRAMME 4: PUBLIC SECTOR MONITORING AND CAPACITY DEVELOPMENT

<b>PURPOSE</b>	The purpose of the branch is to support implementation of NDP/MTSF by monitoring and improving the capacity of state institutions to develop and implement plans and provide services.	
<b>PROGRAMME OVERVIEW</b>	The main responsibilities of the branch are to review, monitor and support the implementation of MTSF outcomes 9 and 12 and implement strategic interventions to support and unblock implementation; coordinate capacity development programmes to ensure effective development and application of PM&E policies, tools, systems and guidelines in government.	
	Public service monitoring and support	The purpose of this sub-programme is to review, monitor and support the implementation of the MTSF outcome 12 and implement strategic interventions to support and unblock implementation
	Capacity Development Coordination	Coordinate capacity development programmes to ensure effective development and application of PM&E policies, tools, systems and guidelines in government

#### CHIEF DIRECTORATE: FRONTLINE AND CITIZEN BASED MONITORING

<b>PURPOSE</b>	The purpose of the programme is to facilitate service delivery improvements through frontline and citizen based monitoring and effective complaints resolution systems	
<b>PROGRAMME OVERVIEW</b>	The main responsibility of the programme is to expand and maintain frontline monitoring systems capable of verifying government performance and implementing strategic interventions to improve performance; and to establish, coordinate and enhance citizen and community monitoring and complaints resolution systems.	
	Frontline monitoring and support	The purpose is to support and coordinate frontline monitoring activities of political principals, including Presidential Monitoring Programme; undertake verification monitoring in support of DPME priority areas;

		work with PMI clusters to design and implement interventions to unblock service delivery obstacles.
	Presidential and citizen based monitoring	The purpose is to establish, coordinate and enhance citizen and community monitoring; manage the Presidential Hotline; coordinate and enhance complaints resolution systems in government
<b>PROGRAMME 5: EVIDENCE AND KNOWLEDGE SYSTEMS</b>		
<b>PURPOSE</b>	The purpose of this programme is to coordinate and support the generation, collation, access and timely use of quality evidence to support PM&E in the department and across government	
<b>PROGRAMME OVERVIEW</b>	Coordinate and support a national evaluation system that ensures the use of evidence from regular and quality evaluations of priority government policies, programmes and systems; provide centralized research and knowledge management support to develop and maintain an evidence base to inform planning, policy development, implementation and monitoring; provide quality, timely and verified data to support planning, monitoring and evaluation	
	Evaluation	Coordinate and support a national evaluation system that ensures the use of evidence from regular and quality evaluations of government priority programmes and systems.
	Research and knowledge management	Provide centralised research and knowledge management support to develop and maintain an evidence base to inform planning, policy development, implementation monitoring and review.
	Data integration and analysis	Provide quality, timely and verified data and analysis of data in support of planning, monitoring and evaluation.
<b>CHIEF DIRECTORATE: NATIONAL YOUTH DEVELOPEMNT PROGRAMME</b>		
<b>PURPOSE</b>	The purpose of this programme is to facilitate the development and implementation of national youth strategies and policies.	
<b>PROGRAMME OVERVIEW</b>	The development and review of the National Youth Policy (NYP); development of the M&E framework for the implementation of the NYP; ensure that NYP is reflected in relevant legislation, regulations and policies; provide oversight over the NYP and ensure that NYDA programmes and activities are aligned to MTEF and NYP priorities; provide technical support and advisory services to political principals on multilateral and bilateral international youth affairs related to youth development (SADC, AU, UN, Commonwealth, BRICS, Y20, IBSA)	

## **G. RECORDS HELD AT DPME**

This part of the policy deals with the provisions of section 14(1)(d) of the PAIA Act, which states that DPME must provide detail of records in its possession in order to give effect to requests for access to information generated and contained by DPME. Some of these records are automatically available and others require that a request be made before they can be made available.

- (i) Automatically available records – section 14(1) (e)
  - National Development Plan (NDP)
  - Medium Term Strategic Framework (MTSF)
  - Strategic Plans
  - Annual Reports
  - Policy Positions and Legislation
  - Policy Frameworks
  - Reports

- Publications
- Case Studies
- Manuals
- Templates
- Guidelines
- Tools
- Outcome Delivery Agreements (2010 – 2014)
- Performance Information contained in the Program of Action System
- Information about advertised posts
- Any other literature intended for public viewing.

#### Manner of Access for Automatically Available Records

Section 15 of the Act stipulates that DPME must publish in the Government Gazette the list of records that are automatically available in the department. It is not a requirement to complete the prescribed FORM A when accessing such records. The requester is not expected to pay fees, unless a large number of copies are reproduced. All offices of DPME must provide the means to access records that are automatically available. Records that are housed at the National Archives of South Africa for archiving will be made available in compliance with the laws applicable for perusal:

- The Promotion of Access to Information Act (Act No. 2 of 2000)
- The Protection of Information Act (Act No. 84 of 1982); and
- The National Archives and Records of South Africa Act (Act No. 42 of 1996 – NASA Act)

#### (ii) Administration Records

UNIT	SUBJECTS & CATEGORIES	AUTOMATICALLY AVAILABLE	AVAILABLE ON REQUEST	PROTECTED
Office of the Chief Financial Officer (CFO)	Financial controls		✓	
	Treasury regulations	✓		
	Finance procedure manual	✓		
	MTEF guidelines	✓		
	Tender documents		✓	
Human Resource Management	Various policies	✓		
	Strategy	✓		
	Guidelines on the recruitment and selection process in DPME	✓		
	Job evaluation guide	✓		
	Organizational structures		✓	
	Staff establishment		✓	
	Bursary files		✓	
	Selections			✓
	Persal			✓

	Personal files of employees			✓
	Performance contracts			✓
	Performance evaluation reports			✓
	Leave files			✓
	Salary files			✓
	Case files: disciplinary hearings			✓
	Appointments			✓
	Memoranda			✓
UNIT	SUBJECTS & CATEGORIES	AUTOMATICALLY AVAILABLE	AVAILABLE ON REQUEST	PROTECTED
	Letters			
Internal Audit	Policies and procedure manual	✓		
	Structures and planning documents	✓		
	Annual reports	✓		
	Correspondence with internal and external clients		✓	
	Annual audit reports		✓	
Communications	DPME Annual report	✓		
	Press releases	✓		
Risk Management	Risk management framework	✓		
	Risk Management strategy	✓		
	Risk management policy	✓		
	Fraud prevention strategy	✓		
	Antifraud and corruption investigation report		✓	

(iii) Public Employment Services

SUBJECTS & CATEGORIES	AUTOMATICALLY AVAILABLE	AVAILABLE ON REQUEST	PROTECTED
Correspondence with external clients		✓	
Service Level Agreements		✓	
Employee information and labour relations issue		✓	
Financial records and statements		✓	
Asset management register		✓	
Structures and planning documents		✓	
Supply chain documentation and procurement documents		✓	
Staff development reports		✓	

Bursary applications and academic reports		✓	
Attendance performance management records		✓	
Audit queries and response		✓	
Parliamentary enquiries and responses		✓	
Career counselling and response		✓	

(iii) Publication of DPME documents

SUBJECTS & CATEGORIES	AUTOMATICALLY AVAILABLE	AVAILABLE ON REQUEST	PROTECTED
Legal Framework	✓		
Policy Frameworks	✓		
National Development Plan 2030	✓		
Medium Term Strategic Framework (2014-2019)	✓		
Guides and Guidelines	✓		
Tools and Manuals	✓		
Reports	✓		
Standard Presentations	✓		
Development Indicators 2007; 2009; 2010; 2011; and 2012		✓	
Strategic Plan 2010/11 – 2014/15		✓	
Performance Management and Evaluation		✓	
Cabinet Memoranda			✓
Delivery Agreements			✓
Minister's Performance Agreements			✓
Mid-Term Review Report			✓

## H. HUMAN RIGHTS COMMISSION GUIDE

Section 10 of Promotion of Access to Information Act (PAIA), 2000 (Act 2 of 2000) provides that the South African Human Rights Commission (SAHRC) must compile simple and easily comprehensible guidelines on

how to use the PAIA. The guide contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act.

Enquiries regarding this guide should be addressed to:

**The South African Human Rights Commission**

PAIA Unit (The Research and Document Department)

Private Bag X2700

HOUGHTON

2041

Telephone: +27 11 484 8300

Facsimile: +27 11 484 1360

Website: [www.sahrc.org.za](http://www.sahrc.org.za)

e-mail: [paia@sahrc.org.za](mailto:paia@sahrc.org.za)

**APPENDIX 2**



**planning, monitoring  
& evaluation**

Department:  
Planning, Monitoring and Evaluation  
**REPUBLIC OF SOUTH AFRICA**

**DEPARTMENT OF PLANNING, MONITORING AND EVALUATION**

**FORM A**

**REQUEST FOR ACCESS TO A RECORD OF A PUBLIC BODY**

Section 18(1) of the Promotion of Access to Information Act, 2000 (**Act 2 of 2000**) [Regulation 2]

**FOR DEPARTMENTAL USE**

Reference number: \_\_\_\_\_

Request received by: \_\_\_\_\_

State name and surname of Information Officer/Deputy Information Officer

on (date) \_\_\_\_\_ at (place) \_\_\_\_\_

Request fee (if any): R \_\_\_\_\_

Deposit (if any): R \_\_\_\_\_

Access fee: R \_\_\_\_\_

Signature of Information Officer/Deputy Information Officer: \_\_\_\_\_

**Particulars of public body**

**The Information Officer: Ms N. Z. Mpofu (Director General)**

or

**Deputy Information Officer: Mr. Stanley Ntakumba (Chief Director)**

**The Department of Planning, Monitoring and Evaluation**

**Private Bag X944**

**Pretoria**

**0001**

**South Africa**

**Telephone number: +27 12 312 0202**

**Fax number: +27 086 683 5677**

[www.pme.gov.za](http://www.pme.gov.za)

[paia@dpme.gov.za](mailto:paia@dpme.gov.za)

**APPENDIX 2**

**B. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD**

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

Full names and surname: \_\_\_\_\_

Identity number: \_\_\_\_\_  
Postal address: \_\_\_\_\_  
Fax number: \_\_\_\_\_  
Telephone number: \_\_\_\_\_  
e-mail address: \_\_\_\_\_  
Capacity in which request is made, when made on behalf of another person \_\_\_\_\_  
\_\_\_\_\_

### C. PARTICULARS OF PERSON ON WHOSE BEHALF A 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.*  
*c) 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 personal information about yourself, 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 fees payable for access to a record depends on the form in which access is required and the reasonable time required to search for, and prepare a record.*  
*d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.*

Reason for exemption for payment of fees: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**F. FORM OF ACCESS TO RECORD**

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

Mark the appropriate box with an X.

Disability	Form in which record is required
------------	----------------------------------

**NOTES:**

- a) Compliance with your request for access in the specified form may depend on the form in which the record is available.
- b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

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

Copy of record

Inspection of record

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

View the images

Copy of the images

Transcript of the images

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

Listen to the soundtrack/ or audio cassette

Transcription of soundtrack\* ( written or printed document)

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

Printed copy of record

Printed copy of information derived from the record

Copy of computer readable form

*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.*

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

YES

NO

5. In which language would you prefer the record?

**G. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS**

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

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

\_\_\_\_\_  
 \_\_\_\_\_

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

\_\_\_\_\_  
Signature of requester/ or person on whose behalf the request is made.



planning, monitoring  
& evaluation

Department:  
Planning, Monitoring and Evaluation  
REPUBLIC OF SOUTH AFRICA

APPENDIX 3

## DEPARTMENT OF PLANNING, MONITORING AND EVALUATION

### PRESCRIBED FEES IN RESPECT OF PUBLIC BODIES

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:  | <b>R</b> |
| (a)  | for every photocopy of an A4-size page or part thereof .....  | 0.60     |
| (b)  | for every printed copy of an A4-size page or part thereof held on<br>computer or in electronic or machine-readable form .....   | 0.40     |
| (c)  | for a copy in a computer-readable form on   |          |
| (i)  | CD/DVD .....  | 40.00    |
| (d)  | (i) for a transcription of visual images, for an A4-size page or part thereof .....   | 22.00    |
| (ii) | for a copy of visual images .....   | 60.00    |
| (e)  | (i) for a transcription of an audio record, for an A4-size page or part thereof .....   | 12.00    |
| (ii) | for a copy of an audio record .....   | 17.00    |
| 3.   | The request fee payable by every requester, other than a personal requester,<br>referred to in regulation 7(2) is: .....  | 35.00    |
| 4.1  | The access fee payable by a requester referred to in regulation 7(3) is as follows:   | <b>R</b> |
| (a)  | for every photocopy of an A4-size page or part thereof .....  | 0.60     |
| (b)  | for every printed copy of an A4-size page or part thereof held on<br>computer or in electronic or machine-readable form .....   | 0.40     |
| (c)  | for a copy in a computer-readable form on   |          |
| (i)  | CD/DVD .....  | 40.00    |
| (d)  | (i) for a transcription of visual images, for an A4-size page or part thereof .....   | 22.00    |
| (ii) | for a copy of visual images .....   | 60.00    |
| (e)  | for a transcript of an audio record   |          |
| (i)  | for an A4-size page or part thereof .....   | 12.00    |
| (ii) | for a copy of an audio record .....   | 17.00    |
| (f)  | to search for and prepare the record for disclosure .....   | 15.00    |
|      | for each hour or part of an hour, excluding the first hour, reasonably<br>required for such search and preparation  |          |
| 4.2  | 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.   |          |
| 4.3  | The actual postage is payable when a copy of a record must be posted to a requester   |          |
| 4.4  | The appeal fee payable in respect of the lodging of an internal appeal by a requester against<br>the refusal of his/her request for access as contemplated in section 75(3)(a) of the act ..... | 50.00    |

**APPENDIX 4**



**planning, monitoring  
& evaluation**

Department:  
Planning, Monitoring and Evaluation  
**REPUBLIC OF SOUTH AFRICA**

**DEPARTMENT OF PLANNING, MONITORING AND EVALUATION**

**FORM B**

**NOTICE OF INTERNAL APPEAL**

**Section 75 of the Promotion of Access to Information Act, 2000 (Act 2 of 2000)**

**[Regulation 8]**

**A. Particulars of public body:**

**The Information Officer: Ms N. Z. Mpofu (Director General)**

or

**Deputy Information Officer: Mr. Stanley Ntakumba (Chief Director)**

**The Department of Planning, Monitoring and Evaluation**

**Private Bag X944**

**Pretoria**

**0001**

**South Africa**

**Telephone number: +27 12 312 0202**

**Fax number: +27 086 683 5677**

[www.dpme.gov.za](http://www.dpme.gov.za)

[paia@dpme.gov.za](mailto:paia@dpme.gov.za)

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

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

Full names and surname: \_\_\_\_\_  
Identity number: \_\_\_\_\_  
Postal address: \_\_\_\_\_  
Fax number: \_\_\_\_\_  
Telephone number: \_\_\_\_\_  
e-mail address: \_\_\_\_\_  
Capacity in which request is made when made on behalf of another person: \_\_\_\_\_  
\_\_\_\_\_

**C. Particulars of requester:**

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

Full names and surname: \_\_\_\_\_  
Identity number: \_\_\_\_\_

**D. Decision against which the internal appeal is lodged:**

Mark the decision against which the internal appeal is lodged with an X in the appropriate box	
	Refusal of request for access.
	Decision regarding fees prescribed in terms of section 22 of the Act.
	Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act.

	Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester.
	Decision to grant request for access.

**E. Grounds for appeal:**

*If the provided space is inadequate, please continue on a separate folio and attach it to this form. You must sign all the additional folios.*

State the grounds on which the internal appeal is based \_\_\_\_\_  
 \_\_\_\_\_

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

**F. Notice of decision on appeal:**

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

State the manner: \_\_\_\_\_  
 \_\_\_\_\_

Particulars of manner: \_\_\_\_\_  
 \_\_\_\_\_

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

\_\_\_\_\_  
**Signature of Appellant**

**FOR DEPARTMENTAL USE:**

**OFFICIAL RECORD OF INTERNAL APPEAL**

Appeal received on \_\_\_\_\_ (date)  
 by (state rank, name and surname of Information Officer/Deputy Information Officer).  
 Appeal accompanied by reasons for the Information Officer/Deputy Information Officer's decision and, where applicable, the particulars of any third party to whom or which records relates, submitted by the Information Officer/Deputy Information Officer on \_\_\_\_\_ (date) to the relevant authority.

**OUTCOME ON APPEAL:** \_\_\_\_\_

**DECISION OF INFORMATION OFFICER/ DEPUTY INFORMATION OFFICER:**

Confirmed: \_\_\_\_\_

New decision substituted: \_\_\_\_\_

New decision: \_\_\_\_\_

\_\_\_\_\_  
**RELEVANT AUTHORITY**

\_\_\_\_\_  
**DATE**

**RECEIVED BY THE INFORMATION OFFICER/ DEPUTY INFORMATION OFFICER FROM THE RELEVANT AUTHORITY ON (DATE):** \_\_\_\_\_