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# Manual for the Department of Cooperative Governance and Traditional Affairs, in terms of section 14 of the Promotion of Access to Information Act 2000 (Act No. 2 of 2000)

## JUNE 2023

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### 1. Functions of the Department of Cooperative Governance and Traditional Affairs.

The Department of Cooperative Governance and Traditional Affairs is one of the fourteen Government Departments in the Eastern Cape Province. The mandate of the department as outlined by the Provincial Executive Council is as follows:

- To coordinate all organs of state to ensure maximum impact;
- Interventionist approach;
- Improved internal and external cooperation and outcomes based Inter-Governmental Relations Structures;

Ensure single window of coordination and regulation of national, provincial and local government. In essence the mandate of the Department has been equated to the cog of the wheel, standing at the centre of integrated planning, development and to strengthen municipal IDPs.

### 2. Vision

The vision of the Department of Co-operative Governance and Traditional Affairs is creating an integrated, capable, responsive and accountable local government and traditional institution system focusing on the needs of the community.

### 3. Mission

The mission of the Department of Co-operative Governance and Traditional Affairs is to promote a developmental local state and traditional institutions that are accountable, focused on citizen's priorities; capable of delivering high-quality services consistently and sustainably through cooperative governance and participatory democracy.

### 4. Values

The values of the Department of Co-operative Governance and Traditional Affairs based on the Batho Pele Principles.

VALUES	DEFINITION
Consultation	We always consult our customers on the level, quality and choices of services we offer
Quality	We set high standard geared towards effective and efficient service delivery
Equality	We shall give equal access to our services to all, with special emphasis on targeted groups
Professionalism	We believe that our customers are entitled to be treated courteously and with highest level of professionalism.
Highest ethical standards	We shall maintain zero tolerance towards fraud and corruption
Staff our greatest assets	We believe that our employees are integral to the success of the Department and we will at all times endeavour to ensure that their organizational needs are satisfied.
Responsiveness	We pledge to respond speedily and effectively to the needs of stakeholders and communities

### 5. Programmes, strategic goals and objectives of the department

Programme	Strategic goals	Strategic Objectives	
Programme 1	<b>Strategic Goal 1:</b> An enabling environment to enhance service delivery through integrated support services	SO:1	To promote excellence in leadership, good governance, corporate services and financial management to achieve clean administration
Programme 2	<b>Strategic Goal 2</b> To strengthen municipal institutional capacity to promote governance and effective service delivery	SO:2	To improve effective management support on municipal administration matters within the regulatory framework
		SO:3	To promote effective financial management to municipalities for clean financial management in accordance with applicable Acts
		SO:4	To improve public trust and credibility in local government through public participation

		<b>SO:5</b>	To facilitate improved functionality of 45 municipal institutions through the complete implementation of individual performance management and development systems aligned to the Organisational performance management systems
		<b>SO:6</b>	To improve municipal capacity assessment, capacity building and ICT through the provisioning of effective high quality management support.
		<b>SO:7</b>	To improve municipal performance, monitoring and evaluation services through effective and co-ordinated hands-in support.
<b>Programme 3</b>	<b><u>Strategic Goal 3:</u></b> <b>Effective and efficient planning and development in municipalities</b>	<b>SO8</b>	To support 45 municipalities to achieve their statutory, social, economic and environmental obligations in respect of integrated development planning, spatial planning, land survey and cadastral information management, valuation services and land use management and administration
	<b><u>Strategic Goal 4</u></b> <b>Liveable, integrated cities, town and rural areas that provide basic income security</b>	<b>SO9</b>	To promote economic prosperity, liveable integrated cities, towns and rural areas as well as basic income security for citizens of the Eastern Cape Province.
	<b><u>Strategic Goal 5</u></b> <b>To have enabling viable, sustainable developmental municipalities that deliver basic services</b>	<b>SO:10</b>	To support 45 municipalities to meet their target for basic needs services in line with their credible IDP's
<b>Programme 4&amp;5</b>	<b><u>Strategic Goal 6</u></b> <b>An enabling service environment in traditional leadership institutions to improve socio-economic development through integrated support services</b>	<b>SO:11</b>	To create a conducive service and administrative environment for the implementation of the developmental objectives to improve the functionality of the traditional leadership institutions and socio-economic growth
		<b>SO:12</b>	To promote traditional, cultural and customary programmes
		<b>SO:13</b>	To resolve traditional leadership disputes and claims for improved cohesion within communities
		<b>SO:14</b>	To execute effective oversight function and strategic support to the institutions of Traditional Leadership to fulfil the constitutional requirement of recognizing the role and functions of the institutions to improve the socio-economic growth for rural communities

## **6. Contact Details of Deputy Information Officer**

The Head of Department of Cooperative Governance and Traditional Affairs is the Deputy Information Officer  
**Deputy Information Officer**

Postal Address : Private Bag X0035, Bisho, 5605  
Physical Address : Tyamzashe Building, Phalo Avenue, Bisho  
Tel. : (040) 609 5656  
Fax. : (040) 639 2135  
E-Mail : Andile.Fani@eccogta.gov.za

## **4. Guide of the South African Human Rights Commission on how to use the Act.**

The Guide on how to use the Promotion of Access to Information Act 2000, will be available from the South African Human Rights Commission.

### **SOUTH AFRICA HUMAN RIGHTS COMMISSION**

#### **PAIA Unit**

##### **The Research and Documentation Department**

Postal Address : Private Bag X2700, Houghton, 2041  
Tel. : (011) 484 8300  
Fax. : (011) 484 1360  
E-Mail : paia@sahrc.org.za

## **5. RECORDS**

### **5.1 The Department of Cooperative Governance holds the following records:**

- Legislation;
- Policy and Procedure Documents
- Annual, Quarterly and Monthly Reports
- Annual Performance Plans;
- Financial Records
- Operational Records
- Internal Correspondence
- Statutory Records;
- Municipal Records
- Records held by officials of the public body

**The Department of Cooperative Governance and Traditional Affairs also keeps official records which are other than correspondence records and are available for access, namely:**

- News Flash
- Wellness Posters and Flyers
- Anti- Corruption Posters and stickers
- Booklets
- Municipal Magazines

- IDP Documents
- Audio Visuals
- DVD's of official Events
- Vuna Awards Documents

The Department of Cooperative Governance and Traditional Affairs has not yet published a notice in terms of Section 15 (2) of the Act. As and when a notice is published, this Manual will be updated to incorporate same.

## **5.2 Records Automatically available**

The records on the website of the Department of Cooperative Governance and Traditional Affairs [www.ecgta.gov.za](http://www.ecgta.gov.za) are available for reviewing or downloading without a person having to make such a request in terms of the said Act.

## **6. Arrangement for Public Participation in Policy Formulation**

### **7. Request Procedure**

#### **(a) Granting or refusal of request:**

A requester must be given access to a record of a public body if the requester complies with the following:

- All the procedural requirements in the Act relating to the request for access to that record.
- Access to that is not refused on any ground of refusal mentioned in the Act.

#### **(b) How does one request access to a record:**

- A requester must use the form (Form A) that was printed in the Government Gazette (Government Notice R187 of 15 February 2002), a copy of which is annexed hereto as Annexure A.
- The requester for Access to information must be made to the Deputy Information Officer at the address, fax number or electronic mail address provided above.
- The requester must provide sufficient detail of the information requested on the request form to enable the Information Officer to identify the information or records and the requester.
- The requester must also indicate if she/he wants a copy of the record, or she/he wants to come in and peruse the record at the offices of the public body. Alternatively, if the record is not a paper document it can then be viewed in the requested form. This is unless doing so would interfere unreasonably with the running of the public body, concerned, or damage the record, or infringe on a copyright not owned by the state. If, for practical reasons, access cannot be given in their required form but in another form, the fee must be calculated according to the way that the requester first asked for it.
- The requester must indicate if she/he wishes to be informed of the decision of the Department of Cooperative Governance and Traditional Affairs regarding the request for information in a particular manner (i.e. Post, telefax, and electronic mail) and provide the necessary details to be informed.
- If a requester asks for the information on behalf of somebody else, the capacity and proof of the capacity in which the request is being made must be indicated to the satisfaction of the Deputy Information Officer.

- If a requester is unable to read or write or has a disability, the request can be made orally. The Deputy Information Officer must then fill in the form on behalf of such a requester and supply the requester with a copy of the completed form.

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

A requester who seeks access to record containing personal information about him/herself is not required to pay the request fee. Every other requester must pay the request fee of R35.

- The Deputy Information Officer must notify the requester (other than a personal request) by notice, requiring the requester to pay the prescribed fee (if any) and deposit (if any) before further processing the request.
- The requester may lodge an internal appeal, where appropriate, or an application to the court against the tender or payment of a fee.
- After the Deputy Information Officer has made a decision on the request the requester must be notified of such a decision in the way in which the requester wanted to be notified in.
- If the request is granted, then a further access fee must be paid for reproduction and for search and preparation for any time required in excess of stipulated hours to search and prepare the record for closure.
- Access to a record will be withheld until all the applicable fees have been paid. The fees are prescribed by Legislation. A copy of the current applicable fees payable as per Part II of Notice 187 in the Government Gazette on 15 February 2002 are annexed hereto as Annexure B.

**(d) Any requester who is not satisfied with decision by the Information Officer /Deputy Information Officer can lodge an appeal, in relation to:**

- Fees charged
- Extension of period by the Information Officer/Deputy Information Officer
- Provision of information or record in particular form in which it was requested
- Refusal of request for access.

**8. Appeal Procedure**

- An internal appeal in prescribed form must be delivered or sent to the Information Officer/Deputy Information Officer together with an appeal fee.
- The subject of the internal appeal must be identified and reasons for the internal appeal must be stated and may include any other relevant information known to the appellant.

- The Information Officer/Deputy Information Officer must then submit the internal appeal together with his/her reasons for the decision concerned, to the appeal authority who will advise the relevant appellant that the appeal is being considered.
- When deciding the appeal, the appeal authority may confirm the appeal or substitute the decision for a new one.
- Furthermore, the requester may apply to a court for appropriate relief after the internal appeal procedure against the decision of the Information Officer/Deputy Information Officer has been exhausted. (Section 78(1))

## 9. PROCESSING OF PERSONAL INFORMATION

### (Protection of Personal Information Act 4 of 2013) (“POPIA”)

#### 1. Purpose of Processing

- (A) The Department collects and processes personal information for, amongst others, the following purposes:-
- (i) To administer legislation;
  - (ii) To comply with orders of court;
  - (iii) To process applications for employment;
  - (vi) To process applications of service providers; and
  - (v) For the administration of matters concerning its employees.

#### 2. Categories of Data Subjects and their Personal Information

Data Subjects	Personal Information (Examples)
Employees	<ul style="list-style-type: none"> <li>• Names and contact details</li> <li>• Identity numbers</li> <li>• Employment history</li> <li>• Banking details</li> </ul>
Prospective Employees	<ul style="list-style-type: none"> <li>• CVs-which includes, for examples</li> <li>• Identity numbers</li> <li>• Employment history</li> </ul>
Members of the Public	<ul style="list-style-type: none"> <li>• Names and contact details</li> <li>• Postal addresses</li> <li>• Identity numbers</li> </ul>
Contractors and Service Providers	<ul style="list-style-type: none"> <li>• Names and contact details</li> <li>• Identity numbers</li> <li>• Company details</li> </ul>

### **3. Recipients to whom Personal Information may be Supplied**

The Department does not transfer personal information to another person or institutions, unless the data subject or legislation permits such transfer.

### **4. Transborder Flows of Personal Information**

The Department does not transfer personal information to another country, unless the data subject or legislation permits such transfer.

### **5. Security Measures to Ensure Confidentiality, Integrity and Availability of Information**

The Department has in place technical and organisational measures to prevent loss of, damage to or unauthorised access/destruction of, personal information.

These measures include the following: - (a) Dedicated records storage rooms;

(b) Experienced Records Manager and Registry officials;

(c) IT infrastructure managed by a dedicated team of experts;

(d) Security Unit that regularly assesses the suitability and security of records management facilities;

(e) Continuous education and monitoring of all officials by the Records Manager on the proper management of records;

(f) Information received and Records created and managed in accordance with records management principles prescribed by relevant legislation;

(g) Records management policy and related codes and prescripts are in place and in line with the National Archives and Records Services Act 43 of 1996; and

(h) Dedicated and experienced team of officials to whom requests for access to information can be made in line with the PAIA.

## **10. Availability of Manual**

A copy of this Manual is made available as prescribed in Section 14 (3) of the Act in the following manner:



- A copy in each of the three official languages being English, isiXhosa and Afrikaans, has been made available to the South African Human Rights Commission;
- The Manual is available on the website of the Department of Cooperative Governance and Traditional Affairs at <http://eccogta.gov.za>



MR A.A. FANI

HEAD OF DEPARTMENT

DEPARTMENT OF COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS

DATE: 15/06/2023

