



Province of the  
**EASTERN CAPE**  
COOPERATIVE GOVERNANCE  
& TRADITIONAL AFFAIRS

**OFFICE OF THE HEAD OF DEPARTMENT**

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**PAIA MANUAL OF THE DEPARTMENT OF COOPERATIVE GOVERNANCE  
AND TRADITIONAL AFFAIRS**

**Prepared in terms of section 14 of the Promotion of Access to Information Act**

**2 of 2000 (as amended)**

**FEBRUARY 2025**

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## **1. PURPOSE OF PAIA MANUAL**

This PAIA Manual is useful for the public to-

- 1.1 Check the nature of the records which may already be available at the Department of Cooperative Governance and Traditional Affairs, without the need for submitting a formal PAIA request.
- 1.2 Understand how to make a request for access to a record of the Department of Cooperative Governance and Traditional Affairs
- 1.3 Access all the relevant contact details of the persons who will assist the public with the records they intend to access.
- 1.4 Know all the remedies available from the Department of Cooperative Governance and Traditional Affairs regarding request for access to the records, before approaching the Regulator or the Courts.
- 1.5 The description of the services available to members of the public from the Department of Cooperative Governance and Traditional Affairs, and how to gain access to those services.
- 1.6 A description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it.
- 1.7 If the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto.
- 1.8 Know if the Department of Cooperative Governance and Traditional Affairs 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; and

1.9 Know whether the Department of Cooperative Governance and Traditional Affairs has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

## **2. ESTABLISHMENT 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. It is a department created in terms of the constitution and the Public Service Act to promote stabilisation, consolidation, and development of sustainable Municipal and Traditional Institutions. It is mandated to ensure:

- A Local Government system that can respond to the needs of the citizens. This is an onerous mandate requiring our best efforts.

The vision of the Department of Cooperative 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.

The mission of the Department of Cooperative 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.

The Department of Cooperative Governance and Traditional Affairs believes in the following values:

<b>VALUE</b>	<b>DEFINITION</b>
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

### 3. STRUCTURE OF THE DEPARTMENT OF COOPERTIVE GOVERNANCE AND TRADITIONAL AFFAIRS AND FUNCTIONS

Programme	Strategic goals	Strategic Objectives	
Programme 1	<b><u>Strategic Goal 1:</u></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><u>Strategic Goal 2</u></b> To strengthen municipal institutional capacity to promote governance and effective service delivery	SO:2  SO:3	To improve effective management support on municipal administration matters within the regulatory framework  To promote effective financial management to municipalities for clean financial management in accordance with applicable Acts

		<b>SO:4</b>	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> 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> 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.

	<p><b><u>Strategic Goal 5</u></b>  <b>To have enabling viable, sustainable developmental municipalities that deliver basic services</b></p>	<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>	<p><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></p>	<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

**4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE DEPARTMENT OF COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS**

4.1 Deputy Information Officer

The Acting Head of Department of Cooperative Governance and Traditional Affairs, Mr V. Mlokothe is the Deputy Information Officer in terms of section 17 (1) of PAIA)

Name: Mr V. Mlokothe: Acting Head of Department of Cooperative Governance and Traditional Affairs

Email: [Hodsupport@eccogta.gov.za](mailto:Hodsupport@eccogta.gov.za)

4.2 Access to information general contacts

Email: [Hodsupport@eccogta.gov.za](mailto:Hodsupport@eccogta.gov.za)

4.3 Head Office

Postal Address: Attention: Deputy Information Officer  
Private Bag X0035  
Civic Square  
BHISHO  
5605

Physical Address: Department of Cooperative Governance and Traditional Affairs receptions in BHISHO.  
BHISHO – visitors’ entrance on Tyamzashe Building, Civic Square.

Telephone: 066 480 0226

Email: [Hodsupport@eccogta.gov.za](mailto:Hodsupport@eccogta.gov.za)

Website: <http://eccogta.gov.za>

**5. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE DEPARTMENT OF COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS**

a) Internal Appeal

- An internal appeal in prescribed forms, that is form 4 (Internal Appeal Form) and form 5 (Complaint 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.

b) Complaint to the Information Regulator

- A requester may submit a complaint to the Information Regulator by duly completing and delivering Form 5, but only after that the requester exhausted the internal appeal procedure against a decision of the Deputy Information Officer of the Department.

c) Approach Court

- Although the Department recommends that requesters try to resolve disputes about access to information without approaching the courts, a requester may, if still aggrieved, approach a court after the internal appeal process.



**6. GUIDE OF THE INFORMATION REGULATOR 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 Office of the Information Regulator.

**OFFICE OF THE INFORMATION REGULATOR**

**The Information Officer**

Website : <https://www.inforegulator.org.za>

Postal Address : P.O. Box 31533  
Braamfontein  
Johannesburg  
2017

Tel. : (010) 023 5200

E-Mail : General inquiries: [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za)  
: Complaints: [PAIAComplaints@inforegulator.org.za](mailto:PAIAComplaints@inforegulator.org.za)

**7. DESCRIPTION OF THE SUBJECTS ON WHICH THE DEPARTMENT OF COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS HOLDS RECORDS**

<b>Subjects on which the body holds records</b>	<b>Categories of records held on each subject</b>
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plan, Annual Performance Plan.
Human Resources	<ul style="list-style-type: none"> <li>- HR policies and procedures;</li> <li>- Advertised posts;</li> <li>- Employees records;</li> <li>- Learning and development e.g. skills development and training plans</li> <li>- Employment equity plan and statistics</li> <li>- Personal information provided by employees;</li> <li>- Information provided by a third party relating to employees;</li> <li>- Conditions of employment and other personnel-related contracts;</li> <li>- Internal evaluation records and other internal records;</li> <li>- Correspondence relating to employees;</li> <li>- Training schedules and material;</li> <li>- Disciplinary records;</li> <li>- Payroll records;</li> <li>- Various leave records</li> </ul>

Stakeholder Information "Stakeholder" includes any natural or juristic entity who receives services from COGTA.	- Any information a stakeholder has provided to COGTA; - Any information the stakeholder has provided to a third party acting on behalf of COGTA; - Records generated by or within COGTA pertaining to the stakeholder, including transactional records.
COGTA Records	- Financial records; - Operating records; - Databases and information technology; - Communication records; - Internal correspondence; - Records relating to services; - Statutory records; - Internal policies and procedures - Records held by officials of COGTA
Records related to other parties COGTA may possess records pertaining to other parties, including (but not limited to) contractors, suppliers and service providers. Alternatively, such other parties may possess records which can be said to belong to COGTA.	- Employee, client or COGTA records which are held by another party as opposed to being held by COGTA; - Records held by COGTA pertaining to other parties, including (but not limited to) personal information, financial records, correspondence, contractual records, records provided by the other party and records third parties have provided about contractors and or suppliers.

**8. RECORDS WHICH ARE OTHER THAN CORRESPONDENCE (OTHER RECORDS) OF THE DEPARTMENT OF COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS WHICH ARE AVAILABLE FOR ACCESS (CHECK DEPARTMENTAL WEBSITE)**

- News Flash
- Wellness Posters and Flyers
- Anti- Corruption Posters and stickers
- Booklets
- Municipal Magazines
- IDP Documents
- Audio Visuals
- Audio Visuals
- Vuna Awards Documents
- Strategic Documents
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**9. CATEGORIES OF RECORDS OF THE DEPARTMENT OF COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**

<b>Category</b>	<b>Document Type</b>	<b>Available on Website</b>	<b>Available upon request</b>
Tender document	<ul style="list-style-type: none"> <li>- Awarded Tenders</li> <li>- Active Tenders</li> <li>- Received Tenders</li> <li>- Procurement Plan</li> </ul>	X	
Legislation /Regulations	<ul style="list-style-type: none"> <li>- External Data Privacy Policy</li> <li>- Website Data Privacy Policy</li> <li>- Website Terms of Use</li> <li>- Objection to the Processing of Personal Information</li> <li>- Request for Correction or Deletion of Personal Information</li> <li>- PAIA Manual</li> <li>- Request for Access to Records of Public Body</li> <li>- Code of Conduct</li> </ul>	X	
Strategic Documents (Plans and Report)	<ul style="list-style-type: none"> <li>- Organisational profile (Overview, Objectives, Functions)</li> <li>- Annual Reports;</li> <li>- Strategic Plan;</li> <li>-Organisational Performance Report;</li> </ul>	X	
Financial Documents	<ul style="list-style-type: none"> <li>- Customer Registration Form</li> <li>- Terms and Conditions of Trade</li> </ul>	X	
General Information	<ul style="list-style-type: none"> <li>- History of the COGTA</li> <li>- Videos</li> </ul>		

**10. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE DEPARTMENT OF COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS AND HOW TO GAIN ACCESS TO THOSE SERVICES**

10.1 Powers, duties and function

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.

The records on the website of the Department of Cooperative Governance and Traditional Affairs, <http://eccogta.gov.za> are available for viewing or downloading without a person having to make such a request in terms of the said act.

**11. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY DEPARTMENT OF COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS**

The Department of Cooperative Governance and Traditional Affairs, mandate in accordance with Section 154 of the South African Constitution 108 of 1996 is to support the Municipalities in the Eastern Cape Province, therefore when assisting the Municipalities in terms of formulating their policies, policy frameworks are drafted and published while ward committees are consulted for the public participation and public comments, then consolidation of the comments is made and submitted to the council concerned for adoption and approval.

## 12. PROCESSING OF PERSONAL INFORMATION

### 13.1 Purpose of Processing

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

The Department collects and processes personal information amongst others, the following purposes: -

- (i) To administer legislation;
- (ii) To comply with orders
- (iii) To process applications for employment;
- (iv) To process applications of service providers; and
- (v) For the administration of matters concerning its employees.

### 13.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

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>
SARS	<ul style="list-style-type: none"><li>• RP5 Forms</li></ul>

### 13.3 The recipients or categories of recipients to whom the 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.

<b>Category of personal information</b>	<b>Recipients or Categories of Recipients Identity number</b>
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus SARS and other financial information

#### 13.4 **Planned transborder flows of personal information.**

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

#### 13.5 **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.

#### 14. REQUESTING PROCEDURE

A person wishing to access the records of COGTA must complete the necessary request form. This request form is available from the Information Officer or at <http://www.ppecb.com/> or <http://eccogta.gov.za/>. The form requires the requester to provide inter alia the following information

- Sufficient information to enable the Information Officer to identify the requester;
- Sufficient information to enable the Information Officer to identify the records requested
- The form of access required
- The requestor's postal address and fax number;
- Identification of the right sought to be exercised or protected
- An explanation why the specific record is required to exercise or protect the right
- The manner in which the requester wishes to be informed of the decision on the request;
- If the request is made on behalf of a person, the submission of proof of the capacity in which the requester makes the request, to the satisfaction of the Information Officer

Requesters must note that all of the information on the request form should be provided to the satisfaction of the Information Officer, failing which the process will be delayed until such time that the information is complete.

The time periods prescribed by the Act will not commence until such time as the Information Officer is satisfied that all pertinent information has been furnished to COGTA by the requester.

The Deputy Information Officer will consider the application and determine whether COGTA has specific written consent to provide the information requested.

If there is no specific written consent on record, COGTA will correspond with the party whose information has been requested and advise them of the application that has been received and enquire as to whether there are any reasons as to why COGTA should not provide the information that has been requested.

It is important to note that access to certain records may or must be denied on the grounds set out in the Act. Mandatory grounds for refusal include, but are not limited to:

- Information for the protection of the privacy of a person;
- Information for the protection of the commercial and/or confidential information of third parties;
- Information privileged from production in legal proceedings
- Commercial information of COGTA;
- Research information
- Information which can endanger the safety of an individual
- Information which is likely to jeopardise the economic interests and financial welfare of Republic and commercial activities of public bodies
- Information about the operations of public bodies.

COGTA will consider the reasons for refusal of the information requested, provided by the customer and/or third party in terms of PAIA and consider whether there are any grounds as stipulated above and as set out in the Act which preclude it from releasing the requested information.

COGTA will then advise the requester and the customer and/or third party accordingly.

## 15. PRESCRIBED FEES

Access Fees will be charged in accordance with the prescribed fees associated with PAIA requests as determined by regulations.

Item	Description	Amount (R)
1	The request fee payable by every requester	R100.00
	Photocopy of a A4-size page	R1.50 per page or part thereof
	Printed copy of a A4-size page	R1.50 per page or part thereof
	For a copy in a computer-readable form on –	R40
	(i) Flash drive (to be provided by the requester)	
	(ii) Compact disc:	
	• If provided by the requester	R40
	• If provided to the requester	R60



	<p>(i) For a transcription of visual images, for an A4- size page or part thereof</p> <p>(ii) For a copy of visual images</p>	Service to be outsourced, will depend on the quotation from the Service provider
	For a transcription of an audio record, for an A4-size page or part thereof	R24
	<p>For a copy of an audio record on –</p> <p>(i) Flash Drive (to be provided by requester)</p> <p>(ii) Compact disc:</p> <ul style="list-style-type: none"> <li>• If provided by the requester</li> <li>• If provided to the requester</li> </ul>	<p>R40</p> <p>R40</p> <p>R60</p>
	<p>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</p> <p>To not exceed a total cost of</p>	<p>R100</p> <p>R300</p>
	Deposit: if search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8
	Postage, e-mail or any other electronic transfer	Actual expense, if any
	<p>ECOGTA BAKING DETAILS</p> <p><u>Account Name:</u> Department of Cooperative Governance and Traditional Affairs</p> <p><u>Account Number:</u> 41-0021-5129</p> <p><u>Branch:</u> ABS EC PUBL SECTOR</p> <p><u>Branch Code:</u> 632005</p>	

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## 16. AVAILABILITY OF THE MANUAL

This Manual will soon become available in the following three official languages-

- English, isiXhosa and Afrikaans
- The isiXhosa and Afrikaans versions of this manual are being translated and are to become available in 2026 when it will be translated on ECOGTA's website.
- The English version of this manual is immediately available as follows-
  - The Manual is available on the website of the Department of Cooperative Governance and Traditional Affairs at <http://eccogta.gov.za>
  - at the head office of ECOGTA for public inspection during normal business hours.
  - to any person upon request and upon the payment of a reasonable prescribed fee; and
  - to the Information Regulator upon request

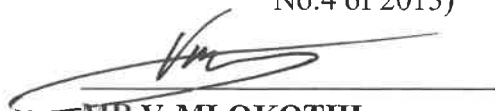
## 17. ANNEXURES

### a) PAIA FORMS

- FORM 2 (Request for access to record)
- FORM 3 (Outcome of request and of fees payable)
- FORM 4 (Internal appeal form)
- FORM 5 (Complaint form)

### b) POPIA FORMS

- FORM 1 (Objection to the processing of personal information in terms of Section 11(3) of the Protection of Personal Information Act, 2013 (Act No.4 of 2013)
- FORM 2 (Request for correction or deletion of personal information or destroying or deletion of record of personal information in terms of section 24(1) of the Protection of Personal Information Act,2013 (Act No.4 of 2013)



**MR V. MLOKOTHI**

**ACTING HEAD OF DEPARTMENT**

**DEPARTMENT OF COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS**

**DATE:** 28/02/2025