



health

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North West Provincial Government
REPUBLIC OF SOUTH AFRICA



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A long and healthy life for all communities of the North West Province

PROMOTION OF ACCESS TO INFORMATION MANUAL

**Prepared in terms of section 14 of the Promotion of Access to Information
Act, 2000 (Act No 2 of 2000)**

For

NORTH WEST DEPARTMENT OF HEALTH
(Hereinafter referred to as "**Department**")

English Version/2024

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Preamble

This document is referred to as ***Promotion of Access to Information "Manual"*** (hereinafter referred to as Manual) and has been compiled by North West Department of Health in accordance with the **Promotion of Access to Information Act No. 2 of 2000**). **Section 32** of the Bill of Rights in the ***Constitution of the Republic of South Africa, Act 108 of 1996***, (hereinafter referred to as the Constitution) provides that;

- 1) every person has a 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; and
- 2) National legislation must be enacted to give effect to this right."

Therefore, ***Promotion of Access to Information Act, No 2 of 2000***, is a legislation enacted to give effect to the Constitutional right mentioned at section 32 (1) thereof and is also a national legislation as Section 32 (2) of the Constitution demanded. The Act came into effect on 9 March 2001 and, amongst others, its aims is to promote transparency, accountability and effective governance of all public bodies;

Section 14 of the ***Promotion of Access to Information Act, No 2 of 2000*** (PAIA) requires, amongst other things, that every **Public Body** must compile a **Manual** in which it gives information to the public regarding the procedure(s) to be followed by individuals when they want to request information, in possession of or controlled by that particular **Public Body**, for the purpose of exercising or protecting their rights.

This Manual, therefore, has also been developed and/or compiled by North West Department of Health 'Information Officer to give information

to the public regarding the procedure(s) they should follow when seeking access to any information held or controlled by it.

Moreover, the Manual serves to fulfill the North West Department of Health's obligation to foster a culture of transparency and accountability by effecting justifiable and reasonable right to access of information by any person who has interest in the Department.

1. Definitions

In this Manual, unless the context otherwise indicates;

- 1.1 "Accounting Officer"** means, in relation to Provincial Department, a person mentioned in section 36 of **Public Finance Management Act No. 1 of 1999** and it includes any person acting as such. In North West Provincial Department of Health, Superintendent General of the Department, or any person acting as such, is the Accounting officer;
- 1.2 "Access Fee"** means a fee payable by a requester for reproduction of the requested records;
- 1.3 "Bursary/ Learnership"** means funds disbursed by the Department on behalf of the Bursar/learner directly into the College or University for furtherance of studies by the Bursar/Learner, and includes other payments expended by the Department on behalf of the Bursar/Learner;
- 1.4 "Bursar/Learner"** means the person who is financially assisted by the Department to commence and further his/her studies for the Higher Certificate/ Diploma/ Degree at any College or University;
- 1.5 "Child"** means a natural person under the age of 18 years who is not legally competent, without the assistance of a competent person, to take any action or decision in respect of any matter concerning him- or herself;
- 1.6 "Competent person"** means any person who is legally competent to consent to any action or decision being taken in respect of any matter concerning a child;

- 1.7 “**Data Subject**” means, in terms of section 1 of *Protection of Personal Information Act No.04 of 2013*, the person to whom personal information relates;
- 1.8 “**Department**” refers to the North West Department of Health;
- 1.9 “**Deputy Information Officer**” means a person designated, in writing, by the Information Officer for performance of the powers conferred to the Information Officer in terms of the Act, and DIO shall have a corresponding meaning;
- 1.10 “**Information Officer**” means the Superintendent General of the Department or the person who is acting as such; IO shall have a corresponding meaning, and reference to Information Officer, shall, where appropriate, include DIO;
- 1.11 “**Information Regulator,**” or regulator, means an Information Regulator established in terms of Section 39 of the *Protection of Personal Information Act 4 OF 2013*;
- 1.12 “**Person**” means a natural or juristic person;
- 1.13 “**Personal Information**” means, in terms of section 1 of *Protection of Personal Information Act No.04 of 2013*, information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person; information relating to the education or the medical, financial, criminal or employment history of the person; any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person; the biometric information of the person; the personal opinions, views or preferences of the person; correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence; the views or opinions of another individual about the person; and the name of the

person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person;

1.14 “Personal Requester” means a Person seeking access to a record in the possession of or under the control of the Department, containing personal information about himself or herself or itself;

1.15 “POPIA” means ***Protection of Personal Information Act No.04 of 2013***, which is a South African legislation dealing specifically and exclusively with protection of personal information. The Act came into effect on the 1st of July 2020. The purpose thereof is to give effect to the constitutional right to privacy, by ensuring protection of personal information when processed by public and private bodies. POPIA does that by introducing minimum conditions that should be met for processing of personal information to be lawful. The purpose thereof is to also bring justifiable limitations that are aimed at balancing the right to privacy against other rights, particularly ***“the right of access to information;”***

1.16 “Prescribed” means prescribed by any provision of the Act, regulations thereto in terms of section 92 of the Act, or any other Act of Parliament, regulation, secular, or ordinance;

1.17 “Prescribed Request Form” means request form “A” attached as a schedule to the Act, and schedule “A” to this Manual;

1.18 “Public Body” means a South African organ of state or any Department of state or administration in the National or Provincial sphere of government or any municipality in the local sphere of government; or any other functionality or institution performing a public function in terms of an Act of Parliament;

1.19 “Record” means any recorded information regardless of form and medium in the possession or under the control of the Department, whether or not it was created by the Department, including but not limited to any note or writing, whether produced by hand or by printing, typewriting or any other similar process; any copy, plan, picture, sketch or photographic or other representation of any place or article; any disc, tape, card, perforated roll or other device in or on which sound or any signal has been recorded for reproduction;

1.20 “Regulator” means Information Regulator;

1.21 “Requester” means any person (other than a Public Body) making request for access to a Record in possession of or controlled by the Department; and shall include a Requester’s Representative.

1.22 “Request for Access” means a request for access to a Record of or in possession of or controlled by the Department in terms of section 11 of the Act;

1.23 “Road Accident Fund” means a statutory entity established in terms of section 2(1) of the Road Accident Fund Act No. 56 of 1996, which provides for payment of compensation for loss or damage wrongfully caused by the negligent driving of a motor vehicle within the borders of South Africa;

1.24 “Service Providers”

1.25 “the Act” refers to Promotion of Access to Information Act No.2 of 2000 or PAIA;

2. List of acronyms and abbreviations

2.1 “CEO” Chief Executive Officer

2.2 “DIO” Deputy Information Officer;

2.3 “IO” Information Officer;

2.4 “MEC” means Member of Executive Committee;

2.5 “MINMEC” means Ministers and Member of Executive Council;

2.6 “PAIA” Promotion of Access to Information Act No. 2 of 2000 (as Amended;

2.7 “PFMA” Public Finance Management Act No.1 of 1999 as Amended;

2.8 “POPIA” Protection of Personal Information Act No.4 of 2013;

2.9 "Regulator"

Information Regulator.

3. Purpose of PAIA manual

This PAIA Manual is useful for the public to-

- 3.1.1 Check the nature of the records which may already be available at North West Department of Health, without the need for submitting a formal PAIA request;
- 3.1.2 Have an understanding of how to make a request for access to a record of the North West Department of Health;
- 3.1.3 Access all the relevant contact details of the persons who will assist the public with the records they intend to access;
- 3.1.4 Know all the remedies available from the North West Department of Health regarding request for access to the records, before approaching the Regulator or the Courts;
- 3.1.5 The description of the services available to members of the public from the North West Department of Health, and how to gain access to those services;
- 3.1.6 A description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 3.1.7 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;
- 3.1.8 Know if the North West Department of Health 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

3.1.9 Know whether the North West Department of Health has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

4. Establishment of the North West Department of Health

North West Department of Health is established in terms of section 25 of National Health Act 61 of 2003

3.1. Objectives/Mandate

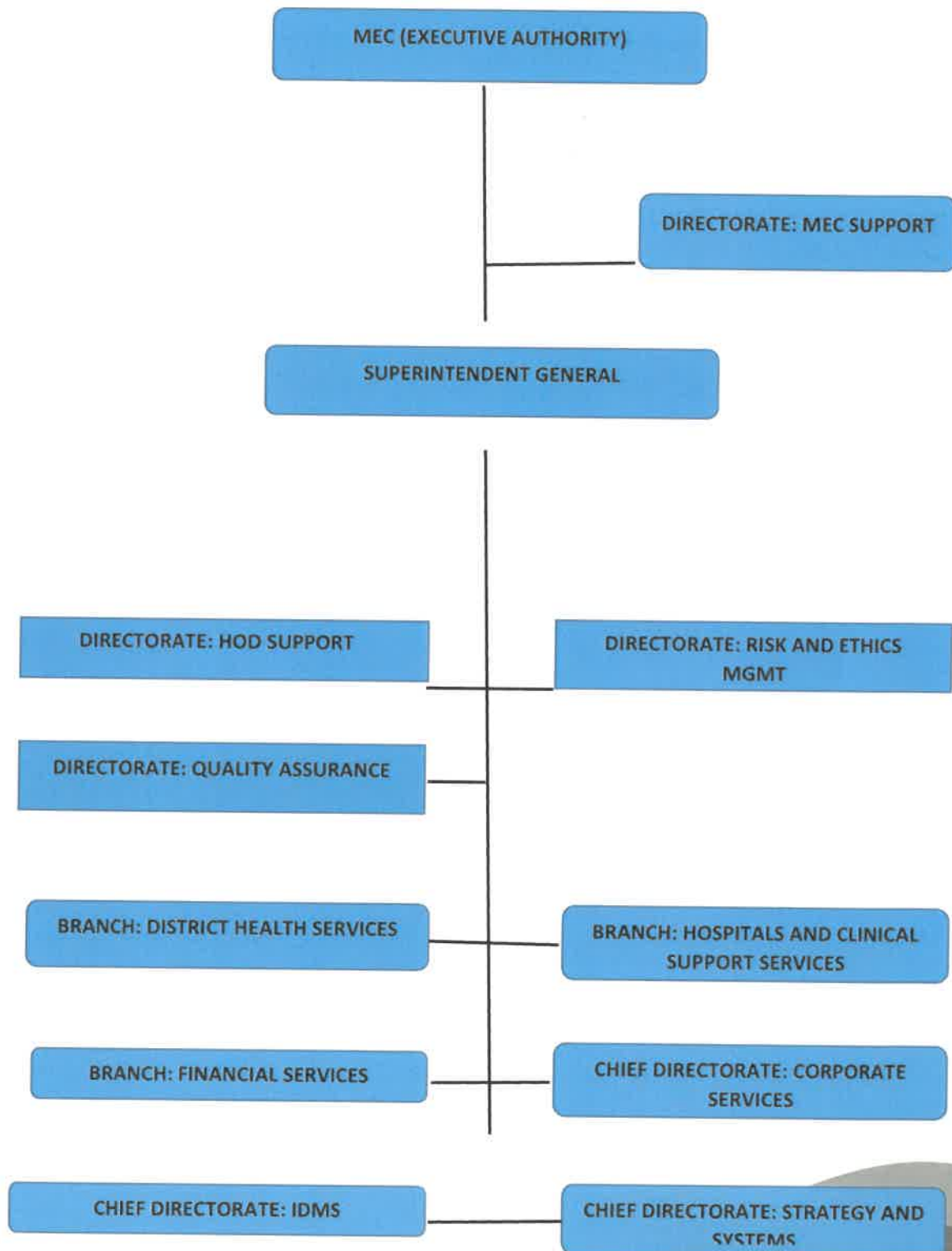
Objectives and/or mandate of the Department are as follow;

- (a) Provide specialized hospital services;
- (b) Plan and manage the Provincial health information system;
- (c) Participate in interprovincial and intersectoral co-ordination and collaboration;
- (d) Co-ordinate the funding and financial management of district health councils;
- (e) Provide technical and logistical support to district health councils;
- (f) Plan, co-ordinate and monitor health services and must evaluate the rendering of health services;
- (g) Co-ordinate health and medical services during Provincial disasters;
- (h) Conduct or facilitate research on health and health services;
- (i) Plan, manage and develop human resources for the rendering of health services;
- (K) Plan the development of public and private hospitals, other health establishments and health agencies;
- (j) Control and manage the cost and financing of public health establishments and public health agencies;
- (l) Facilitate and promote the provision of port health services, comprehensive primary health services and community hospital services;

- (m) Provide and co-ordinate emergency medical services and forensic pathology, forensic clinical medicines and related services, including the provision of medico-legal mortuaries and medico-legal services;
- (n) Control the quality of all health services and facilities;
- (o) Provide health services contemplated by specific Provincial health service programmes;
- (p) Provide and maintain equipment, vehicles and health care facilities in the public sector;
- (q) Consult with communities regarding health matters;
- (r) Provide occupational health services;
- (s) Promote health and healthy lifestyles;
- (t) Promote community participation in the planning, provision and evaluation of health services;
- (u) Provide environmental pollution control services; ensure health systems research; and of community.
- (w) Provide services for the management, prevention and communicable and non-communicable diseases.

5. Structure the North West Department of Health and functions

5.1 Structure



5.2 Functions

The functions of the Department are:

To provide access to Provincial public health services to individuals and communities in the North West Province, as provided for in the ***Constitution of the Republic of South Africa Act 108 of 1996*** in general, and in particular, sections 27 and 28 thereof

6. Key contact details for access to information of the North West Department of Health

According to the PAIA and POPI Act, It is a requirement that the Department should have an Information Officer who will then have Deputy Information Officer/s to provide assistance with duties bestowed upon them by both Acts. According to Chapter 1 of PAIA, an Information Officer is the Head of the Department and as mentioned above at 1.1 North West Department of Health 'Head is Superintendent General. Therefore, Superintendent General of the Department is the Information Officer of the Department in terms of PAIA. The contact details of the Information Officer and Deputy Information Offices are as follows:

6.1 Information Officer

Name:	Mr Obakeng Mongale
Postal address:	Private Bag x 2068 MMABATHO 2735
Physical address:	Cnr Sekame & First Street New Office Park Mahikeng 2745
Email address:	obmongale@nwpg.gov.za
Telephone:	+27 18 391 4006
Mobile:	XXXXXXXXXX

6.2 Deputy Information Officers

Name: Adv. T.M Mmako
Postal address: Private Bag x 2068
MMABATHO
2735
Physical Address: Cnr Sekame & First Street
New Office Park
Mahikeng
2745
E-mail address: tmako@nwpg.gov.za
Tel: +27 18 391 4177
Cell: 066 186 0805

Name: Mr. D Makhubu
Postal address: Private Bag x 2068
MMABATHO
2735
Physical Address: Cnr Sekame & First Street
New Office Park
Mahikeng
2745
E-mail address: dmakhubu@nwpg.gov.za
Tel: +27 18 391 4138
Cell: 067 4226 684

6.3 Access to information general contacts

E-mail address: informationofficer.health@nwpg.gov.za

6.4 Head Office

Postal Address: Private Bag x 2068
MMABATHO
2735

Physical Address: Cnr Sekame & First Street
New Office Park
Mahikeng
2745

Telephone: +27 18 391 4000/4001

Email: informationofficer.health@nwpg.gov.za

Website: <http://health.nwpg.gov.za>

7. Description of all remedies available in respect of an act or a failure to act by the Department

7.1 Internal Appeal

In the instance where there is no compliance with the provisions of the Act by the Department, the requester may lodge an internal appeal with the **Executing Authority** of the Department or approached the courts. This applies to any situation in which the requester wishes to appeal against a decision made by the information officer or Deputy Information officer. As contemplated in Section 75(1) of the Act, an internal appeal should be lodged on a prescribed form. The **Regulation to PAIA (GNR 757, GG 45057 of 27 August 2021)** provides with “**Form 4**”, which is annexed thereto as Annexure A, and it is the prescribed form which an internal appeal should be lodged with. For ease of reference, that **Form 4** is also attached to this Manual as “**Annexure C**”:

1) An internal appeal must;

- a) be lodged in the prescribed form—
 - i. within 60 days;
 - ii. if notice to a third party is required by section 49(l)(b) of the Act, within 30 days after notice is given to the appellant of the decision appealed against or, if notice to the appellant is not required, after the decision was taken;
- b) must be delivered or sent to the information officer of the public body concerned at his or her address, fax number or electronic mail address;
- c) must identify the subject of the internal appeal and state the reasons for the internal appeal and may include any other relevant information known to the appellant;
- d) if, in addition to a written reply, the appellant wishes to be informed of the decision on the internal appeal in any other manner, must state that manner and provide the necessary particulars to be so informed;
- e) if applicable, must be accompanied by the prescribed appeal fee referred to in subsection (3); and
- f) must specify a postal address or fax number.

2) If an internal appeal is lodged after the expiry of the period referred to in subsection (1)(a), the relevant authority must, upon good cause shown, allow the late lodging of the internal appeal.

3) If that relevant authority disallows the late lodging of the internal appeal, he or she must give notice of that decision to the person that lodged the internal appeal.

- 4) A requester lodging an internal appeal against the refusal of his or her request for access must pay the prescribed appeal fee (if any).
- 5) If the prescribed appeal fee is payable in respect of an internal appeal, the decision on the internal appeal may be deferred until the fee is paid.
- 6) As soon as reasonably possible, but in any event within 10 working days after receipt of an internal appeal in accordance with subsection(1), the information officer of the public body concerned must submit to the relevant authority—
 - a) the internal appeal together with his or her reasons for the decision concerned: and
 - b) if the internal appeal is against the refusal or granting of a request for access, the name, postal address, phone and fax number and electronic mail address, whichever is available, of any third party that must be notified in terms of section 47(1) of the request.

7.2 Complain to Information Regulator

If a requester does not succeed with an abovementioned internal appeal, he/she may proceed to lodge a complaint as contemplated in Section 77A of the Act, to the Information Regulator, who will lodge an investigation of the complaint. The complaint must also be lodged in writing on a “**Form 5**” of Annexure A to the Regulation to PAIA (GNR 757, GG 45057 of 27 August 2021. For ease of reference, that Form 5 is also attached to this Manual as “**Annexure D.**”

7.3 Application to Court

In instances in which the requester has exhausted the internal appeal procedure or has exhausted the complaints procedure of lodging a complain to Information Regulator, and he/she is still not satisfied with the outcome, such requester may apply to a court for appropriate relief in terms of section 82 of the Act.

8. Guide on how to use PAIA and how to obtain access to the guide

8.1 The South African Human Rights Commission (SAHRC), as required by section 10 of PAIA, has compiled a **Guide** on how to use PAIA ("the **Guide**") in an easily comprehensible form and manner, as may reasonably be required by any person who wishes to exercise any right contemplated in PAIA and, over and above that, rights contemplated in POPIA.

8.2 Information Regulator is also required by the same section 10 of the PAIA to, if necessary, update that Guide and make available the revised Guide to the Public. Therefore, the Information Regulator has updated and made available the revised Guide at its offices of the following Address;

Physical Address:	JD House 27 Stiemens Street, Braamfontein, Johannesburg
Postal address:	PO Box 31533 Braamfontein Johannesburg 2017
Telephone:	+27 (0) 10 023 5200
E-mail:	infoereg@justice.gov.za

8.3 The guide is available in each of the official languages.

8.4 The guide is also available in Information Regulator's Website which is (<https://www.justice.gov.za/infoereg/contact.html>).

8.5 The aforesaid Guide contains the description of: -

- 8.5.1 the objects of PAIA and POPIA;
- 8.5.2 the postal and street address, phone and fax number and, if available, electronic mail address of;
 - a) the Information Officer of every public body, and;
 - b) every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
- 8.5.3 the manner and form of a request for:-
 - a) access to a record of a public body contemplated in section 11; and
 - b) access to a record of a private body contemplated in section 50;
- 8.5.4 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- 8.5.5 the assistance available from the Regulator in terms of PAIA and POPIA;_
- 8.5.6 all remedies 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;
 - a) an internal appeal;
 - b) a complaint to the Regulator; and
 - c) 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 Regulator or a decision of the head of a private body;

8.5.7 the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a Manual, and how to obtain access to a Manual;

8.5.8 the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

8.5.9 the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and

8.5.10 the regulations made in terms of section 92.

8.6 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 Regulator, during normal working hours.

9. Access to records held by the Department

9.1 Description of Programs and Categories of Records held by the Department

9.1.1 Records that may be requested

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

(a) OFFICE OF THE MEC

- 1) MEC' s activities and schedule
- 2) Speeches, reports and statements for the MEC
- 3) Executive Council resolutions, agenda, action list and minutes
- 4) MINMEC agenda, action list and minutes.
- 5) Executive Coordinating Committee resolutions, agenda, action list and minutes

- 6) Executive Management Committee resolutions, agenda, action list and minutes
- 7) Briefings to media and press releases.
- 8) Media campaigns
- 9) Governance structures records and policies

(b) OFFICE OF HEAD OF DEPARTMENT (SUPERINTENDENT GENERAL)

- 1) Correspondence regarding National Forum Meetings
- 2) Agenda and minutes of meetings held
- 3) Checklists
- 4) Resolution lists
- 5) Reports of Committee's deliberations
- 6) Strategic and operational plans
- 7) EXCO Technical Committee
- 8) Social Development EXTECH-cluster committee
- 9) Surveys on levels of satisfaction of public
- 10) Statistics on customer complaints and enquiries
- 11) Research reports
- 12) Management plans
- 13) Business plans
- 14) Communication policies

(c) DDG- health services

- 1) National health policies
- 2) Provincial health policies
- 3) Patients records
- 4) Clinical protocols and guidelines

- 5) Health services offered by the Department
- 6) Lists of public health facilities
- 7) District development and policies

(d) Chief -Directorate: Corporate Services

- a) Employment equity plan
- b) Employment equity reports
- c) Grievances
- d) Suspensions
- e) Disciplinary cases, outcomes and appeals
- f) Dispute resolution and outcomes
- g) Minutes of Bargaining Council
- h) Dispute resolution and outcomes
- i) Minutes of Bargaining Council
- j) Training material for Labour Relations
- k) Research documentation on Labour matter
- l) PERSAL data
- m) Provincial policies
- n) Advertisements, selections and recruitment documents
- o) Advertisements, selections and allocation of bursaries
- p) Curriculum Vitae
- q) Application forms
- r) Training material
- s) Analysis and evaluation of training impact
- t) Personal files of employees
- u) General files regarding advertisement of vacant posts, conditions of employment and interview reports
- v) Departmental forms management policies
- w) Analysis of Departmental functional forms
- x) Departmental transport records and policies
- y) Nurse training
- z) Organisational structures
- aa) Strategic plans
- bb) Performance plans

cc) Job evaluation

(e) Chief Directorate – Finance

- a) Departmental Tender records and policies
- b) Financial transactions, records and reports.
- c) Financial Management Information
- d) Departmental budget
- e) Procurement
- f) Suppliers
- g) Asset register
- h) Subsistence and traveling policy
- i) Departmental policy on revenue collection

9.1.2 The latest notice regarding categories of records of the Department which are available without a person having to request access

In accordance with Section 15 (2) of the Act, Members of the public can access the following categories of information in a form of a record or document by means of a simple phone call, fax message or e-mail. There is no need to use the more formal processes of the PAIA to gain access of them. Those records or documents are the following;

- a) Acts and Regulations
- b) Annual Performance Plans
- c) Approved Departmental Structure
- d) Budget Speeches
- e) Vacancy Circular
- f) Circular for advertised Tenders
- g) Public service forms
- h) Published research reports
- i) Health promotions material
- j) Provincial policies, guidelines and protocols for health
- k) Promotion of Access to Information Manual
- l) Annual reports

- m) Media releases
- n) Copies of major speeches by the MEC.
- o) Draft legislation
- p) News Letters

How to access “automatically available” information

The records or documents may be inspected on the Department’s website (<http://health.nwpg.gov.za>). Where the records are not available on the website you can access them by sending a request to:

The information Officer
Private Bag X2068
Mmabatho
2735
Telephone: 018 391 4000/1
Email: informationofficer.health@nwpg.gov.za

You can either make an arrangement for the document to be sent to you or visit the Department to view/collect it.

10. Request procedure

- 10.11 A requester will be given access to a record of a public body if the requester complies with the following:
- a) The procedural requirements in the Act relating to the request for access to that record; and
 - b) Access to that record is not refused on any ground of refusal mentioned in the Act or any other lawful reason.

10.12 Nature of the request:

- a) A requester must use the form that has been printed in the **Government Gazette [Govt. Notice R757 GG 45057 of August 2021]** (Form A).
- b) For ease of reference Form A is reproduced as Annexure “A” attached to this Manual.
- c) Requester after completing Form A, must submit the form to the Deputy information officer by sending it to dmakhubu@nwpq.gov.za or to the address of the information officer.
- d) A Requester must submit the “Form A” together with an Access Fee and/or Request Fee or an indication or motivation that the Access or Request fee falls under the exemption.
- e) The requester must also indicate if the request is for a copy of the record or if the requester wants to come in and look at the record at the offices of the Department. Alternatively, if the record is not a document, it can then be viewed in the manner specified or as requested in the request form, where possible [s 29(2)].
- f) If a person asks for access in a particular form then the requester should get access in the manner that has been asked for. This is unless doing so would interfere unreasonably with the running of the Department, or damage the record, or infringe a copyright not owned by the state. If for practical reasons access cannot be given in the required form but in an alternate manner, then the fee must be calculated according to the way that the requester first asked for it [s 29(3) and (4)].
- g) If a requester is unable to read or write, or has a disability, then they can make the request for the record orally. The information officer must then fill in the form on behalf of such a requester and give them a copy [s 18(3)].

10.13 Fees required to be paid in terms of the Act, being the request fee and the access fee s22:

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee. Every other Requester must pay the applicable Request and Access Fees as contemplated in sections 52 and 54 of Act and as prescribed in items 1 of Annexure B to the Regulations regarding the ***Promotion of Access to Information (GNR 757, GG 45057 of 27 August 2021)***. For ease of reference, that Annexure B is also attached to this Manual as “**Annexure B**”:

- a) The information officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.
- b) The request fee payable to public bodies is R100. The requester may lodge an internal appeal, where appropriate, or an application to the court against the tender or payment of the request fee.
- c) After the 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.
- d) If the request is granted then a further access fee must be paid for the search, preparation, reproduction and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

11.Services available to members of the public from the Department

11.1 Nature of services

- a) Public health services
- b) Health promotions
- c) Provision of internal corporate services
- d) Nursing Education
- e) Internships/ learnerships to various graduates
- f) Bursaries
- g) Rehabilitation and mental health care services
- h) District and Primary health care services
- i) Disaster Response Services
- j) Emergency Medical Services
- k) Patient Transport
- l) Emergency Medical Rescue Education

11.2 HOW TO GAIN ACCESS TO THESE SERVICES

- a) By visiting the Department 's various public health facilities such as Community Health Centers and Hospitals
- b) By enrolling with the Department 's Colleges
- c) Invitations and publications
- d) Invitations and through meetings
- e) Departmental website email
- f) Reports, meetings, telephonic and workshops

12. Public involvement in the formulation of policy or the exercise of powers or performance of duties by the Department

- a) Existing consultation arrangements
- b) Workshops, Conferences and Seminars
- c) Media releases – Ad hoc
- d) Ad-hoc meetings as and when required by **client**
- e) Imbizos
- f) Radio/TV Talk shows
- g) Executive Council Memorandum
- h) Regular EXCO and EXCO Committee meetings
- i) Quarterly and monthly meetings
- j) Regular EXTECH meetings
- k) Standing Committee Meetings
- l) Annual report

- m) Coordination Structures like the Social Development Cluster
- n) Participation in Governance For a
- o) Input into and comments on proposed Provincial health legislation
- p) Clinic committees
- q) Hospital boards
- r) Sub district government structures
- s) District health councils
- t) Provincial Health Council
- u) Izinyanga Committees

13.Processing of personal information

13.1 Purpose of Processing Personal Information

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

- (i) To render health care services
- (ii) To process applications for employment;
- (iii) For the administration of matters concerning its employees;
- (iv) To process applications of service providers;
- (v) To process applications for Bursaries/Learnership
- (vi) To process applications for Nursing Studies at its own Nursing Colleges;
- (vii) For the administration of matters concerning its Nursing Students at its own Nursing Colleges;
- (viii) To comply with court orders.

13.2 Categories of data subjects and their personal information

Categories of Data Subjects	Personal information that may be processed
“Bursars/Learners”	Names and surname; date of birth; Gender, pregnancy; marital status; Race age, language, educational information (qualifications); financial information; employment history; ID numbers; physical and postal address; contact details(contact number(s), fax number, email address); criminal behaviour; wellbeing and their relatives (family members) ; medical, , Nationality, ethnic or social origin; physical or mental health; well-being; disability; language, biometric information of the person
Patients (including Children)	Names and surname; date of birth, health information, marital status; Race, age, language, addresses, cell phone numbers, National ID number, Gender, pregnancy; Guardians details
Employees	Names and surname; date of birth; Gender, pregnancy; marital status; Race, age, language, educational information (qualifications); financial information; employment history; ID numbers; physical and postal address; contact details(contact number(s), fax number, email address); criminal behaviour; wellbeing and their relatives (family members) ; medical, Nationality, ethnic or social origin; physical or mental health; well-being; disability; language, biometric information of the person
Prospective employees	CVs – which include, for example; Names and contact details, Identity number, Employment history, educational information (qualifications), criminal behavior

Nursing Education Students and Prospective Nursing Education Students	Names and surname; date of birth; Gender, pregnancy; marital status; Race age, language, educational information (qualifications); financial information; employment history; ID numbers; physical and postal address; contact details(contact number(s), fax number, email address); criminal behaviour; wellbeing and their relatives (family members) ; medical, , Nationality, ethnic or social origin; physical or mental health; well-being; disability; language, biometric information of the person
Members of the public	Names and contact details, Postal addresses, Identity numbers
Contractors/ Service Providers	Names and Identity numbers of key people such as directors, Company's registration number, TAX information, financial information; employment history; physical and postal address; contact details;

13.3 The recipients or categories of recipients to whom personal information may be supplied.

The Department may transfer personal information to the following persons or institutions provided the data subject or legislation permits such transfer;

- a) Courts
- b) Other Departments , e.g Office of state attorney for litigation
- c) Road Accident Fund
- d) Third Party Requesters (e.g. Lawyers or Legal Guardians of data subject)
- e) Other Colleges not owned by the Department

- f) Universities

13.4 Planned trans-border flow of personal information

Unless the data subject or legislation permits transfer personal information to another country, the Department does not transfer personal information to such country. The Department usually transfer personal information of students who studies Medicine to become Medical Doctors to the following institutions;

- a) International high learning institutions such as Universidad de ciencias medicas de La Habana in Cuba.

13.5 General description of information security measures to be implemented by the Department 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/records officials;
- c) IT infrastructure managed by a dedicated team of experts;
- d) Security Directorate 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 standard operating procedures which are in place with relevant legislations; and
- h) Dedicated and experienced team of officials to whom requests for access to information can be made in line with the PAIA.

14. Availability of the manual

In terms of section 14 of the Act and section 4(1) of Regulation No R.187 of 15 February 2002, this Manual is made available in the following manner:

- a) Three (3) official languages which are;
 - i. Setswana
 - ii. English
 - iii. Afrikaans
- b) Available at the Department's website (<http://health.nwpg.gov.za/Home>) and at the Department's Provincial Office for public inspection during normal business hours.

A copy of the manual can also be made available as follows:

- a) To the Information Regulator upon request
- b) To any person upon request and upon the payment of a reasonable prescribed fee.

A fee for a copy of the manual, as contemplated in Annexure B of the Regulations, shall be payable for each A4 size photocopy made.

UPDATING OF THE MANUAL

The Department will update and publish this manual annually, if necessary.

Issued by



Mr D. E. Mongale

Superintendent General: North West Department of Health

Date: 18/10/2014



health

Department of
Health
North West Province
REPUBLIC OF SOUTH AFRICA

FORM 1

REQUEST FOR A COPY OF THE GUIDE

[Regulations 3]

TO: The Information Officer

I,

Full names:				
In my capacity as (mark with "x"):	Information officer		Other	
Name of *public/private body (if applicable)				
Postal Address:				
Street Address:				
E-mail Address:				
Facsimile:				
Contact numbers:	Tel.(B):		Cellular:	

Hereby request the following copy (ies) of the Guide:

Language (mark with "X")		No of copies	Language(mark with "X")		No of copies
	Sepedi			Sesotho	
	Setswana			siSwati	
	Tshivenda			Xitsonga	
	Afrikaans			English	
	isiNdebele			isiXhosa	
	isiZulu				

Manner of collection (mark with "x"):

Personal collection	Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of requester



health

Department of
Health
North West Province
REPUBLIC OF SOUTH AFRICA

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)

E-mail address: _____

Fax number: _____

Mark with an "X"

☐

Request is made in my own name

☐

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		

Full names of person on whose behalf request is made (if applicable):	
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 <i>(Mark the applicable box with an "X")</i>	
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	
FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(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)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
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

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

Signature of Information Officer



health

Department of
Health
North West Province
REPUBLIC OF SOUTH AFRICA

FORM 3
OUTCOME OF REQUEST AND OF FEES PAYABLE

[Regulation 8] Note:

- If your request is granted the—
 - amount of the deposit, (if any), is payable before your request is processed; and
 - requested record/portion of the record will only be released once proof of full payment is received.
- Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information 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) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.

OR

2. You requested:

Printed copies of the information (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 information on flash drive (including virtual images and soundtracks)

Copy of information on compact disc drive (including virtual images and soundtracks)

Copy of record saved on cloud storage server

3. To be submitted:

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)

Kindly note that your request has been:

☐

Approved

☐

Denied, for the following reasons:

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive			
• To be provided by requestor	R40.00		
(ii) Compact disc			
• If provided by requestor	R40.00		
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive			
• To be provided by requestor	R40.00		
(ii) Compact disc			
• If provided by requestor	R40.00		
• If provided to the requestor	R60. 00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

5. Deposit payable (if search exceeds six hours):

☐ Yes

☐ No

Hours of search	Amount of deposit (calculated on one third of total amount per request)
-----------------	--

The amount must be paid into the following Bank account:

Name of Bank: _____

Name of account holder: _____

Type of account: _____

Account number: _____

Branch Code: _____

Reference No: _____

Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

Information officer



health

Department of
Health
North West Province
REPUBLIC OF SOUTH AFRICA

C

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 <i>(mark the appropriate box with an "X")</i>	
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	
<p align="center"> GROUNDS FOR APPEAL <i>(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)</i> </p>	

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 (Please specify)

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	
OUTCOME OF APPEAL				
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 <i>(if not confirmed)</i>	
	No			
Request for access granted. Confirmed?	Yes		New decision <i>(if not confirmed)</i>	
	No			

Signed at _____ this _____ day of _____ 20 _____

Relevant Authority