



health

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STANDARD OPERATING PROCEDURE FOR PHYSICAL SECURITY

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SECURITY MANAGEMENT DIRECTORATE

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Description

This document defines North West Department of Health' position on physical security measures. It contains the basic framework as well as roles and responsibilities.

Coverage

This document is applicable to all institutions and facilities of North West Department of Health.

SOP number

SM23/SOP02/R26

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1. INTRODUCTION, PURPOSE, SCOPE AND LEGISLATIVE FRAMEWORK

1.1 Background information

1.1.1 North West Department of Health, like any other governmental body, is threatened by a variety of risks, directed to its staff members, patients, property. As part of the total counter intelligence process, appropriate steps needs to be taken to ensure that the Department protect its employees against these threats.

1.1.2 The physical security measures must be developed, implemented and monitored in order to ensure that the entire Department, its personnel, property and information are secured. Any physical security measures that are developed must be integrated during the strategic plenary session of the Department.

1.2 Purpose

1.2.1 The purpose of this SOP document for physical security intends to protect employees of the Department against identified security threats.

1.2.2 Also to protect the Departmental information and assets from leaving the premises without authorisation by the relevant manager.

1.3 Scope

1.3.1 This SOP is applicable all the employees, contractors and consultants delivering any services including their employees who may interact with the Department.

1.3.2 Furthermore it relates to information assets, intellectual property fixed and moveable property owned or leased by the Department of Health.

1.4 LEGISLATIVE AND REGULATORY REQUIREMENTS

1.4.1 This SOP is regulated by National legislation, National security policies, Provincial Security Framework and National Security Standards.

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1.4.2 The list of applicable regulatory directives has been attached in approved Security Management Policy, to list the few and not limited;

1.4.2.1 Trespass Act, 1959 (Act No 6 of 1959);

1.4.2.2 Constitution of the Republic of South Africa, 1996 (Act No 106 of 1996);

1.4.2.3 Control of Access to Public Premise and Vehicles Act, 1985 (Act No 53 of 1985);

1.4.2.4 National Strategic Intelligence Act, (Act No 39 of 1994).

2. ROLES AND RESPONSIBILITIES

2.1 Head of Department

2.1.1 The HoD bears the overall responsibility for implementing and enforcing the security program of the Department.

2.1.2 Ensure the Department appoint the Senior Manager to implement physical security standards for the Department.

2.1.3 The HoD is entrusted with the responsibility of ensuring that, the Department:-

2.1.3.1 Develop, implement, monitor and enforce the seven security programs in line with the above-mentioned security legislative mandate;

2.1.3.2 Designate District Security Coordinators at the facility level in writing to implement the physical security standard procedure in their respective facilities and;

2.1.3.3 The Department participate in the Provincial and District Safety and Security Structures and ensure the security challenges are discussed and give advice;

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2.1.3.4 Senior Managers shall ensure that this SOP for physical security and its associated security directives and circulars in their respective areas of responsibility.

2.1.4 The HoD shall delegate in writing Senior Managers and employees to assist in the implementation of this SOP in their areas of responsibility.

2.2 Security Managers

2.2.1 The Security Manager shall be responsible for coordinating, planning, implementation and controlling of security related activities.

2.2.2 Assist the facilities in developing physical security guidelines in line with this SOP for individual facilities.

2.2.3 When needs arise, review the standard operating procedure for physical security at regular intervals.

2.2.4 Also to conduct Physical Security Threat and Risk Assessment of the Department and advice the HoD about the mitigation strategy.

2.2.5 Conduct internal compliance audits and inspections in all health facilities at regular intervals to evaluate the level of compliance to the set standards.

2.3 Line Managers

2.3.1 Line Managers must ensure this SOP for physical security is implemented in their respective facilities at all times.

2.3.2 In an event there is no Security Officer deployed in the facility, an official must be delegated to be responsible for escorting visitors to the relevant office when need arise.

2.3.3 Put security measures in place to ensure the dangerous items are not brought into the facility at all times.

2.3.4 Line Managers must conduct regular inspection of Security Officer on duty to ensure compliance with this SOP.

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- 2.3.5 They must ensure Security Officers search all vehicles, pedestrians and any form of hand bag or luggage entering and leaving the premises.
- 2.3.6 Any possible security breaches discovered during searching must be reported to the nearby South African Police Services and notify The Provincial Office.

3. ELEMENTS OF THE SOP FOR PHYSICAL SECURITY

3.1 Basic access control procedure

- 3.1.1 At the point of entry, the Security Officer must first conduct searching of visitor/s using either physical devices or manual searching before access is granted.
- 3.1.2 After the search have been completed, the reception Officials must request the visitor/s to produce Identity Document to record their particulars in register.
- 3.1.3 Reception Officials must call the host to come and escort the visitor/s to his office and visitor must be allowed to enter with the official escorting the visitor.
- 3.1.4 Access control shall be applied according to different levels that intends to ensure safety and security of Departmental employees and assets.
- 3.1.5 The different levels of access control may be applied according to the level of protection required as in the internal facility security plan.
- 3.1.6 These levels may vary from simply locking offices after working hours and implement access control on a large scale with the help of physical aids.
- 3.1.7 Part of access control measures requires the Department to ensure that, the:-
- 3.1.7.1 The visitor/s must be **identified**;
- 3.1.7.2 The visitor/s must have **valid reasons** why he/she should be allowed access;
- 3.1.7.3 The visitor/s must have official **authorisation** to enter health premises;

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- 3.1.7.4 The visitor/s must be **searched** to ensure that he/she poses no physical threat or that he/she is not in possession of unauthorised objects;
- 3.1.7.5 A complete **record** of each visitor/s should be kept, as well as record of employees who visit the premise after hours;
- 3.1.7.6 **Conditions** subject to which the visitor may enter the premise, must be clearly explained and;
- 3.1.7.7 The visitor/s should at all times **be accompanied/ escorted** by or be in the presence of a staff member when resources permit.
- 3.1.8 In an event any **one** of the above principles are not be adhered to, access to the Departmental premises must be denied.

3.2 Acceptable identification document

- 3.2.1 The Department must use the two acceptable identification documents which are positive identification and personal identification.
- 3.2.2 Any positive identification occurs when the following official and known **documents** are tendered as proof of identity:-
 - 3.2.2.1 The Republic of South African Identity Book/smart card (ID), drivers licence and passport with photo positive identification card;
 - 3.2.2.2 The South African Police Services or South African National Defence Force appointment certificate with photo positive identification card;
 - 3.2.2.3 The State Security Agency or South African Social Security access card or appointment certificate with photo positive identification card.
- 3.2.3 Identity cards of other state Departments are **not accepted** as sufficient proof of identity to gain access in the Department of Health facilities.
- 3.2.4 When a visitor is not in possession of any of the above documents to prove his/her identity, a person who is the host must sign on his/her behalf.

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- 3.2.5 After signing, the host must escort such a person to the relevant office until the visitor leaves the premises.
- 3.2.6 This occurs when a member or other positively identified person guarantees for the identity of the visitor.
- 3.2.7 Due to the inherent deficiencies of this method, the Department must ensure the following are adhered to:-
- 3.2.7.1 Particulars in respect of both the visitor and his/her host or person who has identified him/her personally;
- 3.2.7.2 Also the visitor's address and the reason for his/her visit, are recorded into access control register;
- 3.2.7.3 All such cases should be escorted until the visitor leaves the premises;
- 3.2.7.4 Even employees who are unable to identify themselves positively, they should be treated in the same manner as members of the Public.
- 3.2.8 The Security Officers should under **no** circumstances grant access to another staff member **only** on the basis of his/her own personal identification without an access identity card or appointment letter.

3.3 Acceptable reasons for granting access

- 3.3.1 The reasons why persons wish to enter the Department of Health premises differs from visitor to visitor.
- 3.3.2 The only reasons that can be accepted to allow access to the premises, are those connected/ related to the functional activities on the premises e.g.:-
- 3.3.2.1 Hospitals, Community Health Center, Clinics for health services, administration Offices for administrative matters about services rendered in the Department;
- 3.3.2.2 The visitor/s require access to Human Resources matters, application for employment and Supply Chain Management for specialised services;

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- 3.3.3 The reason that a staff member would give to gain access, could be that he/she is going to his/ her work place;
- 3.3.4 A visitor on the other hand, may state that he/she wishes to speak with a employees about official matters and such reasons are acceptable;
- 3.3.5 When a visitor/s wish to speak with a member of his/her family or a friend on the premise, or should he/she give a reason which has no connection with official matters and;
- 3.3.6 Or does not fit the activities on the premises, such a reason is evidently not acceptable in order to grant access and other arrangements should be made in such cases.

3.4 Authorisation

- 3.4.1 Departmental employee is authorised to enter the facility unless he/she may not enter a certain premises or area or part thereof, due to zoning.
- 3.4.2 The access card issued to employees, serves as proof of this authorisation or access granted to staff member concern.
- 3.4.3 Without this proof, employee must obtained access card from the Security Manager.
- 3.4.4 It is always advisable to schedule appointments and visits ahead of time for visitors or contractors, and the like should never show up unexpectedly.
- 3.4.5 If they do, they should be denied access, whenever visits are scheduled or otherwise expected, Security Officer or Reception Officials should be advised beforehand.
- 3.4.6 The same procedure is applicable for delivery of goods after working hours.
- 3.4.7 Authorisation for a visitor to be admitted to the premise depends on the employee the visitor wishes to see and authorisation must be granted **only** if that member is aware of the visitor and/or willing to receive him/her officially.

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3.4.8 For this reason a list or notice received from employee that he/she is expecting a visitor or visitors, can be accepted as both a valid reason and authorisation.

3.4.9 On condition that full particulars of the visitor are provided, and that it is received by the Security Officer or Reception Officials well in advance.

3.5 Searching

3.5.1 Prior to granting access to a visitor, which has been cleared in the manner described above, it must be ensured that it will be safe to do so.

3.5.2 Prior to authorized admittance to the premises, all persons should be searched for dangerous weapons, explosives, and sabotage-related devices.

3.5.3 In terms of the Public Premises, entry searches are regulated by means of ***“The control of Access to Public Premises and Vehicles Act No. 53 of 1985.***

3.5.4 The obvious aim is to prevent prohibited items from gaining access to the facility and be used to effect destruction and or theft of assets.

3.5.5 In this regard Security Officers or delegated Officials from the facility should ensure that, the following types of objects are not permitted into the building.

3.5.5.1 Fire arms, explosives and any other dangerous objects which could be used to harm or damage;

3.5.5.2 Items include, at a minimum, weapons, explosives, incendiaries, alcoholic beverages, radios, cameras, narcotics controlled substances, and personal electronic devices;

3.5.5.3 Any object, apparatus, equipment or parts thereof which could be used to intercept, record, copy or reproduce information, other than that which is the property of the facility and;

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3.5.5.4 Searching for the reasons of getting access may be done or achieved either manually or by the use of electronic hand metal detects.

3.6 Conducting physical search

3.6.1 Physical search must be conducted thoroughly and prohibited items discovered should be confiscated and retained under security control until the owner leaves.

3.6.2 Any illegal item should remain in the possession of Security Officer or delegated Official for handover to South African Police Services.

3.6.3 In a facility where the number of people entering and/or limitations due to lack of resources prevent a search of every visitor entering the premises.

3.6.3.1 A random sampling should be conducted based on a reasonable percentage determined by Security Manager of Site Supervisor on duty.

3.6.4 The following steps should be taken when selecting visitors to be searched:-

3.6.4.1 The Security Officer must not search the same visitor every day since it may lead to unhappiness amongst staff members and the feeling of being mistreated;

3.6.4.2 The selection process should be totally impartial and the degree of safety and security is, however, reduced when the sampling system is used.

3.6.5 Thereafter, the following actions or steps should be taken whenever detection systems signal the presence of prohibited items:-

3.6.5.1 The Security Officer must ask the visitor to empty his/her pockets and be re-checked by means of the hand metal detectors;

3.6.5.2 In an event the second check is negative, the individual or visitor may be allowed to enter;

3.6.5.3 If the second check is positive, a physical search should be made by a Security Officer under observation of another Security Officer;



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- 3.6.5.4 If an individual or visitor refuses to be searched, either electronic or physical, or if a prohibited item is found, the visitor should be denied access and the matter be recorded in the Occurrence Book and;
- 3.6.5.5 Under no circumstances can a visitor be forced to submit to a search by a Security Officers if he/she refuses;
- 3.6.6 If an item is found that is not prohibited but can be used as a weapon to harm another person, the visitor should be denied access until the visitor voluntary leaves the item in possession of the Security Officer.

4. PHYSICAL SEARCHING AND USE OF SUPPORTING DIVICES

4.1 Searching methods without physical / technical aid

- 4.1.1 Visitors must be requested to declare any unauthorised object in their possession before they are granted access into the premises.
- 4.1.2 When the visitor has declared something, full particulars of the visitor and the object should be entered into the relevant register at the reception desk.
- 4.1.3 In case of an unauthorised object, it should either be kept in safe custody after the possessor was given a receipt or other proof of seizure of the article by the Security Officers until the visitor leaves, or access should be denied.
- 4.1.4 Any declaration, whether a positive or negative declaration should be followed by a physical inspection/search, or by an examination by means of the available technical aids.
- 4.1.3 Security Officers are not allowed to handle a fire arm of the visitor no matter what the circumstances.
- 4.1.4 The owner of the fire arm must put their firearm in the gunsafe and lock it with the key and the second key must be in the possession of the Security Officer.

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4.2 Physical inspection in line with COVID-19 regulation

- 4.2.1 In the case of a physical search, the visitor should open and show the contents of the jacket pockets, case, handbag, shopping bag, or any other object.
- 4.2.2 The statutory principle that a female visitor should be subjected to a physical search or inspection only by the same sex, should be adhered to.
- 4.2.3 Any firearm discovered during searching should always be the first item sought for, regardless of the method used.
- 4.2.4 If metal detectors are used, they should be able to detect both ferrous and non-ferrous metal with at least 90 per cent effectiveness.
- 4.2.5 Metal detectors should also be able to detect a small 25-caliber automatic pistol measuring no more than four by three and one-quarter inches.
- 4.2.6 Explosive detectors, whether of the hand-held or portal variety, should be capable of detecting the smallest devices or complicated which may cause loss of life when they are activated.
- 4.2.7 Also similar nitrogen-containing compounds in a minimum amount of 200 grams, with at least a 90 per cent effective detection rate.
- 4.2.8 All hand-carried packages or items should be checked for prohibited items prior to entry to a maximum-security facility and such searches may be conducted manually, by use of specialized hand metal detector equipment, or by X-ray.
- 4.2.9 Again, if prohibited items are found, or if something arouses suspicions, it should be handled as previously suggested.

4.3 Seaching when visitors leave the primises

- 4.3.1 Searches of all employees and visitors exiting a facility, should also be a condition of employment and/or a condition for entry in the first place.

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- 4.3.2 The aim of the exit search should be to detect theft or attempted theft of assets and/or property of the Department.
- 4.3.3 As a general rule, everyone exiting the facility premises should be searched, and the search may be done manual or by use of hand metal detector.
- 4.3.4 Security Officers must, however take note of the fact that a person cannot be forced to be searched in these circumstances.
- 4.3.5 The Act cited in paragraph 4.3.4 above **does not** authorize searches when a person exits a public premises or vehicle.
- 4.3.6 The person can only be detained if he/she refuses to be searched if the Security Officer has a **reasonable suspicion** that the person was involved with an action on the premises that constitutes a crime.
- 4.3.7 It is advisable for facilities to use an electronic asset tracking system to minimise difficulties in this regard.
- 4.3.8 Other items leaving the facility, for example, trash, must also be checked by a Security Officer to preclude diversion by this means.
- 4.3.9 Delivery personnel should also be controlled, for example, by a two-man packaging rule.
- 4.3.10 This is done to deter diversion by including stolen assets in an authorized delivery personnel for later retrieval.
- 4.3.11 Also sending stolen assets in an apparently authorized fashion to an off-site location.

4.4 Searching of vehicles entering and exiting the premises

- 4.4.1 Every vehicle entering the premises must be searched for the prohibited items previously mentioned.
- 4.4.2 In many ways, vehicle searches are much more difficult than searches of persons to accomplish effectively, simply because the use of detection equipment is more limited and there are more places to hide prohibited items.

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- 4.4.3 While detection equipment may be used to search for explosives, the main portion of the vehicle search must be done manually.
- 4.4.4 As a general rule, only those vehicles necessary to the facility's operation like staff vehicle, ambulance should be allowed access in the designated zones.
- 4.4.5 The vehicles belonging to visitor/s should be searched prior to allowing entry and in the emergency vehicles must be searched after they drop the patient.
- 4.4.6 The only exception should be for emergency vehicles when responding to emergency.
- 4.4.7 Where possible and/or practical, all vehicles including emergency vehicles should be escorted within the confines of a maximum security facility by a Security Officer or delegated officials.
- 4.4.8 The Security Officer must ensure that vehicle searches should include at a minimum the engine compartment, trunk or cargo space, undercarriage, passenger compartment, and wheel wells.
- 4.4.9 The searching of vehicles are difficult to accomplish in a fairly brief time, however, the Security Manager must develop simple guidelines and checklist to improve the turnaround time taken to search a vehicle.
- 4.4.10 The Department shall make use of portable explosive detectors and mirrors to assist in order to minimize the time spend during the searching of vehicles.
- 4.4.11 At some point, the vehicle searches should include a random element, in other words, they should not always be limited to the same areas of a vehicle.
- 4.4.12 Every vehicle search should cover those areas mentioned above plus several others selected randomly by the Security Officer conducting the search.
- 4.4.13 Regardless of the number of personnel involved in a vehicle search, there should always be a Security Officer observing from a protected area for any indication of duress on the part of a searcher.

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4.4.14 Upon exiting the protected area, every vehicle should again be searched for any Departmental assets depending on the assets involved, detection equipment may or may not be employed.

5. OTHER IMPORTANT ACCESS CONTROL CONSIDERATIONS

5.1 Guidelines and keeping of access control records

5.1.1 The Security Manager shall develop access control guidelines that would be compatible to the mission and vision of the Department.

5.1.2 The guidelines should be updated and reflect site-specific requirements. Signs should be posted advising visitors of the requirements for entry and exit.

5.1.3 Before access is granted to the premises for the first time, visitors should be oriented about requirements and sign the appropriate access control register.

5.1.4 The aim of keeping records is to facilitate the successive investigation and to provide information in respect of a visitor to whom access has been granted.

5.1.5 The signing of the register serves as proof that the visitor entered the premises after having been cleared by Security Officers or delegated official.

5.1.6 In respect of any objects or material in possession of the visitor, such object must be confiscated and placed in a lockable cabinet or in the gun safe.

5.1.7 Any confiscated item must be handed back to the visitor when they leave the premises.

5.2 Setting conditions for access

5.2.1 No visitor may be granted unconditional access to Departmental buildings and sensitive security area as described in the security plan of that facility.

5.2.2 The visitor carries some sort of proof that the necessary permission has been granted;

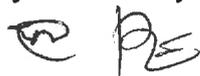


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- 5.2.3 The persons on the premises with whom the visitor or visitors may not come into contact.
- 5.2.4 The section of the premises which the visitor/s may not enter upon as indicated in the security plan.
- 5.2.5 The duration of the visitor/s presence on the premises and escorting of the visitor concerned while he/she is on the premises.
- 5.2.7 Conditions stipulated are to maintain and improve security and should not cause unnecessary inconvenience.

5.3 The escorting of bona fide visitors

- 5.3.1 Escorting is another method of access control measure, and should be implemented after access has been granted.
- 5.3.2 This method of escorting is a principle of access control because it extends the essential element of **control** until the visitor leaves premises.
- 5.3.3 Escorting of visitor/s is one of the measures that would require the Department to invest a lot of Human Resources to assist Security Officers on sites.
- 5.3.4 **protocols for visitors to access the premises;**
 - 5.3.4.1 The entourage will be responsible to escort the visitor, from the reception area, for the full duration of the visit, and back to the reception area;
 - 5.3.4.2 The entourage must not escort more than three (3) visitor/s at the same time for the same host unless there is a scheduled meeting;
 - 5.3.4.3 If different hosts are to be visited, the responsibility to escort the visitor may be transferred from the one host to the other;
 - 5.3.4.4 Only in exceptional cases may a Security Officers escort a visitor to and from the official that he or she might be having an appointment with, subject to the availability of Security Officers;



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- 5.3.5 The same arrangement applies as in the case of a visitor/s with the genuine reason to be in the premises, therefore the Facility Manager:-
- 5.3.5.1 Where service is required or who applied for the service be it the installation, maintenance or repair of equipment, or the receipt of goods,
- 5.3.5.2 Managers should designate in writing a member from their staff to escort the case for the duration the visitor or visitors presence on the premise.
- 5.3.6 The practice to employ cleaners for this purpose is not acceptable, because they do not have the required security knowledge to carry this function.

6. IMPLEMENTATION, MONITORING, REVIEW AND AMENDMENT

6.1 Implementation plan

- 6.1.1 The Security Manager shall communicate this SOP to all employees, service providers, visitor/s, that may officially interact with the Department.
- 6.1.2 Develop and circulate circulars, pamphlets and information session presentation via Departmental website to ensure compliance to the SOP.
- 6.1.3 The Security Manager or delegated officials shall further ensure that this SOP and directive prescriptions are enforced and complied with.

6.2 Monitoring and Evaluation

- 6.2.1 The Security Manager shall monitor and evaluate the implementation of the physical security practices on a regular basis.
- 6.2.2 Line Managers shall conduct periodical inspection and audit to ascertain the level of compliance to the SOP by employees.
- 6.2.3 Regular compliance audits shall be performed in order to ensure compliance with this standard operating procedure for physical security.

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6.3 Review and amendments of the SOP for physical security

6.3.1 The SOP shall be reviewed and adapted on a regular basis to ensure that it meets the business and service delivery requirements of the Department

7. STANDARD OPERATIONAL PROCEDURE APPROVAL

Recommended/ ~~not recommended~~



Dr. M. Tlhogane
Chief Director: Corporate Services

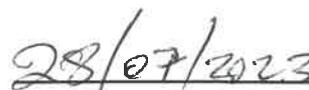


Date:

Approved/ ~~not approved~~



Mr. O. E. Mongale
Head of Department
North West Department of Health



Date: