



PAIA MANUAL

**Prepared in terms of section 14 of the
Promotion of Access to Information Act
2 of 2000 (as amended)**

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Abbreviations/acronyms/definitions

DEFINITIONS OF TERMS

Constitution	Constitution of the Republic of South Africa Act No 10 1996
CM	City Manager
IO	Information Officer
DIO	Deputy Information Officer
HOD	Head of Department
MFMA	Municipal Finance Management Act No.56 of 2003 as amended)
MMM	Mangaung Metropolitan Municipality
Members	Members of the Information Regulator
Regulator	Information Regulator.
PAIA	Promotion of Administrative Justice Act, 2000(as amended)
POPIA	Protection of Personal Information Act No. 4 of 2013
POPIA	Protection of Personal Information Act No.4 of 2013
Access fee	means a fee prescribed for the purposes of reproduction, search, and preparation of access and, if applicable, postal fees.
Appeal Application	means an application to a court for an appropriate relief after exhausting internal process.
Operator	means a person who processes Personal Information for a Responsible in terms of a contract or mandate, without coming under the direct

Personal Information means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to.

- 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 POPIA Protection of Personal Information Act, 2013 (Act No. 4 of 2013).
- Responsible Party means a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for processing Personal Information.

PURPOSE OF PAIA MANUAL

2. This PAIA Manual is useful for the public to:

- 2.1.** To check the nature of the records which are available at Mangaung Metropolitan Municipality that can be accessed without the need for submitting a formal PAIA request.
- 2.2.** To understand how to make a request for access to a record of the Mangaung Metropolitan Municipality.
- 2.3.** To access all the relevant contact details of the Information and Deputy Information Officer of the Municipality who will assist the public with the records they intend to access.
- 2.4.** Know all the remedies available from the Mangaung Metropolitan Municipality regarding request for access to the records, before approaching the Regulator or the Courts.
- 2.5.** Describe the services available to members of the public from the Mangaung Metropolitan Municipality, and how to gain access to those services.
- 2.6** To describe how to use PAIA, as updated by the Regulator and how to obtain access to it.
- 2.7** Know 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,

- 2.8 Know if the Mangaung Metropolitan Municipality 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
- 2.9 know whether the Mangaung Metropolitan Municipality has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. LEGISLATIVE MANDATE OF THE MANGAUNG METROPOLITAN MUNICIPALITY.

- Administrative Adjudication of Road Traffic Offences Act, 1998 (Act No.46 of 1998)
- Basic Conditions of Employment Act,1997 (Act No:75 of 1997)
- Basic Guide: General Conditions of Contract for Construction Works (GCC 2004)
- Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003)
- Compensation for Occupational Injuries and Diseases Act, 1993 (Act No. 130 of 1993)
- Constitution of the Republic of South Africa,1996 (Act No.108 of 1996)
- Council For Built Environment Act, 2000 (Act No. 43 of 2000)
- Disaster Management Act, 2002 (Act No. 57 of 2002)
- Disaster Management Framework,2005
- Division of Revenue Act,2013 (Act No.2 of 2013)
- Employment Equity Amendment Act, 2013 (Act No. 47 of 2013)
- Employment Equity Regulations
- Environmental Conservation Amendment Act, 2003 (Act No.50 of 2003)
- Environmental Management Act, 1998 (Act No.107of 1998)
- Expropriation Amendment Act, 1992 (Act No. 45 of 1992)
- General and Further Education and Training Quality Assurance Act, 2001 (Act No. 58 of 2001)
- Housing Amendment Act, 2001 (Act No.4 of 2001)
- Housing Consumer Protection Measures Act, 1998 (Act No.19 of 1998)
- Housing Development Agency Act,2008 (Act No.23 of 2008)
- Infrastructure Development Act, 2014 (Act No.23 of 2014)
- Intergovernmental Fiscal Relations Act, 1997 (Act No.97 of 1997)
- Intergovernmental Relations Framework,2005 (Act No. 13 of 2005)
- Labour Relations Amendment Act, 2012 (Act No. of 2012)
- Local Government: Municipal Finance Act, 2003 (Act No.56 of 2003)
- Local Government: Municipal Systems Act, 2000 (Act No.32 of 2000)
- Minimum Physical Security Standards
- Municipal Finance Management Act, Circular No.68

- Municipal Finance Management Act, Circular No.76
- Municipal Property Rates Act, 2004 (Act No. 6 of 2004)
- Municipal Regulations on Minimum Competency Levels- Gazette No.29967
- Municipal Regulations – Financial Misconduct
- Municipal Supply Chain Management Regulations Gazette No.27636, 30 May 2005
- National Building Regulations and Building Standards Act, 1977 (Act No. 103 1977)
- National Environmental Management: Protected Areas Act, 2003 (Act No. 57 of 2003)
- National Environmental Management: Waste Act, 2008 (Act No. 59 of 2008)
- National Heritage Resources, Act 1999 (Act No.25 of 1999)
- National Housing Code
- Occupational Health and Safety Act, 1993 (Act No. 81 of 1993)
- Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000)
- Prevention of Illegal Ejection from and Unlawful Occupation of Land Act,1998 (Act No.19 of 1998)
- Promotion of Access to Information Act, 2000 (Act. 2 of 2000)
- Promotion of Administrative Justice Act, 2000 (Act No. 3 of 2000)
- Promotion of Equality & Unfair Discrimination Act, 2000 (Act No.4 of 2000)
- Protected Disclosures Act, 2000 (Act No.26 of 2000)
- Protection of Personal Information, 2013 (Act No. 4 of 2013)
- Information Act, 2002(Act No. 70 of 2002)
- Rental Housing Act,1999 (Act No.50 of 1999)
- Skills Development Act,1998 (Act No.97 of 1998)
- Skills Development Levies Act, 1999 (Act No. 9 of 1999)
- Social Housing Act,2008 (Act No.16 of 2008)
- Spatial Planning and Land Use Management Act,2013 (Act No 16 of 2013)
- Tourism Act,2014 (Act No.3 of 2014)
- Unemployment Insurance Contributions Act, 2002 (Act No. 2002)
- World Heritage Convention Act, 1999 (Act No. 49 of 1999)

3. ESTABLISHMENT OF THE MUNICIPALITY

The Municipality is an organ of state within the local sphere of government and was established on 18 May 2011 on the day of elections when the Motheo District Municipality (within which it fell) was dis-established. This resulted in the former Mangaung Local Municipality amalgamating with the former Motheo District Municipality and subsequently being upgraded to become a

Metropolitan Municipality as contemplated in section 2(a-e) of the Municipal Structures Act 1998, (Act No 117 of 1998)

On 03 August 2016 the former Naledi Local Municipality (Dewetsdorp, Wepener and Van Staden Rus) was disestablished and together with Soutpan (previously part of Masilonyana Local Municipality) were incorporated into the Metropolitan Municipality.

The municipality comprises a total of 101 Councilors, 50 serve as Ward Councillors and 51 as proportional Councillors representation. Each of the 50 Ward Councillors chairs a ward committee as part of the Ward Participatory System that brings participation down to community level. Ward Councillors play a central role in the communication process between the communities they represent and the Council, reporting back regularly through ward meetings and assisting the community in identifying needs and priority areas of development which feed into the municipality's planning processes.

Mangaung Metropolitan Municipality uses an Executive Mayor-Mayoral Committee system. The Executive Mayor is elected by Council and selects the 10-member Mayoral Committee to run the government. There is a strong separation of power between the legislative and executive branch of council with the approval in 2011 of a new governance framework. A system of good governance and effective management of the metropolitan municipality was adopted and put in place an independent oversight mechanism in accordance with international principles of good governance.

Administratively, Mangaung Metropolitan Municipality is led by the City Manager with the assistance of the various Heads of Departments. All Municipal Services are rendered at all five Regional Offices with Municipal Points namely:

- Bram Fischer Pay Point (Bram Fischer Building Bloemfontein)
- Intermodal Facility.
- Harvey road (New Taxi Rank)
- Hostel no1 Pay Point.
- Leslie Monnanyane Pay Point.
- Regional Office,
- Heidedal Pay Point
- Reahola Centre, Botshabelo

- Thaba Nchu ,Civic Centre Pay Point,
- Dewetsdorp Pay Point
- Wepener Pay Point,
- Van-Stadensrus Pay Point
- Soutpan Pay Point
- Ikgomotseng Pay Point.

3.1. Objectives/Mandate

The objects of MMM, within its financial and administrative capacity are -

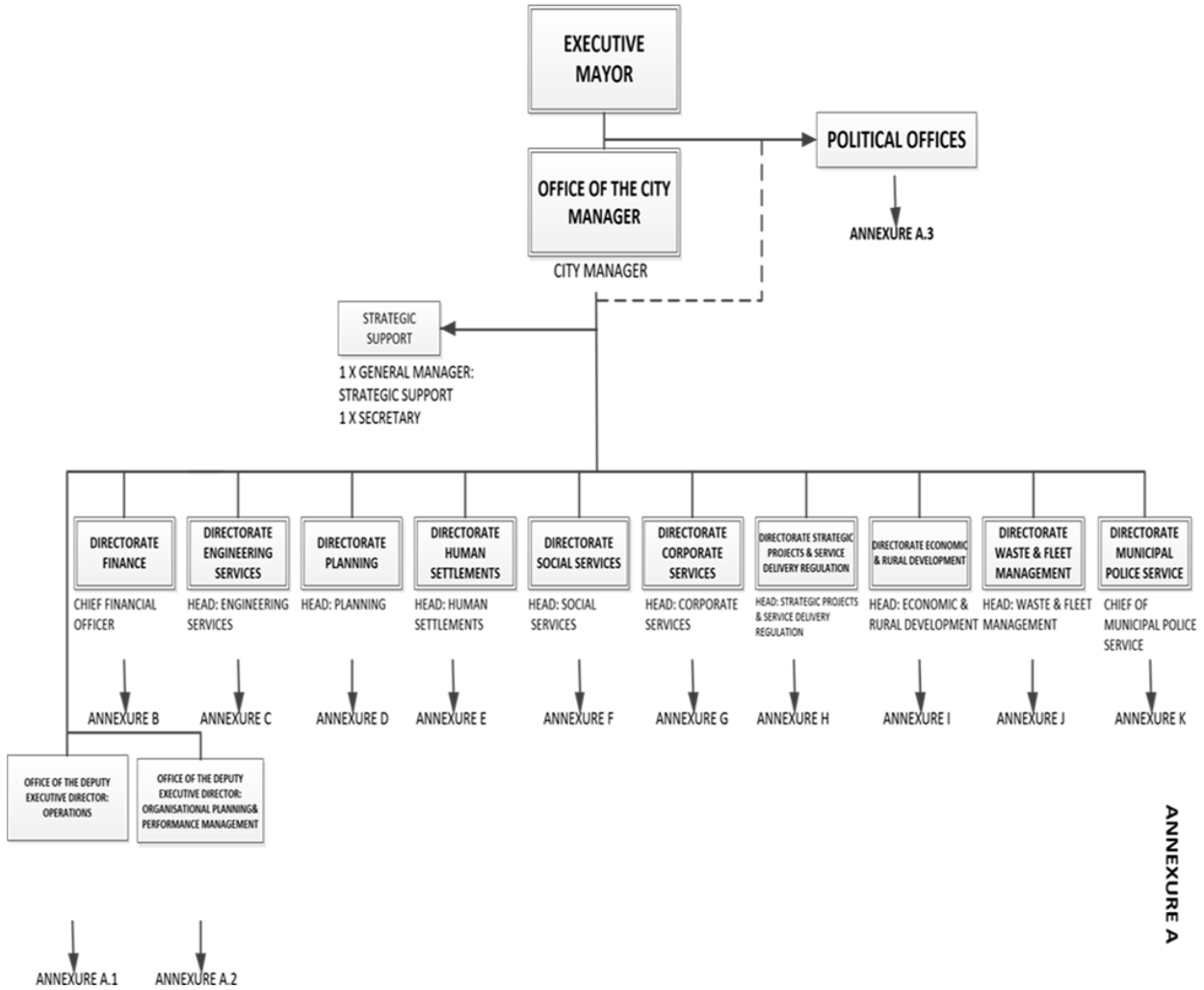
- a. to provide democratic and accountable government for local communities,
- b. to ensure the provision of services to communities in a sustainable manner,
- c. to promote social and economic development,
- d. to promote a safe and healthy environment and
- e. to encourage the involvement of communities and community organisations in the matters of local government.

The Municipality has all the powers and functions assigned to it in terms of the Constitution of the Republic of South Africa, 1996 (Act No 108 of 1996) (hereafter “the Constitution”) and in terms of other national and provincial legislation and has legislative and executive authority in respect of such powers and functions. The Municipality also has the right to do anything reasonably necessary for or incidental to the effective performance of its functions.

4. .1 STRUCTURE OF THE MANGAUNG METROPOLITAN MUNICIPALITY AND FUNCTIONS

The structure of the Municipality consists of a political and administrative structures.

ORGANISATIONAL STRUCTURE



4.2 DESCRIPTION OF THE MUNICIPALITY’S FUNCTIONS.

4.2.1. Office of the City Manager

The role of the City Manager is to lead City administration. The Office of the City Manager is responsible for all aspects of governance, such as ensuring compliance with statutory requirements and City policies, processes, and procedures.

The City Manager is supported by an Executive Management Team (EMT), appointed in terms of section 57 of the Municipal Systems Act. Each member heads a directorate and is responsible for key functions of the organization. These include implementing Council decisions and leading the City’s drive to achieve its strategic objectives as outlined each

year in the Integrated Development Plan (IDP).

4.2.2. Planning.

As the custodian of the MMM Spatial Plan, the City Planning Department provides support services, integration, reporting and monitoring related to the spatial planning in the city. This also includes the management of billboards and related advertising.

In short, this department looks to ensure optimal planning and land use in MMM, and to consider and approve, where appropriate, land development applications.

When it comes to ensuring that the City's spatial footprint meets the needs of communities, as per the City's integrated development plan (IDP) – it: ensures that levers such as policies and budget adequately respond to the spatial trajectory of the City.

The purpose and functions of this division are to ensure that residents and visitors of Mangaung enjoys the right to the following, in line with section 24 of the Constitution: an environment that is not harmful to their health or well-being; have the environment protected for the benefit of present and future generations.

4.2.3. FINANCE

The Finance Department is regarded as the core backbone of the City which provides sustainable financial stability, control and budgeting and thus enabling the achievement of various service delivery imperatives.

It provides financial services in an accountable, effective and transparent manner, through service excellence via a cohesive and motivated team. The strategic intent is to move the organization "towards financial sustainability".

4.2.4. HUMAN SETTLEMENT

Section 26(1) of the Constitution provides that everyone shall have the right of access to adequate housing. Accessibility means that the State must create conducive conditions for all its citizens, irrespective of their economic status, to access affordable housing. The right to adequate housing ensures that people enjoy physical and mental health and live in a safe place in peace and dignity.

The function of the Human Settlements Department (HSD) comes from the Housing Act that provides that every municipality must take all reasonable and necessary steps within the framework of national and provincial housing legislation and policy to ensure that:

The inhabitants have access to adequate housing on a progressive basis.

- Set housing delivery goals in respect of its area of jurisdiction.
- Identify and designate land for housing development.
- Create and maintain a public environment conducive to housing development;
- Promote the resolution of conflicts arising in the housing development process; and

- Promote and enable appropriate housing development in its area of jurisdiction.

4.2.5. ECONOMIC DEVELOPMENT

The core business of the department is to push back the frontiers of poverty, underdevelopment and unemployment, strive to stimulate economic development, growth and transformation through pursuit of economically vibrant, inclusive and development friendly policies, strategies, and programmes that position the City as a preferred destination for trade, investment and tourism.

In collaboration with various national and provincial structures, the department facilitates job creation, skills development, poverty alleviation and enhancement of industrial competitiveness. It focuses on arresting flight of strategic investments by facilitating reduction in the cost of doing business within Ekurhuleni. In addition, this department facilitates SMME and co-operatives development; investment promotion, facilitation and retention; and EPWP and CWP development and job creation programmes in the City.

4.2.6. CORPORATE SERVICES

The department focuses its resources on ensuring the sustainable proper governance systems and processes focusing on promoting principles of good governance to strengthen compliance to applicable legislation and regulations throughout the CoE, enabling oversight, accountability and enhancing governance processes in the CoE thereby building institutional confidence. The IDP linkage is to strengthen a high-performance organizational culture as part of the Governance Cluster.

This is attained by focusing on all legal matters of Council in specialized fields such as Supply Chain Management; Intellectual Property; Housing and Development; Contract and compliance Management; Municipal Court operations; Infrastructure; legal research; Departmental / Entity legal support and, Organisational support which includes litigation. All these components contribute directly to the effective corporate governance towards capacitating the City.

4.2.7. SOCIAL SERVICES.

The department's core function can best be broken down into the following points:

providing primary health care, implementing community development and environmental health programmes aimed at improving accessible, affordable and acceptable health and social services to the residents of Mangaung.

Divisions that make up this department are:

Primary Health Care

Social Development

Environmental Health

Disaster Management.

Disaster management pro-active measures - prevention, mitigation and preparedness

Disaster management re-active measures – response, relief, recovery, rehabilitation, reconstruction and development

4.2.8. FLEET AND WASTE MANAGEMENT

Fleet Management is responsible for ensuring an efficient end-to-end COE fleet asset administrative service which includes vehicle selection, purchasing, registration, licensing, and traffic fines management, accident management, tracking and monitoring, vehicle repairs & maintenance and disposals.

The Waste Management division is responsible for all the activities and actions required to manage waste from its inception to its final disposal. This includes, amongst other things, collection, transport, treatment, and disposal of waste. Part two of this division is landfill and the managing of solid waste disposal sites as resources, promoting sustainable, environmentally sound, and cost-effective practices through an integrated system

4.2.9. ENGINEERING

The planning and reviewing of storm water and roads infrastructure strategies, this department is also responsible for the development and maintenance of roads and storm water infrastructure.

It is responsible for:

Providing roads and storm water services

Constructing and maintaining roads and storm water infrastructure.

The Water Operations Division is responsible for ensuring the optimisation of the service delivery value chain. The division is responsible for the provision of water and sanitation services to all customers in the MMM. Infrastructure maintenance is the core function of the division, and this involves attending to leaks and repairing burst water pipes, valves, hydrants as well as the sewer network which includes the maintenance of pump stations.

5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE MANGAUNG

METROPOLITAN MUNICIPALITY

5.1. Chief Information Officer

Name:	Tebogo Motlashuping
Designation	Acting City Manager:
Tel:	051-405 8101
Email:	Tebogo.Motlashuping@cogta.gov.za
Fax number:	051-405 8108
Postal Address	PO Box 3704, Bloemfontein, 9300
Street address	Bram Fischer Building, 5 De Villiers Street, Bloemfontein

5.2. Deputy Information Officer

Full names	Sabata Taje
Designation	Manager: Information Services
Street address	Bram Fischer Building, 5 De Villiers Street, Bloemfontein
Postal Address	PO Box 3704, Bloemfontein, 9300
Telephone Number	051-405 8967
Fax Number	051-405 8108
E mail address	sabata.taje@mangaung.co.za

5.3 Access to information general contacts

popia@mangaung.co.za

Tel. 051-405 8911

Sabata.taje@mangaung.co.za

0823193218(Information Officer)

ocmreception@mangaung.co.za

Email enquiries@mangaung.co.za

Website. www.mangaung.co.za

5.4 National / Head Office

Postal Address:

Physical Address: D House,
27 Stiemens Street,
Braamfontein
Johannesburg
2001.

Telephone: 010 023 5200

Email: equiries@inforregulator.org.za

Website: www.inforegulator.org.za

6. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE MANGAUNG METROPOLITAN MUNICIPALITY.

NB: Please describe all remedies available in respect of an act or a failure to act by the body. This many include-

(a) Internal appeal,

Remedies

Remedies are available if the requester/third party is not satisfied that the decision of the MMM information officer/deputy information officer complies with the provisions of the Act.

A requester/third party may lodge an internal appeal with the MMM against a decision of

- the information officer or deputy information officer if:
- request for access is refused.
- the fees charged are unacceptable.
- the period within which a decision about access to a record must be made, is

- access to a record is not provided in the form requested, e.g. electronic copy
 - instead of a printed copy.
- A third party may lodge an internal appeal with the MMM against a decision by the information officer or deputy information officer to disclose information relating to the third party.

(b) Appeal procedure

- An internal appeal must be lodged on the prescribed form that is attached as Annexure 'B' within a period of 60 (sixty) days.
- if notice to a third party is required by section 49(1)(b), within 30 (thirty) days after notice was given to the appellant of the decision appealed against or if notice the appellant is not required, after the decision was taken.

(C) The internal appeal

- The appeal form must be delivered, posted, faxed or sent by electronic mail to the information officer or corporate deputy information officer.
- must identify the subject of the internal appeal and give reasons for the appeal.
- must state the manner in which the applicant wishes to be informed of the decision on the internal appeal, in addition to a written reply.
- must be accompanied by the prescribed appeal fee, if applicable.
- must specify a postal address, fax number or e-mail address.
- the information officer or deputy information officer must within 10 (ten) working days after receipt of an internal appeal submits it to the Appeal Authority, namely the Speaker, for consideration. late appeals may be allowed if good cause can be shown.
- A requester or third party may only apply to a court of law for relief, if the internal appeal procedure against a decision of the information officer or deputy information officer has been exhausted.

Regulator or any regulatory body:

Complaints

- (1) Any person may submit a complaint to the Regulator in the prescribed manner and form alleging interference with the protection of the personal information of a data subject .

- (2) A responsible party or data subject may, in terms of section 63 (3), submit a complaint to the Regulator in the prescribed manner and form if he, she or it is aggrieved by the determination of an adjudicator.

Mode of complaints to Regulator:

- (1) A complaint to the Regulator must be made in writing.
- (2) The Regulator must give such reasonable assistance as is necessary in the circumstances to enable a person, who wishes to make a complaint to the Regulator, to put the complaint in writing.

Action on receipt of complaint

On receiving a complaint in terms of section 74, the Regulator may-

- conduct a pre- investigation as referred to in section 79;
 - act, at any time during the investigation and where appropriate, as conciliator in relation to any interference with the protection of the personal information of a data subject in the prescribed manner,
 - decide, in accordance with section 77, to take no action on the complaint or, as the case may be, require no further action in respect of the complaint;
 - conduct a full investigation of the complaint;
 - refer the complaint, in terms of section 92, to the Enforcement Committee; or
 - take such further action as is contemplated by this Chapter.
- (2) The Regulator must, as soon as is reasonably practicable, advise the complainant and the responsible party to whom the complaint relates of the course of action that the Regulator proposes to adopt under subsection (1).
- (3) A responsible party or data subject may, in terms of section 63 (3), submit a complaint to the Regulator in the prescribed manner and form if he, or she or it is aggrieved by the determination of an adjudicator.
- (4) The Regulator may, on its own initiative, commence an investigation into the interference with the protection of the personal information of of a data subject as referred to in section 73.
- the responsible party to whom the complaint relates of the course of action that the

Regulator proposes to adopt under subsection (1).

- (d) The requester can approach the Court with jurisdiction for appropriate relief.

7. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

7.1. The Regulator has, in terms of section 10(1) of PAIA, updated and made available the revised Guide **on** how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

7.2. The guide is available in three official languages,

7.3. The aforesaid Guide contains the description of:

7.3.1 The objects of PAIA and POPIA

7.3.2 The Postal address phone and fax number and, if available,

7.3.2.1. the Information Officer of every public body, and

7.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA1 and section 56 of POPIA .

7.3.1 The objects of PAIA and POPIA,

7.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of the Information Officer of every public body,

7.3.2.1 the Information Officer of every public body, and

7.3.2.2 every Deputy Information Officer of every public and private body designated in In terms of section 17(1) of PAIA1 and section 56 of POPIA.

7.3.3. the manner and form of a request for-

7.3.3.1. access to a record of a public body contemplated in section 11 and

7.3.3.2. access to a record of a private body contemplated in section 50.

7.3.4. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA,

- 7.3.5. the assistance available from the Regulator in terms of PAIA and POPIA.
- 7.3.6. 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
 - 7.3.6.1. an internal appeal,
 - 7.3.3.1. access to a record of a public body contemplated in section 11 and
 - 7.3.3.2. access to a record of a private body contemplated in section 50
- 7.3.4. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA.
- 7.3.5. the assistance available from the Regulator in terms of PAIA and POPIA,
- 7.3.6. 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 –
 - 7.3.6.1 an internal appeal,
 - 7.3.6.2. a complaint to the Regulator; and
 - 7.3.6.3. 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
- 7.3.7. 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,
- 7.3.8. the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively,
 - 7.3.9. the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
 - 7.3.10. the regulations made in terms of section 92,
- 7.4. 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. The Guide can also be obtained-
 - 7.4.1. upon request to the Information Officer,
 - 7.4.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).
- 7.4 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. The guide can also be obtained

7.4.1. upon request to the Information Officer;

7.4.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>)

8. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY THE MANGAUNG METROPLITAN MUNICIPALITY.

Subjects on which the body holds records	Categories of records held on each subject
Strategic Documents, Plans, Proposals	<ul style="list-style-type: none"> •Annual Reports, Strategic Plan, Annual •Performance Plan.
Human Resources Management	<ul style="list-style-type: none"> •HR policies and procedures •Advertised posts •Employees records •Learning and development development and training plans equity plan and statistics.
Health and Social Development	<ul style="list-style-type: none"> •Medical Records and Patient Information
Property and Land Management	<ul style="list-style-type: none"> Main files •Buildings and Properties •Land owned by MMM
FINANCE	<ul style="list-style-type: none"> • Budgeting and Public Participation; • Service Provider Records etc. • Estimates •Financial statements • Interdepartmental recoveries and recharge • Property valuations, property rates, loans • Grant funding • Own funds

	<ul style="list-style-type: none">• Tariffs, fees, charges, fines and deposits• Credit facilities• Financial assistance and sponsorship rendered• Financial management of bequests• Bookkeeping and banking• Investments• Risk finance• Petty cash• VAT• Reports and returns• Settlement of accounts due by Council• Levies• Cashier's float
STAFF	<ul style="list-style-type: none">• Staff strength and grading• Conditions of service• Recruitment and appointments, appeals and freezing/unfreezing• Terminations and severances• Staff movements• Job evaluation and appeals• Staff finance• Staff appraisals• Labour relations• Staff control• Assistance• Letters of thanks• Acts of bravery/commendations

	<ul style="list-style-type: none"> • Congratulations, condolences, messages of goodwill to staff • Newsletters and notices • Statistics • Standby duties • Staff restructuring • Utilisation of offenders for community services • Rendering of chaplain services • Occupational risk management/health and safety
<p>TRAINING AND DEVELOPMENT</p>	<p>Main files</p> <ul style="list-style-type: none"> • Staff training • Councillor training • Workshops and information sessions, congresses and seminars • Bosberade
<p>DOMESTIC SUPPLIES AND SERVICES</p>	<p>Domestic supplies</p> <ul style="list-style-type: none"> • Domestic services • Occupational risk management and health and safety
<p>SUPPLY CHAIN MANAGEMENT</p>	<p>Main files</p> <ul style="list-style-type: none"> • Tenders and contracts • Quotations • Guarantees • Source Link electronic bulletin board: (EBB): Trade World (file terminated)

	<ul style="list-style-type: none"> •Suppliers Database (•Tender deviation reports •Tender/vendor defaulters •Vendor registrations
<p>INFORMATION TECHNOLOGY</p>	<p>Main files</p> <ul style="list-style-type: none"> • Support • Application and operating systems • Internet • Projects and investigations • Geographic information systems (GIS) • Intranet • Liaison with companies
<p>PUBLICITY AND INFORMATION</p>	<p>Main files</p> <ul style="list-style-type: none"> • External communication • Internal communication • Competitions • Marketing • History of Council • Educational tours and visits • Compilation of information regarding specific communities • National/international networks • Awareness campaigns • Complaints and enquiries

	<ul style="list-style-type: none"> • Innovation, information and knowledge management
FESTIVALS AND SOCIAL MATTERS	<ul style="list-style-type: none"> • Speeches • Protocol and list of addresses • Festivals/events/exhibitions • Receptions and functions • Concerts and performances • Civic honours and awards • Commemorative services and events • Letters of thanks, congratulations, condolences and messages of goodwill • Mayoral patronage • Memorial services • Holiday season planning, proposals and reports
REPORTS, RETURNS AND STATISTICS	<p>Main files</p> <ul style="list-style-type: none"> • Reports • Returns and statistics • Questionnaires • Monitoring of status of municipalities • Surveys
COMPOSITION AND MEETINGS OF BODIES	<p>Main files</p> <ul style="list-style-type: none"> • Internal • External

<p>LEGAL MATTERS</p>	<ul style="list-style-type: none"> • Legal opinions and court decisions • Civil action claims • Establishment and functioning of courts • Prosecutions • Contraventions and complaints • Section 62 appeals • Regulation 50 resolution of disputes, objections, complaints and queries in terms of the Municipal Finance Management Act • Enforcement of building development management • Enforcement of land use management • Municipal Supply Chain Management Regulations, Regulation 38 • Statistics
<p>LICENCES AND PERMITS</p>	<ul style="list-style-type: none"> • Licences • Permits, certificates and concessions
<p>URBAN PLANNING AND BUILDING CONTROL</p>	<p>Main files</p> <ul style="list-style-type: none"> • Project planning • Town planning/zoning schemes • Forward planning • Township establishment • Land use management and township control • Identification of land • Naming

	<ul style="list-style-type: none"> • Town entrance improvement • Conservation of built environment • Building control • Control of advertising • Cultural/heritage studies • Gated communities
<p>ECONOMIC PLANNING AND DEVELOPMENT</p>	<ul style="list-style-type: none"> • Main economic sectors • Employment creation • Small, medium and microenterprises (SMMEs) • Training and development • Special rating areas • Urban farming and small farming settlements • Central business districts (CBDs) • Film industry • Livestock management • Local area economic development (LEAD)
<p>TRAFFIC ENGINEERING AND TRANSPORTATION PLANNING</p>	<p>Main files</p> <ul style="list-style-type: none"> • Road accidents • Traffic calming measures • Traffic signs and road markings • Traffic signals • Pedestrian facilities • Public transport • Rail facilities

	<ul style="list-style-type: none"> • Parking
<p>ENVIRONMENTAL MANAGEMENT</p>	<p>Main files</p> <ul style="list-style-type: none"> • Matters affecting the environment • Individual environmental units • Environmental education and training
<p>ROADS</p>	<p>Main files</p> <ul style="list-style-type: none"> • National roads • Toll roads • Provincial roads/trunk roads • Main and proclaimed main roads • Local streets and squares • Road fencing • Private roads • Footways, sidewalks, kerbs, verges and boundary fences • Access driveways • Bridges, subways and level crossings • Cycle paths • Intersections • Permanent closure of streets, lanes and level crossings • Control of non-municipal underground construction works • Applications for consent for roadworks on properties/wayleaves

	<ul style="list-style-type: none"> • Road access • Scenic routes • Servitudes
SOLID WASTE	<p>Main files</p> <ul style="list-style-type: none"> • Refuse removals • Supply of refuse bins, bags and tidy tips • Street and area cleansing • Mobile toilets • Stercus/night soil removals • Cleaning of subways • Refuse disposal • Compost • Recycling • Co-disposals
STORMWATER DRAINAGE	<p>Main files</p> <ul style="list-style-type: none"> • Distribution network • Servitudes • Pollution of stormwater • Cleaning of stormwater drains
SEWERAGE	<ul style="list-style-type: none"> • Bulk sewerage
WATER SUPPLY	<p>Main files</p> <ul style="list-style-type: none"> • Acquisition of sources • Distribution and supply • Main pipe lines

	<ul style="list-style-type: none"> • Water treatment plants • Reservoirs • Dams • Filtration plants • Water wayleaves • Registration of notarial water servitudes • Meters • Fire hydrants • Underground water for irrigation purposes • Servitudes • Pump stations • Bulk water
<p>CEMETERIES AND CREMATORIA</p>	<p>Main files</p> <ul style="list-style-type: none"> • Cemeteries • Crematoria • Gardens of remembrance • Walls of remembrance • Mausoleum
<p>MARKETS AND TRADING SERVICES</p>	<p>Main files</p> <ul style="list-style-type: none"> • Fresh produce and flower markets • Flea/craft/night markets • Hawking and trading activities
<p>ABATTOIRS</p>	<p>Main files</p> <ul style="list-style-type: none"> • Humane killing and animal welfare

	<ul style="list-style-type: none">• Disposal of unauthorised dogs on premises• Production of by-products• Offal• Gut• Hygiene• Effluent• Electrified beef• Manure removal• Meat imports• Exemptions• Cold storage facilities• Use and leases• Animal diseases• Meat exports• Laboratory reports• Slaughtering• Theft of meat• Reports• Donations• Control and receiving of livestock• Slaughtering and auction starting times• Washing of trucks• Abattoir social matters• Liaison with abattoir role-players
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<p>SAFETY AND SECURITY SERVICES</p>	<ul style="list-style-type: none"> • Fire services • Disaster risk management • Law enforcement • Traffic control and enforcement • Metro Police
<p>HUMAN SETTLEMENTS</p>	<p>Main files</p> <ul style="list-style-type: none"> • Informal settlements • Housing projects • Leased-housing schemes • Housing for the aged • Statistics • Backyard dwellings
<p>HEALTH SERVICES</p>	<p>Health plans</p> <ul style="list-style-type: none"> • Facilities • Health programmes • Support services health statistics/ information research • Quality assurance • Environmental Health • Acquisition of library materials • Interlibrary loans • Planning and provision
<p>LIBRARY SERVICES</p>	<ul style="list-style-type: none"> • Maintenance of library buildings • Usage of library buildings • Security in respect of library material

	<ul style="list-style-type: none"> • Provision of special services • Computerised library system • Liaison • Reports and returns • Donations rendered • Hours of operation • Marketing • Inspection/monitoring/visits • Library programmes
SPORTS AND RECREATION	<p>Main files</p> <ul style="list-style-type: none"> • Liaison with sports federations, councils and boards • Sports facilities, complexes and grounds • Swimming pools • Recreational facilities, multipurpose halls, civic centres and other halls • Planning and staging of events by Council
PARKS, GARDENS, PUBLIC OPEN SPACES AND HORTICULTURAL MATTERS	<p>Main files</p> <ul style="list-style-type: none"> • Parks, public open spaces and gardens • Nurseries, horticultural matters and landscaping
MUSEUMS, MONUMENTS, MEMORABILIA	<ul style="list-style-type: none"> • Museums, monuments, memorials, plaques and other heritages • Art galleries, works of art • Bequests offered/entrusted to Council

	<ul style="list-style-type: none"> • Research projects • Feasibility studies • Reports
COMMUNITY DEVELOPMENT AND SOCIAL WELFARE	<p>Main files</p> <ul style="list-style-type: none"> • Social development plan • Community liaison • Reconstruction and development programme • Strategies and services in respect of community development projects • Investigation in respect of services in previously disadvantaged areas • Database in respect of community organisations • Cultural infrastructure
EDUCATION	<ul style="list-style-type: none"> • Liaison with schools • Establishment and closure of schools, crèches and facilities
COMMUNICATION AND POSTAL SERVICES	<ul style="list-style-type: none"> • Community radio station • Postal and telecommunication services
CONTROLLING OF ANIMALS	<ul style="list-style-type: none"> • Pounds • Liaison with animal rescue organisations • Management of animals • Service animals
INTEGRATED SERVICES AND PROJECTS	<ul style="list-style-type: none"> • Main files or matters covering subject as a whole • 2010 Federation International Football Association

	(FIFA) World Cup Project • Integrated Public Transport Network Project • Tourism, Events and Marketing Directorate,
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9. CATEGORIES OF RECORDS OF THE MANGAUNG METROPOLITAN MUNICIPALITY WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS. (VOLUNTARY DISCLOSURE)

(Section 15 of the Promotion of Access to Information Act 2 of 2000)

[Regulation 5A]

[Form D inserted by GNR. 466 of 2007]

Description of category of records automatically available in terms of Section 15(1 (a) of the Promotion of Access to Information Act, Act 2 of 2000	Document Type	Available on Website
For inspection in terms of Section 15(1)(a)(i)		
	Application for township establishment, and Application for rezoning or consent use, in terms of the Town Planning and Townships Ordinance, 1986. Tariffs and rates as determined by the MMM in terms of section 10 G of the Local Government Transitional Act, 1993 and the Local Authorities Rating Ordinance, 1977.	Planning Directorate 10 th Floor, Braam Fischer Building. Website. All Paypoints. Website All Paypoints

	<p>By-laws that are adopted by the MMM in terms of the Municipal Systems Act, 2000.</p> <p>5. Valuation roll in terms of the Local Authorities Rating Ordinance 197.</p>	<p>Website All paypoints</p>
Planning and Building Development	<ul style="list-style-type: none"> • Business processes • Policy plans • Zoning schemes. 	<p>Planning Directorate 10th Floor, Braam Fischer building</p>
Viewing of building plans:	<ul style="list-style-type: none"> • Approved building plans or Building plans awaiting approval, which includes all ancillary documentation, pertaining thereto, are available subject to making prior arrangements: • to interested and affected parties in respect of new developments and to adjoining neighbours who have a bona fide interest provided that: • a request form is completed for identification and recordkeeping purposes, • satisfactory proof of residence or ownership is submitted by adjoining neighbours, • viewing will take place under Supervision. • copyright protection applies, plans may not be copied without The written consent of the Copyright holder. 	<p>Planning Directorate 10th Floor, Braam Fischer building.</p> <p>Building Control First Floor, Braam Fischer building</p>
Budget and business plans	<ul style="list-style-type: none"> • Quarterly financial reports • Capital budget • Estimates of income and expenditure • Reports on budget control • City-wide tariffs • Service Delivery and Budget 	

	Implementation Plan (SDBIP) • Annual Report and Integrated Development Plan (IDP) as approved by Council.	
<p align="center">FOR COPYING IN TERMS OF SECTION 15 (1) (a) (ii)</p> <p>Agendas and minutes of Council</p> <p>All agendas and minutes of open meetings of Council and its committees, including agendas and minutes of open meetings of the Executive Mayor and Mayoral Committee (Mayco) are published to the City’s external website and are automatically accessible by members of the public</p>		

DESCRIPTION OF CATEGORY OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15 (1) (a) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, ACT 2 OF 2000	
<ul style="list-style-type: none"> • Name, address, telephone numbers • Ward/proportional, political party and election details • Position in Council, e.g. committee membership, whether fulltime or part-time • Details of trips outside municipal area • Attendance registers, absence records and 	Committee Services 4 th Floor, Bram Fischer building
<ul style="list-style-type: none"> • Council delegations developed in terms of section 59 of the Local Government: Municipal Systems Act, Act 32 of 2000 • Delegations to political office bearers • Members of staff • Structure (Mayco, subcouncil, portfolio committees) 	Local Committee Services 4 th Floor, Bram Fischer building Website
Legislations Policies By-Laws	Website
Awarded Bids Bids Registers Weekly Qoutations	Website
Business Support links Job Portals Vacancies	Website

10. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE MANGAUNG METROPOLITAN MUNICIPALITY AND HOW TO GAIN ACCESS TO THOSE SERVICES.

10.1 Powers and duties of Mangaung Metropolitan Municipality include the following:

Solid waste landfill sites, insofar as it relates to:

- the determination of a waste disposal strategy,
- the regulation of waste disposal,
- Ensuring integrated development planning,
- Provision of potable water supply systems,
- Bulk supply of electricity, which includes for the purposes of such supply, the transmission, distribution and the generation of electricity,
- Provision of bulk sewage purification works and main sewage disposal systems,
- the establishment, operation and control of waste disposal sites,
- bulk waste transfer facilities and waste disposal
- Municipal roads which form an integral part of a road transport system,
- Provision of Municipal health services,
- Provision of firefighting services, which includes,
- planning, co-ordination, and regulation of fire services,
- Specialized firefighting services such as mountain, veld and chemical fire services,
- Co-ordination of the standardization of infrastructure, vehicles; equipment and procedures and training of the fire officers,
- The establishment, conduct and control of fresh produce markets and abattoirs,
- The establishment, conduct and control of cemeteries and crematoria,
- Promotion of local tourism,
- Provision of Municipal public works relating to any of the above functions, or any other functions assigned to the municipality,
- The receipt, allocation and distribution of grants made to the municipality,

- The imposition and collection of taxes, levies and duties as related to the above functions or as may be assigned in terms of national legislation and
- Customer Care Services which are as follows:
- Payment and account-related services,
- Lodging and following up of all complaints,
- Provision of information related to all services in the Metro,
- Liaison with and referral to line departments where necessary,
- Booking of facilities and services,
- Provision of a multi-purpose community care front desk,

11. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY THE MANGAUNG METROPOLITAN MUNICIPALITY.

Public participation in a local government context is governed by the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) and the Local Government: Municipal Structures Act, 1998 (Act No. 117 of 1998). The purpose of the public participation process is to ensure that MMM as well as the broader community co-own the public participation process and the product.

Segments of the public engaged in public participation are, e.g. individuals, sporting/social groups, religious, organizations, small, medium and micro- enterprises (SMMEs), community-based organizations (CBOs), non-governmental organizations (NGOs), sector-based forums, area-based forums, businesses, and civic/ratepayer associations.

The MMM may use the following methods to engage in public participation:

- Distribution of documents in public places for comment
- Surveys
- Newspaper advertisements
- Formal public hearings
- Public meetings
- Development of a public participation structure

12. PROCESSING OF PERSONAL INFORMATION

12.1 Purpose of Processing

Personal information is processed for reasons including:

- 12.1.1 Accounts Section- Billing Purposes.

- 12.1.2 Building Control- Application and approval of building permits to the correct owner.
- 12.1.3 Cemeteries- Graveyards funeral services
- 12.1.4 Customer Care- Registration of Indigents
- 12.1.5 Debt Collection- Arrangements to collect outstanding debt.
- 12.1.6 Development Applications Division- Issuing of zoning certificates and processing of land use applications.
- 12.1.7 Disaster management- issuing of certificates and permits in terms of relevant legislation and facilitation of relief measures with NGOs and Sector departments of households affected by disasters and or emergency incidents.
- 12.1.8 Employees: record of employee life cycle
- 12.1.9 Employee Name and job title, contact information,
- 12.1.10 Details of Senior Management and Performance Agreements
- 12.1.11 Facilities Management- Halls and Sports facilities rental application.
- 12.1.12 Finance — Debtor/ Creditor control
- 12.1.13 Finance ----Supply chain management.
- 12.1.14 Fresh Produce Market- Registration of buyers on the Refresh System
- 12.1.15 GIS (Outdoor Advertising)- Processing Applications for Approvals / Disapprovals
- 12.1.16 Human Resources- Employment & Recruitment related information.
- 12.1.17 Human settlement- Permits and Title Deeds information
- 12.1.18 ICT- Access to municipality network resources
- 12.1.19 IDP Public Consultations meetings- Attendance Registers
- 12.1.20 Medical related information- Primary Health Care forms
- 12.1.21 Municipal Planning Tribunal- Applications for Land Use, change and Land development
- 12.1.22 Office of Speaker- Attendance registers during Imbizos and Public Participation meetings.
- 12.1.23 Pension & Benefits -Next of kin details for benefits in case of death
- 12.1.24 Public Safety- Completion of forms, issuing of traffic fines, Spot fines, citations summonses by Law enforcement officers, traffic officers, traffic wardens.
- 12.1.25 PAIA -Applications to access records.
- 12.1.26 Parks-Rental of revenue generating parks
- 12.1.27 Revenue Management-Indigents and Pensioners rebate campaigns

- 12.1.28 Supply Chain Management- Service Provider and related information.
- 12.1.29 Safety and Loss Control-Forms completed for Injury on Duty cases.
- 12.1.30 Service providers: record of service provider life cycle.
- 12.1.31 SMMME Division- Assistance and linking clients with funding possibilities.
- 12.1.32 SMME Division- Vendor and Hawking stalls registers.
- 12.1.33 Transport Planning- Assessment of Traffic Impact Studies and Site Development Plans.
- 12.1.34 Traffic College- Verification of illicit background during registration for developmental programmes.
- 12.1.35 Water & Sanitation-Pre-paid Water meter applications

12.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto.

NB: Specify the categories of data subjects in respect of whom the body processes personal information and the nature or categories of the personal information being processed.

SUBJECT	CATEGORY
Natural Persons	Names and surname,contact details (contact number(s),Fax number, email address Residential, Postal or business address; Unique Identifier/Identity Number andConfidential correspondence.
Juristic Persons	Names of contact persons; Name of legal entity; physical and postal address; contact details (contact number(s), fax number, email address); registration number; financial, commercial, scientific or technical information and trade secrets.
Employees	Gender, pregnancy; marital status; Race age, language, educational information (qualifications); financial information; employment history; ID number; physical and postal address; contact details(contact number(s), fax number, email address); criminal behaviour; well-being and their relatives (family

	members) race, medical, gender, sex, nationality, ethnic or social origin, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, biometric information of the person.
Candidates	Employment history and credit score, in order to assess suitability for employment.
Utilities Holders (Accounts)	Property ownership or lease details, bank accounts, personal address, identity numbers, account payment history,
Clients	Identity numbers, medical history, address details.
Visitors to any premises of all Regional Offices of MMM	Names and surname; contact details (contact number(s), fax number, email address); Residential, postal or business address; Unique Identifier/Identity numbers.

12.3 The recipients or categories of recipients to whom the personal information may be supplied

Category of personal information	Recipients or Categories of Recipients
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
Information of fraud and corruption related to employees.	Regulatory Bodies including Chapter 9 Institutions.

12.4 Planned transborder flows of personal information

Personal Information only upon approval and knowledge of data subject as may be necessary, unless court order specifically prohibits such notification.

12.5 General Description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

Security measures to protect Personal Information

- Access control measures
- Internal security measures
- Cyber security measures
- Anti-spam measures
- Anti-virus measures
- Installing security firewalls
- Password control
- Vulnerability management
- Public Key Infrastructure
- Backups
- IT Service Continuity
- Cyber Security Awareness program
- Training programs on information security
- Information security audits
- IT-related company policies.

13. AVAILABILITY OF THE MANUAL

13.1 This Manual is made available in the following three official languages-

13.1.1 English,

13.1.2 Afrikaans (to be translated once approved by the Regulator)

13.1.3 Sesotho (to be translated once approved by the Regulator)

13.1.4 Setswana (to be translated once approved by the Regulator)

13.2 A copy of this Manual or the updated version thereof, is also available as follows-

13.2.1 on www.mangaung.co.za , if any, of the public body;

13.2.2 at the head office of the public body for public inspection(Room213,Second floor)
during normal business hours;

13.2.3 to any person upon request and upon the payment of a reasonable prescribed fee;
and

13.2.4 to the Information Regulator upon request.

13.3 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

14. UPDATING OF THE MANUAL

The Mangaung Metropolitan Municipality will, if necessary, update and publish this Manual annually.

Issued by

Tebogo Motlashuping

Acting City Manager

(Insert the Name of the information Officer)

(Title of information Officer. e.g. Chief Executive Officer)