



DEPARTMENT OF INTERNATIONAL RELATIONS AND COOPERATION

Subject:	PAIA SECTION 14 MANUAL
Compiled by:	Records Management
Domain:	Corporate Management

**PROMOTION OF ACCESS TO INFORMATION ACT
SECTION 14 MANUAL**


Custodian:	Records Management
Approval by Director-General: Mr Zane Dangor	<i>Zane Dangor</i>
Date of approval:	<i>15/12/2022</i>

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**MANUAL ON THE PROMOTION
OF ACCESS TO INFORMATION ACT
NO 2 OF 2000
REVISED DECEMBER 2022**

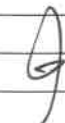
**UPDATED BY
DIRECTORATE RECORDS MANAGEMENT**

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1. INTRODUCTION

Section 32 (1) of the Constitution of the Republic of South Africa, Act No. 108 of 1996 (the Constitution) stipulates that everyone has the right of access to any information held by the State, and any information that is held by another person that is required for the exercise or protection of any rights and that national legislation must be enacted to give effect to this right.

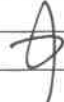
The Promotion of Access to Information Act (PAIA), No. 2 of 2000, gives effect to this constitutional right and came into effect on 9 March 2001. The object of the Act is to foster a culture of transparency and accountability in public and private bodies and to actively promote a society in which the people of South Africa have effective access to information to enable them to more fully exercise and protect all of their rights.

In terms of the Act, the Director-General of the Department of International Relations and Cooperation is the Information Officer for the Department. The Director-General has appointed a Deputy Information Officer for each of the Branches within the Department.

The Office of the Director-General will act as nodal point for requests for information.

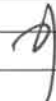
In terms of section 14 of PAIA a public body must have a manual which sets out amongst others the functions and, of an index of records held by a public body.

The aim of this Manual is to give effect to the provisions of section 14 and to enable members of the public to acquaint themselves with the procedures to be followed to access records that are in the possession of the Department of International Relations and Cooperation.

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2. FUNCTIONS AND STRUCTURE OF ORGANISATION


<p>2.1 VISION</p>	<p>The Department of International Relations and Cooperation's (DIRCO) vision is championing an African continent, which is prosperous, peaceful, democratic, non-racial, non-sexist and united and which aspires to a world that is just and equitable.</p>
<p>2.2 MISSION</p>	<p>DIRCO's mission is to formulate, coordinate, implement and manage South Africa's foreign policy and international relations programmes, promote South Africa's national interest and values and the African Renaissance (and create a better world for all).</p>
<p>2.3 STRATEGIC PRIORITIES</p>	<p>The strategic priorities of the Department of International Relations and Cooperation are:</p> <ul style="list-style-type: none"> • Through bilateral and multilateral interactions protect and promote South African national interests and values • Conduct and coordinate South Africa's international relations and promote its foreign policy objectives • Monitor international developments and advise government on foreign policy and related domestic matters • Protect South Africa's sovereignty and territorial integrity • Contribute to the formulation of international law and enhance respect for the provisions thereof • Promote multilateralism to secure a rules based international system • Maintain a modern, effective and excellence driven department • Provide consular services to South African nationals abroad • Provide a world class and uniquely South African State Protocol service.
<p>2.4 VALUES</p>	<p>The Department of International Relations and Cooperation adheres to the following values:</p> <ul style="list-style-type: none"> • Patriotism • Loyalty • Dedication • Ubuntu • Batho Pele • Constitutional Values (Chapter 10)

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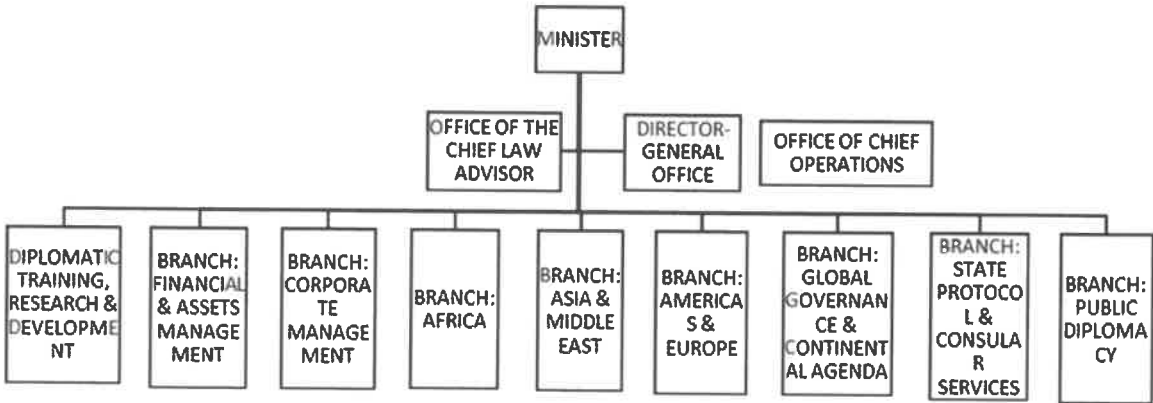
2.5 STRUCTURE

The structure consists of:

- Ministry,
- Office of the Director-General, and ten Branches namely:
- Corporate Management
- Office of Chief of Operations
- Public Diplomacy
- State Protocol & Consular Services
- Africa
- Asia & the Middle East
- Americas and Europe
- Global Governance & Continental Agenda
- Financial & Asset Management
- Diplomatic Training, Research & Development

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2.6 Schematic diagram of structure



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3. CONTACT DETAILS

3.1 Nodal point for all requests for information:


The Information Officer
Director-General
Department of International Relations and Cooperation
Private Bag x152
Pretoria
0001
Attention: Mr RP Nchabeleng SE4-01-052
Records Management SE4-01-068
Mr CP Ravhengani
Records Management SE4-01-053

Enquiry: Mr NM Tshirado
Records Management SE4-01-066
Tel. nr. 012 351 0831
paia@dirco.gov.za

3.2 INFORMATION OFFICER	
Designation	Director-General
Postal address	Private Bag X152 Pretoria 0001
Tel	(012) 351 0204
Fax	(012) 329 2242
E-mail address	dangorz@dirco.gov.za

3.3 DEPUTY INFORMATION OFFICERS

The list of Deputy Information Officers is attached separately as Addendum.

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4. GUIDE ON HOW TO USE THE ACT

4.1 Information that may be requested

Any existing recorded information in the possession of the Department of International Relations and Cooperation may be requested.

4.2 Request procedures

4.2.1 Access to information listed above can be requested by:

- Completing the prescribed Form A as printed in Government Gazette Notice R187 of 15 February 2002 (see schedule 2); and
- Payment of the prescribed fee as stated in schedule 1 of this Manual. However, a requester who seeks access to a record containing personal information about that requester is not required to pay the request fee.

4.2.2 The requester must indicate if the request is for a copy of the record or if the requester wants to inspect the records at the offices of the Department of International Relations and Cooperation.

4.2.3 Access to the aforesaid information will only be granted to the requester in a manner requested, unless such manner would unreasonably interfere with the running and operation of the Department of International Relations and Cooperation or damage its records or infringe its copyright.

4.2.4 If for practical reasons, access cannot be given in the requested manner but in an alternative manner, then the fee for access will be calculated according to the manner that the requester had requested.


4.2.5 If the requester is unable to read or write, or has a disability, then he or she can make the request for the record orally, in which event the Information Officer will complete the form on behalf of such requester and furnish the requester with such completed form.

4.2.6 The requester must clearly indicate on the request form:

- If they wish to be informed of the success of their request telephonically or in any manner.
- The capacity in which the request is made, in the event the information is requested on behalf of somebody else.

4.2.7 The requester must forward his or her request to the nodal point (Information Officer for attention Ms C Ngubelanga, Mr CP Ravhengani and enquiry Mr NM Tshirado) as indicated above, who will then process the request.


4.2.8 Requests must be processed within 30 days. The Information Officer may extend the period for a further 30 days in terms of section 26 if the request cannot be dealt with within the first 30 days and subject to notification of the requester.

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- 4.2.9 After the Information Officer has made a decision on the request the requester must be notified of such a decision in such manner, which the requester wanted to be notified in.
- 4.2.10 If the request relates to a record of a third party as contemplated in terms of section 34 (1), 35 (1), 36 (1), 37 (1) or 43 (1) of PAIA, the Information Officer or the Deputy Information Officer, as the case may be, must take all reasonable steps, but in any event, within 21 days after the request is received, to inform a third party to whom or which the record relates.
- 4.2.11 A third party who is so informed, may within 21 days make written or oral presentations to the Information Officer or Deputy Information Officer, as the case may be, why the request should be refused or may give written consent for the disclosure of the record.
- 4.2.12 The Information Officer or the Deputy Information Officer, as the case may be, must as soon as reasonable possible, but in any event within 30 days after every third party is informed, decide whether to grant or refuse the request for access and must notify the third party concerned as well as the requester in terms of section 49 of PAIA, of his or her decision.
- 4.2.13 A third party will have the right to lodge an internal appeal against the decision within 30 days after notice is given as stated in 4.2.12. The appeal may be lodged by completing Form B.

4.3 Internal appeal procedures against refusal of access to information

- 4.3.1 If after complying with the procedural requirements mentioned in 4.2 above:
- The Deputy Information Officer refuses to grant access to information; and
 - such refusal is not based on any ground of refusal mentioned in the Act the requester may appeal against the decision of such Deputy Information Officer to the Information Officer.
- 4.3.2 If the requester lodges an internal appeal, the prescribed appeal form (Form B) as printed in Government Gazette Notice R187 of 15 February 2002 has to be completed within 60 days from the date the request was refused.
- 4.3.3 If the requester is not satisfied with the decision of the Information Officer as stated in 4.3.1 above, then an appeal may be lodged with the Minister of the Department of International Relations and Cooperation.
- 4.3.4 The requester may lodge a Court application for further relief if not satisfied with the appeal decision of the Minister of the Department of International Relations and Cooperation. If no such application is filed within 30 days of the decision, the decision of the Minister of the Department of International Relations and Cooperation will be adhered to.

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4.4 Fees payable

See Schedule 1.

A single person whose annual income does not exceed R14 712,00 per annum and married persons, or a person and his or her life partner whose income does not exceed R27 192,00 are exempted from paying access fees (as per Government Notice R991 of 14 October 2005).

Access to a record will be withheld until all applicable fees have been paid.


4.5 Request on behalf of another person

If the request is made on behalf of another person, a requester must submit proof of the capacity in which he or she is making the request, to the reasonable satisfaction of the Deputy Information Officer.

4.6 Notification of transfer

When a request for access has been transferred, the Deputy Information Officer making the transfer will immediately notify the requester of:

- The transfer;
- The reasons for the transfer; and
- The period within which the request must be dealt with.

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5. ACCESS TO RECORDS

5.1 Voluntary disclosure and automatic availability of certain records – Section 15

In terms of the Act, certain records can be accessed without a person having to request access.

The following subjects are available on the web site of the Department of International Relations and Cooperation:

About the Department:

- Strategic plans
- Annual reports
- Annual Performance Plans
- Budget Votes
- Technical Indicator Descriptors for the Annual Performance Plans
- Technical Indicator Descriptors for the Strategic Plans
- Vision, Mission, Strategic priorities, Values
- Profiles and speeches
- After hours help-line
- Contact information – Who's who in the Department
- PAIA Section 14 Manual
- PAIA Section 15 and
- African Renaissance and International Cooperation Fund (ARF) Strategic Plans and Annual Performance Plans

Diplomatic Immunities & Privileges (DIAP):


- Diplomatic Accreditation Application forms
- Diplomatic Vehicle Application forms
- Customs Clearance Certificate for Duty Free Import
- Diplomatic Property Audit Form
- Locally Recruited Personnel Personal Details Form
- Signature Audit
- Policy on the Management of Diplomatic Immunities and Privileges
- DIAP Service Delivery Charter
- Temporary Residence Visa Circular Note
- Diplomatic Vehicles Audit Form
- Mission Contact Detail Audit

News and Events

- Media statements
- Speeches
- Events Calendar
- Parliament questions and replies
- Tender bulletins

Foreign relations

- Bilateral relations
- Multilateral relations
- Diplomatic representation

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Websites of South African Missions

Consular information

- What are consular services
- Contact details
- Travelling abroad
- Deaths abroad
- Arrested abroad
- Consular Notarial Services (Legislation of Official (Public) documents)
- End user certificates
- Service Delivery Charter
- South African representation abroad
- Foreign representation in South Africa
- South African Missions: Commissioner of Oaths

State Protocol

- General Protocol information
- Diplomatic representation

Employment Information

- Employment Opportunities
- Z.83 Form

HOME PAGE

Procurement


- National Treasury Central Supplier Database Registration
- Supplier Leaflet
- Treasury Central Supplier Database for Government
- Database registration form
- Awarded bids
- Received Bid Proposals
- Terms of reference (advertised tenders)

- International Law and Treaties

Media and Public Info

- Annual report
- African Renaissance Fund
- Strategic plan
- Annual Performance Plan (APP)
- African Renaissance Fund (ARF) Strategic Plan
- Ubuntu magazine
- Measures and guidelines for the enhanced coordination of South Africa's International engagement
- It's your voice – Ubuntu Diplomat


These records can be accessed at the web site of the Department of International Relations and Cooperation: www.dirco.gov.za

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5.2 Information to be formally requested

The Department of International Relations and Cooperation holds information pertaining to the following subjects which must be formally requested in terms of clause 4.2.1 - categories of records available that may be requested in terms of section 14 (1) [d]:

5.2.1	Administration: Premises & furniture Regulations and instructions Estates Provincial Administration Public Service Public works Retirements Functions Establishment of new sections/offices Delegation of authority Performance Monitoring and Evaluation Transformation Organizational structure Reports Meetings Gender, Youth and Disability Posts control Recruitment and Selection Transfers Labour relations Staff control Occupational Health and safety Talent Management and Career Management Tender publications Building Land Properties State vehicles
5.2.2	Communication: Liaison by SA institutions with specialised agencies Access to information statistics Speeches and lectures Awareness programs Corporate image building Petitions Awards
5.2.3	Culture: Exhibitions Celebrations Museums Cinematography and photography

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	Constitutional flags
	Memorials and monuments
	Libraries
5.2.4	Geographical issues:
	Lands
	Boundaries
	Maps
	Archaeology
	Countries
5.2.5	Finance:
	Accounts
	Irregularities and losses
	Budgets
	Taxes and taxation
	Expenditure
	Revenue
5.2.6	Land and Agriculture:
	Fisheries
	Forestry
	Agriculture
	Housing
5.2.7	Legislation and legal issues:
	Legislation
	Labour law issues
	Defence
	Treaties and/or international agreements
	Mandates and/or delegations
	Claims and/or litigation
	Extradition
5.2.9	Organisations:
	Societies, leagues and associations
	Organisations
5.2.10	Political:
	President
	Vice President
	Ambassadors/other representatives
	High Commissioners
	Trade representatives
	Parliament
	Bilateral relations/issues
	Multilateral relations/issues
5.2.11	Population:
	Nationality
5.2.12	Protocol and consular:

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Honorary consuls
 Passports and visa
 State visits
 Gifts and presentations
 Repatriations
 Immigration
 Foreign diplomatic and consular representation
 in South Africa
 Diplomatic privileges and immunities
 Reparations
 Refugees
 Deportations
 Consular and agency services
 Guests


5.2.13 Science and Technology
 Meteorology
 Plants and plant research
 Research
 Atomic energy
 Computer services

5.2.14 Security
 Peace
 Armistice
 Enemy property
 Security matters

5.2.15 Humanitarian Matters.
 Humanitarian relief
 Human rights

5.2.16 Trade and Industry
 Customs
 Trade, Commerce and Industries

5.2.17 Transport:
 Railways, Harbours and Transport
 Aviation
 Shipping

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6. MISCELLANEOUS


6.1 Updating of the Manual

This Manual will be updated in terms of section 14(1) of the Act, at intervals of not more than one year.

6.2 Availability of the Manual

Regulation 187 of 15 February 2002 prescribes in section 4(1) that the Information Officer of a public body must make the Manual available in the following manner:


- ◆ At the Human Rights Commission;
- ◆ At every place of legal deposit as set out in the Legal Deposit Act, No. 54 of 1997;
- ◆ At the offices of the public body, in this case, of the Department of International Relations and Cooperation; and
- ◆ On the web site of the public body, in this case at: www.dirco.gov.za
- ◆ In addition, copies are available at the Human Rights Commission.

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7. SCHEDULE 1

PRESCRIBED FEES

1. Request Fee (section 22 (8))	R35.00
2. Reproduction Fees (section 15 (3))	
(a) For every photocopy of an A4-size page or part thereof	0.60 cents
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0.40 cents
(c) For a copy in a computer-readable form on:	
(i) stiffy disk	R 5.00
(ii) compact disk	R40.00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	R22.00
(ii) For a copy of visual images	R60.00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	R12.00
(ii) For a copy of an audio record	R17.00
3. Access Fees (section 22 (7))	
(a) For every photocopy of an A4-size page or part thereof	0.60 cents
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0.40 cents
(c) For a copy in a computer-readable form on:	
(i) Stiffy disk	R 5.00
(ii) Compact disk	R40.00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	R22.00
(ii) For a copy of visual images	R60.00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	R12.00
(ii) For a copy of an audio record	R17.00
(f) Search and Preparation fees To search for the record for disclosure, for <u>each hour</u> or part of an hour, excluding the first hour, reasonably required for such search and preparation	R15.00
(g) Deposit required For purposes of section 22(2) of the Act, the following applies:	
(h) Six hours as the hours to be exceeded before a	
(i) deposit is payable; and	
(ii) one third of the access fee is payable as a deposit by the requester	
4. Postal Fee The actual postal fee is payable when a copy of a record must be posted to a requester.	
5. Appeal Fee No appeal fee is payable.	

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6. Banking details - All fees are payable at:

Cash payments:

Departmental Cashier
Department of International Relations and Cooperation
460 Soutpansberg Road, Rietondale, Pretoria 0084

OR

EFT payments:

Banking details :

Bank name : First National Bank
Bank branch : Pretoria Corporate
Branch no : 253145
Account type : Current Account
Account no : 62027898470
Attention : Mr RP Nchabeleng
Room: SE4-01-052
460 Soutpansberg Road, Rietondale, Pretoria 0084


Mr CP Ravhengani
Room: SE4-01-053
460 Soutpansberg Road, Rietondale, Pretoria 0084

Payment description should read: Sale/Publication (PAIA)

After payment is made, forward e-mail notification to:

paia@dirco.gov.za, and copy Mr CP Ravhengani,
ravhenganic@dirco.gov.za and Mr RP Nchabeleng,
nchabelengp@dirco.gov.za

Enquiries for request can be forwarded to Mr NM Tshirado,
tshiradon@dirco.gov.za

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