



Province of the
EASTERN CAPE
RURAL DEVELOPMENT AND
AGRARIAN REFORM

Promotion Of Access To Information Act Manual (PAIA)

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



Manual For The Department Of Rural Development and Agrarian Reform

In Terms Of Section 14 Of The Promotion Of Access To Information Act, 2000 (Act No. 2 Of 2000)

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Department Of Rural Development And Agrarian Reform

VISION

Vibrant, equitable, sustainable rural communities and food security for all.

MISSION

Promote, support and coordinate rural development and agrarian reform interventions to reduce poverty and underdevelopment through job creation, integrated food security programme, and equitable participation in development by all rural communities.

CORE VALUES AND BELIEFS

Innovation:

Committed to keep abreast of new developments in relevant fields of expertise and be innovative in carrying out the mandate of the Department.

Excellence:

Committed to exceed our customer's expectations for quality, responsiveness, efficiency and service excellence

Bambisanani:

Believe that the sum of our collective efforts will be greater than the total of our individual efforts

Mutual respect:

Value each other's contribution as we seek to realise the vision and goals of the Department.

Honesty and Integrity:

Committed to be transparent with all stakeholders.

Inclusiveness:

"Bonke abantu esisebenza nabo, siya kusebenzisana nabo ngokufanelekileyo nangokulinganayo"

STRATEGIC GOALS		STRATEGIC OBJECTIVES	
SG1	Good governance and clean administration.	SO 1.1	Political leadership and strategic direction provided.
		SO 1.2	Overall accountability, integration and implementation of strategy provided.
		SO 1.3	Overall financial, human and technological management support provided.
SG 2	A thriving farming sector and access to affordable food.	SO 2.1	Improved livestock production.
		SO 2.2	Increased crop production.
SG3	Coherent and co-ordinated rural development for improved quality of life.	SO 3.1	Rural development initiatives facilitated and co-ordinated.

CONTACT DETAILS OF INFORMATION OFFICER

Information Officer

Mr L.L Ngada

Head of Department

Tel : 040 602 5006 • Fax: 040 635 0187

email: lumkile.ngada@drdar.gov.za

**The Department has 8 main Programs and 22 sub-programmes
on which service delivery interventions are made**

Administration

- Office of the MEC
- Senior Management
- Corporate Services
- Financial Management
- Communication Services

Sustainable Resource Management

- Engineering Services
- Land Care
- Land Use Management
- Disaster Risk Management

Farmer Support and Development

- Farmer Settlement and Development
- Extension and Advisory Services
- Food Security

Veterinary Services

- Animal Health
- Export Control
- Veterinary Public Health
- Veterinary Laboratory Services

Research and Technology Development Services

- Research
- Technology Transfer Services
- Infrastructure Support Services

Agricultural Economics Services

- Agri-Business Support and Development
- Macro-economics Support

Structured Agricultural Education and Training

- Higher Education and Training
- Agriculture Skills Development

Rural Development Coordination

- Development planning and monitoring
- Social facilitation

1. RECORDS

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

Office of the MEC

- Records on political directives given in the form of the Policy Speech

Senior Management

- Records on policies and priorities that have been translated into strategies

Corporate Services

- Records on human resource management, strategy management and Information Technology

Financial Management

- Records on financial planning & control, financial accounting, asset management and compliance risk management

Communication Services

- Records on departmental marketing information

Engineering Services

- Records on certificates issued on agriculture infrastructure

Land Care

- Records on implementation of land care projects in order to enhance sustainable natural resource management - awareness campaigns conducted on land care

Land Use Management

- Records on land use plans and disaster interventions

Farmer Settlement and Development

- Records on appropriate agricultural infrastructure provided

Extension and Advisory Services

- Records on extension and advisory services provided to farmers

Food Security

- Records on food security interventions

Veterinary Services

- Records on technical advice, support and interventions on livestock development

Research and Technology Development Services

- Records on agricultural research technologies

Agricultural Economics

- Records on agricultural cooperatives established and support given

Micro-economics and Statistics

- Records on support given on development of business plans and access to markets

Structured Agricultural Education and Training

- Records on agricultural education and training support given to farmers and other stakeholders

Rural Development

- Records on rural development interventions

1.2 RECORDS AUTOMATICALLY AVAILABLE

On the website of DRDAR, www.drdar.gov.za, records are available for viewing or downloading without a person having to make such a request in terms of the said Act.

1.3 REQUEST PROCEDURE

a) *Granting or refusal of request*

A requester must be given access to a record of a public body if the requester complies with the following:

- * The requester complies with all the procedural requirements in the Act relating to the request for access to that record; and
- * Access to that record is not refused on any ground of refusal mentioned in the Act.

b) *How do I request access to a record:*

- A requester must use the form (Form A) that was printed in the Government Gazette (Government Notice R187 of 15 February 2002).
- The request for access to information must be made to the information officer, at the address, fax number or email mentioned above.
- The requester must provide sufficient detail of the information requested on the request form to enable the information officer to identify the information or records and the requester
- The requester must also indicate if the requester wants a copy of the record or if the requester wants to come and review the record at the offices of the public body. Alternatively if the record is not a paper document it can then be viewed in the requested form, where possible
- If a requester asks for access in a particular form (e.g.: a paper copy, electronic copy, etc) then the requester should get access in that form. This is unless doing so would interfere unreasonably with the running of the public body concerned, or damage the record, or infringe a copyright not owned by the state. If for practical reasons access cannot be given in the required form but in another form, then the fee must be calculated according to the way that the requester first asked for it.
- If, in addition to a written reply to their request for the record, the requester wants to be told about the decision in any other way, e.g. telephone, this must be indicated.
- If a requester is asking for the information on behalf of somebody else, the capacity in which the request is being made must be indicated.
- If a requester is unable to read or write, or has a disability, then the request can be made orally. The information officer must then fill in the form on behalf of such a requester and give them a copy of the completed form.
- The requester must indicate if he/she wishes to be informed of the decision of the request in a particular manner and must provide the details

c) Fees payable for a request and notification of decision on access

- A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester must pay the request fee of R35.
- The information officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed request fee (if any) and deposit (if any) before further processing the request.
- The requester may lodge an internal appeal, where appropriate, or an application to the court against the tender or payment of a fee.
- After the information officer has made a decision on the request the requester must be notified of such a decision in the way in which the requester wanted to be notified in.
- If the request is granted then a further access fee must be paid for the reproduction and for search and preparation for any time required in excess of stipulated hours to search and prepare the record for disclosure.
- Access to a record will be withheld until all the applicable fees have been paid.

2) TELEPHONIC REQUESTS

Telephonic requests are not forbidden by the Act. A requester, who cannot read or write or has a disability, can make such a request to the Information Officer/Deputy Information Officer at the telephone number given in this manual. The Information Officer/Deputy Information Officer will complete the form on behalf of such requester and furnish the requester with such completed form.

3) INTERNAL APPEAL PROCEDURES AGAINST REFUSAL OF ACCESS TO INFORMATION

If after complying with the procedural requirements mentioned above:

- i) The Information Officer refuses to grant access to information; and
- ii) Such refusal is not based on any ground of refusal mentioned in the Act; the requester may appeal against the decision of the Information Officer to the MEC of Rural Development and Agrarian Reform.

When the requester lodges an internal appeal, the prescribed appeal form must be completed.

- a) Within 60 days;
- b) If notice to a third party is required by section 49(1)(b), within 30 days after notice is given to the appellant of the decision appealed against or, if notice to the appellant is not required, after the decision was taken;
- c) The form must be delivered or sent to the information officer of the public body concerned at his or her address, fax number or electronic mail address;

- d) Must identify the subject of the internal appeal and state the reasons for the internal appeal and may include any other relevant information known to the appellant;
- e) If the requestor is not satisfied with the decision of the Information Officer as stated in No. 1 above, then an appeal may be lodged with the MEC for Rural Development and Agrarian Reform
- f) The requestor may lodge a Court application for further relief if not satisfied with the appeal decision of the MEC for Rural Development and Agrarian Reform;
- g) If no such application is filed within 30 days of the decision, the decision of the MEC for Rural Development and Agrarian reform will be adhered to.

4) REMEDIES AVAILABLE IN RESPECT OF ACTS OR FAILURES TO ACT BY THE PUBLIC BODY AS PRESCRIBED BY THE ACT

The following procedures exist for persons to report or remedy alleged irregular, improper or unlawful official acts or omissions by the DRDAR or any of its employees:

a) Procedures for reporting or remedying:

1. Where a requester is not satisfied with any decisions by the deputy information officer, a requester may lodge an appeal to the Member of the Executive Council in the department of Rural Development and Agrarian Reform, Province of the Eastern Cape
2. An internal appeal in terms of section 74 and 75 of the Act,; must be lodged within 60 days of the decision.
3. The internal appeal prescribed form must be filled and delivered to the Information officer together with an appeal fee.

5) AVAILABILITY OF THE MANUAL

1. A copy of the manual is made available as prescribed by section 14(3) of the Act in the following manner.
2. The manual is available on the website of DRDAR at www.drdar.gov.za

CONTACT DETAILS OF INFORMATION OFFICER**Deputy Information Officer****Ms Y Matsheketwa**

Director : Communication and Customer Care Services

• Tel: 040 602 5166 • Fax: 086 666 1457

email: yvonne.matsheketwa@drdar.gov.za**GUIDE OF SAHRC ON HOW TO USE THE ACT**

The Guide will be available from the South African Human Rights Commission by not later than August 2012. Please direct any queries to:

Queries can be made at:

South African Human Rights Commission

PAIA Unit

The Research and Documentation Department

Postal address: Private Bag 2700

Houghton, 2041

Telephone: 011-484 8300

Facsimile: 011 484 1360

Website: www.sahrc.org.zaE-mail: PAIA@sahrc.org.za



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RURAL DEVELOPMENT AND
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