



social development

Department:
Social Development
REPUBLIC OF SOUTH AFRICA

**PROMOTION OF ACCESS TO
INFORMATION ACT, 2000
(ACT NO. 02 of 2000)
&
PROTECTION OF PERSONAL
INFORMATION ACT, 2013
(ACT NO. 04 of 2013)
MANUAL**

FOREWORD BY THE INFORMATION OFFICER

The Department of Social Development is one of government's institutions that are in the forefront of promoting human rights and the publication of this PAIA and POPIA Manual re-affirms our on-going commitment to uphold our Constitutional obligation.

The Department of Social Development is a government department classified as a public body in terms of the Promotion of Access to Information Act 2 of 2000 ("PAIA"), which requires us to publish this information manual in order to inform citizens of the procedures to follow in order to exercise their rights to request access to information held by us in terms of PAIA. In addition, this PAIA Manual sets out your rights in terms of the Protection of Personal Information Act, 2013 (Act No. 04 of 2013) ("POPIA") relating to your Personal Information we process when fulfilling our mandate.

Note that this PAIA and POPIA Manual must be read in conjunction with our Privacy Policy which outlines how we intend to process Personal Information of data subjects as well as the security measures that we have undertaken in respect of protecting such Personal Information.

It gives me pleasure to publish this manual in 11 official languages and in Braille. This further support the implementation of the Use of official languages Policy and the White Paper on the Rights of Persons with Disabilities particularly Pillar one with an emphasis on Access to Information and Communication.

This PAIA AND POPIA MANUAL further augment other efforts done by DSD to inform the public about our services. This build and strengthen good working relationship with communities that we serve and stakeholders that we working closely in our fight against the social ills.

I am pleased to present the PAIA and POPIA Manual to enable you to exercise your right and further engage with the Department of Social Development.

I am looking forward to be of service to you in this regard.



Mr L Mchunu
Information Officer
Department of Social Development

SECTION 14

MANUAL FOR THE DEPARTMENT OF SOCIAL DEVELOPMENT

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LIST OF ABBREVIATIONS

The following abbreviations are found in this PAIA and POPIA Manual.

AENE	Adjusted Estimates of National Expenditure
AIDS	Acquired Immune Deficiency Syndrome
APSTAR	Applied Population Sciences Training and Research
CBOs	Community-Based Organisations
CCE	Community Capacity Enhancement
CDA	Central Drug Authority
CDP	Community Development Practitioners
CSG	Child Support Grant
DBSA	Development Bank of Southern Africa
DIO	Deputy Information Officer
DSD	Department of Social Development
ECD	Early Childhood Development
E	Employment Equity
ENE	Estimates of National Expenditure
EXCO	Executive Committee
FAQ	Frequently Asked Questions
FBOs	Faith-Based Organisations
HCBC	Home and Community Based Care
HIV	Human Immune Virus
HR	Human Resource
HRD	Human Resource Development
HSRC	Human Sciences Research Council
ICDP	International Conference on Population and Development
IO	Information Officer
ISDM	Integrated Service Delivery Model
ISS	Inspectorate for Social Security
ITSAA	Independent Tribunal for Social Assistance Appeals
MEC	Member of Executive Council
MRC	Medical Research Council
MTEF	Medium Term Expenditure Framework
NDA	National development Agency
NGOs	Non-Governmental Organisations
NPO	Non-Profit Organization
PAIA	Promotion of Access to Information 2000 (Act no. 02 of 2000)
PFA	Policy on Financial Awards
PHSDSBC	Public Health and Social Development Sectoral Bargaining Council
PMO	Project Management Office
POPIA	Protection of Personal Information 2013 (Act 04 of 2013)
PSCBC	Public Service Coordinating Bargaining Council
PSECs	Pre-Sentence Evaluation Committees
PSETA	Public Service Education Training Authority
RARCs	Reception Assessment and Referral Centres
SADC	Southern African Development Community
SAHRC	South African Human Rights Commission
SANCA	South African National Council on Alcoholism and Drug Dependence
SAOPNF	South African Older Persons National Forum
SASSA	South African Social Security Agency

SET	Sector Education and Training
SMS	Senior management Service
SRD	Social Relief of Distress
TOR	Terms of Reference
VEP	Victim Empowerment Programme

DESCRIPTION OF TERMS

Terms	Description
Form A	This form is used to request access to information held by a public body. (For further information on Form A and requests of access to information to public bodies see Section 3 of this Guide).
Form C	This form is used to request access to information held by a private body. (For further information on Form C and requests of access to information to private bodies see Section 3 of this Guide).
Information Officer	The Information Officer (sometimes referred to as IO) is the person who has been authorised by the institution in question to handle PAIA requests. For a public body this is the person who is or is acting as the head of the body.
Deputy Information Officer	The Deputy Information Officer (sometimes referred to as DIO) is the person designated by the Information Officer of a public body to assist the requester in their information request.
Internal Appeal (Form B)	Requesters would use PAIA Form B to appeal a decision made only by the national, provincial or municipal spheres of government regarding access to information.
Juristic person	A company or body which is recognized by law as a single entity or 'person' having rights and duties.
Minister	References to the Minister are in relation to the Minister of Justice and Constitutional Development.
Natural person	A real person, as opposed to a legal or juristic person such as a corporation (see juristic person above).
Private body	(Also referred to as a private company, institution, or body), this is a natural or juristic person or partnership who is involved or has been involved in any trade, business or profession and only in that capacity.
Public body	(Also referred to as a public institution, department, or body), this is any department or institution of the national, provincial and local spheres of government. It also includes any institution that is performing a function or duty of the state at the time at which the record in question was created.
Record	Any recorded information regardless of the form, including, for example, written documents, video materials etc. A record requested from a public or private body would refer to a record that was in that body's possession regardless of whether that body created the record.
Request fee	The cost to be paid for making an access to information request. For an information request to a public body there is a standard fee of R35; for an information request to a private body there is a standard fee of R50. (For further information on request fees and the exemptions see Section 3 of this Guide).
Requester	The requester is the natural or juristic person making an access to information request. A requester also refers to the person who is making the information request on behalf of somebody else.
Third party	This refers to any natural or juristic person who is not the requester of the information, nor the body to whom the information request is made.
Data Subjects	This refers to the natural or juristic person to whom personal information relates, such as an individual client, customer or a company that supplies Department of Social Development with products or other goods.

PURPOSE OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000 (ACT NO. 02 OF 2000)

The purpose of the Promotion of Access to Information Act, 2000 (Act no. 02 of 2000) (often referred to as "PAIA") is to give effect to section 32 of the Constitution. Section 32 provides for "the right of access to information" and states that "everyone has the right of access to any information held by the State and to information held by another person that is required for the exercise or protection of any rights."

The motivation for giving effect to the right of access to information is to foster a culture of transparency and accountability both in Public and Private Bodies; and to 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 their rights.

PURPOSE OF THE PAIA AND POPIA MANUAL

The purpose of this manual is to outline the procedures to be followed when enquiring about PAIA matters with DSD.

CONSTITUTIONAL MANDATE

Constitution	How DSD Contributes
Section 27 (1)(2) of the Constitution of South Africa "everyone has the right to have access to: (a) health care services, including reproductive health care; (b) sufficient food and water; and (c) social security, including if they are unable to support themselves and their dependents, appropriate social assistance."	<ul style="list-style-type: none">• Comprehensive social security• National food and nutrition programme• Social assistance – SASSA enabler grants• Social services – SRD, disaster relief (undue hardship)• Implement comprehensive social assistance programme• Provide developmental social welfare services• Provide food security• HIV care and support, prevention and active ageing• ECD, drop-in centres/clubs• Access to other services• Providing safety net, social grants, reproductive health, food programme, sustainable livelihood and social relief• Legislation (social assistance, Children's Act, substance abuse, older persons, VEP, disabilities)• Advocacy rights• Sustainable livelihood programme• Women empowerment framework• Enabling policies, legislation and programmes

MANDATE

To provide social protection services and lead government efforts to forge partnerships through which vulnerable individuals, groups and communities become capable and self-reliant participants

VISION

A caring and self-reliant society

MISSION

Provision of integrated, comprehensive and sustainable social development services

VALUES

● Accountability – taking ownership for decisions and actions and accepting the consequences that come with them

Caring – showing sympathy and concern; embodying heart for all stakeholders and beneficiaries

Equality and equity – treating everyone fairly and equally

Human dignity – respecting everyone's human rights

Respect – showing due regard for the rights and obligations of others

PRINCIPLES GUIDING OUR WORK

Batho Pele principles – The Batho Pele principles aim to enhance the quality and accessibility of government services by improving efficiency and accountability to the recipients of public goods and services.

Social justice – Social justice is a concept of fair and just relations between the individual and society. People should have equal access to wealth, health, well-being, justice, and opportunity.

Human rights – are rights inherent to all human beings, regardless of race, sex, nationality, ethnicity, language, religion, or any other status. It includes the right to life and liberty, freedom from slavery and torture, freedom of opinion and expression, the right to work and education, and many more.

● Good Governance – describes how the department will conduct public affairs and manage public resources in an effective and responsible manner.

Collaboration – the process of two or more people or organizations working together to complete a task or achieve a goal.

Discipline – the practice of training people to obey rules or a code of behaviour, using punishment to correct disobedience.

PARTICULARS IN TERMS OF SECTION 14 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000 (NO. 02 OF 2000)

A. THE FUNCTIONS SECTION 14(1) (a)

This section determines that the Information Officer of the public body must compile in at least three official languages a PAIA AND POPIA MANUAL containing: a description of its structure and functions;

i. The functions of the Department of Social Development

The Department of Social Development provides the following functions:

Programme 1: Administration

To provide leadership, management and support services to the Department and the Social Development Sector.

Programme 2: Social Assistance

To ensure provision of social assistance to eligible beneficiaries in terms of the Social Assistance Act (No. 13 of 2004) and its regulations.

Programme 3: Social Security Policy and Administration

To provide for social security policy development, administrative justice, the administration of social grants, and the reduction of incorrect benefit payments.

Programme 4: Welfare Services Policy Development and Implementation

To create an enabling environment for the delivery of equitable developmental welfare services through the formulation of policies, norms and standards and best practices, and support implementing agencies.

Programme 5: Social Policy and Integrated Service Delivery

To support community development and promote evidence-based policy making in the Department and the Social Development Sector.

ii. Strategic outcomes (Based on the Strategic Planning 2020/21 – 2024/5)

The DSD has committed to the following strategic outcomes:

- Reduced levels of poverty, inequality, vulnerability & social ills
- Empowered, resilient individuals, families and sustainable communities
- Functional, efficient and integrated sector

B. CONTACT DETAILS SECTION 14(1)(b)

This section states that the postal and street address, phone and fax number and, if available, electronic mail address of the Information Officer of the body and of every Deputy Information Officer of the body" must be indicated in the Manual.

The Department of Social Development

The Director-General of the Department of Social Development is the Information Officer in terms of the Promotion of Access to Information Act no. 02 of 2000. In terms of section 56 of POPIA and Section 17(1) of the Promotion of Access to Information Act, 2000 the Information Officer has delegated his functions to the designated officials below to perform the functions of the Information Officer as outlined in the Privacy Policy; PAIA and POPIA.

The department of Social Development is located at the address mentioned below:

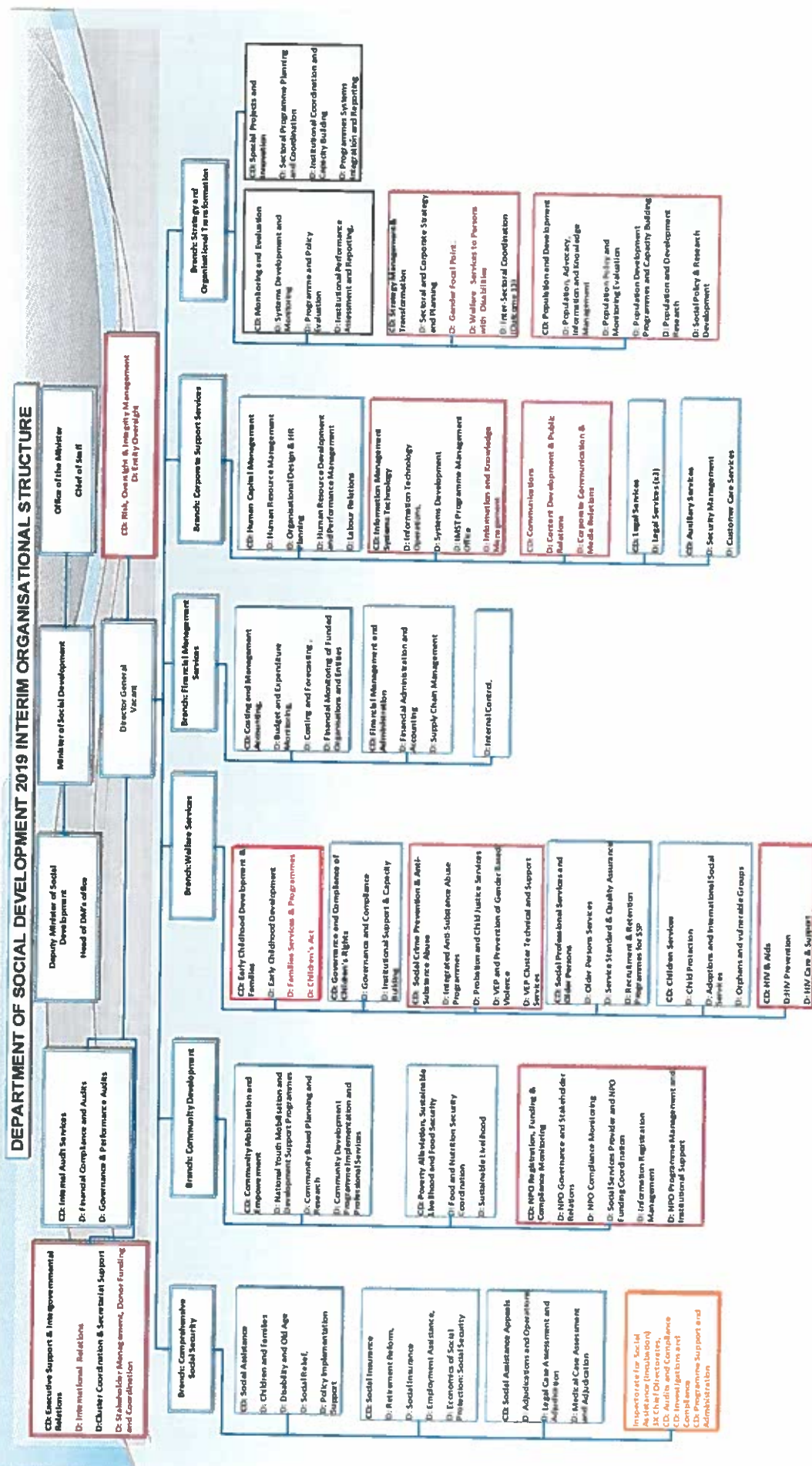
HSRC Building
134 Pretorius (C/o Pretorius and Bosman Streets)
Pretoria

Telephone: 012-312 7500

The Minister Ms L Zulu, MP	Tel: (012) 312-7479 (021) 465-4011 Fax: (012) 321-7071 (021) 465-4469 Private Bag X901 Pretoria 0001
Information Officer Mr. L Mchunu	Tel: (012) 312-7293 Private Bag X901 Pretoria 0001
Deputy Information Officer Mr. M.M. Machubeng	E-mail: LintonM@dsd.gov.za Tel: (012) 312-7839 Fax: 086 214 6801 Private Bag X 901 Pretoria 0001
Deputy Information Officer Mr. K Ndaba	E-mail: michaelm@dsd.gov.za Tel: (012) 312-7665 Private Bag X 901 Pretoria 0001
Deputy Information Officer Ms. M Nkhethoa	E-mail: KhumbulaN@dsd.gov.za Tel: (012) 312-7108 Private Bag X 901 Pretoria 0001
	E-mail: MapasekaM@dsd.gov.za

Alternatively, all PAIA requests can be addressed at PAIA@dsd.gov.za and POPIA related requests and generic enquiries can be addressed to POPIA@dsd.gov.za.

C. STRUCTURE OF THE DEPARTMENT OF SOCIAL DEVELOPMENT



D. ACCESS TO THE RECORDS HELD BY THE DEPARTMENT IN TERMS OF SECTION 14(1)(d)

This section prescribes that the Department must provide sufficient detail to facilitate a request for access to a record of the body, a description of the subjects on which the body holds records and the categories of records held on each subject.

The Department of Social Development holds records on different subjects.

i. Automatic disclosures in terms of Section 15(2)

Section 15 of PAIA prescribes that the Department must publish in the Government Gazette the schedule (list) of records that are automatically available in the Department. Requests for these records are not by filling out the prescribed Form A that is utilised to request information. There is also no requestor fees payable for these records.

The automatic disclosures of records referred to in this section are those categories of records of the body which are available without a person having to request access in terms of this Act.

The following records are automatically available without a person having to request through section 18(1) of PAIA.

- Approved Departmental Structure
- Annual Reports
- Strategic Plans
- Annual Performance Plans
- Acts and Regulations
- News Letters
- Posters
- Brochures
- Budget Speech
- Minister's Speech
- Deputy Minister's Speech
- Circular for advertisement of posts
- Public Service Application Form (Z83)
- Circulars for advertisement of Tenders
- Service Standards and Norms
- Legislations administered by the Department
- General information on Financial Services
- Employment Equity Policy
- Employee Relations Policy
- Performance Management Policy
- Working Hours Policy
- Job Evaluation Policy
- Recruitment and Selection Policy and Procedure Manual
- Dress Code Policy
- Employee and Wellness Policy
- Determination on Service Terminations
- Sexual Harassment Policy

Determination on Leave of Absence
Study Assistance Policy
Resettlement Policy
International Conventions administered by the Department
Country Reports on International Human Rights instruments for which the Department is the Central Authority
DSD related Legislations

ii. Records not automatically available that can be request in terms of Section 14.

The automatics disclosure of records have been divided into the structure of the Department in a table format and divided into five columns. The records are listed in table format. There are four columns namely;

Programme
Chief Directorate
Directorate
List of Records
Classification level of records

E. LIST OF RECORDS

Programme	Chief Directorate	Records	Classification Confidential/Secret/Top Secret
1. Administration	Monitoring and Evaluation	Customized Indicators – Provincial Performance Reports	
		Key Statistical Report on Social Assistance	
		Key Statistical Report on Vulnerable Groups – Children	
		Evaluation Reports	
		Report on integrating social protection data	
		DSD Annual Reports 2009 to 2019	
		DSD Quarterly Performance Reports	
	Risk, Oversight & Integrity Management	Annual Risk Assessment reports	
	Communications	Audio-visuals	
		Photographs	
		DSD News	
		Media advisories	
		Media statements	
	Internal Audits	Speeches of the Deputy Minister	
		Speeches of the Minister	
		Internal Audit (IA) Reports.	Confidential
		Investigation Reports.	Confidential
		Minutes of the Investigation Steering Committee meetings.	Confidential

Human Capital Management	Minutes and the relevant decision matrix of the Audit Committee meetings	Confidential
	Any correspondence with the Auditee within and outside the Department (including AGSA).	Confidential
	Information contained in Audit Files.	Confidential
	Directives, resolutions and instruction by the Audit Committee and (or) any directives and resolutions by the Executive Authority and the Director General.	Confidential
	Minutes of discussion meetings with the Executive Authority and (or) Director-General.	Confidential
	Minutes of some of the IA management meetings.	Confidential
	Personal files	
	Employment Equity Policy	
	Employee Relations Policy	
	Performance Management Policy	
	Working Hours Policy	
	Job Evaluation Policy	
	Recruitment and Selection Policy and Procedure Manual	
	Dress Code Policy	
	Employee and Wellness Policy	
	Determination on Service Terminations	
	Sexual Harassment Policy	

		Determination on Leave of Absence	
		Bursary Policy	
Costing and Management Accounting		Resettlement Policy	
		IYM	
		ENE	
		AENE	
		MTEF	
		Monthly BAS Users Activity	
		Provincial Budget II Statements	
		All Costing Reports	
		Unit Costs Index	
		Register of donations received by the Department	
		Framework for Conditional Grants	
		Conditional grant quarterly reports to National Treasury	
		Conditional grant annual evaluation reports to National Treasury	
		List of organisations funded by National DSD	
		Social Assistance Debtors monthly reports	
		SASSA monthly Trial Balance consolidation reports	
		SASSA monthly In-year monitoring reports	
		Report on Social Assistance debtors referred to the SIU	

Strategy Management and Transformation	DSD Women's Empowerment and gender Equality Policy 2004	
	Gender Mainstreaming Guidelines	
	National Framework for Women's Empowerment and Gender Equality	
	Regional & International instruments relevant for DSD	
	(DSD) Gender Directorate (GFP) OPS Plan 2019-2020	
	United Nations Commission On The Status Of Women (UNCSCW) yearly Country statements	
	2013-2020 PSWMW HOD's Reports on the 8 Principle Action Plan for the Public Service- to DPSA	
	Document on Mainstreaming gender work into the work of the DSD- Gender Directorate by Pethu Serote	
	Approved DSD Strategy For Women 2010-2014	
	DSD Gender Audit Report final draft 2019	
	DSD Gender Mainstreaming Guidelines	
	DSD WEGE Policy 2010	
	Gender Responsive Budgeting Audit - Overall Report March 2012	
	Report of the UNCSW 2012	
	UN Official Report 2011	
	DSD Gender policy	
	Privacy Policy 2021	

	Information Management Systems Technology Auxiliary Services	Records Management Policy	
		Use of official Languages Policy	
		DSD Strategic Plan	
		DSD Annual Performance Plan	
		IMST Strategy Information Security Policy	
		Terms of reference for the appointment of a service provider to render 24 hours Security Guarding Services for the Department Of Social Development at the HSRC Building and Harlequins Office Park Groenkloof for a period of two (2) years	Confidential
		Terms of reference for rendering of cleaning services at the Department Of Social Development at the HSRC Building, 134 Pretorius Street, Pretoria, Harlequins Office Park Groenkloof for a period of 24 months as per attached specifications.	Confidential
		Security Policy	
		Anti-Corruption and Fraud Policy (ACFP)	
		Security Guarding Services Contract.	
2. Social Assistance	Social Assistance Appeals	Cleaning services Contracts.	
		Generic specifications for decontamination of facilities to prevent and combat the spread of Coronavirus disease (COVID-19).	
3. Social Security and Administration		Promulgated legislation relating to Social Assistance Appeals (Act and Regulations for the lodging and consideration of	

		applications for Reconsiderations of social assistance applications by the Agency and Social Assistance Appeals by the Independent Tribunal, 2011)	
		Appeal Form (Form3)	
		Condonation Form (Form 4)	
		Appeal Pamphlets (all official languages)	
		Legal adjudication documentation	Confidential
		Medical adjudication documentation	Confidential
		Financial and Compliance Audits Framework	Confidential
		Minutes of the combined assurance audit meeting with the Internal Audit units of the South African Social Security Agency (SASSA) and the Department of Social Development (DSD)	Confidential
		Three Year Social Assistance Strategic Audit Plan	Confidential
		Annual Social Assistance Audit Coverage Plan	Confidential
		Audit Notification Letter to SASSA	Confidential
		Audit Engagement Letter to SASSA	Confidential
		Minutes of the audit engagement meeting with SASSA	Confidential
		System Description document on SASSA frameworks and systems	Secret
		Project Risk Analysis document on SASSA frameworks and systems	Secret
		Audit Program document on SASSA frameworks and systems	Secret
	Inspectorate Audits and Compliance		

4. Welfare Services Policy Development and Implementation Support	Early Childhood Development & Families	Audit tests working papers	Secret
		Draft Audit Reports	Secret
		Minutes of the discussion of the draft audit reports with SASSA	Confidential
		Final Audit Reports	Secret
		Follow-Up Audit Reports on SASSA Action Plan	Secret
		Client satisfactory survey	Confidential
		Presentation and reporting to the DSD Audit Committee	Secret
		National Integrated ECD Policy	
		National integrated Implementation plan	
		Registration framework	
		Upscaling and financing strategy	
		ECD Subsidy guidelines	
		ECD Programme guidelines	
		Partial Care strategy	
		Contracts: NPO funding	
		ECD Audit report	
		Quarterly reports and End of Year reports.	
		MOU with Consortium (confidential or restrictions)	
		ECD Registration brochures	
		Minutes of NIDC and ISF	
		Quarterly reports on the implementation of the ECD Policy	

Social Professional Services and Older Persons	Older Persons Act, 13 of 2006	Confidential
	Policy for Older Persons, 2005	Confidential
	Protocol on Management of Elder Abuse	Confidential
	Regulations for Older Persons Act 13 of 2006	Confidential
	South African Plan of Action on Ageing	Confidential
	Norms and Standards for services to Older Persons	Confidential
	Framework for Social Welfare Services	Confidential
	Generic Norms and Standards for Social Welfare	Confidential
	The Generic Intervention Process Model for Social Welfare Services booklet	Confidential
	Procedure Manual for the revised Generic Intervention Process Tools	Confidential
	Comprehensive report on the Review of the White Paper for Social Welfare	Confidential
	Summary report on the Review of the White Paper for Social Welfare	Confidential
	Guidelines for Workload Management	Confidential
	Supply and Demand model for Social Service Practitioners	Confidential
	Quality Assurance Framework for Social Welfare Services	Confidential
	Supervision Framework for the Social Work Profession in South Africa	Confidential
	Human Resources Model for the Social Welfare Services Sector	Confidential
	Rapid Analysis Report: Physical working conditions for Social Workers	

	Readiness Assessment Report		
	Social Work Scholarship Policy		Confidential
	Report on evaluation study on implementation of Scholarship programme		Confidential
	Guidelines for Administration and Management of scholarship funds		Confidential
	Social Service Professions Act, 110 of 1978 as amended by Acts of 1989, 1993, 1995, 1996, 1998		Confidential
	Policy for Social Service Practitioners		Confidential
	Report on Costing of Policy for Social Service Practitioners		Restricted
	Report on costing of Social service Practitioners Draft Bill		Restricted
	Recruitment and Retention Strategy for Social Service Practitioners		Confidential
	Induction Policy for Social Service Practitioners		Confidential
	Foster Care guidelines		
	Concept paper for cluster foster care		
	Guidelines for the Prevention of and Response to Child Exploitation		
	Child Protection induction manual for social service practitioners		
	Safety and Risk Assessment Tool		
	Children's Services		
	Pamphlets: Child Protection Register and Child Exploitation		
	Guidelines for independent living programmes		
	Developmental assessment tool for children in alternative care		

	Integrated Programme of Action addressing violence against women and children.	
	Strategy for the prevention and early intervention	
	Design and development of prevention and early intervention strategy.	
	Inter-sectoral Protocol on the Prevention and Management of Violence, Child Abuse, Neglect and Exploitation.	
	Adoption orders; copies of birth certificates, court proceedings; social workers reports on adoptions and consent of biological parents	Confidential
	Strategy and Guidelines for Children Living and Working in the Streets	
	Stabilization Programme for children in Child and Youth Care Centres	
	Report on the Audit of Child and Youth Care Centres	
	Guidelines on Community-Based Prevention and Early Intervention Services for Vulnerable Children	
	Strategy and Guidelines for Statutory Services for Child Headed Households	
	Guidelines for Registration of Drop in Centres.	
	Memorandum of Understanding between Department of Social Development and Big Brands Media Holdings (PTY)LTD on Educational support through life skills development for vulnerable children	
	Strategy on services for Vulnerable Children in Drop in Centres	

		Strategy and Guidelines on services for Children with Chronic Illnesses. 5 Year Report on the implementation of the community based prevention and early intervention services through Isibindi Model (2013-2018)	
		Contract agreement between Department of Social Development and Humana SA People to People South Africa for the provision of Prevention and Intervention services to Orphans and Vulnerable Children	
		Memorandum of Understanding between Department of Social Development and National Religious Association of Social Development(March 2015- March 2020)	
		Memorandum of Understanding Between Department of Social Development and National Association for Child Care Workers (NACCW) through the rollout and Implementation of Isibindi Model (2013-2018)	
HIV & AIDS		Department of Social Development Comprehensive Strategy on HIV&AIDS	
		YOLO Facilitator's Guide	
		YOLO Facilitator's Manual	
		YOLO Journal	
		Report on YOLO design and implementation evaluation	
		ChommY Facilitator's Guide	
		ChommY Activity Book	

	Men Championing Change manual	
	Boys Championing Change manual	
	Families Matter Facilitator's manual	
	Families Matter Participant's manual	
	Rock Leadership manual	
	Contract between DSD and SANAC on implementation of social and behaviour change programmes	
	Contract between DSD and SANAC on core funding	
	Guidelines on establishment and management of support groups for children and adults	
	Guidelines on psychosocial support for children living with HIV and chronic conditions	
	Guidelines on psychosocial support for adults living with HIV and chronic conditions	
	Supportive Supervision for Community Caregivers	
	National Audit of Registered and Unregistered HCBC and Support Programme	
	Impact assessment study of the HCBC programme	
	Integrated Monitoring and Evaluation System for HCBC and Support Programme Manual	
	Implementation Guidelines on Psychosocial Support for children and youth in the context of HIV/AIDS	

5. Social Policy and Integrated Service Delivery	Poverty Alleviation, Sustainable Livelihood and Food Security	<p>Guidelines for Social Service Practitioners: Enabling Access to HIV Services</p> <p>The National Food and Nutrition Security Policy for South Africa</p> <p>The Household Food and Nutrition Security strategy</p> <p>National Food and Nutrition Security plan 2018 – 2022</p> <p>Operational manual for the Provincial Food Distribution Centres</p> <p>Operational Manual for the Community</p> <p>Nutrition and Development Centres</p> <p>Food parcels distribution plan for COVID-19</p> <p>Framework on Facilitation of Asset Based Community Development (ABCD) Approach</p> <p>Framework on the Developmental Model for Community Nutrition and Developmental Centres (CNDs) beneficiaries.</p> <p>Framework on Women Empowerment</p> <p>Guiding Tool on Facilitation of Support to Cooperatives by Department of Social Development</p> <p>Toolkit for Community Development Practitioners in South Africa, 2009</p> <p>Guidelines and Training Manual for CDPs</p> <p>Framework Guide on the support of CNDs beneficiaries</p> <p>Asset Based Community Development Model Framework and Training Manual</p> <p>Tool on the Support of Cooperatives</p> <p>Funded project information</p>
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		<p>Monthly Expenditure Reports – Payments to venue facilities and travel to provinces forms part of Voted Funds. The Projects that were funded through the Partnership with the IDT no longer exists and reports on Frameworks and Guides is consolidated and sent to M&E quarterly.</p>	
	<p>NPO Registration, Funding & Compliance Monitoring</p>	<p>Non-profit Organisations Act 71 of 1997 NPO Application Forms Organisations Constitutions Organisations Financial Statements Organisations Narrative Reports Research Report on the Impact Assessment of the NPO Act The Register of Non-profit Organisations. Can also be accessed on www.npo.gov.za The State of NPO in SA 2009 The State of NPO in SA 2010 The State of NPO in SA 2011 The State of NPO in SA 2012 The State of NPO in SA 2013 The State of NPO in SA 2014 The State of NPO in SA 2015 The State of NPO in SA 2016 The State of NPO in SA 2017 The State of NPO in SA 2018 The State of NPO in SA 2019 The State of NPO Register KwaZulu Natal 2010-2011 The State of NPO Register Free State 2010-2011 The State of NPO Register Western Cape 2010-2011</p>	

		<p>The State of NPO Register Northern Cape 2010-2011</p> <p>The State of NPO Register North West 2010-2011</p> <p>The State of NPO Register Limpopo 2010-2011</p> <p>The State of NPO Register Eastern Cape 2010-2011</p> <p>The State of NPO Register Gauteng 2010-2011</p> <p>Developing good governance practices within the South African Sector (Chapter 1-3)</p> <p>Model Codes of Good Practice (English, Afrikaans, isiZulu, Northern Sotho and Southern Sotho)</p> <p>DSD Governance Report</p> <p>Constitutions and annual reports of registered NPOs</p> <p>Application form to register as a Non-profit Organisation in terms of the NPO Act</p> <p>Model Constitution to assist organisations to register</p> <p>Narrative Reporting Format to assist registered organisations to comply with the reporting requirements of the NPO Act</p> <p>2012 NPO Summit Report</p> <p>2012 NPO Summit Declaration.</p> <p>Financial Management and Resource Mobilisation for NPOs</p> <p>NPO Management and Strategic Development</p> <p>Leadership and Good Governance for NPOs</p> <p>Risk Management policy</p>	
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	<p>Special Projects and Innovations</p> <p>Population and Development</p>	<p>Compliance reporting framework</p> <p>Population Policy SAMCP+D Report of the Southern African Minister' Conference on Population and Development State of South Africa population report 2000 State of South Africa population report 2000 booklet Population and Development in the New Millennium booklet Country report on the International</p>	
		<p>Conference on Population and Development + 10 (ICPD+10 country report) Population and Gender Equality in South Africa Republic of South Africa: Demographic and Statistical overview 1994 - 2004 Southern African Population and development collaboration Overview of the current state of South Africa's population Synthesis report SADC report Factors Associated with Teenage Pregnancy: A National perspective booklet Fifteen progress review of the implementation of the population policy for South Africa (1998) and the International conference on Population and Development (ICPD) programme of action (1994) Population, HIV/AIDS and Development: A resource document (blue book)</p>	

		<p>Population, HIV/AIDS and Development: A resource document booklet (small blue book)</p> <p>HIV/AIDS Case studies in South Africa volume 1</p> <p>Documenting HIV/AIDS Case studies in South Africa volume 2</p> <p>HIV/AIDS Round Table Forum (cedpa book)</p> <p>Appraisal of Home/Community-based care projects in South Africa 2002-2003</p> <p>HIV/AIDS Case studies in South Africa volume 3</p> <p>National Adolescent Sexual and Reproductive Health and Rights Framework Strategy</p> <p>Population Policy for South Africa</p> <p>Population & Development Youth</p> <p>Joint Population Conference 2003</p> <p>Joint Population Conference 2004</p> <p>Joint Population Conference 2005</p> <p>Reproductive Health and Rights Framework Strategy pamphlet</p> <p>Population policy for South Africa (in brief)</p> <p>Population and development information service</p> <p>ASRHR in SA Advocacy Oct 2011</p> <p>FRS Final Draft Needs Assessment Report 20100708 v4</p> <p>Impact Survey Report V10 2008</p> <p>NYP Policy 2020 Report</p> <p>Population Policy for SA</p> <p>AIDS Epidemic and Health Concerns SA Synthesis May-2010</p>
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		<p>The State of Youth in South Africa WPD TP JULY 2011 Youth & Demographic Dividend - DSD - Altman FAQ Green paper Population policy Adolescent Sexual and Rights Strategy Synthesis Report Prospects for the Demo Division White Paper Population policy</p>	
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F. EXERCISING YOUR RIGHTS IN TERMS OF THE PROTECTION OF PERSONAL INFORMATION ACT

Introduction

POPIA grants data subjects certain rights relating to their personal information that is processed by DSD. This section highlights the said rights and how they may be exercised.

Please note that the Information Officer or any of the Deputy Information Officers may require you to provide proof of your identity to his or her reasonable satisfaction, before taking further action in terms of any request made for consideration.

Please note that the procedures contained here relate only to "Personal Information", as defined in DSD Privacy Policy and POPIA. In general, that means information relating to you specifically, or to your child or a person in respect of whom you hold legal authority to deal with their personal information. If your request relates to information that is not personal to you, or in respect of which you do not have such legal authority, you must complete the PAIA request form. The Information Officer or Deputy will have the discretion to determine whether your request relates to Personal Information or not.

Withdrawal of authorisation

If we process your personal information because you have consented thereto, or because it is a requirement of a contract between us, or in order for us to provide you with services, you may withdraw your consent for the processing of your personal information by way of written notice to either the Information Officer or, in the event of a contractual relationship, in the manner provided for in the specific contract. Please note that such a withdrawal of consent may result in it becoming impossible for us to perform our obligations in terms of such contract, and may therefore constitute a repudiation of the contract by you, which may result in the contract being terminated.

Should you wish to object to DSD's third party service providers, processing your personal information, please complete Request for Correction or deletion of Personal Information in terms of section 24(1) of POPIA.

Request for confirmation of records held

In terms of section 23(1)(a) of POPIA, you are entitled to request that we confirm, free of charge, whether we process any personal information pertaining to you.

You may exercise this right by way of an email addressed to the Information Officer, whose contact details are contained herein in the PAIA and POPIA Manual. The Information Officer, or one of the Deputy Information Officers, will respond to you in writing within a reasonable period of thirty (30 days) of receiving your request.

Please note that we may refuse to grant your request on any of the grounds listed in PAIA under chapter four (4) i.e. Grounds for refusal of access to records. In the event of such refusal, the grounds for refusal will be communicated to you by the Information Officer or Deputy in writing.

Request for copies or description of records held

In terms of section 23(1)(b) of POPIA, you are entitled to request that we provide you with a description or copies of records containing your personal information, as well as confirmation of the

identity of all third parties or categories of third parties, who have, or have had, access to such information.

You may exercise this right by way of an email addressed to the Information Officer, whose contact details are contained herein in this PAIA and POPIA Manual. The Information Officer or a Deputy Information Officer will respond to you in writing within a reasonable period of receiving your request. Please note that we may refuse to grant your request on any of the grounds listed in PAIA under chapter four (4) .i.e. Grounds for refusal of access to records. In the event of such refusal, the grounds for refusal will be communicated to you by the Information Officer or any of the Deputy Information Officers in writing.

Request for correction of personal information

In terms of section 24 of POPIA, you are entitled to request that we correct or delete personal information about you in our possession or under our control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or which you believe was obtained unlawfully, or to destroy or delete a record in respect of which you have withdrawn your authorization to allow us to process it. A request in terms of this section must be submitted using the form prescribed in terms of POPIA, a copy of which is annexed to this PAIA and POPIA Manual. The form must be submitted by hand or email to the Information Officer, whose contact details are provided herein this PAIA and POPIA Manual. Copies of the form may also be downloaded from the website of the Information Regulator (<https://www.justice.gov.za/inforeg/>).

The Information Officer or any of Deputy Information Officers will attend to the request as soon as reasonably possible within thirty (30) days and provide you with written confirmation once the requested correction has been made.

Objections to processing of personal information

In terms of section 11(3) of POPIA, you may object to our processing of your personal information if the reason for such processing relates to:

- The protection of a legitimate interest.
- The pursuit of our legitimate interests or those of a third party to whom the information is supplied

In such instances, you may lodge an objection in writing with the Information Officer, whose contact details are provided herein this PAIA and POPIA Manual, by using the form prescribed in terms of POPIA, a copy of which is annexed to this PAIA and POPIA Manual. Copies of the form may also be downloaded from the website of the Information Regulator (<https://www.justice.gov.za/inforeg/>).

Purpose of processing

POPIA provides that personal information may only be processed lawfully and in a reasonable manner that does not infringe your (the data subject's) privacy.

The type of personal information that we process will depend on the purpose for which it is collected.

We will disclose to you why the personal information is being collected and will process the personal information for that purpose only.

Category of Data Subject	Category of Personal Information

Natural Persons	Names; contact details; physical and postal addresses; date of birth; ID number; tax related information; nationality; gender; banking details; data received from the third parties; and confidential correspondence
Juristic Persons / Entities	Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories; beneficiaries.
Foreign Persons / Entities	Names; contact details; physical and postal, Financial information addresses; date of birth; Passport number Tax related information; nationality; gender; confidential correspondence; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries.
Contracted Service Providers	Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries.
Intermediary / Advisor	Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries.
Employees / Contractors / Stakeholders / Volunteers / Employees' family members/ Persons acting on behalf of the DSD	Gender, Pregnancy; Marital Status; Race, Age, Language, Education information; Financial Information; Employment History; ID number; Next of kin; Children's name, gender, age, school, grades; Physical and Postal address; Contact details; Opinions, Criminal behaviour and/or criminal records; Trade Union membership; financial declaration of interests; Medical Information:
Website end-users / Application end-users	Names, Electronic identification data: IP address; log-in data, cookies, Electronic localization data; cell phone details, GPS Data.

We may disclose personal information we collected to any of our third-party service providers, with whom we engage in business.

We endeavour to enter into written agreements to ensure that other parties comply with our confidentiality and privacy requirements. Personal Information may also be disclosed where we have a legal duty or a legal right to do so.

We endeavour to enter into written agreements to ensure that other parties comply with our confidentiality and Privacy Policy requirements. Personal Information may also be disclosed where we have a legal duty or a legal right to do so.

General description of information security measures

Department of Social Development employs appropriate, reasonable technical and organisational measures to prevent loss of, damage to or unauthorised destruction of personal information and unlawful access to or processing of personal information. These measures include:

Firewalls;

Virus protection software and update protocols

Logical and physical access control

Secure setup of hardware and software making up our information technology infrastructure.

G. REQUEST PROCEDURE

Completion of the FORM A

A requestor must complete the attached **FORM A**. The request must be made in person or by e-mail or post to the Information Officer. If an acknowledgement of receipt for the request is not received within fourteen (14) days, please contact the Deputy Information Officer to ensure that the request has been received.

Each section of the form contains instructions that should be followed to improve the likelihood of the request being considered with minimal delay being experienced.

If records are requested on behalf of another person, please provide a copy of the mandate authorising you to act on behalf of another person.

A detailed description of the records being requested must be provided to enable the Deputy Information Officer to identify it accurately.

If any difficulties are experienced in completing the request form or if a disability prevents the requester from completing it, please do not hesitate to contact the Deputy Information officer for assistance.

How long must a requester wait before receiving the records/information requested?

The Deputy Information Officer is required to take a decision on the request within thirty (30) days of receipt of the request, failing which the request is deemed to have been refused.

The Deputy Information Officer may extend the period for taking a decision to sixty (60) days under the following circumstances:

- If the request is for large number of records or requires a search through a large number of records and compliance with the original period would unreasonably interfere with the activities of the DSD.
- Where consultations among the Branch Heads is necessary or desirable to decide upon the request and which consultation cannot be reasonably completed within 30 days.
- If the requester consent in writing to the extension.

Should the thirty (30) day period be extended, the Deputy Information Officer will notify the requester of the extension as well as provide the requester with the reasons for the extension.

How will a requester be informed of the outcome of the request?

The requester will be notified of the Deputy Information Officer' decision in the manner specified in the request form.

Under which circumstances will the request for access to information be refused?

Access to a record is refused on one or more grounds of refusal specified in PAIA, which fall into the following categories:

- Mandatory protection of privacy of a third party who is a natural person;
- Mandatory protection of certain records of DSD;
- Mandatory protection of commercial information of a third party;

- Mandatory protection of certain confidential information and protection of certain other confidential information of a third party;
- Mandatory protection of safety of individuals and protection of property;
- Mandatory protection of police dockets in bail proceedings and protection of law enforcement and legal proceedings;
- Mandatory proceedings of records privileged from production in legal proceedings;
- Defence, security and international relations of the Republic;
- Economic interests and financial welfare of the republic and commercial activities of public bodies;
- Mandatory proceedings of research information of a third party and protection of research information of a public body.
- Operations of public bodies; and
- Manifestly frivolous or vexatious requests or substantial and unreasonable diversion of resources.

What is deemed refusal of a request?

If the Deputy Information Officer does not give the decision on a request for access to the requester within the thirty (30) day period or within any extended period, then the Deputy Information Officer will be regarded as having refused the request.

What can the requester do if the request for information is refused?

Should the requester not be satisfied with the decision of the Deputy Information Officer, the requester may apply to court for relief. The said application must be made within one hundred and eighty (180) days after the decision has been made by the Deputy Information Officer. On hearing such an application, the court may grant a just and equitable order including:

- Confirming, amending or setting aside the decision that is the subject of the application;
- Requiring the Information Officer to take some action or to refrain from taking such action as the court considers necessary within the period mentioned in the order;
- Granting an interdict, interim or specific relief, a declaratory order or compensation; or
- Costs.

What if the requester is successful?

The requester will be given access to a record if all procedural requirements have been complied with according to PAIA requirements, that is:

- The request is properly documented on the prescribed form;
- Proof of authority to act on another's behalf is furnished, if making the request on another person's behalf;
- The record that is requested is sufficiently described to enable the Deputy Information Officer to identify it; and
- Payment of all required fees.

Internal appeal procedures against decision of the Deputy Information Officer

An internal appeal against a decision of the Information Officer or Deputy Information Officer may be lodged with the Minister of Social Development in writing.

A third party may lodge an internal appeal against a decision of the Information Officer or Deputy Information Officer to grant a request for access.

The aggrieved party still has an opportunity to approach the courts if dissatisfied with the decision of the Minister of Social Development.

H. UPDATING OF THE PAIA AND POPIA MANUAL

The PAIA and POPIA Manual shall be updated as and when the changes are effected in the structure and functions of the Department.

I. PUBLICATION OF THE PAIA AND POPIA MANUAL

This PAIA and POPIA Manual is published in all eleven official languages including Braille.

AVAILABILITY OF THE PAIA AND POPIA MANUAL

This PAIA and POPIA Manual shall be available in places prescribed by the Legal Deposit Act, 1997 (Act no. 54 of 1997) and at the Offices of the South African Human Rights Commission. This PAIA and POPIA Manual shall also be available on the Department of Social Development's website www.dsd.gov.za.



REPUBLIC OF SOUTH AFRICA

FORM A

REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY

(Section 18(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))
[Regulation 6]

FOR DEPARTMENTAL USE

Reference number:

Request received by
rank, name and surname of information officer/deputy information officer) (State on at
..... (Date)

.....(place).

Request fee (if any): R

Deposit (if any): R

Access fee: R

.....
SIGNATURE OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER

A. Particulars of public body

The Information Officer/Deputy Information Officer:

The Information Officer
The Department of Social Development
Private Bag x901
PRETORIA
0001

B. Particulars of person requesting access to the record

- (a) The particulars of the person who requests access to the record must be given below.
- (b) The address and/or fax number in the Republic to which the information is to be sent, must be given.
- (c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname:

Identity number:

--	--	--	--	--	--	--	--	--	--	--	--	--

Postal address:

Telephone number: (.....) Fax number: (.....)

E-mail address:

Capacity in which request is made, when made on behalf of another person:

C. Particulars of person on whose behalf request is made

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname:

Identity number:

--	--	--	--	--	--	--	--	--	--	--	--	--

D. Particulars of record

- (a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Description of record or relevant part of the record:

.....

.....

2. Reference number, if available:

.....

3. Any further particulars of record:

.....

.....

.....

.....

.....

E. Fees

- (a) A request for access to a record, other than record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (c) The **fee payable for access** to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- (d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

.....

.....

.....

.....

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.

Disability:	Form in which record is required:
Mark the appropriate box with an X.	
NOTES: (a) Compliance with your request for access in the specified form may depend on the form in which the record is available. (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form. (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.	

1. If the record is in written or printed form:					
	copy of record*		inspection of record		
2. If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):					
	view the images		copy of the images*		transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:					
	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)		
4. If record is held on computer or in an electronic or machine-readable form:					
	printed copy of record*		printed copy of information derived from the record*		copy in computer readable form* (stiffy or compact disc)

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	YES	NO
Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available.		
In which language would you prefer the record?		

G. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved / denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

.....

Signed at on this day of

..... year

.....
SIGNATURE OF REQUESTER /
PERSON ON WHOSE BEHALF REQUEST IS MADE

(ii) FORM B

NOTICE OF INTERNAL APPEAL

(Section 75 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))
[Regulation 8]

STATE YOUR REFERENCE NUMBER:

A. Particulars of public body

The Information Officer/Deputy Information Officer:

B. Particulars of requester/third party who lodges the internal appeal

- (a) The particulars of the person who lodge the internal appeal must be given below.
- (b) Proof of the capacity in which appeal is lodged, if applicable, must be attached.
- (c) If the appellant is a third person and not the person who originally requested the information, the particulars of the requestor must be given at C below.

Full names and surname: _____

Identity number: _____

Postal address: _____

Fax number: _____

Telephone number: _____ E-mail address: _____

Capacity in which an internal appeal on behalf of another person is lodged: _____

C. Particulars of requester

This section must be completed ONLY if a third party (other than the requester) lodges the internal appeal.

Full names and surname: _____

Identity number: _____

D. The decision against which the internal appeal is lodged

Mark the decision against which the internal appeal is lodged with an X in the appropriate box:

	Refusal of request for access
	Decision regarding fees prescribed in terms of section 22 of the Act
	Decision regarding the extension of the period within which the request must be dealt with in terms of section 26 (1) of the Act
	Decision in terms of section 29 (3) of the Act to refuse access in the form requested by the requester
	Decision to grant request for access

E. Grounds for appeal

If the provided space is inadequate, please continue on a separate folio and attach it to this form.
You must sign all the additional folios.

State the grounds on which the internal appeal is based: -----

State any other information that may be relevant in considering the appeal: -----

F. Notice of decision on appeal

You will be notified in writing of the decision on your internal appeal. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

State the manner:-----

Particulars of manner: -----

Signed at----- this-----day of-----20-----

SIGNATURE OF APPELLANT

FOR DEPARTMENTAL USE:

OFFICIAL RECORD OF INTERNAL APPEAL:

Appeal received on _____ (date) by _____

(state rank, name and surname of information officer/deputy information officer).
Appeal accompanied by the reasons for the information officer's/deputy information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer/deputy information officer on _____

(date) to the relevant authority.

OUTCOME OF APPEAL:

DECISION OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER CONFIRMED/
SUBSTITUTED BY NEW DECISION
NEW DECISION: _____

RELEVANT AUTHORITY: _____ DATE: _____

RECEIVED BY THE INFORMATION OFFICER/DEPUTY INFORMATION OFFICER FROM THE
RELEVANT AUTHORITY ON (date): _____

FORM 1**OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF
SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO.
4 OF 2013)****REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017
[Regulation 2(1)]**

Note:

1. Affidavits or other documentary evidence in support of the objection must be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

Reference Number....

A DETAILS OF DATA SUBJECT	
Name and surname of data subject:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	
B DETAILS OF RESPONSIBLE PARTY	
Name and surname of responsible party (if the responsible party is a natural):	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	
Name of public or private body (if the responsible party is not a natural person):	
Business address:	

FORM 2

REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017 [Regulation 3(2)]

Note:

1. Affidavits or other documentary evidence in support of the request must be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

Reference Number....

Mark the appropriate box with an "x".

Request for:

☐ Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

☐ Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A DETAILS OF THE DATA SUBJECT	
Surname:	
Full names:	
Identity number:	
Residential, postal or business address:	
Contact number(s):	Code ()
Fax number:	
E-mail address:	
B DETAILS OF RESPONSIBLE PARTY	
Name and surname of responsible party(if the responsible party is a natural person):	
Residential, postal or business address:	
Contact number(s):	Code ()
Fax number:	

E-mail address:	
Name of public or private body (if the responsible party is not a natural person):	
Business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	
C	REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT/*DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY. <i>(Please provide detailed reasons for the request)</i>

* Delete whichever is not applicable

Signed at this day of20.....

.....
Signature of Data subject

FORM 5**COMPLAINT REGARDING INTERFERENCE WITH THE PROTECTION OF PERSONAL INFORMATION/COMPLAINT REGARDING DETERMINATION OF AN ADJUDICATOR IN TERMS OF SECTION 74 OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)****REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017
[Regulation 7]**

Note:

1. Affidavits or other documentary evidence in support of the request must be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

Reference Number:.....

Mark the appropriate box with an "x".

Complaint regarding:

☐

Alleged interference with the protection of personal information

☐

Determination of an adjudicator.

PART I	ALLEGED INTERFERENCE WITH THE PROTECTION OF THE PERSONAL INFORMATION (Section 74(1) of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013))
A	PARTICULARS OF COMPLAINANT

Surname of complainant:	
Full names of complainant:	
Identity number of complainant:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	
B	PARTICULARS OF BODY/RESPONSIBLE PARTY INTERFERING WITH PERSONAL INFORMATION

[illegible]

Full names and surname of adjudicator	
Name and surname of responsible party (if it is a public or private body):	
Name of responsible party (if it is a public or private body):	
Residential, postal or business address:	
	(Code.....)
Contact number(s):	
Fax number:	
E-mail address:	
C	REASONS FOR COMPLAINT (Please provide detailed reasons for the grievance)

Signed at this day of20.....

.....
Signature of complainant/person aggrieved