

PROMOTION OF ACCESS TO INFORMATION MANUAL (PAIA)

(In accordance with The Promotion of Access to Information Act 2 of 2000)

UGU DISTRICT MUNICIPALITY



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1. Introduction/Foreword

The Constitution guarantees everyone the right to access information held by the State and information held by private entities. National legislation (the Promotion of Access to Information Act 2 of 2000) was enacted to give life to this fundamental right. PAIA seeks to entrench a culture of accountability, transparency, and good governance and a respect for human rights in both the public and private sector.

To ensure that the objectives of the Act are realized and that the right to access information is a reality for all, PAIA places mandatory compliance requirements on both the public and private sector. PAIA requires that every public body to compile a manual in terms of section 14 to guide members of the public on how to obtain access to records held by public bodies.

Public institutions are charged with making and implementing decisions that have a bearing on the lives of South African citizens and constituents served by the various public bodies. Making their information available to the public is therefore critical in ensuring that the public is able to scrutinize their actions and hold them accountable on decisions taken and service delivery.

2. Purpose of the Manual

The purpose of the manual is to provide information to the public on services rendered by Ugu District Municipality, records generated by Ugu District Municipality and how members of the public can access services or records. The manual further provides information on the details of the information and deputy information officer and stipulates both the request and appeal procedures in terms of PAIA.

Noting the nature of the work of public entities; accountability and transparency are an essential requirement for sustaining democracy. This manual is therefore a critical tool to entrenching a culture of participatory democracy, informed public scrutiny and voluntary dissemination of information by public entities.

This manual therefore contains the following information

- Services offered by Ugu District Municipality,
- What records Ugu District Municipality holds
- Records that are available on request and records that are available automatically
- Who to contact if information needs to be obtained
- An outline of the request procedure
- Remedies available

The public needs this information to be better informed about decisions Ugu District Municipality is taking on their behalf. It is through information sharing that our democracy can be entrenched, strengthened and nurtured.



3. Information and Deputy Information Officer's details

Information Officer:

Mr Luvuyo Mahlaka

MUNICIPAL MANAGER

28 Connor Street, Port Shepstone, 4240

PO Box 33, Port Shepstone, 4240

Tel: 039 688 5702

Fax: 039 682 1720

Email: Luvuyo.Mahlaka@ugu.gov.za

Deputy Information Officer

Ms Phumza Ntebe

GENERAL MANAGER CORPORATE SERVICES

18 Price Street, Port Shepstone, 4240

PO Box 33, Port Shepstone, 4240

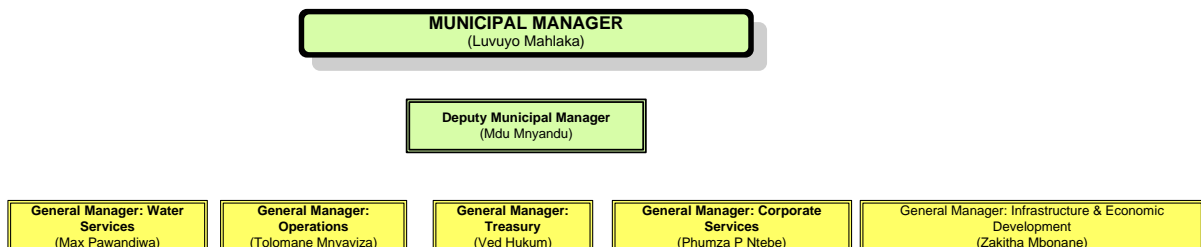
Tel: 039 688 5758

Fax: 039 682 4820

Email: Phumza.Ntebe@ugu.gov.za

4. Description of Ugu District Municipality's Structure

In accordance with the Constitution Act, 108 of 1996, the Ugu District Municipality's Council is the ultimate political decision making body of the Municipality. The Mayor of Ugu District Municipality takes overall strategic and political responsibility, whilst the Municipal Manager heads the Municipality's administration and is responsible for the implementation of policies and the Integrated Development Plan (IDP).



5. Description of Ugu District Municipality's functions



Ugu District Municipality has been classified as a Category C, Grade 5 Urban Municipality by the Municipal Demarcation Board in terms of Section 4 of the Local Government: Municipal Structures Act, 1998. It was established on 5 December 2000 through the disestablishment of the Ugu Regional Council. Ugu District Municipality is one of the ten district municipalities in the province of KwaZulu-Natal. KwaZulu-Natal is one of the nine provinces of the Republic of South Africa. It is a subtropical region of lush and well-watered scenic valleys and deep gorges with large rivers flowing perennially into the warm Indian Ocean. This is currently the only province with a monarchy (Zulu Kingdom) specifically provided for in South Africa's Constitution.

It is located in the southernmost end of the province and its sphere of jurisdiction is commonly known as the South Coast of KwaZulu-Natal. It is 5,866km² in extent and boasts a spectacular coastline of 112 kilometres, which forms its eastern border. It is bordered by the Eastern Cape Province to the south, the Indian Ocean to the east, to the north-west by Umgungundlovu District Municipality, where we find the province's Capital City, and Sisonke District Municipality to the west. The region is bordered on the north by the eThekweni Municipality, home to the City of Durban, which is the province's 'commercial capital'. The Municipality consists of eighty-one municipal wards, which culminate in six local municipalities, namely Hibiscus Coast, Eziqoleni, Umuziwabantu, Vulamehlo, Umzumbe and Umdoni. The region includes forty-two traditional authorities, which all form part of the Zulu Kingdom and its monarchy. According to Statistics SA (2001), Ugu has a population density of 142 persons per km, which is higher than the provincial average of 104 people per km. According to the Household Survey Data, Statistics SA (2007) Ugu District Municipality has a total population of 709,918 compared to the KZN Province, which has a total population of 10,259,230. The population growth for the District is estimated to be 0.8% per annum.

Administration

The administration of the Municipality is headed by the Municipal Manager. The Municipality has four administrative departments, each being headed by a General Manager. In addition, the Deputy Municipal Manager within the Office of the Municipal Manager is responsible for the efficient and effective operation of all departments.

Office of the Municipal Manager

The Office of the Municipal Manager is responsible for the following functions:

- Development Planning;
- Strategy and Shared Services;
- Internal Audit;
- Mayoralty and Communication;
- Legal Services;
- Youth Development;
- HIV/AIDS and Special Programmes.



Development Planning – Responsibilities include the implementation the Municipality's Performance Management system as aligned to the Integrated Development Plan (IDP), and to monitor and report on the progress and implementation thereof.

Strategy and Shared Services – Responsibilities include the facilitation of strategic forums among the family of municipalities within the District, some through the implementation of shared services. This also ensures the management of enterprise-wide risk, service excellence and performance management.

Internal Audit – Responsibilities include the provision of internal audit services to the Municipality as well as the coordination of the implementation of the internal audit service as a shared service within the District. The section also facilitates the external audit services required by the Municipality.

Mayorality and Communications – Responsibilities include the coordination of Mayoral executive support, corporate communications events and general marketing and maintenance of the profile of the Municipality. This section also acts as the vehicle for the realisation of intergovernmental and cooperative governance structures and events.

Legal Services – Responsibilities include the coordination of legal research towards ensuring legal compliance, contract management and associated advisory services.

Youth Development – The Office is responsible for institutionalisation and mainstreaming of Youth Development within Ugu District Municipality.

Special Programmes – The Office heads up advocacy and lobbying for the development and mainstreaming of issues which affect the following vulnerable groups: senior citizens, people with disabilities, women and farm workers.

HIV/AIDS – The Office conducts aggressive lobbying for the support, assistance and development of people living with and/or affected by HIV and/or AIDS, as well as children who are either directly or indirectly affected by the epidemic as a result of their very vulnerable status or through being orphaned by the disease.

Corporate Services Department

The Corporate Services Department, headed by the General Manager Corporate Services includes:

Human Resources – Coordination of sound labour relations, Human Resources management and recruitment strategies including Leave management, Job Evaluation management, Employee benefits, Employee Wellness, Organisational Development and Occupational Health and Safety.

Secretariat – Coordination of secretariat support to Council and its committees.

ICT – Ensuring the efficient implementation of information management systems, implementation and maintenance of application systems, implementation of Enterprise Resource Planning hardware and software maintenance, information systems security and general coordination of management of ICT systems.

Registry and Auxiliary Services – Records management, registry management, facilities management, security management, telecommunications and building maintenance.



Disaster Management – Coordination of the prevention and mitigation of disaster effects and the management of disasters when they occur.

Job Evaluation Management – Coordinates processes associated with the implementation and maintenance of Job Evaluation in the local government sector at a regional level through the interaction and facilitation of preparatory requirements, creating awareness of procedures and analysing and reporting on the status within Municipalities and/or Principal Job Evaluation Committees in order to ensure the region delivers on its plans and objectives of performing at an acceptable standard, maintaining quality and consistency and producing Job Evaluation outcomes that are valid and defensible.

Treasury Department

The Treasury Department, headed by the General Manager Treasury includes:

Equity and Accounts – Asset management, loans, insurance and investments and cash collection.

Grants and Expenditure – Coordination of accounts payable, payroll and management of grants received.

Budget Control – Preparation of budget, financial forecasting and preparation of financial statements.

Supply Chain Management – Coordination of procurement of goods and services, and management of the supplier database and procurement contracts.

Infrastructure and Economic Development Department

The Infrastructure and Economic Development Department, headed by the General Manager Infrastructure and Economic Development includes:

Environmental Services – Responsibilities include the coordination and implementation of environmental management and environmental health services.

Infrastructure and Economic Development Finance – Responsible for the management of the budgets for the MIG grant, as well as all other departmental grants and funding.

LED and Tourism – Facilitation and coordination of activities and programmes that would yield shared economic growth and the extensive marketing of the District.

Water Services Department

The Water Services Department, headed by the General Manager Water Services includes:

Water Services Operations – Management of all technical operations (water and sanitation) within the various areas covering the District.

Water Services Authority – Responsible for the implementation of Water Services Development Plan, water services provision legislation and by-laws, legislative prescripts of the department and development control, GIS, scientific services and design of projects and project management.



Water Services Income – Billing of residential and industrial consumers, collection of debt, as well as the coordination of indigent support and provision of contact centre facilities and systems, which are derived from the Batho Pele principles.

Fleet Management – Ensuring that the organisation adequately supports service delivery through the provision and management of a safe and efficient fleet.

Project Management Unit (PMU) – Implementation of MIG funded projects such as water, sanitation and community facilities.

Control Centre – The control centre deals with all public enquiries and complaints. It is headed by a Manager and is manned 24/7.

6. Manual and its availability

28 Connor Street, Port Shepstone	RECEPTION
96 Marine Drive, Oslo Beach 1 & 2	RECEPTION
Musgrave Road, Harding	RECEPTION
Main Road, Park Rynie	RECEPTION

www.ugu.gov.za

The manual is currently available in English and once adopted will be translated into isiZulu.

7. Index and Description of subjects of records

This category contains a description of subjects on which Ugu District Municipality holds records and description of the categories of records held on each subject.

Description of categories of records held by Ugu District Municipality (per subject)

CATEGORY	DESCRIPTION	LOCATION	DOCUMENT TYPE	LEVEL OF ACCESS / AVAILABILITY
A. <u>AGENDAS AND MINUTES</u>	1. <u>Council Meetings</u> 1.1 Agendas 1.2 Minutes 1.3 Attendance Registers	Secretariat Registry	Printed documents	1. Automatic
	2. <u>EXCO</u> 2.1 Agendas 2.2 Minutes 2.3 Attendance Registers			2. Automatic
	3. <u>Portfolio Committee</u> 3.1 Water and Sanitation 3.2 Corporate Services, Human Resources, Health and Safety			3. Automatic

CATEGORY	DESCRIPTION	LOCATION	DOCUMENT TYPE	LEVEL OF ACCESS / AVAILABILITY
	3.3 Planning, Economic Development and Tourism 3.4 Finance, Budget Control and Monitoring 3.5 Youth Committee 4. <u>Sub Committees</u> 4.1 Agendas 4.2 Minutes 4.3 Attendance Registers 5. <u>Top Management</u> 5.1 Agendas 5.2 Minutes 5.3 Attendance Registers 6. <u>Bid Committees</u> 6.1 <u>Bid Specification Committee</u> 6.1.1 Agendas 6.1.2 Minutes 6.1.3 Attendance Registers 6.2 <u>Bid Evaluation Committee</u> 6.2.1 Agendas 6.2.2 Minutes 6.2.3 Attendance Registers 6.3 <u>Bid Adjudication Committee</u> 6.3.1 Agendas			4. Automatic 5. Restricted 6. Automatic <i>"In committee items – Restricted"</i>

CATEGORY	DESCRIPTION	LOCATION	DOCUMENT TYPE	LEVEL OF ACCESS / AVAILABILITY
	6.3.2 Minutes 6.3.3 Attendance Registers			
B. REPORTS	<ol style="list-style-type: none"> Annual Report of the Municipality Mid Term Reports Quarterly Reports 	Central Registry Shared Services	Printed documents	Automatic
C. FINANCIAL ITEMS	<ol style="list-style-type: none"> Loan Register Stock Register Main Cash Book Subsidiary cash register Main ledger Subsidiary ledger Main journal Budget Financial statement Cheque counterfoils Receipt books Bank reconciliation statements 	Treasury	Printed documents	Restricted
D. REGISTERS	<ol style="list-style-type: none"> Destruction Register Register of files opened Register of disposal authorities Master copy of the file plan Remittance register Register of registered or certified post Delivery register Supply register Tender opening register Staff attendance registers 	Central Registry Central Registry Human Resources	Printed documents	Automatic
E. PUBLICATIONS	<ol style="list-style-type: none"> Advertising brochures Newsletters 	Central Registry	Printed documents	Automatic



CATEGORY	DESCRIPTION	LOCATION	DOCUMENT TYPE	LEVEL OF ACCESS / AVAILABILITY
PUBLISHED BY THE COUNCIL	<ol style="list-style-type: none"> 3. History of the Municipality 4. Posters 5. Programmes of festivals and exhibitions 6. Regulations 	Mayorality and Communications	Electronic	
F. CARTOGRAPHIC MATERIAL	<ol style="list-style-type: none"> 1. National monuments 2. Places of workshop 3. Detailed plans of Municipal buildings and plants 4. Plumbers Job Cards including plans 5. Pipe and sewer line maps 6. Reservoir maps 7. GIS maps 	Central Registry Water Services Authority	Printed documents Electronic	Automatic
G. PHOTOGRAPHS	<ol style="list-style-type: none"> 1. Events and Functions 2. Photographs of Council, Administration and Officials 3. Aerial Photographs 4. Projects 	Central Registry Mayorality and Communications GIS	Printed documents Electronic	Automatic
H. FORMS	<ol style="list-style-type: none"> 1. Supplier database application forms 	Central Registry Supply Chain management	Printed documents	Restricted
I. AGREEMENTS	<ol style="list-style-type: none"> 1. Contracts 2. Memorandums of Agreements 3. Memorandums of Understanding 4. Service Level Agreements 5. Maintenance Contracts 6. Lease Agreements 	Central Registry Legal Services	Printed documents	Restricted
J. HUMAN RESOURCES	<ol style="list-style-type: none"> 1. Performance Management Agreements 2. Disciplinary Case Files 3. Employment 	Human Resources Registry Central	Printed documents	Restricted



CATEGORY	DESCRIPTION	LOCATION	DOCUMENT TYPE	LEVEL OF ACCESS / AVAILABILITY
	<ul style="list-style-type: none"> Contracts 4. Leave forms 5. Bursary Applications and agreements 6. Training applications 7. Allowances 8. Staff CV's 9. S & T forms 10. Stop Order Agreements <p>Application for Advertised Positions and CV's</p>	Registry		
K. PROPERTY FILES	<ul style="list-style-type: none"> 1. Applications for Water 2. Applications for Sewer 3. Deposit information 4. Change of Addresses 5. Correspondence for property 6. Hand overs 7. Credit Control matters 8. Transfer of ownership 9. Sub Divisions 10. Consolidations 	<p>Central Registry</p> <p>Water Services Authority</p> <p>Treasury Income</p>	Printed documents	Restricted
L. ANNEXURE FILES	All annexure files	Central Registry	Printed documents	Restricted
M. MISCELLANEOUS	<ul style="list-style-type: none"> 1. Municipal Title Deeds 2. Servitudes 3. Encroachments 4. Permits 5. Completed Vehicle Log sheets 6. Tender Documents 7. Business Plans 8. Company Profiles 9. CV's and short listings 	<p>Central Registry</p> <p>Supply Chain Management</p>	Printed documents	Restricted
N.	<ul style="list-style-type: none"> 1. Legislation 2. Organisation and 	Central	Printed	Restricted

CATEGORY	DESCRIPTION	LOCATION	DOCUMENT TYPE	LEVEL OF ACCESS / AVAILABILITY
FILE PLAN SUBJECTS	control 3. Own council and council matters 4. Human resources 5. Finance 6. Domestic supplies, services and office accommodation 7. Tenders, contracts, quotations 8. Reports and returns 9. Composition and meetings of other bodies and other gatherings 10. Grants 11. Publicity information and social matters 12. External funding 13. Legal matters 14. Land and buildings 15. Planning and economic development 16. Tourism 17. Water and sanitation services 18. Essential services 19. Community services	Registry	Documents	

7.1 Automatically Available Records

The access to information legislation provides for records which are automatically available in Ugu District Municipality to be included in this manual and to be made available to requestors.

Automatically available records usually do not have information which is sensitive in nature or records that have the ability to place the institution in detriment if released. These records have been specified in the table above.

7.2 Categories of Records Not Automatically Available –

The records listed as restricted in the table above may be formally requested, but access to parts of these records or the whole record may be refused on legal grounds.

Ugu District Municipality reserves the right to refuse access to records, where the processing of such records will result in a substantial and unreasonable diversion of its resources.

Access may also be refused where requests are clearly frivolous and or vexatious.



Meeting	Date	Resolution
Top Management	18 April 2011	
Extended Top Management	10 May 2011	

