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CITY OF JOHANNESBURG METROPOLITAN MUNICIPALITY

**MANUAL IN TERMS OF THE PROMOTION OF ACCESS TO
INFORMATION ACT 2000 [ACT NO. 2 OF 2000]**

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1. INTRODUCTION

The Promotion of Access to Information Act, 2000 [Act No.2 of 2000] (the Act) gives effect to the constitutional right of access to any information held by any public or private body that is required for the exercise or protection of any rights. The Act sets out the procedures attached to such a request.

Section 9 of the Act, however, recognises that such right to access to information is subject to certain justifiable limitations, for instance limitations aimed at:

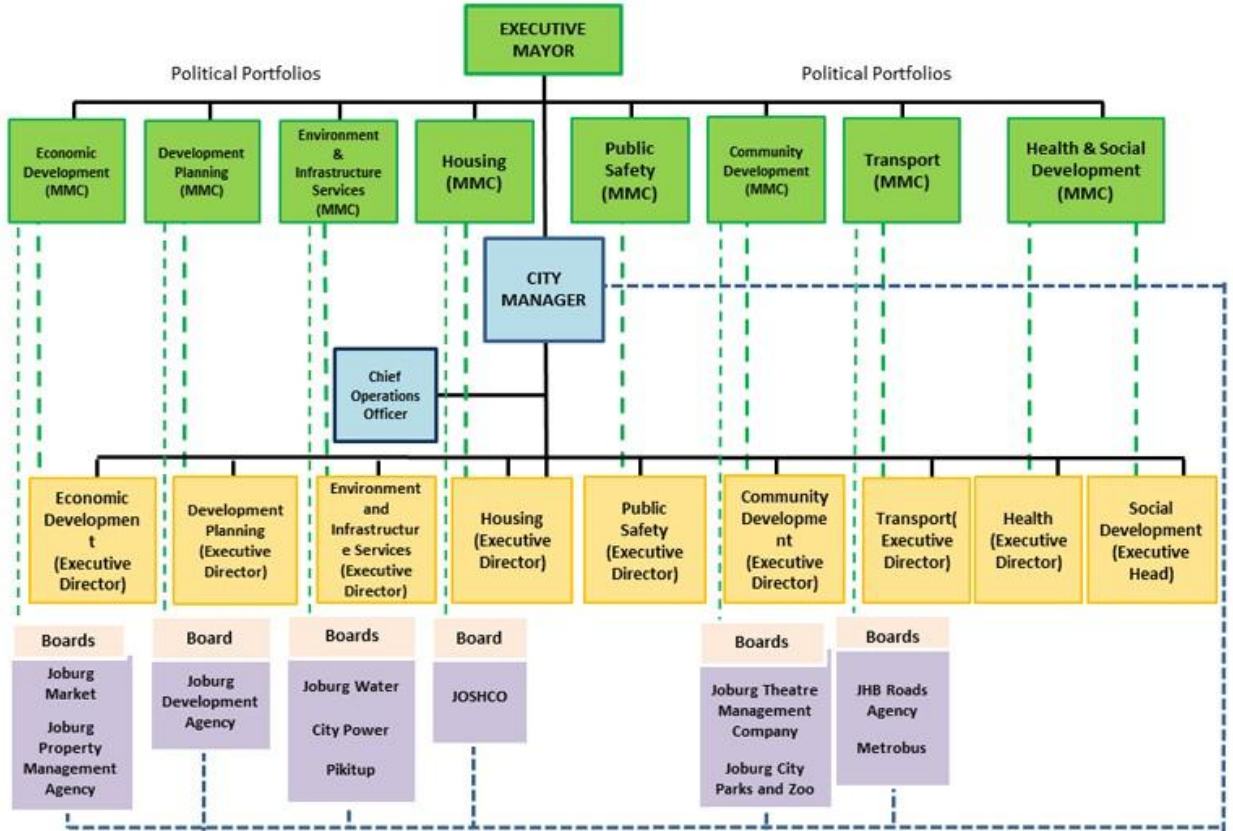
- The reasonable protection of privacy
- Commercial confidentiality
- Effective, efficient and good governance.

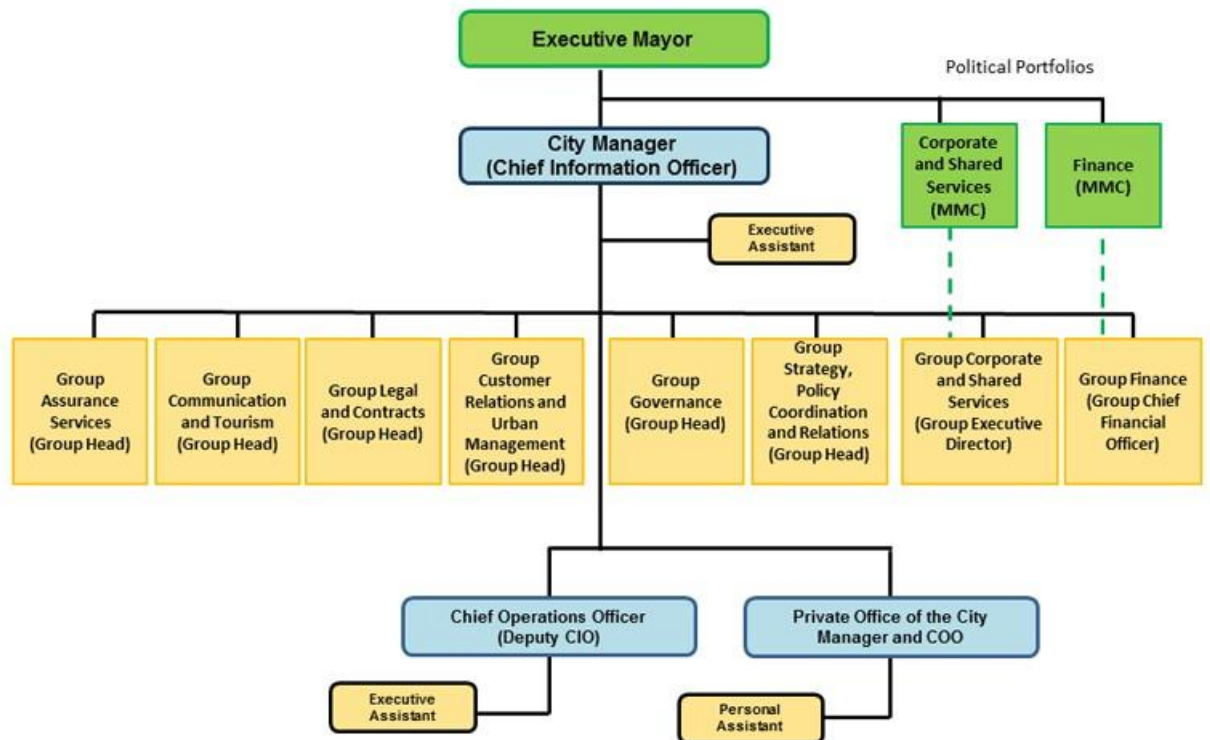
Section 14 of the Act obliges public bodies to compile a Manual, which would assist a person to obtain access to information held by a public body and stipulates the minimum requirements a manual has to comply with.

The purpose of this manual is therefore to inform a person how to obtain access to a record held by the City of Johannesburg Metropolitan Municipality, excluding the City's Municipal Owned Entities such as Johannesburg City Power, Johannesburg Water, Pikitup, Johannesburg City Parks and Zoo, Johannesburg Roads Agency, Johannesburg Development Agency, Johannesburg MetroBus, Johannesburg Civic Theatre, Johannesburg Fresh Produce Market, City of Joburg Property Company, Johannesburg Tourism Company and Johannesburg Social Housing Company, and thereby giving effect to Section 14 of the Act.

2. STRUCTURE OF THE CITY OF JOHANNESBURG METROPOLITAN MUNICIPALITY

COJ LINE FUNCTIONS REPORTING TO CITY MANAGER, MES AND RELEVANT POLITICAL PORTFOLIOS





3. INFORMATION OFFICERS

The City Manager is in terms of Section 1 of the Act the information officer of the City of Johannesburg.

The contact details of the information officer and deputy information officer(s) designated in terms of Section 17 of the Act are as follows:

Information Officer : Mr. Trevor Fowler
 City Manager
 City of Johannesburg
 P O Box 1049
 Johannesburg
 2000

Tel No: 011 407-7300
 Facsimile No: 011 403-1012

Deputy Information Officers :

Ms. Thembisa Zwane
 City of Johannesburg
 P O Box 1049

Johannesburg
2000

Tel No: 011 407-6930
Facsimile No: 011 727-0627

E-mail: accesstoinfo@joburg.org.za
Web Site: www.joburg.org.za

4. SUBJECTS AND CATEGORIES OF RECORDS HELD BY THE CITY OF JOHANNESBURG METROPOLITAN MUNICIPALITY

Under the Promotion of Access to Information Act the City of Johannesburg is required to state what records it holds. Given the wide range of services provided, this listing of records is constantly being updated and may change over time. The method of managing records in the City of Johannesburg is in accordance with national archive requirements.

It should be noted that inclusion in the following list of records does not mean that the files or records are necessarily accessible under the Promotion of Access to Information Act. The Act prohibits a public body from allowing access, and/or allows the public body to refuse access, to certain types of information. Chapter 4 of the Act deals with the grounds for refusal of access to records. For further information please refer to the [Promotion of Access to Information Act No. 2, 2000](#).

These are the main headings used in the City for records:

Legislation
Organisation and Control
Council and Council Matters
Staff
Finance
Domestic Supplies and Services
Buildings and Grounds
Tenders, Quotations and Contracts
Reports and Returns
Publicity and Information
Social Matters
Composition and meetings of bodies and other gatherings
Legal matters
Licences and Permits
Town Planning and Control
Services

1. LEGISLATION

1/P	Policy
1/R	Routine enquiries
1/1	Parliamentary legislation and regulations
1/1/1	Drafting and amendment
1/1/2	Legal opinions
1/2	Provincial legislation and regulations
1/2/1	Drafting and amendments
1/2/2	Legal opinions
1/3	Council by-laws
1/3/1	General
1/3/1/1	Drafting, amendment, tabling

1/3/1/1/1	Sports by-laws
1/3/1/1/2	Libraries & Information Services
1/3/1/2	Advertising, objections, publication
1/3/1/3	Submission for approval by premier
1/3/2	Standard
1/3/2/1	Drafting and amendment
1/3/3	Compulsory
1/3/3/1	Drafting and amendment
1/4	Council regulations
1/4/1	Drafting and amendment

Organisation and Control

2/P	Policy
2/R	Routine enquiries
2/1	Functions
2/2	Survey to ascertain extension demands and systems investigation
2/3	Establishment of new section/offices
2/4	Work planning and procedures
2/4/1	City Development plan
2/5	Delegation of authority
2/5/1	Temporary
2/5/2	Permanent
2/6	Office instructions
2/7	Records control
2/7/1	Filing systems
2/7/1/P	Policy
2/7/1/1	Compilation and amendment
2/7/1/1/1	Electronic records system
2/7/2	Disposal of records
2/7/2/1	Obtaining of disposal authority
2/7/2/2	Transfer
2/7/2/3	Destruction
2/7/3	Microfilming
2/7/4	Data processing
2/7/5	Inspections
2/7/6	Returns
2/8	Privatisation
2/9	Grading of local authority
2/10	Meetings of heads
2/10/1	Arrangements
2/10/2	Agendas
2/10/3	Minutes
2/11	Service delivery monitoring

3. COUNCIL AND COUNCIL MATTERS

3/P	Policy
3/R	Routine enquiries
3/1	Elections
3/1/1	Council
3/1/1/1	Determination of wards
3/1/1/2	Voters' roll
3/1/1/3	Nominations
3/1/1/4	Polling booths
3/1/1/5	Presiding officer and polling officers: appointments

3/1/1/6	Petitions
3/1/1/7	Revision court
3/1/1/7/1	Appointment of members
3/1/1/7/2	Agenda and minutes
3/1/2	Council committees
3/1/2/1	Ward committees
3/1/3	Office-bearers
3/1/3/1	Executive Mayor
3/2	Meetings
3/2/1	Main files
3/2/1/P	Policy
3/2/1/1	Motions
3/2/1/2	Questions by councillors
3/2/1/3	Outstanding resolutions
3/2/1/4	Leave of absence
3/2/1/5	Caucus meetings
3/2/1/6	Standing orders
3/2/1/7	Petitions
3/2/2	Council
3/2/2/1	Arrangements
3/2/2/2	Agendas
3/2/2/3	Minutes
3/2/3	Committees
3/2/3/1	Arrangements
3/2/3/2	Agendas
3/2/3/3	Minutes
3/3	Matters concerning councillors
3/3/1	Trade with councillors (Own private companies/declaration)
3/3/2	Awards to councillors
3/3/3	Information to councillors
3/3/4	Code of Conduct

STAFF

4/P	Policy
4/R	Routine enquiries
4/1	Posts control
4/1/1	Main files
4/1/1/P	Policy
4/1/1/1	Furnishing of information
4/1/1/1/R	Routine enquiries
4/1/1/1/1	To other bodies
4/1/1/1/2	By other bodies
4/1/1/2	Duty sheets
4/1/1/3	Evaluation of posts
4/1/2	Sections
4/1/2/1	Region
4/2	Determination of conditions of service
4/2/P	Policy
4/2/R	Routine enquiries
4/2/1	Salary scales
4/2/2	Leave
4/2/2/P	Policy
4/2/2/1	Metro central
4/2/2/1/1	Study leave
4/2/2/1/2	Special leave
4/2/2/1/3	Sick leave

4/2/2/1/4	Maternity leave
4/2/2/1/5	Leave /time off in lieu of work
4/2/2/2	Regions
4/2/2/3	Utilities and Agencies
4/2/3	Official hours of attendance/closing of offices
4/2/4	Conduct work outside of the services of the council
4/3	Vacancies and appointments
4/3/P	Policy
4/3/R	Routine enquiries
4/3/1	Temporary/part time appointments
4/3/1/1	Consultants
4/3/1/2	Holiday work
4/3/2	Permanent appointments
4/3/2/1	Appointments in Regions
4/3/2/2	Appointments in Agencies/Utilities
4/3/2/2/1	Johannesburg Roads Agency (Pty) Ltd
4/3/2/2/2	City Power Johannesburg (Pty) Ltd
4/3/2/2/3	Johannesburg Water (Pty) Ltd
4/3/3	Transfers/secondments/migration
4/3/3/1	Objections to appointments/migrations
4/3/4	Acting appointments
4/3/4/1	City Managers Office
4/4	Training and qualifications
4/4/P	Policy
4/4/R	Routine enquiries
4/4/1	Scholarships
4/4/2	Courses/workshops/ seminars/breakaways
4/4/3	Language qualifications
4/5	Financial
4/5/P	Policy
4/5/R	Routine enquiries
4/5/1	Salaries and overtime
4/5/2	Payment of allowances
4/5/2/1	Subsistence and transport
4/5/2/1/1	Locomotion
4/5/2/2	Acting allowance
4/5/2/3	Travelling allowance
4/5/2/4	Leave allowance
4/5/2/5	Housing allowance
4/5/3	Deductions
4/5/3/R	Routine enquiries
4/5/3/1	Union fees
4/5/3/2	Income tax
4/5/3/3	Insurance
4/5/3/4	Pension
4/5/4	Loans
4/5/4/1	Housing
4/5/4/2	Study/bursaries (SETS)
4/5/4/3	Purchase of motorcar
4/5/5	Pension fund/Gratuities
4/5/5/1	Main files
4/5/5/1/P	Policy
4/5/5/1/R	Routine enquiries
4/5/5/2	Pension funds
4/5/5/2/1J	HB Municipal Pension Fund
4/5/5/2/1/1	Rules
4/5/5/2/2	City of Johannesburg
4/5/5/2/2/1	Rules

4/5/5/3	Gratuities
4/5/6	Insurance
4/5/6/1	Medical benefit society
4/5/6/2	Accident insurance
4/5/7	Medical schemes
4/5/7/P	Policy
4/5/7/R	Routine enquiries
4/5/7/1	JOMED
4/6	Termination of services
4/6/R	Routine enquiries
4/6/1	Testimonials and service certificates
4/6/2	Employees medical boarded
4/6/3	Voluntary separation
4/6/4	Resignation/retirements/ retrenchments/ redundant/deaths
4/6/4/1	Metro central
4/6/4/2	Regions
4/6/4/3	Utilities and Agencies
4/6/4/3/1	City Power Johannesburg (Pty) Ltd
4/6/4/3/2	Johannesburg Water (Pty) Ltd
4/7	Staff control
4/7/P	Policy
4/7/R	Routine enquiries
4/7/1	Office hours
4/7/2	Leave and relief arrangements
4/7/3	Complaints staff
4/7/3/1	Metro Central
4/7/3/2	Regions
4/7/3/3	Utilities/Agencies
4/7/3/3/1	City Power Johannesburg (Pty) Ltd
4/7/3/3/2	Johannesburg Water (Pty) Ltd
4/7/3/3/3	Johannesburg City Parks
4/7/3/3/4	Johannesburg Roads Agency (Pty) Ltd
4/7/4	Clothing/protective
4/7/4/1	Uniforms
4/8	Staff evaluation and grading
4/8/1	Merit assessments
4/8/2	Determination of seniority
4/9	Staff returns and statistics
4/9/1	Accidents at Work
4/10	Labour relations
4/10/P	Policy
4/10/R	Routine enquiries
4/10/1	Negotiations with trade unions and staff associations
4/10/2	Strikes/time off
4/11	Productivity
4/11/P	Policy
4/12	Long service awards

FINANCE

5/1	Estimates
5/1/P	Policy
5/1/1	Annual Estimates – Compilation of (Open a file cover for each year e.g. 5/1/1 –2001/2 etc.
5/1/2	Excess
5/1/3	Financial statements
5/2	Evaluations

5/2/P	Policy
5/2/R	Routine enquiries
5/2/1	Appointments of appraiser
5/2/2	Valuation roll
5/2/2/1	Arable land and portions of farms
5/2/3	Valuation court
5/2/3/1	Appointment of
5/2/4	Valuation certificates
5/2/5	Objections against valuations
5/3	Taxes
5/3/1	Land and property tax
5/3/1/P	Policy
5/3/1/R	Routine enquiries
5/3/1/1	Determination of
5/3/1/2	Clearance certificates
5/3/1/3	Remission
5/4	Loans
5/4/P	Policy
5/4/1	Borrowing powers
5/4/1/1	Application and approvals
5/4/2	External loans
5/4/2/1	Short-term loans
5/4/2/2	Long-term loans
5/4/3	Internal loans
5/4/3/1	Endowment fund
5/4/3/2	Capital development fund
5/5	Tariffs
5/5/P	Policy
5/5/R	Routine enquiries
5/5/1	Determination
5/5/1/1	Water
5/5/1/2	Electricity
5/6	Subsidies received
5/6/P	Policy
5/6/1	Individual subsidies
5/7	Deposits
5/7/P	Policy
5/7/1	Water and electricity
5/8	Funds and levies
5/8/R	Routine enquiries
5/8/1	Reserve fund
5/9	Investments
5/9/P	Policy
5/9/R	Routine enquiries
5/9/1	Long term
5/9/2	Short term
5/10	Claims
5/10/R	Routine enquiries
5/10/1	Salaries
5/10/2	Accidents
5/10/3	Compensation
5/11	Settlement of accounts
5/11/1	Telephone accounts
5/11/1/1	Metro central
5/11/1/2	Home telephones
5/11/1/3	Cellular phones
5/11/2	Fax machines accounts
5/12	Grants and Pension Fund: Councillors

5/12/1	Payment of Grants
5/12/1/1	Executive Mayor
5/12/1/2	Deputy Mayor
5/12/1/3	Management committee members
5/12/2	Pension fund matters
5/12/2/1	Councillors Gratuity Fund BENONI
5/13	Collection of money
5/13/P	Policy
5/13/1	Credit Control
5/14	Insurance
5/14/R	Routine enquiries
5/14/1	Short term insurance cover
5/14/2	Cases
5/14/2/1	All Risk Management
5/14/2/2	Fires
5/14/2/3	Third Party
5/15	Accounting responsibility
5/15/1	Audit
5/15/1/R	Routine enquiries
5/15/1/1	Auditor General
5/15/1/1/1	Provincial
5/15/1/2	Internal
5/15/1/2/1	Monthly reports
5/15/1/2/2	Enquiries
5/15/1/2/2/1	Market
5/16	Financial assistance
5/16/1	By council to the public
5/16/1/P	Policy
5/16/1/1	Donations/sponsorships/funding
5/16/1/2	Bursaries
5/16/1/3	Loans
5/17	Losses/thefts
5/17/1	Loss of municipal property
5/17/1/1	Computers/fax machines/copy machines
5/17/1/2	Lost of share certificates
5/17/1/2	Thefts in buildings
5/18	Banking information
5/18/R	Routine enquiries
5/18/1	Signing authority
5/19	Reports and returns
5/19/1	Central statistical services
5/19/2	S.A. Reserve Bank

6. DOMESTIC SUPPLIES AND SERVICES

6/1	Domestic supplies
6/1/P	Policy
6/1/R	Routine enquiries
6/1/1	Stocktaking
6/1/2	Acquisition and maintenance
6/1/2/1	Furniture and office equipment
6/1/2/1/1	Computers
6/1/2/2	Stationery
6/1/2/3	Purchasing of uniforms
6/1/2/4	Licences
6/1/2/4/1	T.V. licences
6/1/2/4/2	Hand radios
6/1/3	Disposal of surplus and worn-out supplies

6/2	Domestic services
6/2/P	Policy
6/2/R	Routine enquiries
6/2/1	Transport
6/2/1/1	Applications and approvals
6/2/1/2	Accident reports/claims
6/2/1/3	Fuel
6/2/1/3/R	Routine enquiries
6/2/1/3/1	Issuing of fuel
6/2/2	Communication
6/2/2/1	Postal services
6/2/2/1/R	Routine enquiries
6/2/2/1/1	Franking machine
6/2/2/1/1/1	Monthly Refunds
6/2/2/2	Telephone services
6/2/2/3	Telefax
6/2/2/4	E-mail
6/2/3	Translation and interpreting services
6/2/4	Security services
6/2/5	Courier services
6/3	Canteens and caterers and refreshments

7. BUILDINGS AND GROUNDS

7/1	Buildings
7/1/R	Routine enquiries
7/1/1	Acquisition
7/1/1/1	Purchase
7/1/1/2	Erection
7/1/1/3	Hire/use of halls
7/1/1/4	Expropriations
7/1/2	Allocation/accommodation for Regions/Utilities and Agencies
7/1/2/P	Policy
7/1/2/R	Routine enquiries
7/1/2/1	Lease of buildings
7/1/2/1/1	Diepsloot
7/1/2/1/2	Midrand/Ivory Park
7/1/2/1/3	Sandton
7/1/3	Maintenance
7/1/3/1	Lifts in building (Schindler)
7/1/4	Alienation
7/1/4/1	City Hall
7/1/4/2	Sale
7/1/5	Demolition of buildings
7/1/6	Visits/tours at council buildings
7/2	Grounds
7/2/R	Routine enquiries
7/2/1	Acquisition
7/2/1/1	Purchase
7/2/1/2	Expropriation
7/2/1/3	Hire
7/2/2	Maintenance
7/2/3	Alienation
7/2/3/1	Letting

7/2/3/2 Sale
7/2/4 Embellishment

8. TENDERS, QUOTATIONS AND CONTRACTS

8/1 Main files
8/1/P Policy
8/1/R Routine enquiries
8/1/1 Opening of tenders
8/2 Specific tenders and quotations
8/3 Specific contracts

9. REPORTS AND RETURNS

9/P Policy
9/R Routine enquiries
9/1 Reports
9/1/1 Annual reports
9/1/1/1 Council
9/1/1/1/1 Distribution and deliveries
9/1/1/2 Regions
9/1/1/3 Utilities and Agencies
9/1/1/3/1 City Power Johannesburg (Pty) Ltd
9/1/1/3/2 Johannesburg Water (Pty) Ltd
9/1/2 Monthly reports
9/1/3 Quarterly reports

10. PUBLICITY AND INFORMATION

10/1 Own publicity and information
10/1/P Policy
10/1/R Routine enquiries
10/1/1 Press/TV and radio reports
10/1/2 Brochures and newsletters
10/1/2/1 Metronet
10/1/2/2 Access to information
10/1/3 Enquiries
10/1/3/1 History of the City of JHB
10/1/3/2 Sights
10/1/3/3 World Summit (September 2002)
10/1/4 Shows and exhibitions
10/1/5 Emblems of the council
10/1/5/P Policy
10/1/5/1 Adoption, alteration and interpretation
10/1/5/2 Enquiries and permission to use
10/1/5/2/1 Coat of Arms/Crest of City of Johannesburg
10/1/5/2/2 Flag
10/1/5/2/3 Chain of office
10/2 Publicity by other bodies: control
10/2/P Policy
10/2/R Routine enquiries
10/2/1 Advertising
10/2/1/1 Media
10/2/1/2 Boards and posters on poles
10/2/1/3 Internet/Website
10/2/1/4 Hoardings and sky signs
10/2/1/4/1 I.D. Signs

10/2/1/4/2	Alive advertising
10/2/1/4/3	Primedia- Outdoor (Pty) Ltd
10/2/1/4/4	Primedia Ad Displays
10/2/1/4/5	Corpcom Outdoor
10/3	Information: other bodies
10/3/R	Routine enquiries
10/3/1	Central government
10/3/2	Provincial
10/3/3	Other local authorities

11. FESTIVALS AND SOCIAL MATTERS

11/1	Main files
11/1/P	Policy
11/1/R	Routine enquiries
11/1/1	Speeches
11/1/2	Protocol and list of addresses
11/2	Festivals
11/3	Social matters
11/3/1	Own receptions and functions
11/3/1/1	Mayoral reception
11/3/2	Other receptions and functions
11/3/2/1	Invitations
11/3/3	Letters of thanks/congratulations /condolence/ speedy recovery
11/3/4	Awards to the public

12. COMPOSITION AND MEETINGS OF BODIES AND OTHER GATHERINGS

12/P	Policy
12/R	Routine enquiries
12/1	Routine correspondence
12/2	Minutes, reports and policy decisions
12/2/1	National and provincial
12/2/1/1	Institute for Local Government Management
12/2/1/2	Provincial Municipal Association
12/2/2	Regional
12/2/3	Local
12/2/3/1	Residential and Rate Payers Association

13. LEGAL MATTERS

13/P	Policy
13/R	Routine enquiries
13/1	Legal opinions and court/council decision
13/2	Appointments
13/2/1	Attorneys
13/2/2	Commissioner of oaths
13/3	Claims
13/3/1	By the council
13/3/1/1	Damage to council property
13/3/1/2	Recovery of money owing to the council by employees
13/3/2	Against the council
13/3/2/1	Notice of withdrawal
13/3/2/2	Breach of contract
13/3/2/3	Traffic accidents

13/3/2/4	Negligence
13/3/2/5	Informal Dwellings
13/4	Prosecutions
13/4/1	Serving of lawsuit documents

14. LICENCES AND PERMITS

14/P	Policy
14/1	Licences
14/1/1	Application and issue
14/1/1/1	Trade licences
14/1/1/1/1	Hawkers
14/1/1/1/2	Entertainment
14/1/1/1/3	Dairies
14/1/1/1/4	Liquor
14/1/1/2	Vehicle licences
14/1/1/2/1	Public vehicles
14/1/1/2/2	Municipal vehicles
14/1/1/3	Driver's licences
14/1/1/4	Occupational licences
14/1/1/4/1	Plumbers
14/1/1/4/2	Electricians
14/2	Permits

15. TOWN PLANNING AND CONTROL

15/1	Main files
15/1/P	Policy
15/1/R	Routine enquiries
15/1/1	Municipal boundaries
15/1/2	Appointment of consulting town planners and engineers
15/1/3	Register of permitted practices
15/1/4	Sinking of boreholes
15/1/5	Reservation of sites
15/1/5/1	Industry
15/1/5/2	Educational institutions
15/1/5/3	Sport and recreation
15/1/5/4	Churches
15/1/6	Geological survey
15/1/7	Guide, guideline, structure and development plans
15/2	Town planning schemes
15/3	Establishment of townships
15/4	Control of township
15/4/1	Name of township
15/4/1/1	Amendment of conditions of establishment
15/4/1/2	Sub-division and consolidations
15/4/1/3	Servitudes
15/4/1/4	Control of construction of buildings
15/4/1/4/1	Building line restrictions and encroachments
15/4/1/5	Permitted practices
15/4/1/6	Existing practices
15/4/1/7	Rezoning
15/4/1/8	Sectional titles
15/4/1/9	Illegal Business
15/4/2	Name of next township

16. ESSENTIAL SERVICES

16/P	Policy
16/R	Routine enquiries
16/1	Water
16/1/1	Main files
16/1/1/P	Policy
16/1/1/R	Routine enquiries
16/1/1/1	Acquisition of sources
16/1/1/1/1	Dams
16/1/1/1/2	Rivers
16/1/1/1/3	Springs
16/1/1/2	Purchases
16/1/1/3	Provision and Maintenance of reservoirs and purification plants
16/1/1/4	Main pipelines
16/1/1/4/1	Installation
16/1/1/4/2	Servitudes
16/1/1/4/3	Connection
16/1/1/5	Meters
16/1/1/5/1	Installations
16/1/1/5/2	Testing
16/1/1/6	Water restrictions
16/1/1/7	Statistics/monitoring
16/1/2	Municipal areas
16/2	Electricity
16/2/P	Policy
16/2/R	Routine enquiries
16/2/1	Generation
16/2/2	Purchase
16/2/3	Servitudes
16/2/4	Erection and maintenance of sub-stations
16/2/5	Provision and maintenance of streetlights
16/2/6	Meters
16/2/6/1	Installation
16/2/6/2	Testing
16/2/7	Statistics
16/2/8	Distribution
16/3	Roads and streets
16/3/P	Policy
16/3/R	Routine enquiries
16/3/1	Road construction programme
16/3/2	Proclamation
16/3/3	Planning and commentary i.r.o. Main roads
16/3/3/1	National roads
16/3/3/2	Provincial roads
16/3/4	Closing
16/3/4/1	Temporary closing
16/3/5	Construction and maintenance
16/3/5/1	Surfaces
16/3/5/2	Storm water drainage
16/3/5/3	Sidewalks
16/3/5/4	Bridges and subways
16/3/6	Allocation of street names
16/4	Sewerage
16/4/P	Policy
16/4/R	Routine enquiries
16/4/1	Establishment and management
16/4/1/1	Sewerage farms

16/4/1/2	Sewerage pumping-stations
16/4/1/3	Network
16/5	Sanitation
16/5/P	Policy
16/5/R	Routine enquiries
16/5/1	Rubbish removal services
16/5/1/1	Street rubbish bins
16/5/1/2	Home rubbish bins
16/5/1/3	Garden garbage
16/5/1/4	Illegal dumping
16/5/2	Sanitation service
16/5/2/1	Bucket service
16/5/2/2	Vacuum tank service
16/5/2/3	Public toilets
16/5/3	Recovery of waste
16/6	Cemetery and crematorium
16/6/P	Policy
16/6/R	Routine enquiries
16/6/1	Establishment
16/6/2	Maintenance
16/6/2/1	Cemetery
16/6/2/2	Crematorium
16/6/3	Exhumation and reburials
16/6/4	Erection of tombstones
16/6/5	Pauper burials
17. COMMUNITY SERVICES	

17/1	Health
17/1/P	Policy
17/1/R	Routine enquiries
17/1/1	Provision of clinic services
17/1/2	Diseases and plagues
17/1/2/1	Notice of occurrence
17/1/2/2	Measures for prevention
17/1/2/3	Measures for combating
17/1/2/3/1	Epidemics
17/1/3	Inspections/evacuation
17/1/3/1	Premises and food
17/1/3/2	Air and water pollution
17/2	Education
17/2/P	Policy
17/2/R	Routine enquiries
17/3	Traffic control
17/3/P	Policy
17/3/R	Routine enquiries
17/3/1	Road use
17/3/1/1	Promotion of road safety
17/3/1/2	Vehicle control
17/3/1/2/1	Roadworthiness testing
17/3/1/2/2	Disposal of abandoned vehicles
17/3/1/3	Traffic volume survey
17/3/1/4	Provision of road signs
17/3/1/5	Application for permission
17/3/1/5/1	Processions
17/3/1/5/1/1	Political
17/3/1/5/2	Rallies
17/3/1/5/3	Abnormal loads
17/3/1/5/4	Loudspeakers and posters

17/3/1/6	Use of speed traps
17/3/1/7	Offences: condonation
17/3/2	Parking allocations
17/3/2/1	Public parking
17/3/2/2	Taxis
17/3/2/3	Loading zones
17/4	Library services
17/4/P	Policy
17/4/R	Routine enquiries
17/4/1	Buildings
17/4/1/1	Acquisition
17/4/1/2	Maintenance
17/4/2	Books and periodicals
17/4/2/1	Purchase
17/4/2/2	Donations
17/4/2/3	Losses
17/4/2/4	Inter-library loans
17/4/3	Reports and returns
17/5	Housing
17/5/P	Policy
17/5/R	Routine enquiries
17/5/1	Schemes
17/5/1/1	National housing scheme
17/5/1/2	Municipal housing scheme
17/5/1/2/1	Applications
17/5/1/2/2	Waiting lists
17/5/2	Rent board investigations
17/6	Civic centre, parks, gardens and open spaces
17/6/P	Policy
17/6/R	Routine enquiries
17/6/1	Applications
17/6/2	Provision
17/6/3	Maintenance
17/6/3/1	Parks
17/6/3/2	Caravan parks
17/6/3/3	Playgrounds
17/6/3/4	Camping grounds
17/6/3/5	Islands and circles
17/6/3/6	Nurseries
17/6/3/7	Civic centre
17/6/4	Planting and felling of trees
17/7	Sport and recreation
17/7/P	Policy
17/7/R	Routine enquiries
17/7/1	Swimming pools
17/7/1/1	Application for use
17/7/1/2	Hours
17/7/2	Provision of sport facilities
17/7/2/1	Application for use
17/7/3	Maintenance of sports facilities
17/7/3/1	Rand Stadium
17/8	Bus transport
17/8/P	Policy
17/8/R	Routine enquiries
17/8/1	Establishment of services
17/8/2	Arrangement of services
17/8/3	Determination of routes and halts
17/8/4	Provision of shelters

17/8/5	Drafting and amending of time tables
17/8/6	Hiring out of buses
17/8/7	Bus tours arranged by council
17/8/8	Disposal of lost goods
17/9	Market
17/9/P	Policy
17/9/R	Routine enquiries
17/9/1	Appointment of market agents
17/9/2	Hiring of tables and stalls
17/9/3	Sales
17/9/3/1	Arrangement of auctions
17/9/3/2	Fixing of prices
17/10	Provision and management of fire brigade and ambulance services
17/10/1	Fire brigade services
17/10/1/P	Policy
17/10/1/R	Routine enquiries
17/10/1/1	Buildings
17/10/1/1/1	Acquisition
17/10/1/1/2	Maintenance
17/10/2	Ambulance service
17/11	Abattoir
17/11/P	Policy
17/11/R	Routine enquiries
17/12	Pounds
17/12/P	Policy
17/12/R	Routine enquiries
17/12/1	Impounding of animals
17/13	Social services
17/13/P	Policy
17/13/R	Routine enquiries
17/13/1	Social service organizations
17/13/1/1	Registration
17/13/1/2	Street collections
17/13/1/2/1	Applications
17/13/2	Supply of food, clothing and fuel
17/14	Religion and churches
17/14/P	Policy
17/14/R	Routine enquiries
17/15	Heritage, arts and culture
17/15/P	Policy
17/15/R	Routine enquiries
17/15/1	Provision
17/15/2	Maintenance of buildings
17/15/2/1	Professional
17/15/2/2	Routine
17/15/3	Declaration as monument
17/16	Civil defence

“FORM D”

AUTOMATICALLY AVAILABLE RECORDS AND ACCESS TO SUCH RECORDS:

**(Section 15 of the Promotion of Access to Information Act, 2000)
(Act 2 of 2000)
[Regulation 5A]**

DESCRIPTION OF CATEGORY OF RECORDS AUTOMATICALLY	MANNER OF ACCESS TO RECORDS (e.g. website)
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AVAILABLE IN TERMS OF SECTION 15(1)(a) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000	(Section 15(1)(b))
FOR INSPECTION IN TERMS OF SECTION 15(1)(a)(i)	
FOR PURCHASING IN TERMS OF SECTION 15(1)(a)(ii):	
<ol style="list-style-type: none"> 1. Council Agendas and Minutes 2. Rezoning and consent use applications 3. Valuation Certificates 4. Valuation Rolls 5. Building Plans 6. Site Plans 7. Geographic Information [other than general public information] 	<p>Available for copying</p> <p>Available for copying</p> <p>To be printed</p> <p>To be printed</p> <p>Available for copying / owner consent required – ID Document and Rates Account required</p> <p>Available for copying</p> <p>Available for copying</p>
AVAILABLE FREE OF CHARGE IN TERMS OF SECTION 15(1)(a)(iii):	
<ol style="list-style-type: none"> 1. Integrated Development Plans [IDP] 2. Spatial Development Framework 3. City's Budget 4. Human Development Strategy 5. Councillor contact Information 6. City management contact Information 7. Departmental structures and Information 8. Regional Structures and Information 9. City By-laws 10. City Policies 11. City e-Services 12. Traffic fines 13. City tariffs 14. Public notices 15. Press releases 	<p>Available form the City's Web Site</p> <p>Available form the City's Web Site</p> <p>Available form the City's Web Site</p> <p>Available form the City's Web Site</p> <p>Available form the City's Web Site</p> <p>Available form the City's Web Site</p> <p>Available form the City's Web Site</p> <p>Available form the City's Web Site</p> <p>Available form the City's Web Site</p> <p>Available from the Corporate Intranet</p> <p>Available form the City's Web Site</p> <p>Available form the City's Web Site</p> <p>Available form the City's Web Site</p> <p>Available form the City's Web Site</p> <p>Available form the City's Web Site</p>

The City of Johannesburg is constantly reviewing information that can be made available and improving its own internal access to information.

Please always ask if a record can be made available before making a formal request under the Act.

5. REQUEST FOR INFORMATION PROCEDURE

Application procedure

Clients can submit applications telephonically by phoning the City's call centre, Joburg Connect, at Tel: 011 375 5555. The call centre agent will complete the

application electronically, provide you with a reference number and forward the application directly to the Deputy Information Officer for processing.

Applications can also be made at the City of Johannesburg's Regional Customer Service Centres. This is a walk-in facility deployed throughout the City's Regions A < G. The people's centre agents will assist in completing an electronic application, provide you with a reference number and forward the application directly to the Deputy Information Officer for processing. The following is an address list with operating times of the Regional Customer Service Centres:

Region A

300 Fifteenth Road, Randjies Park Midrand
Office hours: Monday to Friday 08:00am to 16:00pm

Region B

Randburg Rates Hall
Corner Hendrik Verwoed & Jan Smuts Roads
Office hours: Monday to Friday 08:00am to 16:00pm

ACA Krans Building
35 Symonds Street Auckland Park
Office hours: Monday to Friday 08:00am to 16:00pm

Region C

Roodepoort Civic Centre, 100 Christiaan de Wet Road, Florida Park
Office hours: Monday to Friday 08:00am to 16:00pm

Region D

Jabulani Civic Centre, 1 Koma Road, Jabulani Soweto
Office hours: Monday to Friday 08:00am to 16:00pm

Dobsonville
2332 Luthuli Street
Office hours: Monday to Friday 08:00am to 16:00pm

Region E

Sandpark Building
24 Fredman Drive
Sandown, Sandton
Office hours: Monday to Friday 08:00am to 16:00pm

Region F

Thuso House
61 Jorissen Street
Braamfontein
Office hours: Monday to Friday 08:00am to 16:00pm

Region G

Lenasia Civic Centre
Corner Rose Avenue & Eland Street
Office hours: Monday to Friday 08:00am to 16:00pm

The City of Johannesburg has also published its Manual in terms of Section 14 of the Act, the [Application Form for Access to a Record Held by a Public Body](#) in terms of Section 18(1) of the Act and the [Internal Appeal Application in terms of Section 75](#) of

the Act on the City's e-Services Web Site and can be accessed from the following web address: <http://eservices.joburg.org.za>

Applications may also be e-mailed to: accesstoinfo@joburg.org.za

Clients, who have any difficulty in completing the request application form, may contact the City of Johannesburg's Deputy Information Officer for Assistance. The contact detail is available on page 4 of this document.

Fees

The Act provides for two types of fees:

- (a) A request fee, which will be a standard fee; and
- (b) An access fee, which must be calculated by taking into account reproduction cost, search and preparation time and cost, as well as postal costs.

When the request is received by the Information / Deputy Information Officer, such Officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee (if any), before further processing of the request.

If a search for the record has been made and the preparation of the record for disclosure, including arrangements to make it available in the requested form, requires more than the hours prescribed in the regulations for the purpose, the Information / Deputy Information Officer shall notify the requester to pay as a deposit the prescribed portion of the access fee, which would be payable if the request is granted.

The Information / Deputy Information Officer shall withhold a record until the requester has paid the relevant fees as indicated below.

A requester whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure, including making arrangement to make it available in the requested form.

If a deposit has been paid in the respect of a request for access, which is refused, then the Information / Deputy Information Officer concerned must repay the deposit to the requester.

Request and Access fees payable in terms of Section 22 of the Act or exemption thereof:

- (a) Electronic fee schedule in respect of public bodies

FEE SCHEDULE IN RESPECT OF PUBLIC BODIES

1. The fee for a copy of the manual as contemplated in regulation 5(c) is R0, 60 for every photocopy of an A4-size page or part thereof.
2. The fees for reproduction referred to in regulation 7(1) are as follows:
For every photocopy of an A4-size page or part thereof
R0, 60 cents
 - (a) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form R0, 40 cents
 - (b) For a copy in a computer-readable form on -
 - (i) stiffy disc R5, 00
 - (ii) compact disc R40, 00

- (c) (i) For a transcription of visual images, for an A4-size page or part thereof R22, 00
 - (ii) For a copy of visual images R60, 00
 - (d) (i) For a transcription of an audio record, for an A4-size page or part thereof R12, 00
 - (ii) For a copy of an audio record R17, 00
3. The request fee payable by every requester, other than a personal requester, referred to in regulation 7(2) is R35, 00.
4. The access fees payable by a requester referred to in regulation 7(3) are as follows:
- (1) (a) For every photocopy of an A4-size page or part thereof R0, 60
 - (b) For every printed copy of an A4-size page or Part thereof held on a computer or in electronic or machine- readable form R0, 40
 - (c) For a copy in a computer-readable form on -
 - (i) stiffy disc R5, 00
 - (ii) compact disc R40, 00
 - (d) (i) For a transcription of visual images, for an A4-size page or part thereof R22, 00
 - (ii) For a copy of visual images R60, 00
 - (e) (i) For a transcription of an audio record, for an A4-size page or part thereof R12, 00
 - (ii) For a copy of an audio record 17,00
 - (f) To search for and prepare the record for disclosure R15, 00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation
- (2) For purposes of section 22(2) of the Act, the following applies:
- (a) Six hours as the hours to be exceeded before a deposit is payable; and
 - (b) one third of the access fee is payable as a deposit by the requester.
- (3) The actual postage is payable when a copy of a record must be posted to a requester.

END

