

RAND WATER

MANUAL

**IN TERMS OF SECTION 14 OF THE PROMOTION OF
ACCESS TO INFORMATION ACT, 2 OF 2000 ("THE ACT")**

First edition: 13 August 2002

Updated: 13 March 2012

A **CONTENTS**

- 1. Chapter 1 - Functions and structure of Rand Water**
 - 1.1 Functions
 - 1.2 Structure
 - 1.3 Schematic diagram of structure

- 2. Chapter 2 - Contact details of Information Officer/s**
 - 2.1 Contact details

- 3. Chapter 3 - Section 10: Guide on how to use the Act**

- 4. Chapter 4 - Access to records**
 - 4.1 Automatic disclosure
 - 4.2 Records that must be formally requested
 - 4.3 Request procedure
 - 4.4 Remedies for non-compliance with the Act

- 5. Chapter 5 - Services available**
 - 5.1 Nature of services
 - 5.2 How to gain access to these services

- 6. Chapter 6 - Arrangement allowing for public participation in the formulation of policy and exercising of the powers of Rand Water**

- 7. Chapter 7 - Miscellaneous**
 - 7.1 Updating of the Manual
 - 7.2 Availability of the Manual

- 8. Schedule 1 - Prescribed fees**

- 9. Schedule 2 - Prescribed forms for access to records**

Chapter 1

FUNCTIONS AND STRUCTURE OF RAND WATER

1.1 FUNCTIONS

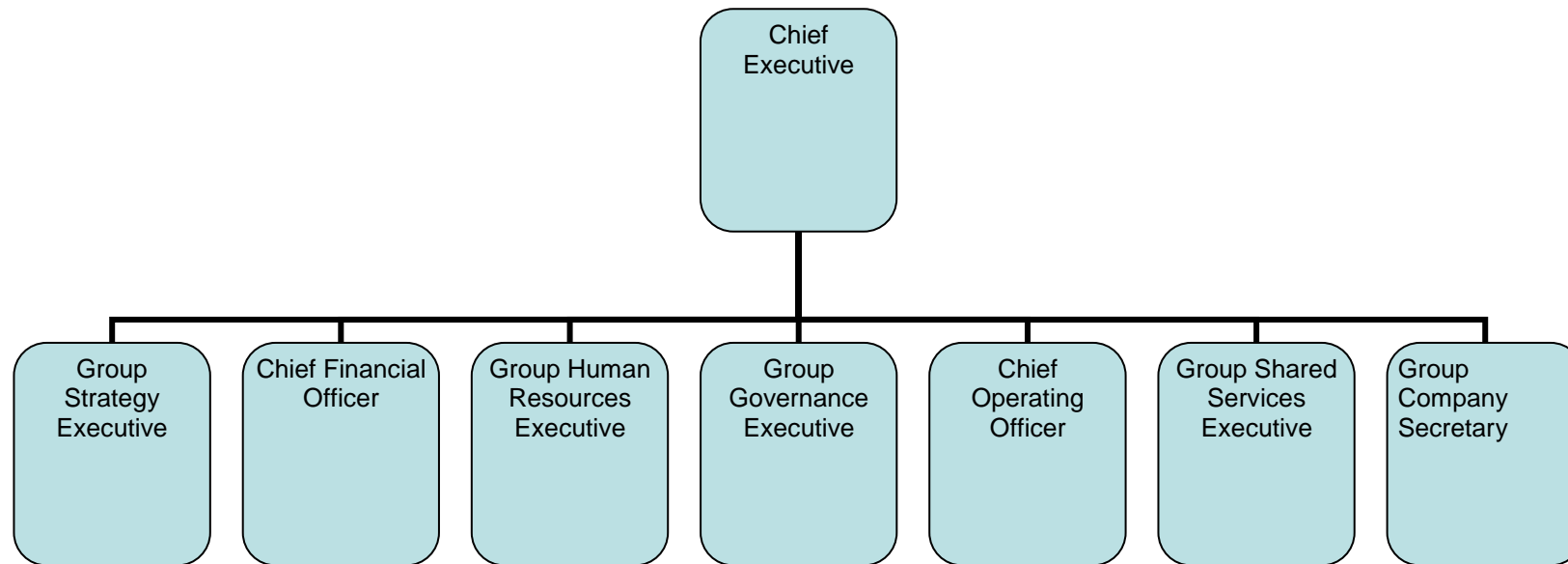
1.1.1 Rand Water's main purpose is the supply of water in bulk, which was initially for the population and industries of the Witwatersrand. It has since grown into a multi-billion Rand organization, covering a service area in excess of 18 000 square kilometres.

1.1.2 Its activities have expanded from a mere bulk water supplier, to a significant role player in sanitation, community-based interventions and other activities aimed at supporting and strengthening the capacity of water service authorities and institutions in providing effective, efficient sustainable and cost effective water services to customers in Rand Water's service area.

1.2 STRUCTURE

Rand Water is currently headed by a Chief Executive, supported by a management team of 6 (six) Portfolio Heads and the office of the Group Company Secretary – please refer to the structure on the next page. They are in turn supported by divisional managers, departmental/section managers and section heads as well as sub-units. Rand Water's functions and the information pertaining to it are encapsulated in section 4.2.1. There are approximately 3 100 (three thousand one hundred) employees stationed at its Head Office, major pumping stations and secondary booster stations.

1.3 **SCHEMATIC DIAGRAM OF STRUCTURE**



CONTACT DETAILS OF INFORMATION OFFICER/S

2.1 CONTACT DETAILS

2.1.1 Information Officer

Mr D K P Sechemane

psechemane@randwater.co.za

2.1.2 Deputy Information Officers

2.1.2.1 Dr M F Ngoatje

fngoatje@randwater.co.za

Ms M P Mohlabi

pmohlabi@randwater.co.za

2.1.3 Physical Address

522 Impala Road

Glenvista

JOHANNESBURG

2058

2.1.4 Postal Address

P O Box 1127

JOHANNESBURG

2000

2.1.5 Telephone Number: +2711 682 0911

2.1.6 Telefax Number: +2711 682 0444/0555

2.1.7 Please note that line responsibility for the promotion of access to information also extends to the following positions, being the line manager of the Deputy Information Officers:

2.1.7.1 Chief Executive – Mr D K P Sechemane

Chapter 3

SECTION 10 GUIDE ON HOW TO USE THE ACT

This Guide has been submitted to and has been available from the South African Human Rights Commission since 15 August 2002.

Any queries relating thereto must be directed to:

The Research and Documentation Department

South African Human Rights Commission

PAIA Unit

Private Bag 2700

HOUGHTON

2041

Telephone Number: +27 11 484 8300

Telefax Number: +27 11 484 1360

Website: www.sahrc.org.za

E-mail: PAIA@sahrc.org.za

Chapter 4

ACCESS TO RECORDS

4.1 **Automatic disclosure**

Information on the following subjects is available without formal request on Rand Water's website, posters and brochures:

- 4.1.1 Annual and associated reports
- 4.1.2 General routine information pertaining to Rand Water
- 4.1.3 Water quality
- 4.1.4 Water Wise campaign
- 4.1.5 Environment
- 4.1.6 Retail water
- 4.1.7 Education
- 4.1.8 Home and garden
- 4.1.9 Newsworthy items

4.2 Information to be formally requested

4.2.1 Rand Water holds information pertaining to the following subjects that must be formally requested in terms of Clause 4.3 below:

- 4.2.1.1 Legislation and legal matters
- 4.2.1.2 Organisation and control
- 4.2.1.3 Human Resources
- 4.2.1.4 Finance and procurement
- 4.2.1.5 Risk management
- 4.2.1.6 Services and administration
- 4.2.1.7 Communication and public relations
- 4.2.1.8 Engineering contracts, specifications and enquiries
- 4.2.1.9 Water supply and reticulation
- 4.1.2.10 Protection of Rand Water pipelines and services
- 4.2.1.11 Reservoirs, weirs and sludge disposal sites
- 4.2.1.12 Operations of pumping stations and depots
- 4.2.1.13 Installation and plants
- 4.2.1.14 Scientific services
- 4.2.1.15 Catchment management and pollution control
- 4.2.1.16 Community-based projects
- 4.2.1.17 Marketing
- 4.2.1.18 Retail water operations
- 4.2.1.19 Bulk sanitation

4.2.2 The aforesaid information is contained in the following format:

- Reports submitted to governing committees and the Board
- Minutes of meetings of governing committees and the Board
- Correspondence (incoming and outgoing)
- Internal memoranda and e-mails (between sites and head office)
- Invoices, statements and requisitions
- Reports, statistics (for internal and external reference)
- Technical drawings and pictorial (photographic) material
- Configuration documentation
- Operating manuals for plant and machinery

4.3 Request procedures

4.3.1 Access to information listed above shall be requested by:

4.3.1.1 Completing the prescribed Form A ("request form"); and

4.3.1.2 Payment of the prescribed fee as stated in Schedules 1 and 2 of this manual. However, a requester who seeks access to a record containing personal information about that requester is not required to pay the request fee.

4.3.2 After the Information Officer has made a decision on the request, the requester must be notified of such a decision in such manner, which the requester wanted to be notified in.

4.3.3 The requester must indicate if the request is for a copy of the record or if the requester wants to inspect the records at the offices of Rand Water.

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

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

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

4.3.7 The requester must clearly indicate on the request form:

4.3.7.1 if they wish to be informed of the success of their request telephonically or in any other manner.

4.3.7.2 the capacity in which the request is made in the event the information is requested on behalf of somebody else.

4.4 Appeal against refusal of access to information

4.4.1 If after complying with the procedural requirements mentioned in Clause 4.3 above:

4.4.1.1 The Deputy Information Officer refuses to grant access to information; and

4.4.1.2 such refusal is not based on any ground of refusal mentioned in the Act;

the requester may appeal against the decision of such Deputy Information Officer to the Information Officer.

4.4.2 if the requester is not satisfied with the decision of the Information Officer as stated in Clause 4.4.1 above, then an appeal may be lodged with the Chairperson of Rand Water's Board.

4.4.3 the requester may lodge a Court application for further relief if not satisfied with the appeal decision of the Chairperson.

Chapter 5

SERVICES AVAILABLE

5.1 Nature of services

Rand Water has the following services available to the members of the public:

- Bulk water services
- Retail water services
- Sanitation services
- Community-based projects
- Information on water and related quality issues
- General information pertaining to Rand Water

5.2 How to gain access to these services

- Bulk, retail water and sanitation services are mainly available through Rand Water's agencies such as local authorities;
- Community-based relief is available to rural areas and informal settlements;
- Information services about water and related quality issues can be accessed through the Information Officer who can be contacted on information provided in Chapter 2 above.

Chapter 6

ARRANGEMENTS ALLOWING FOR PUBLIC PARTICIPATION IN THE FORMULATION OF POLICY AND EXERCISING OF POWERS OF RAND WATER

Rand Water has implemented various public forums in order to address certain critical issues in its interaction with the members of the public. This includes:

6.1 Water Services Forum

Direct interface with bulk customers and key stakeholders. Plays a strong supportive and coordination role between players in the water and sanitation services industry in Rand Water's area of supply.

6.2 Industry & Direct Consumers Forum

This forum recognizes the importance of the industrial sectors as well as the service by Rand Water to direct consumers.

6.3 Mining Forum

This forum recognizes the importance of the mining sector.

6.4 Water Catchment Forums

These forums serve as platforms to discuss matters pertaining to water catchment issues and the promotion and improvement of the catchment areas

Chapter 7

MISCELLANEOUS

7.1 This Manual will be:

- updated annually
- available at the following places:
- The South African Human Rights Commission;
- Rand Water's offices;
- Rand Water's website at www.randwater.co.za.

SCHEDULE 1

Prescribed fees scales

PART II OF NOTICE 187 IN THE GOVERNMENT GAZETTE ON 15 FEBRUARY 2002

FEES 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:

	R
(a) For every photocopy of an A4-size page or part thereof	0.60
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0.40
(c) For a copy in a computer-readable form on - compact disc	40.00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	22.00
(ii) For a copy of visual images	60.00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	12.00
(ii) For a copy of an audio record	17.00
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:

	R
(1) (a) For every photocopy of an A4-size page or part thereof	0.60

- | | | |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| (b) | For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form | 0.40 |
| (c) | For a copy in a computer-readable form on - | |
| | (i) stiffy disc | 5.00 |
| | (ii) compact disc | 40.00 |
| (d) | (i) For a transcription of visual images,
for an A4-size page or part thereof | 22.00 |
| | (ii) For a copy of visual images | 60.00 |
| (e) | (i) For a transcription of an audio record,
for an A4-size page or part thereof | 12.00 |
| | (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.
- (4) Schedule 1 of this manual is subject to exemptions and determinations made by the Minister in terms of Section 22(8) of the Act and published under Government Gazette 28107 of 14 October 2005.

SCHEDULE 2

PRESCRIBED FORMS FOR ACCESS OF RECORDS

The prescribed forms for access to a record is published in

**ANNEXURE B OF NOTICE 187 IN THE GOVERNMENT GAZETTE ON THE
15 FEBRUARY 2002**

A copy of the form is annexure hereto marked "RA1".

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 2)

FOR DEPARTMENTAL USE:

Reference No

A Particulars of public body*The name and postal or street address, telefax number or e-mail address of the Information Officer must be stated below.***The Information Officer/Deputy Information Officer:**

B Particulars of person requesting access to the record

1. *The particulars of the person who requests access to the record must be recorded below.*
2. *Furnish an address and/or telefax number in the Republic to which information must be sent.*
3. *Proof of the capacity in which the request is made, if applicable, must be attached.*

Full names and surname:

Identity number:

--

Postal address:

Contact telephone number: ()**Cell number****Telefax 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 only be completed if a request for information is made on behalf of another person.***Full names and surname:**

Identity number:

--

D Particulars of record

1. *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.*
2. *If the space provided for is insufficient to complete this section, 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

- | | |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | <i>A request for access to the record will only be processed after a request fee has been paid, unless you are exempted from paying such fee.</i> |
| 2. | <i>You will be notified of the amount required to be paid as the request fee.</i> |
| 3. | <i>The fee payable for access to the record depends on the form in which access is required.</i> |
| 4. | <i>If you believe that you qualify for exemption of the payment of the prescribed fee, please state the reason for your belief.</i> |

Reason for exemption from payment of fees:

F Form of access to record

Mark the appropriate box with an "X".

NOTES:

- | | |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | <i>Your indication as to the required form of access depends on the form in which the record is available.</i> |
| 2. | <i>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.</i> |
| 3. | <i>The fee payable for access to the record, if any, will partly be determined by the form in which access is requested.</i> |

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 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 *	copy in computer readable form * (stiffy or compact disc)

Mark your choice below. REMEMBER - If you require a record to be posted to you, you will have to pay a postal fee.

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you	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. If you wish to be informed thereof 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 _____ 20__

SIGNATURE OF REQUESTER/PERSON
ON WHOSE BEHALF REQUEST IS MADE

FOR DEPARTMENTAL USE

Request received by _____

(state rank, name and surname of deputy information officer) on _____

at _____ (place).

**SIGNATURE OF DEPUTY
INFORMATION OFFICER**