



**RAND WATER
QUALITY MANAGEMENT SYSTEM
MANUAL**

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1. INTRODUCTION

This information manual (“the Manual”) is published in terms of Section 14 of the Promotion of Access to Information Act No. 2 of 2000.

The Act gives effect to the provisions of Section 32 of the Constitution which provides for the right to access to information held by the State and to information held by another person that is required for the exercise and / or protection of any right.

The purpose of the Act is to foster a culture of transparency and accountability in both the public and private sectors by affording any person the right of access to information to enable them to exercise and protect all rights to the full extent required.

The purpose of this Manual is to set out the procedures to be followed and criteria that have to be met for anyone (“the requester”) to request access to records in the possession or under the control of Rand Water.

2. AVAILABILITY OF THIS MANUAL

This manual can be accessed on our website at www.randwater.co.za or by requesting a copy by email from the relevant Information Officer. The manual may also be obtained from the South African Rights Commission.

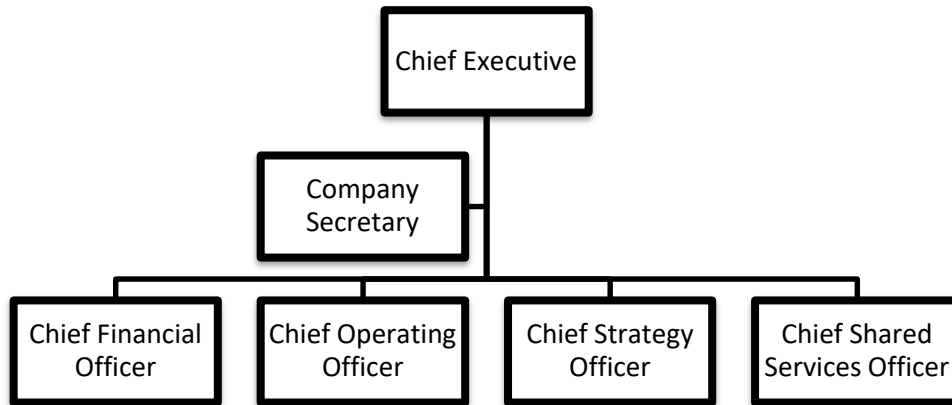
3. FUNCTIONS AND STRUCTURE OF RAND WATER

3.1. FUNCTIONS

3.1.1 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 Gauteng, parts of Limpopo, North West, Free State and Mpumalanga.

3.1.2 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 services authorities and institutions in providing effective, efficient sustainable and cost effective water services to customers in Rand Water’s service area.

3.2. SCHEMATIC DIAGRAM OF STRUCTURE



4. CONTACT DETAILS OF INFORMATION OFFICERS

4.1 In terms of the Act, the Chief Executive, or equivalent officer, of a public body is designated as the Information Officer. The details of Rand Water's Information Officer are as follows:

The Chief Executive

Physical Address: 522 Impala Road
Glenvista
JOHANNESBURG
2058

Postal Address: P O Box 1127
JOHANNESBURG
2000

Telephone Number: +2711 682 0911
Telefax Number: +2711 682 0444/0555
Email: PAIA@randwater.co.za

4.2 The Chief Executive has, in terms of Section 17 (3) of the Act, delegated the powers and duties conferred and imposed on him by the Act to the following officials who shall perform functions of Deputy Information Officers:

Name	Information Category
Company Secretary	Board and Board Sub-Committee information
Chief Strategy Officer	Strategy, corporate performance, research and innovation, heritage and knowledge management, assurance and compliance, and Rand Water Foundation information.
Chief Financial Officer	Financial, Payroll, Rand Water Services, Medical Aid and Provident Fund information
Chief Operating Officer	Water supply and reticulation, catchment management, operations, sanitation, water quality and pollution, capital infrastructure and investment, water demand management information and water treatment .
Chief Shared Services Officer	All other Rand Water categories of information, including supply chain management, HR/ personnel, IT, legal, risk, facilities, management committees and minutes, intellectual capital, and marketing, communications and stakeholder engagement information.

4.3. In the absence of any of the Deputy Information Officers, the present Deputy Information Officer, may be requested to deal with any of the information category.

4.4 The Chief Executive is the internal appellate body for all contested decisions in PAIA matters. Internal appeals must be directed to the Information Officer at PAIA.Appeal@randwater.co.za.

5. SECTION 10: GUIDE ON HOW TO USE THE ACT

A guide to the Act and the rights of requesters is available from Information Regulator or from their website: www.justice.gov.za.

Any queries relating thereto must be directed to:

Postal Address: P O Box 31533
Braamfontein
JOHANNESBURG
2017

Physical Address: JD House
27 Stiemens Street
Braamfontein
JOHANNESBURG
2001

Complaints email: complaints.IR@justice.gov.za
General enquiries email: inforeg@justice.gov.za.

6. HOW TO ACCESS RECORDS HELD BY RAND WATER

The following steps must be considered before submitting a request:

6.1. Step 1: Are you entitled to use the Act to request access?

6.1.1 Please take note of Section 7 (1) of the Act which states:

“This Act does not apply to a record of a public body or a private body if-

- (a) that record is requested for the purpose of criminal or civil proceedings;
- (b) So requested after the commencement of such criminal or civil proceedings as the case may be; and the production of or access to that record for the purpose referred to in paragraph (a) is provided for in any other law.

6.1.2 If Section 7(1) applies, you may not bring a request in terms of this Act. You must use the rules and procedures for discovery of information of the relevant legal forum and proceedings you are involved in.

6.1.3 Please have regard to Section 45 of the Act which entitles Rand Water to refuse a request for access to a record if: (a) the request is manifestly frivolous or vexatious; or (b) the work involved in processing the request would substantially and unreasonably divert the resources of Rand Water.

6.2. Step 2: Does the information requested exist in the form of a record?

- 6.2.1 Please note that the Act only applies to records which are in existence at the time of us receiving your request.
- 6.2.2 The Act does not compel anyone to create a record which is not yet in existence at the time the request is made. For instance, the Act cannot be used to obtain reasons for a decision taken at Rand Water if such reasons have not been recorded.
- 6.2.3 If you are sure whether the record exists, please indicate that to us in the prescribed request form.

6.3. Step 3: Is the record in the possession or under the control of Rand Water?

- 6.3.1 Rand Water is a large organisation and the search for records requested may involve substantial time, resources and expenses.
- 6.3.2 The Act provides that the record requested must be in the possession or under the control of Rand Water. However, for the purposes of the Act, a record in the possession or under the control of (a) Rand Water official or (b) an independent contractor engaged by Rand Water is regarded as being a record of that public body or private body, respectively. If you are not sure whether the record is in the possession or under the control of Rand Water, please indicate that to us in the prescribed request form.
- 6.3.3 As referred to earlier, Section 45 (b) of the Act entitles Rand Water to refuse a request for access to a record if the work involved in processing the request would substantially and unreasonably divert the resources of Rand Water.

6.4. Step 4: Form of Request

- 6.4.1 Access to information listed above shall be requested by:
- 6.4.2 Completing the prescribed form ("Request for access to record of public body form"); and
- 6.4.3 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.
- 6.4.4 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.

- 6.4.5 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.
- 6.4.6 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.
- 6.4.7 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.
- 6.4.8 The requester must clearly indicate on the request form:
- 6.4.8.1 If they wish to be informed of the success of their request telephonically or in any other manner.
- 6.4.8.2 The capacity in which the request is made in the event the information is requested on behalf of somebody else.
- 6.4.9 The requester may be required to complete a non-disclosure agreement and/or memorandum of agreement to access certain information requested.

7. CONSIDERING THE REQUEST

- 7.1 Subject to the provisions of the Act, access to information requested from Rand Water will be given if:
- 7.1.1 All procedural matters set out in Act relating to a request are met; and
- 7.1.2 Access to the requested information is not refused in terms of any ground for refusal set out in the Act.
- 7.2 The grounds for refusal are outlined in Chapter 4 of Part 2 of the Act, and include mandatory protection of:
- Commercial information of the third party.
 - Certain confidential information.
 - Safety of individuals, and protection of property.
 - Records privileged from production of legal proceedings.

- Economic interests and financial welfare of the Republic and commercial activities of the public bodies.
- Research information of the third party, and protection of the research information of the public body.
- Certain information pertaining to operations of the public bodies.

7.3 Rand Water may also refuse requests that are manifestly frivolous and vexatious or that will lead to substantial and unreasonable diversion of resources.

8. RECORDS AUTOMATICALLY AVAILABLE

8.1 In terms of Section 15 of the Act, the following information on the following subjects is available without formal request on Rand Water's website, posters and brochures:

- Integrated Annual Report.
- Annual financial statements.
- General routine information pertaining to Rand Water.
- Water quality standards.
- Water Wise campaign.
- Environment.
- Retail water and tariffs.
- General water supply conditions.
- Educational information on storage systems management, water quality, water consumption patterns, infrastructure management, water purification, sanitation, water analysis, blue drop.
- Corporate Responsibility Projects and Programmes.
- Press Releases, events and newsletters.
- Customer Charter.
- Dam levels.
- Vacancies.
- Tender information.
- Rand Water Medical Scheme.

9. RECORDS THAT MUST BE FORMALLY REQUESTED

9.1 Rand Water holds information pertaining to the following subjects that must be formally requested in terms of Section 6.4.

- Legislation and legal matters.
- Organisation and control.
- Human Resources.
- Finance and procurement.
- Risk management.
- Services and administration.
- Communication and public relations.
- Engineering contracts, specifications and enquiries.
- Water supply and reticulation.
- Protection of Rand Water pipelines and services.
- Reservoirs, weirs and sludge disposal sites.
- Operations of pumping stations and depots.
- Installation and plants.
- Scientific services.
- Catchment management and pollution control.
- Community-based projects.
- Marketing.
- Retail water operation.
- Bulk sanitation.
- Intellectual Property.

9.1 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.

10. REMEDIES FOR NON-COMPLIANCE WITH THE ACT

10.1 If after complying with the procedural requirements mentioned in Clause 6.4 above:

10.2 The Deputy Information Officer refuses to grant access to information; and 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.

10.3 The requester may lodge a Court application for further relief if not satisfied with the appeal decision of the Information Officer.

11. SERVICES AVAILABLE

11.1 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.

11.2. How to gain access to these services:

11.2.1. Bulk, retail water and sanitation services are mainly available through Rand Water's agencies, such as local authorities.

11.2.2. Community-based relief is available to rural areas and informal settlements.

11.2.3. Information services about water and related quality issues can be accessed through the Information Officer who can be contacted on information provided in Section 4.

12. PUBLIC PARTICIPATION

12.1. Rand Water has implemented various arrangements for public participation in the formulation of policy and exercising of powers of Rand Water. The following public forums are in place, in order to address certain critical issues in its interaction with the members of the public:

- 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.
- Industry & Direct Consumers Forum: This forum recognizes the importance of the industrial sectors as well as the service by Rand Water to direct consumers.
- Mining Forum: This forum recognizes the importance of the mining sector.
- 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.

13. MISSING RECORDS

13.1. Requestors have the right to receive a response on affidavit for records which cannot reasonably be located, but to which a requestor would have had access had the record been available.

14. DISPOSAL OF RECORDS

14.1. Requesters shall be advised whether a particular requested record has been disposed of.

15. REVIEW

This Manual will be updated three yearly or when circumstances change.

16. REFERENCES

Document Title	Document No.	Location
Promotion of Access to Information Act	No. 2 of 2000	internet
Quality Management System Requirements ISO 9001:2015	ISO 9001:2015	QMO office

17. RECORD AND DATA KEEPING

Record Document	Form/Doc Number	Location	Retention Period
Form A: Request for access to record of public body	RW Rec 00021 F	Corporate Records Department	5 years
Form B: Notice of internal appeal	RW Rec 00022 F	Corporate Records Department	5 years

18. DOCUMENT CHANGE HISTORY

The following table contains the history of this document with a description of each revision.

Date	Previous Revision Number	New Revision Number	Description of Each Revision
04/08/2017	None	01	ISO 9001 format compliant
20/09/2019	01	02	Format improvement to ensure ease of use, updating Deputy Information Officers based on organisation changes and including provisions related to missing and disposed records.
15/07/2021	02	03	Alignment to POPIA requirements and organisational changes