 RAND WATER	UHLOBO LOXWEBHU: IMANYUWALI	INOMBOLO YOXWEBHU: RW REC 00100 M
ISIHLOKO: INCWADI NGOKWECANDELO LE-14 LOMTHETHO WOKUKHUTHAZWA KOFIKELELO KWINKCAZELO, WESI-2 WOWAMA-2000		INOMBOLO YOHLAZIYO: 04
UMNINI XWEBHU: ISIGQEBA ESIYINTLOKO SEENKONZO EKWABELWANA NGAZO	UMHLA WOKUSEBENZA	
UMBHALI: ICANDELO LEEREKHODI ZENKAMPANI		
(1) Ihloliwe Yi-PDU UMphathi woPhuhliso lwePolisi	(3) UMNINI IGosa eliyiNtloko lweNkcazelo yeTeknoloji	(4) IGUNYAZISWE: YiNtloko yeSigqeba

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1. ULUHLU LWEZIFINYEZO NEZISHUNQULELO

IGAMA/ISIFINYEZO	INTSINGISELO
UMthetho	Promotion of Access to Information Act No. 2 of 2000 (UMthetho wokuKhuthazwa koFikelelo kwiNkcazelo wesi-2 Wowama-2000)
“CE”	YiNtloko yeSigqeba
“DIO”	Deputy Information Officer (USekela Gosa leNkcazelo)
“DTI”	Digital Technology and Information (Iteknoloji neNkcazelo yeDijithali)
“IO”	Information Officer (IGosa leNkcazelo)
“PAIA”	Promotion of Access to Information Act No. 2 of 2000 (UMthetho wokuKhuthazwa koFikelelo kwiNkcazelo wesi-2 Wowama-2000) (njengoko unokutshintshwa ixesha nexesha)
“POPIA”	Protection of Personal Information Act No.4 of 2013 (UMthetho woKhuselo lweNkcazelo lobuQu Wesi-4 Wowama-2013);
“Umlawuli”	Umlawuli weNkcazelo
“URand Water”	<ul style="list-style-type: none"> i. Iqumrhu elisekwe ngokweCandelo lama-28 lifundwa neCandelo lama-84 loMthetho weeNkonzo zaManzi; kunye ii. Nenkampani nganye ephantsi kweli qumrhu echazwe ku- <ul style="list-style-type: none"> (i) ngasentla: <ul style="list-style-type: none"> a) Rand Water Services (Pty) Ltd; b) Rand Water Foundation (Pty) Ltd;
“UMthetho weeNkonzo zaManzi”	UMthetho we-108 Wowe-1998.

2. INTSHAYELELO

- 2.1. Le Manywali ye-PAIA ("iNcwadi") ipapashwe ngokweCandelo le-14 loMthetho wokuKhuthazwa koFikelelo kwiNkcazelo Wesi-2 Wowama-2000.
- 2.2. I-PAIA yenza kusebenze amagatya eCandelo lama-32 loMgaqo-siseko elibonelela ngofikelelo kuyo nayiphi inkcazelo egcinwe nguRhulumente kunye nayo nayiphi

inkcazelo egcinwe ngomnye umntu nefunekayo ekukhuselweni kwalo naliphi na ilungelo.

- 2.3. Injongo ye-PAIA kukufaka umkhwa wokungafihli kunye nokuphenduliswa kumaqumrhu karhulumente nawabucala ngokunika nawuphi na umntu ilungelo lokufikelela inkcazelo ukwenzela ukuba akwazi ukusebenzisa nokukhusela onke amalungelo ukuya kuma koko kufunekayo.
- 2.4. Injongo yale Manyuwali kukumisela iinkqubo emazilandelwe kunye nezinto ezifanele zifikelelwe nguye nabani na (“umceli”) ukuze acele ukufikelela kwiirekhodi ezikwaRand Water okanye eziphantsi kolawulo lwakhe.

3. UKUFUMANEKA KWALE MANYUWALI

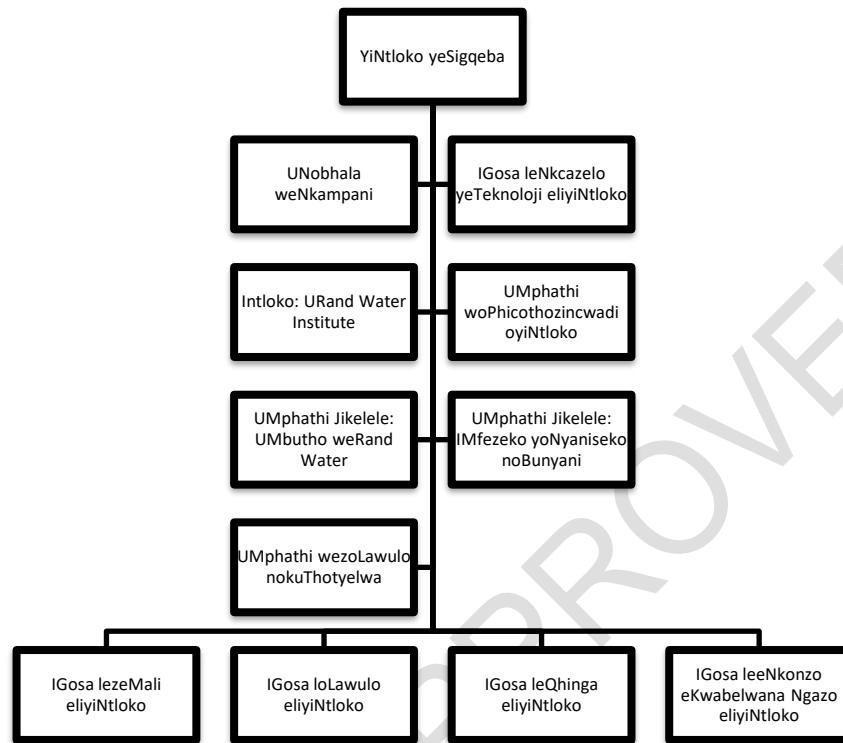
- 3.1. Kunokufikelelwa kule Manyuwali kwiwebhusayithi yethu ethi www.randwater.co.za okanye ngokucela ikopi ngeimeyile kwiGosa leNkcazelo okanye kuSekela Gosa leNkcazelo. Le Manyuwali inokufunyanwa kananjalo kuMlawuli weNkcazelo.

4. IMISEBENZI KUNYE NOLWAKHEKO LUKARAND WATER

4.1. IMISEBENZI

- 4.1.1 Injongo engundoqo kaRand Water kukunikela ngamanzi aselwayo ngobuninzi kunye neenkonzozogutyulo kwimimandla egunyazisiweyo ngokoMthetho weNkonzo zaManzi.
- 4.1.2 Ukongeza kwiinkonzo zayo ezingundoqo, uRand Water ugunyaziswe ukuba abonelele ngeminye imisebenzi engaphantsi kwalo ibe yiloo nto edlala indima ebalulekileyo kugutyulo, amangenelelo asekelwe kuluntu kunye nakweminye imisebenzi ejolise ekuxhaseni nasekomelezeni amandla eziphathamandla kunye namaziko eenkonzo zamanzi okunikela ngeenkonzozozisebenzayo, ezinempumelelo nezingabizi mali ininzi kubathengi.

4.2. UMZOBO WOLWAKHEKO



5. IINKCUKACHA ZOQHAGAMSHELWANO ZAMAGOSA OLWAZI

5.1 Ngokwalo Mhetho, iNtloko yeSigqeba, okanye igosa elilingana nayo, lequmrhu likarhulumente lonyulwa njengeGosa leNkcazelo. Iinkcukacha zeGosa leNkcazelo likaRand Water zezi zilandelayo:

INtloko yeSigqeba

IDilesi yeSitalato: 522 Impala Road
Glenvista
JOHANNESBURG
2058

IDilesi yePosi: P O Box 1127
JOHANNESBURG
2000

INombolo +2711 682 0911

yoMnxeba:

INombolo yeFeksi: +2711 682 0444/0555

I-imeyile: PAIA@randwater.co.za

5.2 INTloko yeSigqeba, ngokwecandelo le-17 (3) le-PAIA neCandelo lama-56 le-POPIA, inikezele ngamagunya kunye nemisebenzi yayo ewiswe okanye enikwe yona yiyo yomibini le Mithetho kumagosa alandelayo aza kwenza imisebenzi ye(yoo)Sekela Gosa leNkcazelos:

IGosa leeNkonzo eKwabelwana Ngazo eliyiNtloko	Yonke Inkcazelo kwiQela likaRand Water
Intloko: URand Water Institute	Lonke uPhando (ngaPhakathi nangaPhandle)
IGosa lezeMali eliyiNtloko	Yonke inkcazelo enxulumene neenkampani ezingaphantsi kwaManzi, njengoko kuchaziwe.
UMlawuli oPhetheyo	Rand Water Services (Pty) Ltd
UMphathi Jikelele: I-RWF	UMbutho kaRand Water

5.3. Inkcazelo yeengxowamali zeenzuzo zabasebenzi ezimbini (okth. iNgxowamali yoNcedo lwezoNyango, iNgxowamali yoBekelo) ikhutshwe ngokucacileyo koko kugutyungelwa yile manyuwali

5.4 INTloko yeSigqeba liqumrhu langaphakathi lezibheno kuzo zonke izigqibo ekungavunyelwana ngazo kwimicimbi ye-PAIA. Izibheno zangaphakathi kufuneka zisiwe kwiGosa leNkcazelo kwidilesi ethi PAIA.Appeal@randwater.co.za.

5.5. Isibheno okanye isikhalazo sangaphakathi esiya kuMlawuli sinokufakwa ngokuchasene naso nasiphi na isigqibo seGosa leNkcazelo, kwaye inkqubo (kuquka ithuba) lokufaka isibheno sangaphakathi ichazwe kwiSahluko soku-1 seSigaba sesi-4 se-PAIA.

5.6. Isicelo enkundleni sinokufakwa ngokuchasene nesigqibo sesibheno sangaphakathi.

5.7. Ukuba ngaba isibheno, isikhalazo sangaphakathi esiya kuMlawuli weNkcazelo okanye isicelo esiya enkundleni sifakwe ngokuchasene nokuvunywa kwesicelo sofikelelo kwirekhodi, ufikelelo kwirekhodi lunokunikwa kuphela xa isigqibo sokuvuma isicelo siqinisekisiwe ekugqibeleni.

5.8. Izikhalazo eziya kuMlawuli weNkcazelo kufuneka zingeniswe ku:

The Information Regulator (South Africa)

JD House, 27 Stiemens Street, Braamfontein,

Johannesburg, 2001

P.O. Box 31533, Braamfontein, Johannesburg, 2017

I-imeyile yezikhalazo: POPIAComplaints@inforegulator.org.za.

I-imeyile yemibuzo jikelele: enquiries@inforegulator.org.za

6. ISIKHOKELO SOMLAWULI WENKCAZELO

6.1. NgokweCandelo le-10(1) le-PAIA, njengoko litshintshwe liCandelo le- 110 le-POPIA, uMlawuli

weNkcazelo kufuneka ahlaziye kwaye enze kufumaneke isikhokelo esisele sikhona esiqulunqwe yiKomishoni yamaLungelo oluNtu yaseMzantsi Afrika (South African Human Rights Commission) (SAHRC) esiqulethe inkcazelo enjalo engohlobo nendlela eqondeka lula, njengoko sinokufunwa ngumntu onqwenela ukusebenzisa naliphi na ilungelo elixelwe kwi-PAIA ne-POPIA.

6.2. NgokweCandelo le-10(2) le-PAIA (njengoko litshintshiwe) isikhokelo kufuneka siquke inkcazo yoku:

(a) Iinjongo ze-PAIA ne-POPIA;

(b) Indlela nohlobo lwesicelo soku:

(i) Ufikelelo kwirekhodi yequmrhu likarhulumente elixelwe kwiCandelo le-11; kunye

(ii) Nofikelelo kwirekhodi yequmrhu labucala elixelwe kwiCandelo lama-50;

(c) Uncedo olufumanekayo oluvela kwigosa lenkcazelo lequmrhu likarhulumente ngokwe-PAIA ne-POPIA;

(d) Uncedo olufumanekayo oluvela kuMlawuli weNkcazelo ngokwe-PAIA ne-POPIA;

(e) Lonke uncedo emthethweni olufumanekayo ngokuphathelene nokuthatha amanyathelo okanye ukusilela ukuthatha amanyathelo ngokunxulumene nelungelo okanye umsebenzi owiswe okanye onikwe i-PAIA ne-POPIA, kuquka nendlela yokufaka:

(i) Isibheni sangaphakathi;

(ii) Isikhalazo esiya kuMlawuli weNkcazelo; kunye

(iii) Nesicelo enkundleni ngokuchasene nesigqibo seGosa leNkcazelo lequmrhu likarhulumente, isigqibo kwisibheni sangaphakathi, isigqibo soMlawuli weNkcazelo okanye isigqibo sentloko yequmrhu labucala;

- (f) Amagatya eCandelo le-14 afuna ukuba iqumrhu likarhulumente liqulunqe imanyuwali, kunye nendlela yokufikelela kwiManyuwali;
- (g) Amagatya eCandelo le-15 abonelela ngokuxela ngokuzithandela iindidi zeerekhodi liqumrhu likarhulumente;
- (h) Izaziso ezikhutshwa ngokwamaCandelo elama-22 nelama-54 ngokuphathelene nemali ehlawulwayo ekufuneka ihlawulwe ngokunxulumene nezicelo zofikelelo; kunye
- (i) Nemimiselo eyenziwe ngokweCandelo lama-92

6.3. NgokweCandelo le-10(3) le-PAIA (njengoko litshintshiwe) uMlawuli weNkcazelo kufuneka, ukuba kuyimfuneko, ahlaziye kwaye apapashe isikhokelo qho kungagqithanga ixesha elingaphezulu kweminyaka emibini.

6.4. ICandelo le-10(4) libonelela ngokuba isikhokelo kufuneka senziwe sifumaneka njengoko kumiselwe.

6.5. Ukuba unayo nayiphi na imibuzo ngokuphathelene noku, nceda uqhagamshelane ngqo noMlawuli weNkcazelo ngqo ngezi ndlela:

IWebhusayithi: www.inforegulator.org.za.

IDilesi yePosi: P O Box 31533

Braamfontein

JOHANNESBURG

2017

IDilesi yeSitalato: JD House 27 Stiemens Street,
Braamfontein, JOHANNESBURG,
2001

7. INDLELA YOKUFIKELELA KWIIREKHODI EZIGCINWE NGURAND WATER

Kufuneka kuqwalaselwe la manyathelo alandelayo phambi kokuba kufakwe isicelo:

7.1. Inyathelo loku-1: Ingaba unelungelo lokusebenzisa lo Mthetho ukuze ucele ukufikelela inkcazelo?

- 7.1.1 Nceda uqaphele iCandelo lesi-7 (1) lalo Mthetho elithi:
“Lo Mthetho awusebenzi kwirekhodi yequmrhu likarhulumente okanye kwiqumrhu labucala ukuba-
- (a) loo rekhodi icelelwa injongo yeenkqubo zamatyala olwaphulomthetho okanye okumangalelana;
 - (b) Licelwe emva kokuqala kwezo nkqubo zamatyala olwaphulomthetho okanye okumangalelana njengoko imeko inokufuna njalo; kwaye ukuveliswa okanye ufikelelo kwalo rekhodi ngenjongo ekubhekiselwe kuyo kumhlathi (a) kuyabonelelwa kuwo nawuphi omnye umthetho.
- 7.1.2 Ukuba iCandelo lesi-7(1) liyangena, awunako ukuzisa isicelo ngokwalo Mthetho. Kufuneka usebenzise imithetho neenkqubo zokufunyanwa kwenkcazelo yequmrhu lomthetho elibandakanyekayo kunye neenkqubo obandakanyeka kuzo.
- 7.1.3 Nceda uthathele ingqalelo iCandelo lama-45 loMthetho onika ilungelo uRand Water ukuba asikhabe isicelo sokufikelela kwirekhodi ukuba: (a) isicelo siyimfeketho okanye siyacaphukisa; okanye (b) umsebenzi obandakanyekayo ekuphumezeni eso sicelo uza kubangela ukuba imali okanye abasebenzi nezixhobo zikaRand Water zisuswe kakhulu nangendlela engenazizathu zivakalayo kwindawo yazo zisiwe kwesi sicelo.

7.2. Inyathelo lesi-2: Ingaba inkcazelo eceliweyo ikhona ngokohlobo lwirekhodi?

- 7.2.1 Nceda uqaphele ukuba uMthetho usebenza kuphela kwiirekhodi ezikhoyo ngexesha lokufumana isicelo.
- 7.2.2 UMthetho awunyanzeli nabani na ukuba ayile irekhodi engekabikho ngexesha esenziwa ngalo isicelo. Ngokomzekelo, lo Mthetho soze usetyenziselwe ukufumana izizathu zesigqibo esithathwe kwaRand Water ukuba ezo zizathu ezinjalo azikho kwiirekhodi.
- 7.2.3 Xa uqinisekile ukuba ikhona irekhodi, nceda ubonise oko kuthi kwifomu yesicelo emiselweyo.

7.3. Inyathelo lesi-3: Ingaba irekhodi isezandleni okanye iphantsi kolawulo lukaRand Water?

- 7.3.1 URand Water ngumbutho omkhulu kwaye ukukhangela iirekhodi eziceliweyo kunokufuna ixesha elininzi, abasebenzi kuze kube neendleko eziphezulu.
- 7.3.2 Lo Mthetho ubonelela ngokuba irekhodi kufuneka ibe sezandleni okanye ibe phantsi kolawulo lukaRand Water. Nakuba kunjalo, ngeenjongo zalo Mthetho, irekhodi egcinwe okanye ephantsi kolawulo (a) lwegosa likaRand Water okanye (b) lomntu onekontrakthi ozimeleyo oqeshwe nguRand Water ithathwa ngokuba yirekhodi yelo qumrhu likarhulumente okanye yequmrhu labucala, ngokwahlukahlukeneyo. Xa ungaqinisekanga ukuba irekhodi igcinwe okanye iphantsi kolawulo lukaRand Water, nceda ubonise oko kuthi kwifomu yesicelo emiselweyo.
- 7.3.3 Njengoko kukhankanyiwe ngaphambili, iCandelo lama-45(b) loMthetho linika uRand Water ilungelo lokusikhaba isicelo sokufikelela kwirekhodi ukuba umsebenzi obandakanyekayo ekusebenzeni ngesicelo uza uza kubangela ukuba imali okanye abasebenzi nezixhobo zikaRand Water zisuswe kakhulu ngendlela engenazizathu zivakalayo kwindawo yazo zisiwe kwesi sicelo.

7.4. Inyathelo lesi-4: UHlobo lweSicelo

- 7.4.1 Ukufikelela kwinkcazelo okuxelwe ngentla kuza kucelwa ngokuthi:
- 7.4.2 Kugcwaliswe ifomu emiselweyo ("Ifomu yesicelo sokufikelela kwirekhodi yequmrhu likarhulumente"); kuze
- 7.4.3 Kubhatalwe imali emiselweyo njengoko ixeliwe kwiiShedyuli yoku-1 neyesi-2 zalo Mthetho. Nakuba kunjalo, umceli ofuna ukufikelela kwirekhodi equlethe inkcazelo yobuqu emalunga naloo mceli akuyomfuneko ukuba abhatalwe imali yesicelo.
- 7.4.4 Umceli kufuneka abonise ukuba isicelo sesekopi yerekhodi okanye umceli ufuna ukuhlola iirekhodi kwiiofisi zikaRand Water.
- 7.4.5 Ukufikelela ulwazi olukhankanywe ngasentla kuya kunikwa kuphela umceli ngendlela eceliweyo, ngaphandle kokuba indlela enjalo iya kuphazamisana nokuqhutywa kunye nokwenziwa kwemisebenzi kaRand Water okanye konakalise iirekhodi zakhe okanye kunyhashe ilungelo lakhe lobunini.
- 7.4.6 Ukuba, ngesizathu esibonakalayo, ufikelelo alukwazi kunikelwa ngohlobo oluceliweyo kodwa lunokunikwa ngendlela eyenye, imali ebhatalwayo kufuneka ibalwe ngokwendlela umceli ebecele ngayo.

- 7.4.7 Ukuba umceli akakwazi ukufunda nokubhala, okanye unokukhubazeka, unokwenza isicelo serekhodi ngomlomo, apho iGosa leNkcazelo liza kugcwalisa ifomu egameni lalo mceli kwaye linike umceli ikopi yalo fomu egcwalisiweyo.
- 7.4.8 Umceli makabonise ngokucacileyo kwifomu yesicelo:
- 7.4.8.1 Ukuba unqwenela ukwaziswa ngempumelelo yesicelo sakhe ngomnxeba okanye ngayo nayiphi na enye indlela.
- 7.4.8.2 Isikhundla somntu ocelayo ukuba loo nkcazelo icelwa egameni lomnye umntu.
- 7.4.9 URand Water uya kuphedula zonke izicelo kwiintsuku ezingama-30 zomsebenzi efumene isicelo ngohlobo olumiselweyo ngaphandle kokuba kuye kwabhenelwa kwiCandelo lama-26 le-PAIA.

8. INKCAZELO YOBUQU

8.1. UkuQokelelwa nokuSebenza ngeNkcazelo yobuQu nguRand Water

8.1.1 URand Water ubuthatha njengokubaluleke kakhulu ukugcinwa kweemfihlo kunye nokukhuselwa kwenkcazelo yobuqu kwaye uza kuqokelela kwaye asebenze kuphela ngenkcazelo yobuqu ngokungqinelana nomthetho osebenzayo eMzantsi Afrika olawula ukhuselo lwenkcazelo yobuqu. Ukuza kuthi ga ngoku inkcazelo yobuqu iza kuqokelelwa kwaye kusetyenzwe ngayo ngokungqinelana nemiqathango yokusebenza ngokusemthethweni ngenkcazelo yobuqu njengoko kubonelelwe nguMthetho woKhuselo leNkcazelo lobuQu, 2013 (uMthetho wesi-4 ka-2013) (“i-POPIA”). Ngaphandle kokutenxa kwingxelo engenancukacha esele ikhankanyiwe, ukuqokelelwa kunye nokusebenza ngenkcazelo yobuqu nguRand Water kuza kuquka, kodwa kungamiselwanga mda, ukuqinisekisa ukuba –

8.1.1.1. Imiqathango yokusebenza ngenkcazelo yobuqu ngokusemthethweni ilandelwe.

8.1.1.2. Ukusebenza ngenkcazelo yobuqu kuqhutywa ngokusemthethweni, ngeenjongo eziyimfuneko kwaye ezingagqithisanga, ngendlela ekhusela okuya kuba yinzuzo ngokufanelekileyo kum(aba)ntu ekufunwa inkcazelo ngaye(bo) kwaye enganyhashi malungelo akhe.

8.1.1.3. Inkcazelo yobuqu kusetyenziwa ngayo kuphela ngemvume yomntu ekufunwa inkcazelo ngaye (okanye umntu ofanelekileyo xa umntu ekufunwa inkcazelo ngaye

ingumntwana). Imvume enjalo irhoxiswa nanini na, nangaliphi na ithuba, uRand Water uya kuyeka ukusebenza ngolwazi lobuqu:

Ngaphandle kokuba inkcazelo yobuqu kunokusetyenzwa ngayo ngaphandle kwemvume ngenjongo egqalwa ngokusemthethweni njengoko kuchaziwe kwi-POPIA.

- 8.1.1.4. Ukuqhubeka nokusebenza ngenkcazelo yobuqu kuya kuhambelana nenjongo yokuqala ebiqokelelelwa yona, kuxhomekeka kwimiba efana nohlobo lwenkcazelo ebandakanyekayo, iziphumo ezinokubakho ngokuqhubeka kutyenzwa ngayo kumntu ekufunwa inkcazelo ngaye, indlela inkcazelo eqokelelwe ngayo, kunye namalungelo nezibophelelo zekontraKthi ezikhoyo phakathi kukaRand Water kunye nomntu ekufunwa inkcazelo ngaye,
- 8.1.1.5. Amanyathelo afanelekileyo anokusebenziseka ayathathwa ukuqinisekisa ukuba inkcazelo yobuqu enikiweyo ichanile, iphelele kwaye ayilahlekisi. Ngokuphathelene noku injongo yokuqokelelwa yokuqhubeka nokusebenza ngenkcazelo yobuqu ngayo iza kugqiba into engenziwa ngezizathu ezivakalayo phantsi kweemeko; kwaye
- 8.1.1.6. Abantu ekufunwa inkcazelo ngabo bavumelekile ukuba basebenzise amalungelo abo phantsi kwe-POPIA ngokuphathelene inkcazelo yabo yobuqu.
- 8.1.1.7. URand Water uyakukhusela ukuthembeka kunye nobumfihlo benkcazelo yomntu ekufunwa inkcazelo ngaye esezandleni zakhe nephantsi kolawulo lwakhe.
- 8.1.1.8. Nawuphi na umsebenzi ngedatha okanye nabani osebenza ngenkcazelo yobuqu yomntu ekufunwa inkcazelo ngaye egameni likaRand Water okanye umsebenzi ngedatha, usebenza ngenkcazelo enjalo kuphela ngolwazi okanye ugunyaziso lukaRand Water, kwaye uphatha inkcazelo yobuqu njengemfihlo kwaye akayidizi ngaphandle kokuba ifunwa ngumthetho okanye ekwenziweni ngokufanelekileyo kwemisebenzi yakhe.
- 8.1.1.9. Apho kukho izizathu ezivakalayo zokukholelwa ukuba inkcazelo yobuqu yomntu ekufunwa inkcazelo ngaye kufikelelwe kuyo okanye ifunyenwe ngumntu ongagunyaziswanga, uRand Water wazisa uMlawuli weNkcazelo kunye nomntu ekufunwa inkcazelo ngaye xa enokwaziwa lo wamva. URand Water uza kukulibazisa ukwaziswa komntu ekufunwa inkcazelo ngaye kuphela ukuba iqumrhu likarhulumente elinoxanduva lokuthintela, ukubona okanye ukuphanda amatyala okanye uMlawuli weNkcazelo ugqiba ekubeni eso saziso siza kuphazamisana nophando lolwaphulomthetho kwiqumrhu likarhulumente elibandakanyekayo.

8.1.1.10. Umntu ekufunwa inkcazelo ngaye, xa eveza ubungqina obaneleyo besazisi sakhe, unikwa ilungelo lokucela ukuba uRand Water aqinisekise, ngaphandle kwentlawulo, ukuba ingaba uRand Water unayo na inkcazelo yobuqu emalunga nomntu ekufunwa inkcazelo ngaye; kwaye unokucela irekhodi okanye ingcaciso yalo nkcazelo yobuqu anayo uRand Water, kuquka inkcazelo emalunga nokuba ngoobani onke amaqela esithathu akwaziyo okanye aye akwazi ukufikelela inkcazelo yobuqu yomntu ekufunwa inkcazelo ngaye.

8.2. Iinjongo zokuSebenza ngeNkcazelo ylobuQu kwaRand Water

- 8.2.1. URand Water uza kusebenza ngenkcazelo yobuqu ngeenjongo ezohlukeneyo, eziquka kodwa zingamiselwanga kwezi:
- 8.2.1.1. Ukuze agcine iirekhodi zabathengi;
 - 8.2.1.2. Ngeenjongo zokugaya abasebenzi abatsha;
 - 8.2.1.3. Ngeenjongo zengqesho;
 - 8.2.1.4. Ukuze anikele iinkonzo ezisebenzayo kubathengi;
 - 8.2.1.5. Ukuze anikele iinkonzo ezongezwe ixabiso kubathengisi;
 - 8.2.1.6. Ukuze anikele iinkonzo zempilo kunye namacebiso empilontle kubasebenzi;
 - 8.2.1.7. Ukuze agcine iirekhodi zeeakhawunti nezemali zakwaRand Water;
 - 8.2.1.8. Ukuxhasa nokulawula abasebenzi baseRand Water;
 - 8.2.1.9. Ukuze kusetyenziswe iteknoloji ngeenjongo yokukhusela iiasethi zikaRand Water;
 - 8.2.1.10. Ukuze ahlole kwaye asebenze amabango;
 - 8.2.1.11. Ukuze abone kwaye athintele ubuqhetseba, urhwaphilizo nolunye ulwaphulomthetho;
 - 8.2.1.12. Ukwenzela uphando ngemarike kunye nohlalutyo lweenkcukacha manani;
 - 8.2.1.13. Ukuthobela iimfuneko zomthetho nezolawulo;
 - 8.2.1.14. Ukuqinisekisa isazisi somntu ekucelwa inkcazelo ngaye.
 - 8.2.1.15. Ngeenjongo zokuhamba;
 - 8.2.1.16. Ngeenjongo zolawulo jikelele, ezemali nezerhafu;
 - 8.2.1.17. Ngeenjongo zomthetho neekontraki;
 - 8.2.1.18. Ukuze abeke iliso kufikelelo, akhusele aze alawule izakhiwo nomhlaba wakwaRand Water;
 - 8.2.1.19. Ukunceda ekuphuculeni umgangatho weenkonzo zikaRand Water;
 - 8.2.1.20. Ukufumana imali kwabo banamatyala; kunye;
 - 8.2.1.21. Nokuqhuba uhlalutyo kunye nokwenziwa kweprofayili yabathengi.

8.3. Abantu abaNkcazelo yobuQu yabo isetyenzwa nguRand Water

- 8.3.1. Kusetyenzwa ngenkcazelo yobuqu yezi ndidi zilandelayo zabantu ekufunwa inkcazelo ngabo:
 - 8.3.1.1 AmaLungu eBhodi yabaLawuli;
 - 8.3.1.2. AmaLungu eSigqeba;
 - 8.3.1.3. Abasebenzi nabo banokuba ngabasebenzi;
 - 8.3.1.4. Abacebisi;
 - 8.3.1.5. Abafaki zikhalazo nababuza imibuzo;
 - 8.3.1.6. AmaLungu eTrasti yeNgxowamali yoMhlalaphantsi kaRand Water;
 - 8.3.1.7. AbaLawuli, iSigqeba kunye nabaSebenzi beenkampani ezingaphantsi kwale;
 - 8.3.1.8. Abeekontrakthi bangaphandle;
 - 8.3.1.9. Amashishini ekusetyenziswa nawo nababoneleli ngeenkonzelo;
 - 8.3.1.10. Abathengi kunye nabasebenzisi babo;
 - 8.3.1.11. Abantu abafotwe ngemifanekiso/ngevidiyo ye-CCTV;
 - 8.3.1.12. Abantu ababonise umdla kwiinkonzelo zikaRand Water;
 - 8.3.1.13. Abaxhamli bamaphulo oTyalomali lwezeNtlalo lweQumrhu leRand Water kuquka uMbutho weRand Water; kunye
 - 8.3.1.14. Nabantu ekufunwa inkcazelo ngabo ababandakanyeka kuphando lweRand Water.
 - 8.3.1.15. Amalungu osapho nabahlobo babasebenzi

8.4. Inkcazelo yobuQu ekusetyenzwa ngayo nguRand Water

- 8.4.1. Ezi ndidi zilandelayo zenkcazelo yobuqu kwabelwana ngazo nguRand Water:
 - 8.4.1.1. linkcukacha zobuqu zomntu;
 - 8.4.1.2. Indlela yokuphila neyokuziphatha ekuhlaleni;
 - 8.4.1.3. Imisebenzi yoshishino;
 - 8.4.1.4. Impahla kunye neenkonzelo ezinikelweyo;
 - 8.4.1.5. limbono zobuqu kunye/okanye ukhetho;
 - 8.4.1.6. linkcukacha zosapho nabahlobo;
 - 8.4.1.7. Imbali yezemfundo nengqesho;
 - 8.4.1.8. Imifanekiso ebonwayo efotwe yi-CCTV;
 - 8.4.1.9. linkcukacha zemali; kunye
 - 8.4.1.10. Neenkukacha zobhaliso zenkampani.

8.5. Inkcazelo yobuQu eKhethekileyo ekuSetyenzwa ngayo nguRand Water

8.5.1. URand Water uza kusebenza ngeendidi ezilandelayo zolwazi lobuqu olukhethekileyo:

8.5.1.1. Ulwazi olunxulumene nemvelaphi yebala kunye/okanye uhlanga;

8.5.1.2. Inkcazelo ngobulungu babasebenzi kwimanyano yabasebenzi;

8.5.1.3. Izenzo okanye izityholo zokwaphula umthetho;

8.5.1.4. Unqulo okulo okanye ezinye iinkolelo;

8.5.1.5. Iinkcukacha zempilo yomzimba / yengqondo

8.5.1.6. Iinkqubo zolwaphulomthetho, iziphumo nezigwebo

8.6. Abo bafumana iNkcazelo yobuQu

8.6.1. URand Water uza kwabelana ngenkcazelo yobuqu naba bantu okanye nezi ndidi zabantu zilandelayo:

Nanini na kuyimfuneko, uRand Water ngokwakhe uya kwabelana ngenkcazelo yobuqu asebenza ngayo engabantu ekufunwa inkcazelo ngabo. Xa iye yayimfuneko loo nto, uRand Water kufuneka athobele amagatya asebenzayo e-POPIA. Okulandelayo yingcaciso yeendidi zabantu abafumana inkcazelo uRand Water ekufuneka abelane ngayo nabo ngenkcazelo yobuqu, enoba kungasiphi na isizathu:

8.6.1.1. Usapho, abanxulumeneyo kunye nabameli bomntu ekufunwa ulwazi ngaye;

8.6.1.2. Iiarhente zengqesho nezigayela abaqeshi abasebenzi;

8.6.1.3. Imibutho yeenkonzo zemali;

8.6.1.4. Iiarhente zongqinisiso ngekhredithi;

8.6.1.5. Imibutho yezonyango, eyezentlalo neyentlalontle;

8.6.1.6. Abasebenzi bezonyango;

8.6.1.7. Urhulumente onolawulo;

8.6.1.8. Iiarhente ezinyanzelisa umthetho;

8.6.1.9. Iinkundla zomthetho, iikomishoni zophando nezinye iinkundla;

8.6.1.10. Abanobudlelwane boshishino;

8.6.1.11. Abafaki mabango nabaxhamli kwimpahla yomntu oswelekileyo;

8.6.1.12. Abantu ababuzayo okanye abafaka izikhalazo;

8.6.1.13. Abaphandi babucala;

8.6.1.14. Ootitshala namaqumrhu eemviwo;

- 8.6.1.15. Abaphandi bamabango;
- 8.6.1.16. Amashishini ekusetyenziswa nawo nababoneleli ngeenkonzozo;
- 8.6.1.17. Amaqumrhu ezoshishino;
- 8.6.1.18. Abameli kwizikhalazo neziphathamandla ezilawulayo;
- 8.6.1.19. Iiarhente ezigqogqa amatyala nezikhangela abatyalayo;
- 8.6.1.20. Amanye amacandelo omsebenzi kaRand Water;
- 8.6.1.21. Abaphicothi zincwadi noMphicothi Zincwadi Jikelele;
- 8.6.1.22. Abalawuli bengxowamali yomhlalaphantsi;
- 8.6.1.23. Iimanyano zabasebenzi; kunye
- 8.6.1.24. Nemibutho yokhuseleko.

8.7. Ukunqumla Imida Okucetyiweyo Kwenkcazelo Yobuqu

8.7.1. Ngamaxesha athile uRand Water kunokufuneka abelane ngenkcazelo yobuqu yabantu ekufunwa inkcazelo ngabo namaqela esithathu akwamanye amazwe. Xa kufuneka loo nto, uRand Water kufuneka aqinisekise ukuba ayathotyelwa amagatya e-POPIA asebenzayo. Oku kuya kwenziwa kuphela ukuba enye okanye ngaphezulu yeemfuneko ezilandelayo kuyahlangatyezwana nayo:

8.7.1.1. Iqela lesithathu elifumana inkcazelo lixhomekeke emthethweni, imithetho yequmrhu ebophelelayo okanye isivumelwano esibophelelayo esibonelela ngenqanaba eloneleyo lokhuselo oluthi—

(i) Iugcine ngempumelelo imigaqo yokuba kusetyenzwe ngokufanelekileyo ngenkcazelo efana nemiqathango yokuba kusetyenzwe ngokusemthethweni ngenkcazelo yobuqu enxulumene nomntu ekufunwa inkcazelo ngaye kunye, apho isebenzayo, nequmrhu, njengoko isitsho i -POPIA; kwaye

(ii) Iliquka amagatya, afanayo nawecandelo lama-72 e-POPIA, ngokunxulumene nokuqhubeka kudluliswa inkcazelo yobuqu evela kulowo uyifumeneyo isiya kumaqela esithathu akwilizwe elingaphandle;

8.7.1.2. Umntu ekufunwa inkcazelo ngaye uyakuvuma ukudluliswa;

8.7.1.3. Ukudluliswa kuyimfuneko ekwenziweni kwesivumelwano phakathi komntu ekufunwa inkcazelo ngaye kunye nenkampani ebandakanyekayo, okanye ekuphunyezweni

kwamanyathelo athathwa ngaphambi kwesivumelwano athathwe kuphendulwa isicelo somntu ekufunwa inkcazelo ngaye;

8.7.1.4. Ukudluliswa kuyimfuneko ekugqityezelweni okanye ekwenziweni kwesivumelwano ekungenwe kuso ngokuphathelene nomntu ekufunwa ngaye inkcazelo phakathi kwenkampani ebandakanyekayo kunye neqela lesithathu; okanye

8.7.1.5. ukudluliswa kunceda umntu ekufunwa inkcazelo ngaye, kwaye —

- (i) akunakwenzeka ngokufanelekileyo ukufumana imvume yomntu ekufunwa inkcazelo ngaye kolo dluliso; kwaye
- (ii) ukuba bekunokwenzeka ukufumana imvume enjalo, umntu ekufunwa inkcazelo ngaye bekunokwenzeka ukuba alunike.

8.8. Ingcaciso Jikelele yamaNyathelo oKhuselo lweTeknoloji neNkcazelo yeDijithali (Digital Technology and Information) (DTI) aPhunyeziweyo kuRand Water

8.8.1. URand Water uza kusebenzisa iteknoloji eyaneleyo ukugcina idatha ephantsi kokhathalelo lwayo. URand Water uza kuthobela imigangatho yeshishini ye-DTI eyamkelekileyo ukukhusela inkcazelo yenkampani kunye nokhuselo oluninzi lwedijithali ukukhusela nokugcina ubumfihlo, ingqibelelo kunye nokufumaneka kwedatha kunye nenkcazelo yethu (kuquka inkcazelo yobuqu) ziya kusetyenziswa.

9. UKUTHATHELA INGQALELO ISICELO

9.1 Ngokuxhomekeke kumagatya oMthetho, ufikelelo kulwazi olucelwe kwiRand Water luza kunikelwa ukuba:

9.1.1 Yonke imicimbi yenkqubo ebekwe kulo Mthetho enxulumene nesicelo kuyahlangatyezwana nayo; kwaye

9.1.2 Ukufikelela kwinkcazelo eceliweyo akukhatywanga ngokwawo nawuphi na umhlaba wokwala obekwe kuMthetho.

9.2 Izizathu zokusikhaba isicelo zichazwe kwiSahluko sesi-4 seSigaba sesi-2 soMthetho, kwaye ziquka ukhuselo olusisinyanzelo loku:

- 9.2.1. Inkcazelo yorhwebo yeqela lesithathu.
 - 9.2.2. Inkcazelo ethile eyimfihlo.
 - 9.2.3. Ukhuseleko lwabantu, kunye nokhuseleko lwepropati.
 - 9.2.4. Iirekhodi ezivela kwiinkqubo zomthetho.
 - 9.2.5. Okusemdleni kuqoqosho kunye nempilontle yezemali yeRiphabliki kunye nemisebenzi yorhwebo yamaqumrhu karhulumente.
 - 9.2.6. Inkcazelo yophando yeqela lesithathu, kunye nokhuselo lwenkcazelo yophando lwequmrhu likarhulumente.
 - 9.2.7. Ulwazi oluthile oluphatelene nemisebenzi yamaqumrhu karhulumente.
- 9.3. URand Water unokuzikhaba kananjalo izicelo eziyimfeketho nezicaphukisayo okanye eziya kukhokelela ekususweni kwemali, izixhobo nabasebenzi kwimisebenzi yabo zisiwe kweso sicelo.

10. IIREKHODI EZIFUMANEKA NGOKUZENZEKELAYO

- 10.1 Ngokwecandelo le-15 le-PAIA, le nkcazelo ilandelayo ekwimixholo elandelayo ifumaneka ngaphandle kwesicelo esisemthethweni kwiwebhusayithi kaRand Water, kwiipowusta nakwiincwadana:
- 10.1.1. INgxelo eDityanisiweyo yoNyaka.
 - 10.1.2. Iziteyitimenti zemali zonyaka.
 - 10.1.3. Inkcazelo jikelele eqhelekileyo ephathelene uRand Water.
 - 10.1.4. Izilinganiso zomgangatho wamanzi.
 - 10.1.5. Iphulo likaWater Wise.
 - 10.1.6. Ubume bemeko yendawo.
 - 10.1.7. Amanzi othengiswayo namaxabiso.
 - 10.1.8. Imiqathango jikelele yokunikwa kwamanzi.
 - 10.1.9. Inkcazelo efundisa ngolawulo lweenkqubo zokugcina, umgangatho wamanzi, iiphatheni zokusetyenziswa kwamanzi, ulawulo lweziseko zokubonelela ngeenkono, ukucocwa kwamanzi, ugutyulo, uhlalutyo lwamanzi, isixhobo solawulo lomgangatho wamanzi etephu (blue drop).
 - 10.1.10. IiProjekthi neeNkqubo zoXanduva zeQumrhu.
 - 10.1.11. Iindaba Ezikhutshwayo, izihlo neeleta zeendaba.

- 10.1.12. ITshatha yoMthengi.
- 10.1.13. Amanqanaba amadama.
- 10.1.14. Izithuba zomsebenzi.
- 10.1.15. Inkcazelo ngeethenda.
- 10.1.16. Iphulo lezoNyango likaRand Water.

11. IIREKHODI EKUFUNEKA ZICELWE NGOKUSEMTHETHWENI

11.1 URand Water ugcina inkcazelo ephathelene nemixholo elandelayo ekufuneka icelwe ngokusemthethweni ngokweCandelo 7.4.

- 11.1.1. Umthetho nemicimbi yomthetho.
- 11.1.2. Umbutho nolawulo.
- 11.1.3. IMicimbi eNxulumene nabaSebenzi.
- 11.1.4. Ezemali nokuthenga.
- 11.1.5. Ulawulo lwemingcipheko.
- 11.1.6. linkonzo nolawulo.
- 11.1.7. Unxibelelwano nobudlelwane nowonkewonke.
- 11.1.8. likontrakthi zobunjini, ingcaciso nemibuzo.
- 11.1.9. Ukunikwa kwamanzi nothungelwano lwemibhobho.
- 11.1.10. Ukhuselo lwemibhobho kunye neenkonziso zikaRand Water.
- 11.1.11. Oovimba bamanzi, imijelo neendawo zokuchitha ubumdaka.
- 11.1.12. Imisebenzi yezikhululo zeempompo needepot.
- 11.1.13. Izinto ezifakelweyo noomatshini abakhulu.
- 11.1.14. linkonzo zezenzululwazi.
- 11.1.15. Ulawulo lweendawo zokuqokelela amanzi nolawulo longcoliseko.
- 11.1.16. Iiprojekthi ezisekelwe kuluntu.
- 11.1.17. Ukumaketa.
- 11.1.18. Umsebenzi wamanzi athengiswayo.
- 11.1.19. Ugutyulo ngobuninzi.
- 11.1.20. Ipropati Aziyilele Yona.

11.2. Le nkcazelo ingasentla iqulethwe ngale fomathi ilandelayo:

- 11.2.1. Iingxelo ezingeniswe kwiikomiti ezilawulayo nakwiBhodi.
- 11.2.2. Imizuzu yeentlanganisano zeekomiti ezilawulayo kunye nezeBhodi.

- 11.2.3. Imbalelwano (engenayo nephumayo).
- 11.2.4. Imemoranda yangaphakathi neimeyile (phakathi kweesayithi neofisi enkulu).
- 11.2.5. Ii-invoyisi, iziteyitimenti kunye nezicelo.
- 11.2.6. Iingxelo, iinkcukacha manani (zongqinisiso lwangaphakathi nolwangaphandle).
- 11.2.7. Imizobo yobugcisa kunye nemathiriyeli yemifanekiso (iifoto).
- 11.2.8. Amaxwebhu olungiselelo.
- 11.2.9. Iincwadi zokusebenza zomzi mveliso noomatshini.

12. INTO ONGAYENZA XA SIKHATYIWE ISICELO

- 12.1 Ukuba emva kokuthobela iimfuneko zenkqubo ezikhankanywe kwiCandelo le-7.4 ngasentla:
USekela Gosa leNkcazelo uyasikhaba isicelo sakho sokufikelela inkcazelo; kwaye oko kusikhaba kwakhe akusekelwanga kuzo naziphi na izizathu zokusikhaba ezikhankanywe kuMthetho; umceli unokubhenela kwiGosa leNkcazelo nxamnye nesigqibo sikaSekela Gosa leNkcazelo.
- 12.2 Umceli unokufaka isicelo seNkundla xa efuna isiqabu esingakumbi ukuba akanelisekanga sisigqibo sesibhenno seGosa leNkcazelo.

13. IINKONZO EZIFUMANEKAYO

- 13.1 Uhlobo lweenkonzo: URand Water unezi nkonzo zilandelayo ezifumanekayo kuwonkewonke:
 - 13.1.1. Iinkonzo zamanzi amaninzi.
 - 13.1.2. Iinkonzo zamanzi athengiswayo.
 - 13.1.3. Iinkonzo zogutyulo.
 - 13.1.4. Iiprojekthi ezisekelwe kuluntu.
 - 13.1.5. Inkcazelo ngamanzi kunye nemiba yomgangatho enxulumeneyo.
 - 13.1.6. Inkcazelo jikelele ephathelele uRand Water.
- 13.2. Indlela yokufumana ufikelelo kwezi nkonzo:
 - 13.2.1. Iinkonzo zamanzi amaninzi, ezamanzi athengiswayo kunye nezogutyulo zifumaneka kakhulu ngeearhente zikaRand Water, ezifana noomasipala.
 - 13.2.2. Uncedo olusekelwe kuluntu luyafumaneka kwimimandla esemaphandleni nasematyotyombeni.

13.2.3. Iinkonzo zenkcazelo emalunga namanzi kunye nemiba yomgangatho enxulumeneyo kunokufikelelwa kuzo ngegosa leNkcazelo ekunokuqhagamshelwana nalo ngenkcazelo enikelwe kwiCandelo lesi-5.

14. UTHATHO NXAXHEBA LOLUNTU

14.1. URand Water uphumeze ulungiselelo olwahlukahlukeneyo kuthatho nxaxheba loluntu ekuqulunqweni kwepolisi nasekusetyenzisweni kwamagunya kaRand Water. Ezi foramu zikawonkewonke zilandelayo zikhona, ukuze ziqwalasele imiba ethile ebalulekileyo ekudibaneni kwakhe nowonkewonke:

14.1.1. IForamu yeeNkonzo zaManzi: Ukudibana ngqo nabathengi abathenga amanzi amaninzi kunye namahlakani angundoqo kudlala indima exhasayo eluqilima kunye nolungelelaniso phakathi kwabo kukho indima abayidlalayo kwishishini leenkonzo zamanzi nogutyulo kummandla anikela ngamanzi kuwo uRand Water.

14.1.2. IForamu yeShishini nabaSebenzisi Ngqo: Le foramu inakana ukubaluleka kwamacandelo ezoshishino ngokunjalo nenkonzo kaRand Water eya ngqo kubasebenzisi.

14.1.3. IForamu yezeMigodi: Le foramu inakana ukubaluleka kwecandelo lezemigodi.

14.1.4. IiForamu zeeNdawo zokuQokelela aManzi: Ezi foramu zisebenza njengeqonga lokuxoxa imicimbi ephathelene nemiba yeendawo zokugcina amanzi kunye nokukhuthaza nokuphucula iindawo zokugcina amanzi.

15. IIREKHODI EZILAHLEKILEYO

15.1. Abaceli banelungelo lokufumana impendulo ngengxelo efungelweyo kwiirekhodi ezingafumanekiyo ngokufanelekileyo, kodwa ezo umceli ebenokuba nofikelelo kuzo ukuba bezikhona.

16. UKULAHLWA KWEEREKHODI

16.1. Abaceli baya kwaziswa ukuba irekhodi elo balicelayo lilahliwe na.

17. UKUQWALASELA KWAKHONA

17.1. Le Manywali iya kuhlaziywa qho kwiminyaka emithathu okanye xa zitshintsha iimeko.

18. IREFERENSI

IsiHloko soXwebhu	Inombolo yoXwebhu	Indawo
Protection of Personal Information Act (UMthetho woKhuselo lweNkcazelo lobuQu)	Lesi-2 lowama-2000	Kwi-Intanethi
Protection of Personal Information Act (UMthetho woKhuselo lweNkcazelo lobuQu)	Lesi-4 lowama-2013	Kwi-Intanethi
IMfuneko yeNkqubo yoLawulo loMgangatho	ISO 9001:2015	Iofisi ye-QMO

19. UKUGCINWA KWEEREKHODI NEDATHA

UXwebhu lweRekhodi	Inombolo yeFomu/yo Xwebhu	Indawo	Ixesha lokuGcina
Ifomu A: Isicelo sokufikelela kwirekhodi yequmrhu likarhulumente	RW Rec 00021 F	ICandelo leeRekhodi zeNkampani	Iminyaka emi-5
Ifomu B: Isaziso sesibheno sangaphakathi	RW Rec 00022 F	ICandelo leeRekhodi zeNkampani	Iminyaka emi-5

20. IMBALI YOTSHINTSHO LOXWEBHU

Le theyibhile ilandelayo iqulethe imbali yolu xwebhu nengcaciso yohlaziyo ngalunye.

Umhla	Inombolo yoHlaziyo lwangaPh ambili	Inombolo yoHlaziyo oluTsha	INGcaciso yoHlaziyo ngaLunye
04/08/2017	Nanye	01	Lulandela ifomathi ye-ISO 9001
20/09/2019	01	02	Ukuphuculwa kwefomathi ukuze kuqinisekise ukusetyenziswa ngokulula, ukuhlaziya ooSekela maGosa eNkcazelo ngokusekelwe kutshintsho olwenzeka enkampanini kunye nokuquka amagatya anxulumene neerekhodi ezilahlekileyo nezilahliweyo.
06/05/2021	02	03	Ungqinelaniso neemfuneko ze-POPIA kunye notshintsho olwenzeka enkampanini
09/09/2022	03	04	Ukudityaniswa kwe-PAIA ne-POPIA zibe yiManyuwali enye kwaye kongezwe yonke imiba ebalulekileyo ye-POPIA kwaye kulungiswe i-DIO ngokomyalelo we-CE. Ukungqinelanisa le Manyuwali nesikhokelo esikhutshwe nguMlawuli weNkcazelo.