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1. LIST OF ACRONYMS AND ABBREVIATIONS

TERM/ACRONYM	MEANING
The Act	Promotion of Access to Information Act No. 2 of 2000
“CE”	Chief Executive
“DIO”	Deputy Information Officer
“DTI”	Digital Technology and Information
“IO”	Information Officer
“PAIA”	Promotion of Access to Information Act No. 2 of 2000 (as may be amended from time to time)
“POPIA”	Protection of Personal Information Act No.4 of 2013;
“Regulator”	Information Regulator
“Rand Water”	<ul style="list-style-type: none"> i. A body corporate established in terms of Section 28 read with Section 84 of the Water Services Act; and ii. Each of the subsidiaries of the body corporate identified in (i) above: <ul style="list-style-type: none"> a) Rand Water Services (Pty) Ltd; b) Rand Water Foundation (Pty) Ltd;
“Water Services Act”	Act No. 108 of 1998.

2. INTRODUCTION

- 2.1 This PAIA Manual (“the Manual”) is published in terms of Section 14 of the Promotion of Access to Information Act No. 2 of 2000.
- 2.2 PAIA 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 necessary for the protection of any right.
- 2.3 The purpose of the PAIA 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 any right.
- 2.4 The purpose of this Manual is to set out the procedures to be followed and criteria that must be met by anyone (“the requester”) who request access to records in the possession or under the control of Rand Water.

3. AVAILABILITY OF THIS MANUAL

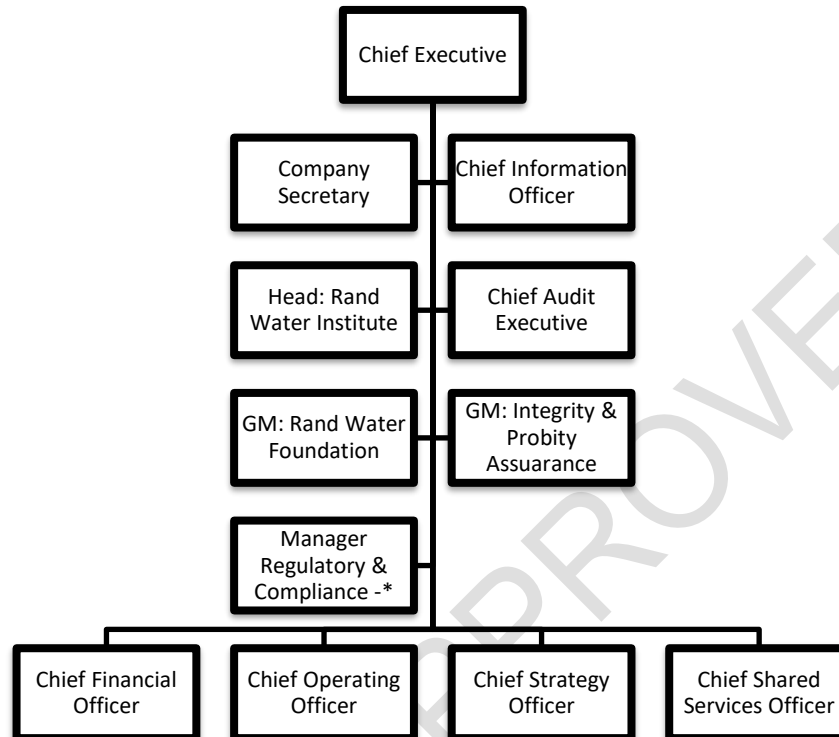
This Manual can be accessed on our website at www.randwater.co.za or by requesting a copy by email from the Information Officer or Deputy Information Officer. The Manual may also be obtained from the Information Regulator.

4. FUNCTIONS AND STRUCTURE OF RAND WATER

4.1. FUNCTIONS

- 4.1.1. Rand Water’s main purpose is the supply of bulk potable water and sanitation services in areas that are authorised to it in terms of the Water Services Act.
- 4.1.2. In addition to its core services, Rand Water is authorised to provide other secondary activities and is thus 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.

4.2. SCHEMATIC DIAGRAM OF STRUCTURE



5. CONTACT DETAILS OF INFORMATION OFFICERS

5.1 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

5.2 The Chief Executive has, in terms of Section 17 (3) of the PAIA and Section 56 of the POPIA, delegated the powers and duties conferred and imposed on him by both Acts to the following officials who shall perform functions of Deputy Information Officer/s:

Deputy Information Officer	Area of responsibility
Chief Shared Services Officer	All Information within Rand Water Group
Head: Rand Water Institute	All Research (Internal and External)
Chief Financial Officer	All information related to the subsidiaries of Water, as defined.
Managing Director	Rand Water Services (Pty) Ltd
General Manager: RWF	Rand Water Foundation

5.3 The information of the two employee benefit funds (i.e., Medical Aid Fund, Provident Fund) are explicitly excluded from the scope of this, manual.

5.4 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.

5.5 An internal appeal or complaint to the Regulator may be lodged against any decision of the Information Officer, and the procedure (including the period) for lodging the internal appeal is outlined in Chapter 1 of Part 4 of PAIA.

5.6 An application with a court may be lodged against a decision on internal appeal.

5.7 If an internal appeal, complaint to the Information Regulator or an application to a court is lodged against the granting of a request for access to a record, access to the record may be given only when the decision to grant the request is finally confirmed.

5.8 Complaints to the Information Regulator should be submitted to:

The Information Regulator (South Africa)

JD House, 27 Stiemens Street, Braamfontein

Johannesburg, 2001

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

Complaints email: POPIAComplaints@infoeregulator.org.za.

General enquiries email: enquiries@infoeregulator.org.za

6. INFORMATION REGULATOR GUIDE

- 6.1 In terms of Section 10(1) of PAIA, as amended by Section 110 of POPIA, the Information Regulator must update and make available the existing guide that has been compiled by the South African Human Rights Commission (SAHRC) containing such information in an easily comprehensible form and manner, as may be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 6.2 In terms of Section 10(2) of PAIA (as amended) the guide must include a description of:
- (a) The objects of PAIA and POPIA;
 - (b) The manner and form of a request for:
 - (i) Access to a record of a public body contemplated in Section 11; and
 - (ii) Access to a record of a private body contemplated in Section 50;
 - (c) The assistance available from the information officer of a public body in terms of PAIA and POPIA;
 - (d) The assistance available from the Information Regulator in terms of PAIA and POPIA;
 - (e) All remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging:
 - (i) An internal appeal;
 - (ii) A complaint to the Information Regulator; and
 - (iii) An application with a court against a decision by the Information Officer of a public body, a decision on internal appeal, a decision by the Information Regulator or a decision of the head of a private body;
 - (f) The provisions of Section 14 requiring a public body to compile a manual, and how to obtain access to a Manual;
 - (g) The provisions of Section 15 providing for the voluntary disclosure of categories of records by a public body;

- (h) The notices issued in terms of Sections 22 and 54 regarding fees to be paid in relation to requests for access; and
- (i) The regulations made in terms of Section 92

6.3 In terms of section 10(3) of PAIA (as amended) the Information Regulator must, if necessary, update and publish the guide at intervals of not more than two years.

6.4 Section 10(4) provides that the guide must be made available as prescribed.

6.5 Should you have any queries in this regard, please contact the Information Regulator directly at:

Website: www.inforegulator.org.za.

Postal Address: P O Box 31533
Braamfontein
JOHANNESBURG
2017

Physical Address: JD House 27 Stiemens Street, Braamfontein
JOHANNESBURG, 2001

7. HOW TO ACCESS RECORDS HELD BY RAND WATER

The following steps must be considered before submitting a request:

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

7.1.1 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*
- (c) the production of or access to that record for the purpose referred to in paragraph (a) is provided for in any other law.”*

7.1.2 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.

7.1.3 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.

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

7.2.1 Please note that the Act only applies to records which are in existence at the time of us receiving your request.

7.2.2 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.

7.2.3 If you are sure whether the record exists, please indicate that to us in the prescribed request form.

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

7.3.1 Rand Water is a large organisation and the search for records requested may involve substantial time, resources and expenses.

7.3.2 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.

7.3.3 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.

7.4 Step 4: Form of Request

7.4.1 Access to information listed above shall be requested by:

7.4.1.1 Completing the prescribed form ("Request for access to record of public body form"); and

7.4.1.2 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.

7.4.2 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.

7.4.3 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.

7.4.4 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.

7.4.5 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.

7.4.6 The requester must clearly indicate on the request form:

7.4.6.1 If they wish to be informed of the success of their request telephonically, or in any other manner.

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

7.4.7 Rand Water shall respond to all application within 30 working days of the receipt of application on the prescribed form unless Section 26 of PAIA has been invoked.

8. PERSONAL INFORMATION

8.1 Collection and Processing by Rand Water of Personal Information

8.1.1 Rand Water takes the privacy and protection of personal information very seriously and will only collect and process personal information in accordance with the applicable South African law governing protection of personal information. To this end personal information will be collected and processed in accordance with the conditions for lawful processing of personal information as provided by the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) ("POPIA"). Without deviating from the generality of the foregoing, the collection and processing of personal information by Rand Water will include, but will not be limited to, ensuring that –

8.1.1.1 The conditions for lawful processing of personal information are satisfied.

8.1.1.2 Processing of personal information is conducted lawfully, for necessary and not excessive purposes, in a manner that protects the legitimate interests of the data subject/s and does not infringe on their rights.

8.1.1.3 Personal information is only processed with the consent of the data subject (or competent person where the data subject is a minor). Such consent is revocable at any time, and at such point, Rand Water will cease processing the personal information, provided that personal information may be processed without consent for a lawfully recognised purpose as specified in POPIA.

8.1.1.4 Further processing of personal information will be compatible with the original purpose for which it was collected, as determined by factors such as the nature of the information concerned, possible consequences of

further processing on the data subject, the manner in which the information was collected, and contractual rights and obligations existing between Rand Water and the data subject;

8.1.1.5 Reasonably practicable measures are taken to ensure that the personal information provided is accurate, complete and not misleading. In this regard the purpose for which the personal information is collected or further processed will determine what is reasonably practical under the circumstances;

8.1.1.6 The data subjects are allowed to exercise their rights under POPIA regarding their personal information.

8.1.1.7 Rand Water secures the integrity and confidentiality of a data subject's personal information in its possession or under its control.

8.1.1.8 Any operator or anyone processing a data subject's personal information on behalf of Rand Water or an operator, processes such information only with the knowledge or authorisation of Rand Water, and treats the personal information as confidential and does not disclose it unless required by law or in the course of the proper performance of their duties.

8.1.1.9 Where there are reasonable grounds to believe that the personal information of a data subject has been accessed or acquired by an unauthorised person, Rand Water notifies the Information Regulator and the data subject where the identity of the latter can be established. Rand Water will only delay notification of the data subject if a public body responsible for the prevention, detection or investigation of offences or the Information Regulator determines that such notification will impede a criminal investigation by the public body concerned.

8.1.1.10 A data subject, having provided adequate proof of identity, is afforded the right to request Rand Water to confirm, free of charge, whether or not Rand Water holds personal information about the data subject; and may request the record or a description of the personal information about the data subject held by Rand Water, including information about the identity

of all third parties who have or have had access to the personal information of the data subject.

8.2 Purposes for the Processing of Personal Information by Rand Water

8.2.1 Rand Water will process personal information for a variety of purposes, including but not limited to the following:

- 8.2.1.1 To maintain customer records;
- 8.2.1.2 For recruitment purposes;
- 8.2.1.3 For employment purposes;
- 8.2.1.4 To render efficient services to customers;
- 8.2.1.5 To provide value added services to customers;
- 8.2.1.6 For provision of health services and wellness advice to employees;
- 8.2.1.7 For maintenance of Rand Water accounts and financial records;
- 8.2.1.8 To support and manage Rand Water employees;
- 8.2.1.9 For use of technology to safeguard Rand Water assets;
- 8.2.1.10 To assess and process claims;
- 8.2.1.11 To detect and prevent fraud, corruption and other crimes;
- 8.2.1.12 8For market research and statistical analysis;
- 8.2.1.13 To compliance with legal and regulatory requirements;
- 8.2.1.14 To verifying the identity of the data subject.
- 8.2.1.15 For travel purposes;
- 8.2.1.16 8For general administration, financial and tax purposes;
- 8.2.1.17 For legal and contractual purposes;
- 8.2.1.18 To monitor access to, secure and manage Rand Water premises and facilities;
- 8.2.1.19 To help improve the quality of Rand Water services;
- 8.2.1.20 To recover debt; and
- 8.2.1.21 To carry out analysis and customer profiling.

8.3 Data Subjects whose Personal Information is processed by Rand Water

8.3.1 The personal information of the following categories of data subjects is processed:

- 8.3.1.1 Members of the Board of Directors;
- 8.3.1.2 Members of the Executive;
- 8.3.1.3 Employees and prospective employees;
- 8.3.1.4 Consultants;
- 8.3.1.5 Complainants & enquirers;
- 8.3.1.6 Trustees of Rand Water Pension Funds;
- 8.3.1.7 Directors, Executives and Employees of subsidiary companies;
- 8.3.1.8 External contractors;
- 8.3.1.9 Suppliers and service providers;
- 8.3.1.10 Customers and their employees;
- 8.3.1.11 Individuals captured by CCTV images / video;
- 8.3.1.12 Individuals who have indicated an interest in Rand Water services;
- 8.3.1.13 Beneficiaries of Rand Water's Corporate Social Investment initiatives including Rand Water Foundation;
- 8.3.1.14 Data subjects implicated in Rand Water investigations; and
- 8.3.1.15 Family members and friends of employees.

8.4 Personal Information processed by Rand Water

8.4.1 The following categories of personal information is processed by Rand Water:

- 8.4.1.1 Personal particulars of natural persons;
- 8.4.1.2 Lifestyle and social behaviour;
- 8.4.1.3 Business activities;
- 8.4.1.4 Goods provided and services rendered;
- 8.4.1.5 Personal views and/or preferences;
- 8.4.1.6 Particulars of family and friends;
- 8.4.1.7 Education and employment history;
- 8.4.1.8 Visual images of individuals captured on CCTV;
- 8.4.1.9 Financial details; and
- 8.4.1.10 Company registration details of juristic persons.

8.5 Special Personal information Processed by Rand Water

8.5.1 Rand Water will process the following categories of special personal information:

- 8.5.1.1 Information relating to racial and/or ethnic origin;
- 8.5.1.2 Trade union membership information of employees;
- 8.5.1.3 Offences or alleged offences;
- 8.5.1.4 Religious affiliation or other beliefs;
- 8.5.1.5 Physical / mental health details
- 8.5.1.6 Criminal proceedings, outcomes & sentences

8.6 Recipients with whom Personal Information is shared

8.6.1 In compliance with the applicable provisions of POPIA, Rand Water will share personal information with the following recipients or categories of recipients:

- 8.6.1.1 With the data subjects themselves.
- 8.6.1.2 Family, associates and representatives of the data subject;
- 8.6.1.3 Employment and recruitment agencies;
- 8.6.1.4 Financial services organisations;
- 8.6.1.5 Credit reference agencies;
- 8.6.1.6 Healthcare, social and welfare organisations;
- 8.6.1.7 Healthcare professionals;
- 8.6.1.8 Central government;
- 8.6.1.9 Law enforcement agencies;
- 8.6.1.10 Courts of law, commissions of inquiry and other tribunals;
- 8.6.1.11 Business associates;
- 8.6.1.12 Claimants and beneficiaries in deceased estates;
- 8.6.1.13 Persons making an enquiries or complaints;
- 8.6.1.14 Private investigators;
- 8.6.1.15 Educators and examining bodies;
- 8.6.1.16 Claims investigators;
- 8.6.1.17 Suppliers and service providers;
- 8.6.1.18 Industry bodies;
- 8.6.1.19 Ombudsmen and regulatory authorities;
- 8.6.1.20 Debt collection and tracing agencies;
- 8.6.1.21 Other Rand Water operating divisions;
- 8.6.1.22 Auditors and the Auditor-General;
- 8.6.1.23 Pension fund administrators;

8.6.1.24 Trade unions; and

8.6.1.25 Security organisations.

8.7 Planned Trans/ Cross-border Flows of Personal Information

8.7.1 Rand Water may from time to time need to share personal information of data subjects with third parties in other countries. In the event of such need, Rand Water is required to ensure compliance with the applicable POPIA provisions. This will only be done if one or more of the following requirements are met:

8.7.1.1 The third party who is the recipient of the information is subject to a law, binding corporate rules or binding agreement which provides an adequate level of protection that —

(i) effectively upholds principles for reasonable processing of the information that are substantially similar to the conditions for the lawful processing of personal information relating to a data subject who is a natural person and, where applicable, a juristic person, as set out in POPIA; and

(ii) includes provisions, that are substantially similar to Section 72 of POPIA, relating to the further transfer of personal information from the recipient to third parties who are in a foreign country;

8.7.1.2 The data subject consents to the transfer;

8.7.1.3 The transfer is necessary for the performance of a contract between the data subject and the company in question, or for the implementation of pre-contractual measures taken in response to the data subject's request;

8.7.1.4 The transfer is necessary for the conclusion or performance of a contract concluded in the interest of the data subject between the company in question and a third party; or

8.7.1.5 the transfer is for the benefit of the data subject, and—

- (i) it is not reasonably practicable to obtain the consent of the data subject to that transfer; and
- (ii) if it were reasonably practicable to obtain such consent, the data subject would be likely to give it.

8.8 General Description of Digital Technology and Information (DTI) Security Measures Implemented within Rand Water

Rand Water will employ adequate technology to store data under its care. Rand Water shall conform to acceptable DTI industry standards to protect company information and a variety of security layers to protect and secure the confidentiality, integrity and availability of our data and information (including personal information) shall be used.

9. CONSIDERING THE REQUEST

9.1 Subject to the provisions of the Act, access to information requested from Rand Water will be given if:

9.1.1 All procedural matters set out in Act relating to a request are met; and

9.1.2 Access to the requested information is not refused in terms of any ground for refusal set out in the Act.

9.2 The grounds for refusal are outlined in Chapter 4 of Part 2 of the Act, and include mandatory protection of:

9.2.1 Commercial information of the third party.

9.2.2 Certain confidential information.

9.2.3 Safety of individuals, and protection of property.

9.2.4 Records privileged from production of legal proceedings.

9.2.5 Economic interests and financial welfare of the Republic and commercial activities of the public bodies.

9.2.6 Research information of the third party, and protection of the research information of the public body.

9.2.7 Certain information pertaining to operations of the public bodies.

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

10. RECORDS AUTOMATICALLY AVAILABLE

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

- 10.1.1 Integrated Annual Report.
- 10.1.2 Annual financial statements.
- 10.1.3. General routine information pertaining to Rand Water.
- 10.1.3 Water quality standards.
- 10.1.4 Water Wise campaign.
- 10.1.5 Environment.
- 10.1.6 Retail water and tariffs.
- 10.1.7 General water supply conditions.
- 10.1.8 Educational information on storage systems management, water quality, water consumption patterns, infrastructure management, water purification, sanitation, water analysis, blue drop.
- 10.1.9 Corporate Responsibility Projects and Programmes.
- 10.1.10 Press Releases, events and newsletters.
- 10.1.11 Customer Charter.
- 10.1.12 Dam levels.
- 10.1.13 Vacancies.
- 10.1.14 Tender information.

11. RECORDS THAT MUST BE FORMALLY REQUESTED

11.1 Rand Water holds information pertaining to the following subjects that must be formally requested in terms of Section 7.4:

- 11.1.1 Legislation and legal matters.
- 11.1.2 Organisation and control.
- 11.1.3 Human Resources.
- 11.1.4 Finance and procurement.
- 11.1.5 Risk management.

- 11.1.6 Services and administration.
- 11.1.7 Communication and public relations.
- 11.1.8 Engineering contracts, specifications and enquiries.
- 11.1.9 Water supply and reticulation.
- 11.1.10 Protection of Rand Water pipelines and services.
- 11.1.11 Reservoirs, weirs and sludge disposal sites.
- 11.1.12 Operations of pumping stations and depots.
- 11.1.13 Installation and plants.
- 11.1.14 Scientific services.
- 11.1.15 Catchment management and pollution control.
- 11.1.16 Community-based projects.
- 11.1.17 Marketing.
- 11.1.18 Retail water operation.
- 11.1.19 Bulk sanitation.
- 11.1.20 Intellectual Property.

11.2 The aforesaid information is contained in the following format:

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

12. REMEDIES ON ACCOUNT OF REFUSAL

12.1 If after complying with the procedural requirements mentioned in Section 7.4 above, 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.

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

13. SERVICES AVAILABLE

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

- 13.1.1 Bulk water services.
- 13.1.2 Retail water services.
- 13.1.3 Sanitation services.
- 13.1.4 Community-based projects.
- 13.1.5 Information on water and related quality issues.
- 13.1.6 General information pertaining to Rand Water.

13.2 How to gain access to these services:

- 13.2.1 Bulk, retail water and sanitation services are mainly available through Rand Water's agencies, such as local authorities.
- 13.2.2 Community-based relief is available to rural areas and informal settlements.
- 13.2.3 Information services about water and related quality issues can be accessed through the Information Officer who can be contacted on information provided in Section 5.

14. PUBLIC PARTICIPATION

14.1 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:

- 14.1.1 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.

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

14.1.3 Mining Forum: This forum recognizes the importance of the mining sector.

14.1.4 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.

15. MISSING RECORDS

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.

16. DISPOSAL OF RECORDS

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

17. REFERENCES

This Manual is founded upon the legislation, regulations, standards and other public policies, which are listed in the table below, but are not necessarily limited thereto:

Document Title	Document No.	Location
The Constitution of the Republic of South Africa	No. 108 of 1996	Internet
The Water Services Act	No. 108 of 1997	Internet
Promotion of Access to Information Act	No. 2 of 2000	Internet
Protection of Personal Information Act	No. 4 of 2013	Internet
Quality Management System Requirement	ISO 9001:2015	Intranet

18. RECORD AND DATA KEEPING

18.1. The retention period applicable to this Manual and related records that will be generated through the implementation hereof, shall be aligned to legislation and the File Plan RW REC 00200 PI as may be modified from time to time.

18.2. Rand Water shall develop the following documents for the implementation of this Manual:

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

19. REVIEW AND DOCUMENT CHANGE HISTORY

20.1 This Manual shall be reviewed every three (3) years.

20.2 Despite the aforesaid, this Manual shall immediately be reviewed where there are imminent circumstances that warrant review. Such circumstances may relate to legislative influence, corporate risks, changes to business strategies or objectives and any other material triggering factors.

20.3 The following table is a representation of the various reviews that this Manual had undergone and the rationale to each review:

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.
06/05/2021	02	03	Alignment to POPIA requirements and organisational changes
09/09/2022	03	04	Integration of PAIA and POPIA into one Manual; Addition of critical elements of POPIA; Adjusting DIO in line with CE's instruction. To also align the Manual with template issued by Information Regulator; and Alignment with revised policy management framework.