

**DEPARTMENT OF ENVIRONMENTAL AFFAIRS
NOTICE 641 OF 2016**



ACCESS TO INFORMATION

MANUAL

for

SOUTH AFRICAN WEATHER SERVICE

(SAWS)

**Published in terms of Section 14
of the Promotion of Access to Information Act 2 of 2000**

Document Reference: LSG-INFO-MAN-001
Document Type: Manual
Version: 1

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DOCUMENT CONTROL

Version and Amendment Schedule

Version	Version Date	Author	Description of Amendments
Draft	01 August 2010	Daniel Letsoalo	Document Created
1.0	18 May 2011	Daniel Letsoalo	Documents Finalised

Compliance Schedule

Compliance Type Checked	Compliance Approved by	Responsibility	Signature	Date of Compliance Approval
Documentation Compliance	H. Pheiffer	Project Manager: TQM		
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Approval and Control Schedule

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1. INTRODUCTION AND DEFINITIONS

1.1 INTRODUCTION

On the 3rd of February 2000, the Promotion of Access to Information Act No. 2 of 2000 (“the Act”) was enacted. The Act came into operation on 09 March 2001 and allows individuals to obtain information, including copies of records held by both Public and Private bodies. This gives effect to Section 32 of the Constitution of the Republic of South Africa.

Where a request is made in terms of the Act, the body to whom the request is made is obliged to release the information, save where the Act expressly provides that the information may or must not be released.

The act specifies the procedures to be followed for the making of such a request.

1.2 DEFINITIONS

“**The Act**” means the Promotion of Access to Information Act 2000(Act No2 of 2000 as amended)

“**The manual**” means this manual together with all the annexures and which are available at the South African Weather Service”

“**SAWS**” means South African Weather Service

“**CEO**” means Chief Executive Officer of South African Weather Service

“**The Minister**” means the Minister responsible for the administration of South African Weather Service Act No 8 of 2001

“**Department**” means the departments responsible for the administration of South African Weather Service Act No 8 of 2001

“**Public Good services**” means services provided by SAWS to the public free of charge



“**Commercial services**” means specialized services provided by SAWS at a prescribed and established fees and tariffs

2. PURPOSE FOR THE MANUAL

- 2.1 This Manual has been enacted to give effect to the provisions of Section 14 of the Act and to foster a culture of transparency and accountability whilst giving effect to the right of any person to access information.
- 2.2 This Manual also seeks to actively promote a culture in which persons seeking information from SAWS may apply for, and receive, information to which they are entitled as envisaged in the Constitution of the Republic of South Africa.
- 2.3 Persons seeking to access records kept by SAWS are required to follow specific procedures. This Manual sets out those procedures and provides Requesters with guidance in this regard, and as to the exercise of their rights in respect of the Act.

3. FUNCTIONS OF SAWS

3.1 SAWS IS OBLIGED TO:

The functions of the South African Weather Service are set out in Section 4 of the South African Weather Service Act 8 of 2001, SAWS is obliged to and does:

- a) Provide such Meteorological Services, including Public Good Services and Commercial services, as are necessary to achieve its objectives, where it is in the interests of SAWS and the State to do so. Public Good Services and Commercial Services are described in the Schedules to the Act and are detailed in paragraph 5 below. Commercial Services are charged for whilst Public Good Services are not.

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- b) Adhere to the intent of Resolution 40 of the Twelfth Congress of the World Meteorological Organisation, and other related resolutions regarding the internationally free and unrestricted exchange of meteorologically-related data and products; and
 - c) Perform other functions assigned to it by the Minister ("The Minister").

3.2 SAWS IS ENTITLED TO:

- a) Co-operate or enter into Agreements or Contracts with any Person, Institution, Government, or Administration;
- b) Purchase or otherwise acquire, possess, hire, pledge, sell or let property;
- c) With the approval of the Minister, granted with the concurrence of the Minister of Finance, raise money by way of loans from any lawful source, on such terms and conditions and against such security as may be agreed upon;
- d) With the approval of the Minister, establish or assist in establishing companies for the promotion of Meteorological Services or any related business purpose;
- e) Charge fees for the provision of any Commercial Services;
- f) Enter into Agreements with any other Weather Service to deliver services or be of assistance with the delivery of services outside the borders of South Africa;
- g) Enter into Agreements with State Departments for the delivery of services considered to be within the capacity of the Weather Service. These contract services are not deemed part of the Public Good Services.

- 3.3** SAWS alone is entitled to issue severe weather related warnings over South Africa (to ensure that there is a single authoritative voice in this regard).



- 3.4 SAWS is required to take reasonable steps to develop the skills and capacity of the Weather Service so as to enable it to provide for the needs of disadvantaged communities.

4. STRUCTURE OF SAWS

- 4.1 SAWS is a juristic person established in terms of Section 2 of the South African Weather Service Act.
- 4.2 SAWS acts through its Board consisting of a Chief Executive Officer, a Senior Official of the Department and no fewer than 8 and no more than 10 other persons appointed on a part time basis by the Minister in accordance with the Act.
- 4.3 A Chairman and Deputy Chairman are appointed from the Board of SAWS.
- 4.4 Members of the Board are appointed for a period of 3 (three) years and are eligible for re-appointment thereafter for a further 3 (three) year period.
- 4.5 SAWS has a Chief Executive Officer who is a full time member of the Board and is appointed by the Board. From 1 April 2008, the Chief Financial Officer of SAWS is also an ex officio member of the Board.
- 4.6 The Board is appointed in order to:
- a) Ensure the financial viability of SAWS and development of the commercial Services;
 - b) Ensure an efficient, cost effective and high quality Weather Service;
 - c) Set policies, standards and objectives within the framework issued by the Minister and to ensure that the executive management of SAWS implements these policies, standards and objectives;
 - d) Facilitate succession and give guidance in the appointment of senior managers;

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- e) Ensure that the Weather Service has adequate systems of internal control, both operational and financial;
 - f) Monitor the performance of the Weather Service and make adjustments to the conditions of service of the personnel with due regard to the applicable labor legislation;
 - g) Recommend any budget proposals or adjustments and submit them to the Minister;
 - h) Set policy for recruitment, training and transformation of the Weather Service;
 - i) Approve a business plan for the Weather Service annually for the next three years and submit it to the Minister for final approval;
 - j) Ensure that the majority of the South African population benefits from the Public Good Services of the Weather Service; and
 - k) Perform any other function assigned to it by the Minister.
- 4.7** The Board is required to meet at least 4 (four) times a year and the meetings are conducted as is set out in Section 10 of this Act.
- 4.8** The Board is entitled to establish 1 (one) or more Committees to perform such functions as the Board may determine. Details of these Committees and their functions are available without formal request from the Information Officer.
- 4.9** The Board is entitled to establish such number of Meteorological Advisory Committees on a National and Regional basis, as is necessary.
- 4.10** The Chief Executive Officer, as appointed by the Board, is responsible for the management of SAWS and is required to report to the Board on all management issues as often as is required by the Board.
- 4.11** In the absence of the Chief Executive Officer, the Board may appoint an Acting Chief Executive Officer for a period of not exceeding 6 (six) months.

- 4.12** The Chief Executive Officer is entitled to employ so many employees as is necessary to enable SAWS to perform its functions.
- 4.13** SAWS obtains funding and utilizes its funding in the manner set out and specified in the South African Weather Service Act No 8 of 2001.
- 4.14** The Minister has established a committee known as “*the Regulating committee for Meteorological Services*” consisting of 5 (five) persons appointed on a part time basis.
- 4.15** The main functions of the Regulating Committee for Meteorological Services are to:
- a)** Set broad limits on the prices of services and products of the Weather Service;
 - b)** Determine the level of user charges to be applied to the Aviation and Maritime Industries by the Weather Service and advise the Minister on the making of regulations in this regard;
 - c)** Ensure that the Weather Service does not abuse its position, but in such a manner as not to place undue restrictions on the Weather Service’s commercial activities and must further guard the Weather Service against unfair competition from national and international private Weather Services;
 - d)** Promote the safe, efficient, economical and profitable operation of the Weather Service;
 - e)** Promote the reasonable interest and needs of clients and customers of the Weather Service;
 - f)** Monitor service standards and, where necessary, issue instructions to the Weather Service for improvement; and
 - g)** Perform any other function assigned to it from time to time by the Minister.

5 SERVICES OFFERED BY SAWS:

SAWS offers “Public Good Services” which are provided free of charge and “Commercial Services” which are provided at a prescribed and established fees and tariffs.

5.1 The Public Good Services provided by SAWS:

- a) The gathering of Meteorological and Climatological Observational Data over South Africa and surrounding oceans, sufficient for the needs of the country and to comply with international obligations and also with World Meteorological Organisation standards, where practicable.
- b) The carrying out of those international obligations agreed to under World Meteorological Organisation arrangements, including the international distribution of data and acting as Regional telecommunications Hub and as Regional Specialized Meteorological Centre.
- c) The provision of other Meteorological Services and the representation of Government in the fulfillment of international obligations, where appropriate.
- d) The provision of Weather and Climatic Forecasting and Warning Services intended for the general benefit of the population and the safety of life and property.
- e) The provision of daily rainfall and maximum and minimum temperatures data to the general public.
- f) Acting as custodians of the National Climatological Databank.
- g) The operation of a National Meteorological Telecommunication Network and Computer Infrastructure necessary to provide Public Good Services.
- h) The maintenance of the National Meteorological Library.

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- i) The provision of advice to Government regarding Meteorological and Climatological matters.
 - j) The provision of Meteorological and Function related Training in partnership with Higher Education Institutions.
 - k) The conducting of research focused on reducing the impact of weather related natural disasters and on improving to the quality of the Public Good Services.
 - l) The provision of Meteorological Support for Aviation and Maritime Search and Rescue Activities in accordance with international obligations of the Government.
 - m) The provision of services for the benefit of subsistence farmers and fisheries.

5.2 The Commercial Services offered by SAWS:

- a) The provision of Specialized Weather Forecasting and Climate Information Services.
- b) The provision of services to the Maritime Industry that are not included in international obligations of the SOLAS Convention (Safety Of Life At Sea).
- c) The provision of Aviation Meteorological Services.
- d) Weather and Climate Related Publications.
- e) Meteorological consultations including advice to the Legal and Insurance Industries.
- f) Contracted Weather and Climate related Research.
- g) Research to improve Commercial Services.
- h) The dissemination of Weather and Climate Information.

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- i) The manufacturing and selling of Meteorological equipment to State Departments and users from the Private Sector as well as the servicing, repairing and standardization of equipment falling within the competence of the Weather Service.
- j) The provision of specialized Services to the Media.
- k) Commercial Services provided on an Ad Hoc basis to State Departments.

6 CONTACT DETAILS:

SAWS Head Office is situated at Bolepi House, 442 Rigel Avenue South, Erasmusrand, Pretoria. SAWS also have 23 (twenty three) Weather Offices around the Country with Regional Forecasting Offices at Airports.

The Addresses and contact details given below are for SAWS Head Office. It is recommended that Requesters refer all queries to SAWS Head Office.

If appropriate, Requesters will be referred to other offices of SAWS.

PHYSICAL ADDRESS: Bolepi House
442 Rigel Avenue South
Erasmusrand
PRETORIA
0181

POSTAL ADDRESS : Private Bag X 097
Pretoria
0001

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South Africa

TELEPHONE : +27 (0)12 367 6000

TELEFAX : +27 (0)12 367 6200

DIRECTIONS : Directions are available to Requesters either on our website, or telephonically

WEBSITE : www.weathersa.co.za

CONTACT DETAILS : Information Officer and CEO
The Information Officer for SAWS is:
The Chief Executive Officer

Contact Details:

The Chief Executive Officer of SAWS is:

Dr. Linda Makuleni

Contact Details: +27 (0)12 367 6111

The Deputy Information Officer of SAWS is:

Mr. Daniel Letsoalo

Contact Details: +27 (0)12 367 6250

OTHER OFFICES : Contact Details for other SAWS offices are available from SAWS without need of a formal request.

7 SECTION 10 GUIDE ON HOW TO USE THE ACT:

- 7.1 The South African Human Rights Commission published a Guide on the use of the Act in each official language. The Guide can be obtained from the South African Human Rights Commission Website or the offices of the South African Human Rights Commission (www.sahrc.org.za).
- 7.2 Request forms to be used by persons requesting access to records (a “Requester”) and fee structures payable by Requesters may also be downloaded from this website (www.sahrc.org.za) and are also available on the website for the Department of Justice and Constitutional Development (www.doj.gov.za) under “Regulations”.
- 7.3 The South African Human Rights Commission may also be contacted as follows:

PAIA Unit – The Research and Documentation Department
Private Bag 2700
Houghton
2041
Telephone: +27 (0)11 484 8300
Telefax: +27 (0)11 484 0582 / 1360
e-mail: paia@sahrc.org.za

8. REQUEST FOR ACCESS TO SAWS RECORDS:

The list of subjects on which SAWS holds records will be updated from time to time. In the event that a Requester seeks access to any Record or Information not listed either in this Manual, or elsewhere, the Requester is advised to contact the Information Officer in order to ascertain whether the Record or Information is in fact available, and to ascertain the classification of the Information or Record sought.



It may well be that the Information or Record sought by a Requester is available, but due to the categorization or content thereof, that SAWS are prohibited from disclosing or are entitled to refuse access to the Information or Record, in terms of the Act.

The procedure for requesting access to Information or Records is set out below:

8.1 Records Automatically available to SAWS employees.

The following records are automatically available to SAWS employees, and need not be requested in accordance with the procedures set out below:

- a) The personal records for the employee whose file is allocated to him/her.
- b) Records of disciplinary hearings and related matters are available to the employee who is the subject of the hearings and related matters.
- c) SAWS Policy Documents, Procedures and Guidelines, together with all records to which the general public has access as set out below, are available to employees without a formal request having to be made thereto.

8.2 Records Readily available to the General Public.

The following records and information are available to the General Public and need not be requested in accordance with the procedures set out below. Information may be requested from SAWS telephonically

- a) Annual Reports of SAWS also available on SAWS website (www.weathersa.co.za).
- b) The SAWS Act and Regulations, also available on SAWS website (www.weathersa.co.za).
- c) Marketing brochures and Public Good Information published by SAWS.

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- d) Information available on SAWS website (www.weathersa.co.za). *Note that certain publications are of Commercial nature, and are available against payment of the fee set out on SAWS website.*
- e) SAWS Supply Chain Management Policy and other statutory documents which SAWS are obliged to make available to members of the general public without a formal request.
- f) Documents, Reports, Plans, Frameworks, Policies and Procedures, the Content of which SAWS are obliged to make available to the Public in terms of Legislation.
- g) Documents providing details of and calling for tenders or quotations in respect of any tender issued and called for by SAWS, provided that, where applicable, the fees applicable to that specific tender or request are paid.
- h) Various pamphlets and newsletters.
- i) The Public Good and Commercial Services as per SAWS Act are available (against payment of the fees and tariffs in certain instances) and following of the procedures set out in the South African Weather Service Act and related regulations.
- j) Records or information specifically listed as falling into this category elsewhere in this Manual.

8.3 Records not Readily available to the General Public.

The following Categories of Records and Information are not automatically available to the General Public. A formal request in the manner set out below is required in order for a request to this information and to these records to be considered:

- a) **Personnel Records.** These include:

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- i. Personal information;
- ii. Employment history and health records;
- iii. Personal information and records provided to SAWS by its personnel;
- iv. Records pertinent to any personnel of SAWS provided by third party;
- v. Records and details of training and development of personnel;
- vi. Conditions of employment, employment contracts and related contractual and legal records;
- vii. Internal evaluations and records of evaluations;
- viii. Records and details of internal loans and financial assistance given to personnel;
- ix. Internal records and correspondence;
- x. Records and information which any law or agreement requires SAWS to keep.

b) Customer Records. These include:

- i. Records and information provided by the customer and / or third parties to SAWS;
- ii. Records of all dealings between SAWS and its customers including requests for the provision of Commercial Services and or Public Good Services, details of Accounts with Customers of SAWS and queries from Customers;
- iii. Contracts entered into with Customers and Third Parties;
- iv. Research ,Project Data and Results developed and or obtained by SAWS, whether in conjunction with other parties or on their own, pursuant to various contracts and or instructions given by Third Parties;
- v. Details of donations and funding received;
- vi. Transaction Records;
- vii. Information relating to the finances, operations and internal information of Third Parties obtained from any person or entity who submitted a Tender, Quotation, Proposal, Submission, Presentation, Offer or Response to a

Request for a Quotation, Proposal, or Tender published by SAWS for the supply, provision, or installation of Services, Material or Equipment.

- c) **Records of SAWS.** These include:
- i. Financial Records;
 - ii. Operational Records;
 - iii. Project Records;
 - iv. Management Records;
 - v. Building plans, plant and operational manuals, procedures and maintenance manuals;
 - vi. Databases;
 - vii. Patents, registered designs and trademarks;
 - viii. Technical know-how;
 - ix. Information Technology;
 - x. Intellectual Property;
 - xi. Product Records;
 - xii. Marketing and Strategic Records;
 - xiii. Internal and External correspondence and Communications;
 - xiv. Retirement Fund Records;
 - xv. Statutory Records;
 - xvi. Statutory Compliance Records;
 - xvii. Internal Policies and Procedures;
 - xviii. Treasury Related Records;
 - xix. Securities and Equities;
 - xx. Investment Records;
 - xxi. Financing Records;
 - xxii. Cash-flow Records and Books of Account;
 - xxiii. Records held by SAWS relating to other Weather Services or Entities, whether situated in South Africa or elsewhere;
 - xxiv. Records relating to other Organs of State and Third Parties of whatsoever nature;

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- xxv. Correspondence with Third Parties;
 - xxvi. Contractual Records and copies of Contracts;
 - xxvii. Opinions, Advices and Comments received and given;
 - xxviii. Any Records provided by Third Parties about Contractors or Suppliers of goods or services or equipment to SAWS;
 - xxix. Details of assets of SAWS and contracts pertinent to such assets;
 - xxx. Records and information, which SAWS are required to keep in terms of law;
 - xxxi. Responses to Tenders, Requests for Quotations, and the like;
 - xxxii. Records relating the activities described in 3.2 and 4.6 above;
 - xxxiii. Any other Record not specifically listed which is held by SAWS.
 - xxxiv. Meteorological Training Institute records
 - xxxv. Records that constitute the SAWS QMS as defined by ISO 9001

*Requesters note that the Promotion of Access to Information Act Authorises, and in some instances, requires SAWS to **REFUSE** certain Requests for Access to some Records and Information.*

9. PROCEDURE FOR REQUESTING ACCESS TO A RECORD:

It is recommended that SAWS Website be utilized as a first reference source in order to ascertain whether the information is available on the site and can be freely downloaded. In the event that the Requester does not have access to the Internet and or the information requested is not available on the Website, then in such event:

9.1 Information Relating to a Single Department:

Where the information requested relates to a single department within SAWS and access hereto is likely to be given automatically and without a formal request being made in terms of the Act, the Requester may make the request for the Records and Information directly to the Department concerned. In the event that the Department concerned is unable or unwilling to provide the Information or Record requested, then in such event, the Requester may approach the Information Officer.

9.2 Departmental Head or Contact Person:

The Departmental request referred to in 9.1 above, should be made to the Departmental Person who, reasonably, could be expected to comply with such a request (usually the Head of the Department). Such Official will either:

- a) Refuse or Access the Record or Information; or
- b) Refer the Request to a Higher Authority; or
- c) Grant or Make the necessary arrangements for access to be given to the Record or Information if, after consideration of all relevant facts and circumstances, it is appropriate to do so. If appropriate, the Official may make the granting or arranging of access, subject to appropriate conditions.

9.3 If Requester is dissatisfied with the Response:

In the event that the Requester is dissatisfied with the response to the request, then in such event, it is recommended that the Requester repeat the Request for Information or Records to the Information Officer.

9.4 If Requester is dissatisfied with Information or Record Provided:

In the event that the Requester is dissatisfied with the Information or Records provided, or, with the outcome of his request, and in the event that the Information Officer is unable or unwilling to assist the Requester, then in such event, the Requester is entitled to make use of the Internal Appeal Procedure detailed below.

10. PROCEDURE TO BE FOLLOWED BY A REQUESTER SEEKING ACCESS TO A RECORD WHICH IS NOT AUTOMATICALLY AVAILABLE WITHOUT A FORMAL REQUEST BEING MADE:

10.1 A Requester is required to use Form A as published in Government Gazette R187, dated 15 February 2002 ("the request form"). A copy of this Form is attached hereto as "Form A". If need be, further copies of the Request Form may be obtained from the Information Officer free of charge for, from the sources listed in paragraph 6 above. Such Form must be correctly and completely filled in and signed. If required by the Requester, the Information Officer will assist the Requester in completing the Request Form.

10.2 The Requester must:

- a) Provide sufficient details on the Request Form to enable the Information Officer to accurately and correctly identify the Record or Information sought;
- b) Indicate for Form of Access required, e.g., whether the Requester wishes to view the Record at the Offices of SAWS, or whether the Requester requires a copy thereof (note SAWS will endeavor to provide access to the Requester in the manner sought provided that doing so will not unreasonably interfere with the running of SAWS or damage the Record or infringe a copyright not owned by SAWS and or the State). If, for practical reasons access cannot be given in the

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requested Form, but can be given in an alternative manner, then in such event, an access fee will be calculated on the basis of the Requester's first request;

- c) Indicate whether in addition to a written decision on the Request for Access to a Record, the Requester wishes to be advised of the decision on granting access in any other way, e.g., telephone or e-mail, in which event, this must be indicated and relevant details provided;
- d) In the event that the request is being made on behalf of another person, the Requester must submit proof of the capacity in which the request is being made, to the reasonable satisfaction of the Information Officer;
- e) Request assistance from the Information Officer in the event that the Requester is illiterate or has any other disability making completion of Forms difficult or impossible.

10.3 The Request Form must be submitted by the Requester to the Information Officer together with any applicable request fee. Contact details for the Information Officer are provided elsewhere in this Manual. The duly completed form may be delivered to the Information Officer in any manner that causes it to come to his attention.

10.4 In the event that the Requester complies with the procedural requirements of the Act and this Manual relating to a request for access to any Record or Information and access to that Record and or Information is not refused on any ground mentioned in the Act, then in such event, the Requester will be given Access to the relevant Record of SAWS.

10.5 Requesters are required to note that the provisions of the Act set out a variety of grounds and basis on which a Public Body, including SAWS, would be entitled to refuse access to a Record.

10.6 In the Event that any conflict exists between the provisions of this Manual and the Act, the provisions of the Act will apply. For the sake of clarity, this means that the provisions of



this Manual may not be interpreted such as to create an obligation on SAWS to provide access to Record or Information, which SAWS are obliged or entitled to refuse in terms of the Act.

10.7 Further information pertaining to the notification of the result is set out below.

11. FEES PAYABLE AND NOTIFICATION OF RESULT:

11.1 A Requester seeking access to a Record containing personal information about the Requester is not required to pay a request fee. Other Requesters are required to pay a request fee.

11.2 The fees and charges prescribed in Part II of Notice 187 in the Government Gazette of 15 February 2002 are payable and are annexed as Annexure "A" hereto. These fees are payable as set out therein in respect of all requests (save that the request fee for a personal Requester is not payable).

11.3 The Information Officer is required, as soon as is reasonably possible (but in any event within 30 [thirty] days after the request is received) to decide in accordance with the Act, whether to grant the request and notify the Requester of the decision. In the event that it is reasonably possible to do so, the Information Officer will endeavor to inform the Requester of the decision in the manner in which he requested to be notified.

11.4 In the event that the request is granted, the notification will state:

- a) The access fee, if any, to be paid upon giving access to the Records;
- b) The form in which access will be given;
- c) That the Requester may lodge an Internal Appeal, alternatively, that an Application may be made to Court against the access fee requested or the Form of Access granted; and
- d) The Procedure, including Time Periods, for the lodging of an Internal Appeal.

11.5 In the event that a request for access is refused, the notification to the Requester will state:

- a) The reasons for the refusal, including the provisions of the Act relied upon;

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- b) That the Requester may lodge an Internal Appeal or an Application with the Court, as the case may be, against the Refusal of the Request; and
 - c) The Procedure, including Time Periods, for the lodging of the Internal Appeal or Application as the case may be.
- 11.6 In the event of a refusal, reference to the contents of the Record will be excluded from any reasons given.
- 11.7 The Information Officer may, in certain circumstances, extend the 30 [thirty] day time period within which a response must be given to the request.
- 11.8 In the event that the request is approved, access to the Record shall be given in the manner approved as soon as is reasonably possible and after payment of all prescribed fees.

12. NOTE THAT:

- 12.1 Requesters are obliged to exhaust the Internal Appeal Procedures before they are entitled to approach a Court for appropriate relief against a decision of the Information Officer.
- 12.2 In certain circumstances, the Information Officer and or SAWS are obliged or entitled to refuse an access to a Record or Information or to require a Third Party to be notified of the request in order to be given an opportunity to protect their rights. The basis on which such a refusal must or may be made are those set out in the Act.

13. MANNER OF INTERNAL APPEAL AND APPEAL FEES**13.1 An Internal Appeal:**

- a) Must be lodged in the prescribed Form "B"). A copy of this Form is attached hereto as "Form B".

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- i. Within 60 (sixty) days of date of the decision;
 - ii. If notice to a Third Party is required by Section 49 (1) (b) of the Act, then within 30 (thirty) days after notice is given to the Third Party of the decision appealed against.
 - b) Must be delivered or sent to the Information Officer and or Deputy Information Officer at the address, fax number, or electronic mail address as per paragraph 6 above;
 - c) Must identify the subject of the internal appeal and state the reasons for the internal appeal and must include any other relevant information or argument known to the Appellant or which the Requester wishes to be taken into account in the consideration of the Appeal;
 - d) If, in addition to a written reply, the Appellant wishes to be informed of the decision on the internal appeal in any other manner, must state that manner and provide the necessary particulars to be so informed;
 - e) If applicable, must be accompanied by the prescribed appeal fee referred to in sub-section (3); and
 - f) Must specify a postal or fax address or fax number of the Appellant;
 - g) Will be considered by the Information Officer and a further two SAWS employees who are entitled to obtain internal or external advice to assist them in making a decision.

12.2 Internal Appeal Lodged after Expiry of Period:

If an Internal Appeal is lodged after the expiry of the period referred to in Sub-section 12.1, the Information Officer must:

- a) Upon good cause shown, allow the late lodging of the Internal Appeal;

-
- b) If that relevant authority disallows the late lodging of the Internal Appeal, give notice of that decision to the person that lodged the Internal Appeal.

12.3 The Requester:

A Requester lodging an Internal Appeal against the refusal of his or her request for access, must:

- a) Pay the prescribed appeal fee (if any);
- b) If the prescribed appeal fee is payable in respect of an Internal Appeal, the decision on the internal appeal may be deferred until the fee is paid.

12.4 Notification:

The Requester will be notified of the result of the Internal Appeal within 45 (forty five) days of lodging an Internal Appeal.

12.5 If Requester is still Dissatisfied:

If the Requester is still dissatisfied with the result, then in such event, the High Court may be approached for relief.

14. GENERAL CONSIDERATIONS:

- 14.1 Use of headings in this Manual is for convenience purposes only. Headings are not to be used in the interpretation of any portion of this Manual.
- 14.2 Use of any one gender includes the other.
- 14.3 Where either SAWS or a Requester has rights or obligations in terms of the Act, which are not specifically dealt with herein, such failure does not detract from the existence or reinforceability of such rights. This Manual is issued to **guide** Requesters in the manner in which their rights and obligations are to be fulfilled. It is not the intention of this Manual to remove, detract from or alter either SAWS or the Requester's rights or obligations. To the

Manual: Access to Information

extent that this Manual does so, this is unintentional and the full entitlements, rights and obligations in the Act apply in preference to the contents of this Manual.

14.4 The Act requires that in certain circumstances and particularly where a Third Party's rights may be affected by a request, that the Third Party be notified of the request and given an opportunity to protect their rights and interests.

14.5 This Manual is subject to change from time to time and Requesters are advised to contact the Information Officer to confirm that they are using the most recent Manual.

15. LIST OF GOVERNMENT NOTICES THAT CONTAINS AMNENDMENTS TO THE ACT

15.1 Government Notice No 187 of 2002

15.2 Government Notice No 1244 of 2003

15.3 Government Notice No 1263 of 2003

15.4 Government Notice No 7757 of 2003

15.5 Government Notice No 240 of 2007

15.6 Government Notice No 42 of 2011

End of document



ANNEXURE A

REQUEST FOR ACCESS TO RECORDS

of the

SOUTH AFRICAN WEATHER SERVICE

(SAWS)

Section 18 (1) of the Promotion of Access to Information Act, 2000

(Act 2 of 2000)

(Regulation 6)

ANNEXURE “A” to Access To Information Manual

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ANNEXURE “A” to Access To Information Manual

**1. SAWS PARTICULARS:**

Contact Numbers:

- a) Head Office : 012 367 6000
- b) Information Officer : 012 367 6000
- c) Fax Number : 012 367 6175

2. ADDRESSES:

- a) E-mail Address: info2@weathersa.co.za
- b) **Physical Address:** Bolepi House
442 Rigel Avenue South
Erasmusrand
PRETORIA
0181
- c) **Postal Address:** Private Bag X 097
Pretoria
0001
South Africa

ANNEXURE "A" to Access To Information Manual



3. Particulars of Person Requesting Access to Records:

a) The particulars of the person who requests access to the Record must be given below:		
b) The Address and or Fax Number in the Republic to which the information must be sent, must be given:		
3.1	Full Names and Surname	
3.2	Identity Number	
3.3	Postal Address	
3.4	Fax Number	
3.5	Telephone Number	
3.6	e-mail Address	
3.7	Capacity in which request is made, when made on behalf of another person	

4. Particulars of Person on whose behalf Request is made:

This section must be completed ONLY if a request for information is made on behalf of another person.		
4.1	Full Names and Surname	
4.2	Identity Number	

ANNEXURE "A" to Access To Information Manual

**5. Particulars of Record:**

<p>a) 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.</p> <p>b) If the provided space is inadequate, please continue on a separate folio, and attach it hereto:</p>		
5.1	Description of Record or relevant part of the Record	
5.2	Reference Number, if available	
5.3	Any further particulars of Record	

6. FEES:

- a) A Request for access to a Record, other than a Record containing personal information about yourself, will be processed only after a request fee has been paid.
- b) You will be notified of the amount required to be paid as the request Fee.
- c) The Fee payable for access to a Record, depends on the form in which access is required, and the reasonable time required to search for and prepare a Record.
- d) If you qualify for exemption of the payment of any Fee, please state the reason.

<p>In your opinion, please state your reason for exemption from payment of Fees</p>	
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ANNEXURE "A" to Access To Information Manual



7. Form of Access to Record:

If you are prevented by a disability to read, view or listen to the Record in the form of access provided for in 1 – 4 below, state your disability and indicate in which form you would prefer to receive your information.	
<u>Disability:</u>	<u>Form in which record is required:</u>

Mark the appropriate box with an "X"

NOTES:

- a. Compliance with your request for access in the specified form may depend on the form in which the Record is available.
- b. 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.
- c. The Fee payable for access to the Record, if any, will be determined partly by the form in which access is required.

7.1 If the Record is in written or printed form:

Copy of Record

Inspection of Record

ANNEXURE “A” to Access To Information Manual



8. Notice of Decision regarding Request for Access:

You will be notified in writing whether your request has been approved or denied. If you wish to be informed 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?

9. Signature:

Signed at _____ this _____ day of _____ 20_____

Signature of Requester / Person on who’s behalf Request is made

FOR OFFICIAL USE

Reference No. _____

Request received by: _____
 (state rank, name and surname of Information Officer / Deputy Information Officer on

(date) _____ at _____ (place)

Request Fee (if any) : _____

Deposit (if any) : _____

Access Fee : _____

Signature of INFORMATION OFFICE / DEPUTY INFORMATION OFFICER



ANNEXURE B

PRESCRIBED FEES

of the

SOUTH AFRICAN WEATHER SERVICE

(SAWS)

Section 54 (2) and (7) of the Promotion of Access to Information Act, 2000

(Act 2 of 2000)

(Regulation 11 (3))

“PRESCRIBED FEES” to Access To Information Manual**Prescribed Fees**

Section 54 (7) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) Regulation 11 (3)	
1.	<p>PLEASE NOTE THAT ALL PRICES LISTED BELOW ARE EXCLUSIVE OF VAT (Value Added Tax)</p> <p>a) For every photocopy of an A4 size page or part thereof R1.10</p> <p>b) For every printed copy of an A4 size page or part thereof, held on a computer or in an electronic or machine readable form R0.75</p> <p>c) For a copy in a computer readable form on: CD (Compact Disc) R70.00 DVD (Digital Video Disc) R70.00</p> <p>d) For a transcription of visual images, for an A4 size page or part thereof R40.00 For a copy of Visual Images R60.00</p> <p>e) For a transcription of an Audio Record, for an A4 size page or part thereof R20.00 For a copy of an Audio Record R30.00</p> <p>f) To search for and prepare the Record for Disclosure R30.00 for each hour or part thereof reasonably required for such search and preparation.</p>
Section 54 (2) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) Regulation 11 (3)	
2.	<p>PLEASE NOTE THAT ALL PRICES LISTED BELOW ARE EXCLUSIVE OF VAT (Value Added Tax)</p> <p>a) Six hours as the hours to be exceeded before a deposit is payable; and</p> <p>b) One third of the Access Fee is payable as a deposit by the Requester.</p>
Section 54 (7) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) Regulation 11 (3)	
3.	<p>PLEASE NOTE THAT ALL PRICES LISTED BELOW ARE EXCLUSIVE OF VAT (Value Added Tax)</p> <p>The Actual Postage Fee is payable when a copy of a Record must be posted to a Requester.</p>

ADDITIONAL PRESCRIBED INFORMATION:

The Minister of Justice has prescribed no additional information.

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