

INFORMATION MANUAL

2009/2010

“ The City of Heritage ”



Compiled in terms of the
Promotion of Access to Information Act No. 2 of 2000

INFORMATION MANUAL FOR ULUNDI MUNICIPALITY

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1. FOREWORD

The sole purpose of the Promotion of Access to Information Act ("PAIA"), 2000 (Act 2 of 2000), as amended, is to give *"effect to the public's right of access of information from public and private bodies, as contemplated in section 32 of the Constitution."*

The Ulundi Municipality (Ulundi), as a local public entity in terms of Chapter 7, section 151 (3) of the Constitution, and in terms of the above Act, has an obligation to draft this manual which will be a public document in terms of which the public can access its records.

2. INTRODUCTION

The Ulundi Municipality is a juristic person serving as a local public entity, established in terms of the Municipal Structures Act, Chapter 1, section 9 (b), which is exhaustively elaborated in the Section 12 Notice.

The new vision of Ulundi as a municipality that emanated from the strategic planning session held at Mthonjaneni on 06-07 May 2005. Amongst other decisions taken was that the Ulundi Council's vision needs to be reviewed. The planning session was attended by the Executive and Finance Committee members, the Municipal Manager and the management of Ulundi Council, the vision that embodies the aspirations of people who are proud of cultural and traditional heritage is **"By 2030, Olundi will be the gateway to the core of the Zulu cultural heritage"** and the purpose statement is **"We aim to facilitate a conducive environment that will enable all communities to unleash their potential, in order to meet their expectations in a sustainable manner, so that they enjoy a better quality of life"**.

Ulundi was established as a third sphere of government to deliver on the following Constitutional objects:

- To provide democratic and accountable government for local communities.
- To ensure the provision of services to its communities in a sustainable manner.
- To promote social and economic development.
- To promote a safe and healthy environment; and
- To encourage the involvement of communities and community organisations in matters of local government.

In order to be able to deliver on the above objects Ulundi is empowered by legislation to pass and promulgate by-laws, policies and strategic decisions as well as set up structures and manage within budgetary means. To streamline service delivery Ulundi adopted and annually review the Integrated Development Plan, in which program and projects are outlined. To fulfil the obligations set out in sections 156 and 229 of the Constitution regarding powers and functions, Ulundi has certain internal and external structures.

3. THE GOVERNANCE STRUCTURE AND FUNCTIONS OF ULUNDI

Ulundi (KZ 266) is a Grade 3, B Municipality with 47 councillors, 24 of whom are Ward Councillors and 23 proportionally represent the political aspirations. The Council's executive and legislative authority is exercised by the Council and the structures are as follows:

3.1 LEGISLATIVE STRUCTURE

3.1.1 THE COUNCIL

The Council in terms section 18 (2) of the Municipal Structures Act meets at least quarterly. Therefore most of its powers are delegated to the Executive and Finance Committee, save for the following duties and functions:

1. The passing of by-laws including amendment and repeal thereof, and adopting of standard by-laws and Council Policies
2. The approval of budget.
3. The imposition of rates and other taxes, levies and duties.
4. The raising of loans.
5. The appointment and dismissal of a municipal manager and managers directly accountable to her as well as the suspension from duty of such officials.
6. The approval of the Performance Management System.
7. The approval of employment contracts for the Municipal Manager and Executive Managers directly accountable to her.
8. The determination of salaries and allowances payable to Council and officials.
9. The power to set tariffs.
10. The approval and amendment of municipality's Integrated Development Plan.
11. The extension of municipal boundaries and the alteration of the boundaries of municipal wards.

12. The approval and amendment of the Council's Town Planning Scheme, and the approval of applications for the amendment of or addition to the approved Town Planning Scheme.
13. The naming of streets, open spaces and other public places.
14. The acceptance of tenders that will result in exceeding the budget.
15. The amendments of fixed staff establishment involving expenditure, in excess of the approved Budget and Salary Grading Scheme.
16. The amendments of fixed staff establishment involving expenditure, in excess of the approved Budget and Salary Grading Scheme.
17. The appointment of Portfolio Committees and their chairpersons and determination of terms of reference and delegated powers of such committees.
18. The election of Office Bearers of the Council.
19. Any power, duty or function, which may only be exercised or fulfilled in terms of a resolution taken by a majority of the number of councillors in the Municipality.
20. Approval, adoption and amendment of delegated powers and authority and Rules of Orders.

In terms of Chapter 4 of the Municipal Systems Act, Council meetings are open to members of the community. Save for sessions held when section 20 (1) of the same chapter is invoked.

3.2 EXECUTIVE STRUCTURE

The following executive structures are in place in Olundi as per the Municipal Structures Act:

- His/Her Worship the Mayor
- Executive and Finance Committee
- Executive Councillors, within the portfolio areas

PORTFOLIO COMMITTEES

- The Technical and Infrastructure Committee
- The Community Services Committee
- The Planning and Economic Development Committee
- The Tourism Portfolio Committee
- The Protection Services Portfolio Committee

The functions of these structures are as follows:

3.2.1 HIS/HER WORSHIP THE MAYOR

The functions and powers of the Mayor are as outlined in sections 49 and 50 of the Municipal Structures Act, read with financial and fiscal management functions as outlined in the Municipal Finance Management Act and as being delegated in section B3 of Delegation of Powers by Council from time to time.

3.2.2 THE EXECUTIVE AND FINANCE COMMITTEE

The powers and functions of the Executive and Finance Committee as regulated by section 44 of the Municipal Structures Act and as delegated by Council in terms of the approved system of delegation involve the following:

1. The organising and re-organization of departments, the approval and amendment of staff establishment, without incurring expenditure exceeding the budget.
2. The approval of all applications for the consolidation and subdivision of land, establishment conditions, the supply of essential services in townships and matters in respect of the master development plan.
3. The appointment of Valuers and members of the Valuation Appeal Board.
4. The appointment of consulting engineers, attorneys, surveyors, architects, quantity surveyors, town planners, auditors, management consultants, and other part-time professional personnel to act on behalf of the Council when necessary, as well as the selection of the Council's bankers and investments institutions.
5. The alienation of land or rights over Council-owned land, including the granting of consent for the use of any Council premises, buildings and facilities for a period in excess of sixty days.
6. The acquisition of land or the rights in land and by way of purchase, expropriation or otherwise.
7. The approval of the design and development of public works, sport and recreation, grounds, roads, streets, stormwater drainage, pavements, cemeteries, water and sewerage systems and electricity systems.
8. The financing of projects from any reserve funds
9. To monitor such investments as referred to in 4 above.
10. To approve and adopt appropriate systems and procedures, including human resources development plan and capacity building programs and procedures in order to ensure fair, efficient and transparent personnel administration, as well as the development of human resources capacity to a level that enables economical, effective and accountable way in accordance with relevant statutes and collection agreements.

11. To identify, review and evaluates the needs of the municipality.
12. To recommend to the municipal council strategies, programs and services to address priority through the integrated development plan and estimates of revenue and expenditure, taking into account any applicable national and provincial development plans.
13. To recommend or determine the best methods, including partnerships and other approaches, to deliver those strategies. Programs and services to the maximum benefit of the community.
14. To identify and develop criteria in terms of which progress in the implementation of the strategies, programs and services referred to in 14 above can be evaluated, including key performance indicators, which are specific to the municipality and common to local government in general.
15. To evaluate progress against the key performance indicators.
16. To review the performance of the municipality in order to improve:
 - (i) the economy, efficiency and effectiveness of the municipality;
 - (ii) the efficiency of credit control and revenue and debt collection services and;
 - (iii) the implementation of the municipality's by-laws.
17. To monitor the management of the municipality's administration in accordance with the policy directions of the municipal council.
18. To oversee the provision of services to communities in a sustainable manner.
19. To annually report to Council on the involvement of communities and community organizations in the affairs of the municipality.
20. To ensure that regard is given to public views and to report on the effect of consultation on the decisions of the council.
21. To report to the municipal council on all decisions taken by the committee.
22. To establish task teams and approve establishment of Sub-Committees that may be deemed appropriate for the economical, efficient and effective carrying out of its delegated powers and functions and to sub-delegate to them such powers and functions it may deem necessary, without divesting it of the responsibility concerning the exercise of the power or the performance of the duty.
23. To disestablish sub-committees and task teams and withdraw any delegation or instruction.
24. To review any decision taken by the Municipal Manager in consequence of the delegation or instruction.

25. The adjustment of working hours in terms of the provisions of the Conditions of Service where it may be in the interests of the Council.
26. The approval of all requests for the rendering of reduced hours of service, on condition that a pro-rata adjustment is made to remuneration, excluding leave, and that the status quo, in respect of cases where reduced working hours are served, may unilaterally be reinstated after a notice period of one calendar month.
27. The approval of development plans, with the exception of township and regional development plans and/or annexures thereto, where plans are required in terms of the Town Planning Scheme.
28. The formal adoption of all rezoning applications including applications in respect of rezoning supported by the Town and Regional Planning Commission with reference to confirmation proceeding with a rezoning application in terms of section 47 (4) of the Town Planning Ordinance, No. 27 of 1949, as amended.
29. The closing off of walkways on public open spaces in problem areas where burglaries and robberies occur regularly, provided that such closure is supported in writing by abutting owners and residents.
30. The approval and amendment of staff establishment of the municipality's administration.
31. The nomination, from among its members representatives on public bodies and of delegates of conference and congresses.
32. The approval for the erection of permanent and temporary municipal buildings and structures, as well as any other buildings.
33. The permanent closure of parks, roads and other public places.
34. The approval of virements in excess of R50 000 00.
35. The granting of approval for the installation of telephones.
36. The incurring of essential election expenses in terms of the provisions of any relevant provincial or national legislation and directives.
37. The cancellation of agreements for the purchase and lease of fixed assets in cases of breach of contract and on grounds of motivated application for cancellation, in terms of the Council's policy.
38. The approval of the sale or lease of Council's movable assets.
39. The arranging of assistance in emergency situations, to organizations beyond the municipal area, in terms of Council's policy.

40. The conversion of vacation leave to sick leave in respect of Municipal Manager and Managers of Departments in terms of the leave conditions.
41. The granting of approval for employees to voluntarily join the South African Police Service or the South African Defence Force, provided that the Council's activities are not detrimentally affected.
42. The approval of applications, in terms of the relevant conditions of sale, from owners of erven zoned Special Residential for the relaxation of the restrictions on the minimum size of dwellings and other conditions applicable in a residential area.
43. The approval of the allocation of all available proclaimed erven for sale.
44. The granting of approval to expropriate immovable property or rights in or to immovable property.
45. The determination or alteration of the remuneration, benefits or other conditions of service of the Municipal Manager or Managers directly responsible to the municipal manager.
46. The granting of permission for staff to engage in any private business, trade or profession.
47. The approval of the attendance by employees to congresses, seminars, symposiums, annual meetings and conferences or organizations recognized by the organized local government, as well as the sending of employees to management, training and other courses which may be in the Council's interest.
48. The cancellation of contracts in respect of leases in the event of the breach of any of the conditions of contracts:

3.2.2.1 EXECUTIVE COUNCILLORS WITHIN THE PORTFOLIO AREA

The roles and responsibilities of the above is as defined in Chapter 4, part 5, section 80(2) (a) of the Municipal Structures Act read with section 18 of the Delegated Powers and Functions. The other function relates to rendering the political structure of Council accessible at all times to members of the public. There are ten political office bearers (including the Speaker and the Mayor).

3.2.2 ? ROLES AND TERMS OF REFERENCE OF PORTFOLIO COMMITTEES

(a) *The Technical and Infrastructure Committee*

Legislative functions:

- Electricity and gas reticulation matters
- Storm-water management systems
- Municipal roads
- Real Estates
- Housing development
- Alienation, acquisition and use of immovable residential property
- Street lighting

Administrative Functions:

- Refuse dumps
- Municipal roads management
- Cemeteries, funeral parlours and crematoria
- Facilities for the accommodation of, care and burial of animals
- Housing administration
- Sustainable provision of technical, land and infrastructure

(b) *Community Services Committee*

Legislative Functions:

- Noise pollution
- Control of public nuisances
- Public places
- Cleansing
- Refuse removal, refuse dumps and solid waste disposal
- Child care facilities
- Pounds
- Amusement facilities
- Local amenities
- Local sport facilities
- Parks and recreation

Administrative Functions:

- Municipal Libraries
- Municipal Museums
- Sport on municipal facilities and within the municipal area
- Licensing of dogs

(c) Planning and Economic Development Committee

Legislative Functions:

- Municipal Planning
- Trading regulations
- Street trading
- Markets
- Building regulations
- Billboards and the display of adverts in public places
- Fencing and fences
- Local Economic Development

Civil Law Functions:

Within the IDP, the PMS and the budget or any policy directive:

- Recommends grants-in-aids to persons or bodies
- Lobby to build the financial capacity of a municipality

Administrative Functions:

- Development planning
- Gender and women empowerment
- Economic development
- Land survey

(d) Tourism Portfolio Committee

Legislative Function:

- Promote Local Tourism

Administrative Functions:

- Ensure that tourist receive the best possible service
- To maintain and enhance the reputation, standing and good name of the Ulundi.
- To encourage the continuous growth and development of the tourism industry in consistent with the above aims.
- Dedicated to providing and maintaining the highest possible standards in the tourism industry within Ulundi
- Maintaining and promoting the thriving and vibrant tourism industry in such a beautiful area, where opportunities for growth are endless
- Serves as powerful information and networking tool for all those involved in making tourism as credible as possible within the area of Ulundi.

(e) Protection Services Portfolio Committee

Legislative Functions:

- Control of traffic and parking
- Security

Administrative Functions:

- Fire Fighting services
- Disaster Management
- Road Safety
- Development and Implementation of business licensing
- Issue learners and drivers licence
- Road Traffic Administration

(f) Internal Audit Committee

In terms of section 166 of the Municipal Finance Management Act No. 56 of 2003, an audit committee must be established by each municipality. In order to save costs and ensure a uniform standard of audit in all Zululand Municipalities, the committee will have two permanent members.

The Ulundi Municipality shall from time to time appoint a competent member of the local community to serve in the Regional Internal Audit Committee. The accounting Officer and the Chief Financial Officer shall sit in the committee as determined by any legislation or procedures applicable thereto.

3.3 THE ADMINISTRATIVE STRUCTURE

The implementation of the operational policies is discharged by means of staff employed in terms of Chapter 7 section 160 (1) (d) of the Constitution. These employees are governed by the democratic values and principles embodied in section 195 of the Constitution. The administration of Ulundi is headed by the Municipal Manager and Directors directly accountable to her. The employment of these employees is regulated by the Employment Contracts and Performance Agreements in terms of section 57 of the Municipal Systems Act.

The staff complement is approved by the Municipal Manager subject to the constraints of the approved budget and in terms of section 66 of the Municipal Systems Act. The rights and privileges of staff are protected in terms of the Labour Relations Act, the Basic Conditions of Employment and Service, the Occupational Safety and Health Act as well as other applicable legislations.

The duties and functions of each department are as allocated to the municipality by and decided by Council guided by the Constitution, section 84 of the Municipal Structures Act, any legislation that may so regulate from time to time, and allocate any power or function to Ulundi in the interest of the community and any applicable legislation and policy. The ultimate goal of Council in employing staff members is to implement the Integrated Development Plan as compiled and reviewed annually with the people of Ulundi.

3.3.1 CONTACT DETAILS [PAIA section 14 (1) (b)]

Information Officer:
MUNICIPAL MANAGER
Princess S.A. Buthelezi
Tel No. +27 (035) 874 5810
e-mail address: sabuthelezi@ulundi.co.za

Deputy Information Officer:
ASSISTANT DIRECTOR COMMUNICATION AND PUBLIC RELATIONS
Mrs N.L. Nhlozi
Tel. No. +27 (035) 874 5813
e-mail address: nnhlozi@ulundi.co.za

Assistant Information Officer
Mrs C.F. Masango (CUSTOMER CARE DIVISION)
Tel. No. +27 (035) 874 5107
Fax: 035 874 5176
e-mail address: fmasango@ulundi.co.za

CUSTOMER CARE CENTRE
Call Centre No: +27 (035) 874 5154/874 5177
Report illegal tampering: 0800 204 564

Emergency Number
Tel No. +27 (035) 8700 188
Fax No. +27 (035) 874 5831 or (035) 874 5833

Physical address:
ULUNDI MUNICIPALITY
Lot BA 81
Corner of King Dinuzulu Highway and Prince Mangosuthu Street
ULUNDI
3838

Postal Address:
Private Bag X17
ULUNDI
3838

TOURISM INFORMATION:
Tourism Office: Prince Mangosuthu Airport
Telephone : +27 (035) 8700 294.

4. THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION

In terms of section 10 of the Promotion of Access to Information Act "The Human Rights Commission must within 18 months after the commencement of this section, compile in each official language a guide containing such information, in an easily comprehensible form and manner, as may reasonable be required by a person who wishes to exercise any right contemplated in this Act."

The guide will be available from the South African Human Rights Commission by not later than July 2009 and queries are to be directed to:

The South African Human Rights Commission: PAIA Unit: The Research and Documentation Department.

Postal address : Private Bag X2700, Houghton, 2041

Telephone: +27 (011) 484-8300

Facsimile: +27 (011) 484-1360

E-mail: PAIA@sahrc.org.za

Website: www.sahrc.org.za

5. ACCESS TO THE RECORDS HELD BY ULUNDI MUNICIPALITY (INCLUDING CONFIDENTIAL RECORDS) [SECTION 14(1) (d) & (e)]

5.1 Records that may be requested:

Municipal Code

Information Manual
Study Assistance By-Laws (under review)
Delegation of Powers
Rules of Order
Skills Development Plan
Employment Equity Plan

Delegation of powers
Conditions of service
Conditions of employment

Performance appraisal
Uniform & protective clothing
Council owned motor transport

Policy on the alienation of immovable property
Occupational Safety and Health Act
Labour Relations Act
Skills Development Act

Basic Conditions of Employment Act
 Employment Equity Act
 Health and Diseases Act

Unemployment Insurance Act
 Library by-laws
 Financial Regulations

Tariffs by laws
 Electrical supply by-laws
 By-laws regarding the supervision and control of the carrying on of street vending (Informal Trader) Pedlar, Hawker and Tuck shop, Tavern and Home Industry in special residential area

Public Transportation by-laws
 By-laws regarding the community Hall and Tariffs
 Street trading by-laws
 Road by-laws

Pound by-laws
 Cemetery by-laws
 Illegal squatting
 Environment

Land Survey Act
 Appointment of consulting engineers
 Engineer Profession of SA Act
 KZN Nature Conservation Management Act 1997
 Compensation for occupational Injuries & Diseases Act
 Interim Minibus Taxi Bill
 Alienation of Land Amendment Bill 1998

Slums Act
 Films & Publication Act
 Municipal Demarcation Act
 Municipal Structure Act
 Municipal Systems Act
 Promotion of Access to Information Act
 Promotion of Administrative Justice Act
 Municipal Service Partnerships
 Municipal Planning and Performance Management
 KwaZulu Land Affairs Act, 1992
 Integrated Rural Development

Less Formal Township Establishment Act

Contingency Fees Act, 1997 (Advocates)

National Building Regulations Standard Act No 103 of 1997

Housing Consumer Protection Measures Act

PPP Framework Act

Construction Industry Development Board (Act No. 38 of 2000)

Landscape Architectural Profession Act (No.45 of 2000)

Building by-law

White Paper on Local Government

Local Government Transitional Act

Local Government Property Bill

Environmental Implementation Plan (EIP)

Solid Waste

Waste Management Strategies

White Paper on Inter-grated pollution & Waste Management for South Africa

Ulundi Municipality Street trading by-laws

Aerodrome Regulations

Public Sector Procurement Reform

Document of LDF/NGD's

Cemetery Regulations

Sports facilities

Schedule of Tariffs

Vessels under pressure

Sectional titles Amendment Act

Casino Licences

Pounding of animals

Abattoir Hygiene Act

Demarcation Bill

National Building Regulations

Standard Rates

Prevention of Illegal Eviction from & Unlawful Occupation of Land Act

Affirmative Action: White Paper

KZN – Planning & Development Act, 1998

Proposed Municipal Green Paper

Road Tariffs

Liquor Board

Liquor Bill

Green wedges Policy

Local Agenda 21

Disaster Management: White Paper
KZN: Natal Business Rehabilitation Trust Fund Act

Urban Greening Manual
Employment Equity Act

Green Paper on Development Planning
Draft Planning Professional Bill
Preferential Procurement Policy Framework
White Paper on Conservation and Sustainable use of South Africa's
Biological Diversity
KwaZulu Natal Heritage Act, 1997
World Heritage Convention Draft Bill
Community Halls by-laws
Architectural profession Act (No. 44 of 2000)
Land Use Bill

By-laws relating to the slaughter of animals,
the examination and stamping of meat other than at the abattoir
By-laws regarding nuisance
Keeping of animals and birds by-laws
By-laws relating to the keeping of dogs and cats
Refuse removal by-laws

By-laws relating to the manufacture, storage and sales of foodstuffs
By-laws relating to offensive trades
Fire brigade by-laws
KZN Health Act (No. 4 of 2000)
Abattoir Hygiene Act (No. 121 of 1992)

Foodstuffs, cosmetics and disinfectants act and regulations (No. 54 of
1972)
Disaster Management Bill, 2000
Regulations relating to milk and dairy products
HIV/Aids Policy, 2003-08-25 Disaster Management Plan, 2003
Atmospheric pollution, Prevention Act (No. 45 of 1979)
Handling and disposal of Waste Material within Health facilities
National Waste Management Strategy, 2001

Council Matters

Public notices
Advertisements
Council agendas and minutes

6. GROUNDS FOR REFUSAL OF A REQUEST (CHAPTER 4)

- Mandatory protection of privacy of a natural person
- Mandatory protection of a commercial information of a third person
- Mandatory protection of certain confidential information of third party
- Mandatory protection of safety of individuals, and protection of property
- Mandatory protection of records privileged from production in legal proceedings
- Commercial information of private body
- Mandatory protection of research information of third party
- Mandatory disclosure in public interest

7. WHO CAN APPLY FOR DOCUMENTS HELD BY ULUNDI MUNICIPALITY?

Any juristic or natural person

8. FEES IN RESPECT OF INFORMATION

- Information Manual [save for copies made in terms of sub regulation (1) or (2), as contemplated in regulation 5 (c)] is R0,60 per photocopy of an A4-size page or part thereof.
- General reproduction fees applicable shall be those detailed in Chapter 4, Part II, section (1), (2) and (3) of the *Government Gazette (Notice R187 of 15 February 2002)* also known as "**The Regulations**"..and shall be as follows:

	R
(a) For every photocopy of an A4-size page or part thereof	0,60
(b) For every printed copy of an A4 –size page or part thereof held on a computer or in electronic or machine –readable from	0,40
(c) For a copy in a computer-readable form on –	
(i) stiffy disc.....	5,00
(ii) compact disc	40,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof.....	22,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	12,00
(ii) For a copy of an audio record	17,00

9. PROCEDURE FOR REQUESTING A RECORD

A requester shall use the form that is published in *Government Gazette (Notice R187 of 15 February 2002)*, annexed to this manual as "*Annexure B.*"

The requester shall also state whether he or she requires a copy of the record or only wants to view the record at the offices of Ulundi Municipality [(Section 29(2)).

The requester shall receive the information in the manner he or she has asked for. However, making available the information will depend on whether the request will not unreasonably interfere with the daily running of business of Ulundi Municipality or damage the record, or infringe a copyright not owned by the State [Section 29 (3)]. If for practical reasons access cannot be given in the required form but in an alternate manner, then the fee will be calculated according to the way that the requester has opted for [Section 29(4)].

If, in addition to a written reply to his/her request for the record, the requester wants to be told about the decision in any other way, e.g. by telephone, this must be specified [Section 18(2)(e)].

If a requester is asking for the information on behalf of someone else, he or she must show in what capacity a request is being made [Section 18(2)(f)].

If a requester is unable to read or write, or if he/she has a disability, then he/she or they can make the request for the record orally. The information officer must then fill in the form on their behalf and give them a copy of the completed form [Section 18 (3)]

The information officer will deal with the requests for information within 30 days after receipt of the request or as soon as is reasonable [Section 25].

In certain instances the period of 30 days may be extended once for a further 30 days [Section 26].

The requester will be notified of the prescribed fee payable prior to the request for information is further processed [Section 22].

The requester may lodge an internal appeal against payment of the prescribed appeal fee [Section 74 and 75] or bring an application to Court for the appropriate relief, after the aforesaid procedure has been exhausted [Section 78].

The requester will be notified whether or not he or she will be granted access to the information requested [Section 25].

10. SERVICES AVAILABLE [section 14 (1) (f)]

The Ulundi Municipality offers the services as anticipated in terms of the 156 and 229 of the Constitution and as provided for in any legislation and appropriate directive. The services available to local communities include and are not limited to the following:

- Purchase and distribution of electricity to local commercial, residential, industrial consumers (pre-paid and conventional) etc.
- Repairs and maintenance of electricity reticulation infrastructure
- Customer Care
- Building regulations

- Child care facilities
- Fencing and fences
- Fire fighting services
- Local tourism
- Municipal planning
- Stormwater management
- Trading regulations
- Municipal parks, recreation and amenities
- Municipal roads
- Billboards and the display of advertisement in public places
- Cemeteries
- Cleansing
- Control of public nuisance
- Control of undertakings that sell liquor to the public
- Licensing of dogs
- Local sports facilities
- Markets
- Municipal abattoirs
- Pounds
- Public places
- Refuse removal, refuse dumps and solid waste disposal
- Street trading
- Street lighting
- Traffic and parking
- Integrated Development Planning

11. How to gain access to these services?

These services are readily available to local communities either as a legal requirement or on application as prescribed by the legislation from time to time. For more information contact the Information Officer.

12. **ARRANGEMENT FOR PUBLIC PARTICIPATION IN THE FORMULATION OF POLICY AND ON GENERAL MATTERS OF ULUNDI MUNICIPALITY [section 14 (1) (g)]**

Ulundi involves communities in its processes and procedures through the following mechanisms:

- EZASEKHAYA- this is municipal newsletter which allows for the flow of information from both ends
- Public meetings- Councillors as public representatives have an obligation to refresh mandate stipulations and inform the public about municipal processes
- For budget, Integrated Development Plan, Performance Management System, Tenders and Contracts and strategic decisions, Ulundi subscribe to all legislations on public participation

- regarding the discussion, implementation and monitoring of the said processes
- Public notices are timeously sent out to communities in terms of legislation
- Advertisements are made in circulars, locally utilised newspapers such as; Ilanga, Isolezwe, Mercury and the Sunday Times and the local Radio Station, Zululand F.M.
- The right of acceptance to Portfolio Committee and Council meetings is as regulated by Chapter 4 of the Systems Act
- Representations and petitions are as regulated by legislation
- For social oriented queries and complains, outside Ward Committee structures, measures mentioned here-above and any suggestion to improve the service are welcome and can be either deposited in the suggestion box at the physical address of Ulundi, or by means of any of the outlined mechanism.
- Performance Appraisal questionnaires where the community appraise the performance of the municipality.

13. THE REMEDIES AVAILABLE IN THE EVENT OF NON-COMPLIANCE WITH THE PAIA [SECTION 14 (1) (h)]

The remedies available to the requester in the event that provisions of the PAIA not complied with are:

- Lodge an appeal to the Information Officer in case of a decision taken by the Deputy Information Officer
- Should the requester still be aggrieved, a further appeal can be lodged to the Executive Committee by representation
- Should this not suffice an appeal could be lodged to Council; and if the requester is not satisfied an application could be made to Court for the appropriate relief

**Manual compiled by:
The Deputy Information Officer
On behalf of Ulundi Municipality**