international relations & cooperation

Department:
International Relations and Cooperation
REPUBLIC OF SOUTH AFRICA

Subject:	**PAIA SECTION 14 MANUAL**
Compiled by:	**Records Management and Information Rights**
Domain:	**Corporate Management**

Custodian:	**Records Management and Information Rights**
Approval by Director-General: **Mr Zane Dangor**	
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PREPARED IN TERMS OF SECTION 14 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000 (AS AMENDED)

COMPILED BY

DIRECTORATE: RECORDS MANAGEMENT AND INFORMATION RIGHTS

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1. LIST OF ACRONYMS AND ABBREVIATIONS

AU	: African Union
BRICS	: Brazil, Russia, India, China and South Africa
DIAP	: Diplomatic Immunities and Privileges
DIO	: Deputy Information Officer
DIRCO	: Department of International Relations and Cooperation
IBSA	: India-Brazil-South Africa Dialogue Forum
ICT	: Information and Communications Technology
IO	: Information Officer
IORA	: Indian Ocean Rim Association
PAIA	: Promotion of Access to Information Act, 2000 (Act 2 of 2000) (as amended)
PAYE	: Pay As You Earn
PI	: Personal Information
POPIA	: Protection of Personal Information Act, 2013 (Act 4 of 2013)
SA	: South Africa
SADC	: Southern African Development Community
SAHRC	: South African Human Rights Commission
UIF	: Unemployment Insurance Fund
UN	: United Nations
UNGA	: United Nations General Assembly

2. INTRODUCTION

2.1 Section 32(1) of the Constitution of the Republic of South Africa, 1996 (Act 108 of 1996) (the Constitution) stipulates that everyone has the right of access to any information held by the State and any information that is held by another person that is required for the exercise or protection of any rights and that national legislation must be enacted to give effect to this right.

2.2 The Promotion of Access to Information Act (PAIA), 2000 (Act 2 of 2000), gives effect to this constitutional right and came into effect on 9 March 2001. The object of the Act is to foster a culture of transparency and accountability in public and private bodies and actively promote a society in which the people of South Africa have effective access to information to enable them to more fully exercise and protect all their rights.

2.3 In terms of the Act, the Director-General (DG) of the Department of International Relations and Cooperation (DIRCO) is the Information Officer (IO) for the department. The DG has appointed a Deputy Information Officer (DIO) for each of the branches within the department.

2.4 The Office of the DG will act as a nodal point for requests for information. In terms of Section 14 of PAIA, a public body must have a manual which sets out, among others, the functions and index of records held by a public body.

2.5 This manual aims to give effect to the provisions of Section 14 and to enable members of the public to acquaint themselves with the procedures to be followed to access records that are in the possession of DIRCO. This PAIA Manual is useful for the public to:

a) check the nature of the records, which may already be available at DIRCO, without the need to submit a formal PAIA request.

b) understand how to make a request for access to a record of DIRCO.

c) access all the relevant contact details of the persons who will assist the public with the records they intend to access.

d) know all the remedies available from DIRCO regarding requests for access to the records, before approaching the regulator or the courts.

e) understand the services available to members of the public from DIRCO and how to gain access to those services.

f) understand how to use PAIA, 2000, as updated by the regulator and how to obtain access to it.

g) clarify if Dirco process personal information (PI), the purpose of processing personal information and the description of the categories of data subjects and of the information or categories of information relating thereto.

h) know if DIRCO has planned to transfer or process personal information outside the Republic of South Africa, and the recipients or categories of recipients to whom the personal information may be supplied.

i) know whether DIRCO has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. GUIDE ON ALL MANUALS IN THE REPUBLIC

3.1 Section 10(1) of PAIA, 2000 imposes a duty on the Information Regulator (IR) to update the existing guide that has been compiled by the South African Human Rights Commission (SAHRC) and make it available in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA, 2000 and the Protection of Personal Information Act (POPIA), 2013 (Act 2013).

3.2 The IR has updated the Section 10 guide as initially compiled by the SAHRC accordingly. The guide is available at the offices of the IR in each of the official languages upon request. The guide may be obtained as follows:

a) Inspection from the offices of the public and private bodies in at least two of the official languages
b) Inspection from the offices of the IR in all official languages.
c) Upon request from the IR. An applicant must use **Form 1** (See **Annexure B**). The fees in relation to the copy of the guide are attached as **Annexure D** and may be applicable.
d) from the *Government Gazette*.
e) from the website of the IR and that of any other public or private bodies.

3.3 The IR's contact and website details are as follows:

Postal address:	P.O. Box 31533 Braamfontein Johannesburg 2017
Physical address:	Woodmead North Office Park 54 Maxwell Drive Woodmead Johannesburg 2191
Telephone:	010 023 5200
Email:	enquiries@inforegulator.org.za
Website:	https://www.inforegulator.org.za

4. ESTABLISHMENT OF THE DEPARTMENT OF INTERNATIONAL RELATIONS AND COOPERATION

4.1 VISION	The Department of International Relations and Cooperation's (DIRCO) vision is championing an African continent, which is prosperous, peaceful, democratic, non-racial, non-sexist, and united and which aspires to a world that is just and equitable.
4.2 MISSION	DIRCO's mission is to formulate, coordinate, implement and manage South Africa's foreign policy and international relations programmes, promote South Africa's National Interest and values and the African Renaissance (and create a better world for all).
4.3 STRATEGIC PRIORITIES	The strategic priorities of DIRCO are: ❖ through bilateral and multilateral interactions, protect and promote South Africa's National interests and values ❖ conduct and coordinate South Africa's international relations and promote its foreign policy objectives ❖ monitor international developments and advise the government on foreign policy and related domestic matters ❖ protect South Africa's sovereignty and territorial integrity ❖ contribute to the formulation of international law and enhance respect for the provisions thereof ❖ promote multilateralism to secure a rules-based international system ❖ maintain a modern, effective, and excellence-driven department ❖ provide consular services to South African nationals abroad ❖ provide a world-class and uniquely South African State Protocol service.
4.4 VALUES	DIRCO adheres to the following values: ❖ Patriotism ❖ Loyalty ❖ Dedication ❖ Ubuntu ❖ Batho Pele ❖ Constitutional Values (Chapter 10).

5. STRUCTURE AND FUNCTIONS OF THE DEPARTMENT OF INTERNATIONAL RELATIONS AND COOPERATION

5.1 Structure

The structure consists of:

- **Ministry**
  - Minister: Mr RO Lamola
  - Deputy Ministry 1
  - Deputy Minister: Mr A Botes
  - Deputy Ministry 2
  - Deputy Minister: Ms T Moraka

- **Office of the Director-General**
  - Director General: Mr Z Dangor
  - Office of the Chief State Law Adviser
  - Chief Directorate: Internal Audit
  - Directorate: Risk Management

- **Branches**
  - **Corporate Management**
    - Office of the DDG: Mr TC Monyela (Acting)
    - Directorate: Vetting Fieldwork and Integrity Management (Vetting)
    - Directorate: Records Management and Information Rights
    - Chief Directorate: Human Resources Practice and Administration
    - Chief Directorate: Human Resources Management and Development
    - Chief Directorate: Information and Communications Technology

  - **Office of the Chief of Operations**
    - Chief Operations Officer: Ms MJ Mashao (Acting)
    - Chief Directorate: Strategic Planning, Monitoring and Evaluation
    - Chief Directorate: Transformation Programmes and Organisational Development

  - **Public Diplomacy**
    - Office of the DDG: Mr TC Monyela
    - Chief Directorate: Stakeholder Relations and Marketing
    - Chief Directorate: Multimedia

  - **State Protocol and Consular Services**
    - Chief of State Protocol: Mr TC Monyela (Acting)
    - Chief Directorate: State Events and Diplomatic Accreditation
    - Chief Directorate: Consular Services

  - **Africa**
    - Office of the DDG: Ambassador TJ Seokolo
    - Chief Directorate: Southern Africa
    - Chief Directorate: West Africa
    - Chief Directorate: East Africa
    - Chief Directorate: North and Central Africa
    - Chief Directorate: Southern African Development Community

- **Asia and the Middle East**
  - Office of the DDG: Ambassador D Malcomson (Acting)
  - Chief Directorate: Middle East
  - Chief Directorate: East Asia and Oceania
  - Chief Directorate: Central Asia, South Asia and Southeast Asia
  - Chief Directorate: Regional Organisations

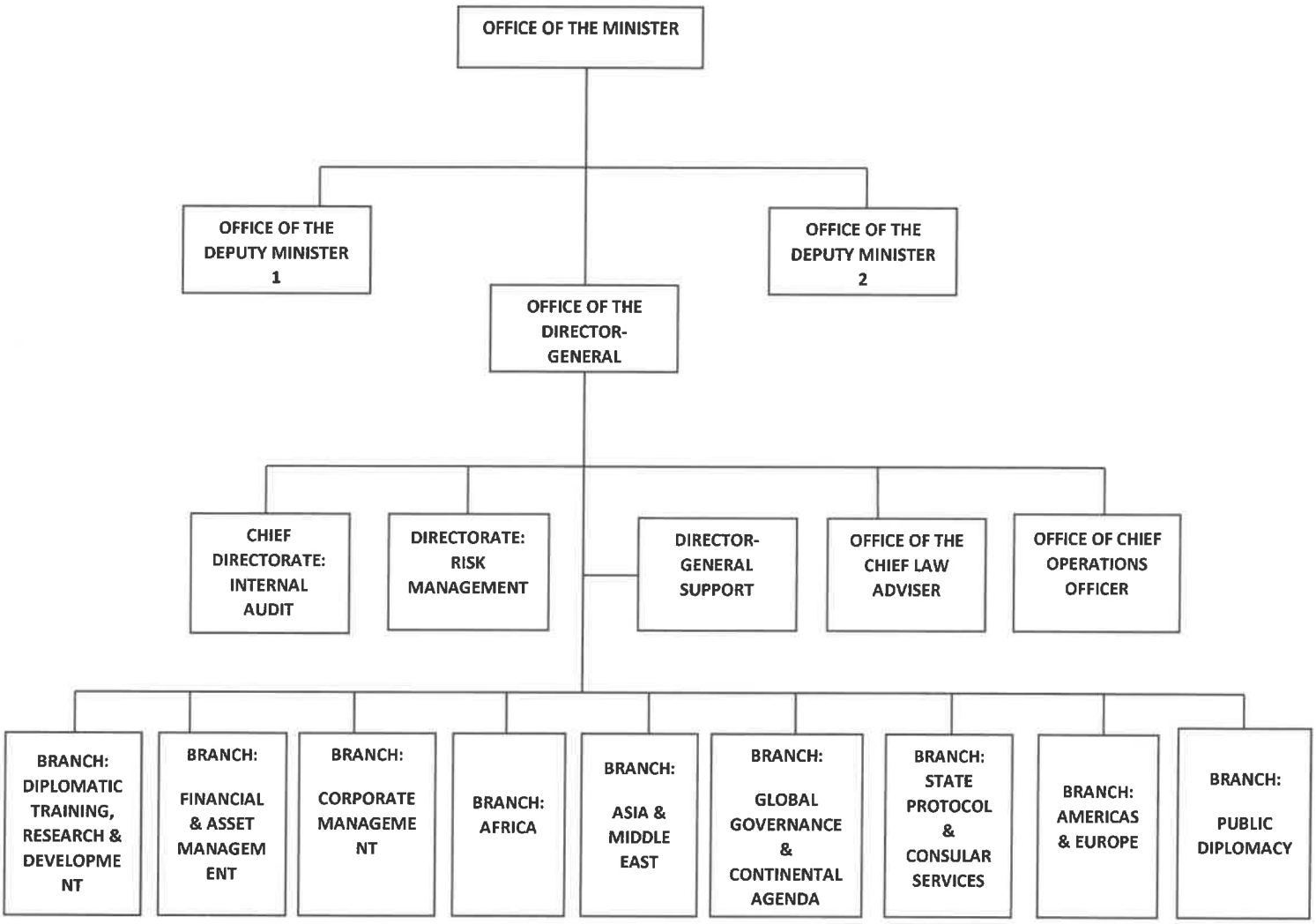
- **Americas and Europe**
  - Office of the DDG: PP Mazibuko (Acting)
  - Chief Directorate: North America (United States and Canada)
  - Chief Directorate: Latin America and the Caribbean
  - Chief Directorate: Western Europe
  - Chief Directorate: Central and Eastern, Nordic and Baltic Countries

- **Global Governance and Continental Agenda**
  - Office of the DDG: Ambassador XM Mabhongo
  - Chief Directorate: United Nations (UN) Political, Peace and Security
  - Chief Directorate: African Union (AU)
  - Chief Directorate: Human Rights and Humanitarian Affairs
  - Chief Directorate: Economic and Social Development

- **Financial and Asset Management**
  - Chief Financial Officer: Ms H Bhengu
  - Chief Directorate: Financial Management
  - Chief Directorate: Supply Chain and Asset Management
  - Chief Directorate: Property and Facilities Management

- **Diplomatic Training, Research and Development**
  - Office of the DDG: Vacant
  - Chief Directorate: Foreign Service Training and International School

5.2 Schematic representation diagram



5.3 Functions

BRANCH	FUNCTIONS
Office of the Director-General Director-General	**Directorate: Executive Administrative Support** ❖ Provide technical and administrative support to the Office of the DG. ❖ Manage and coordinate departmental cabinet support and engagement. Support the DG in the provision of efficient and effective management of the Department.
Chief Audit Executive	**Chief Directorate: Internal Audit** ❖ Manage and conduct operational compliance and forensic audits. ❖ Manage and conduct governance, performance, and information technology audits. ❖ Provide technical and secretariat support services to the audit committee. ❖ Manage and facilitate the provision of internal audit services.
Chief Risk Officer	**Directorate: Risk Management** ❖ Develop and implement the department's risk management framework. ❖ Monitor and report on the implementation of the risk management framework. ❖ Develop and maintain the departmental risk register. ❖ Develop and implement the governance and compliance management framework. ❖ Provide technical and secretariat support to the Risk Management Committee. ❖ Develop and implement the fraud and corruption prevention framework.
Chief State Law Adviser	**Office of the Chief Law Adviser** ❖ Provide legal advice on international law. ❖ Provide legal advice on domestic law. ❖ Act as custodian of international agreements.
Office of the Chief Operations Officer Chief Operations Officer	**Chief Directorate: Strategic, Planning, Monitoring and Evaluation** ❖ Manage and coordinate strategic management, monitoring and evaluation services.

	Chief Directorate: Transformation Programmes and Organisational Development ❖ Manage and facilitate the implementation of transformation programmes and organisational development services. ❖ Manage and monitor the provision of security management services.
Public Diplomacy Deputy Director-General	**Chief Directorate: Stakeholder Relations and Marketing** ❖ Manage internal and external stakeholder relations. **Chief Directorate: Multimedia** ❖ Manage the development and implementation of multimedia services to promote South Africa's foreign policy objectives. ❖ Manage and provide media analysis and early warning to enable the executives to respond to international crises/issues that have an impact on South Africa. ❖ To serve as departmental spokesperson and communicate South Africa's role and position in international relations in the domestic and international arenas.
Corporate Management Deputy Director-General	**Chief Directorate: Human Resources Practice and Administration** ❖ Provide strategic direction, guidance and oversight in human resource administration. **Chief Directorate: Human Resources Management and Development** ❖ Provide strategic direction, guidance and oversight in human resource management and development. **Chief Directorate: Information and Communications Technology** ❖ Oversee the provisioning of strategic ICT management support and advisory services to the department. **Directorate: Vetting Fieldwork and Integrity Management** ❖ Oversee the vetting field work operations and implementation of the integrity management framework. **Directorate: Records Management and Information Rights** ❖ Manage the records and archives of the department to ensure compliance with the

	National Archives and Record Service of South Africa Act, 1996 (Act 43 of 1996) and other relevant legislative frameworks. ❖ Administer and implement PAIA and POPIA in the department.
Financial and Asset Management Chief Financial Officer	**Chief Directorate: Financial Management** ❖ Provide financial management services. ❖ Provide management accounting services. ❖ Provide financial accounting services. **Chief Directorate: Supply Chain and Asset Management** ❖ Provide asset and supply chain management services. **Chief Directorate: Property and Facilities Management** ❖ Provide properties and facilities management.
State Protocol and Consular Services Deputy Director-General	**Chief Directorate: State Events and Diplomatic Accreditation** ❖ Coordinate and manage state events and diplomatic and accreditation. ❖ Ensure the coordination of state and official visits. **Chief Directorate: Consular Services** ❖ Render consular services to all South Africans abroad as contemplated in the Vienna Convention on Consular Relations, 1963.
Global Governance and Continental Agenda Deputy Director-General	**Chief Directorate: United Nations (UN) Political, Peace and Security** ❖ Coordinate and facilitate South Africa's participation in the African Union (AU), political, peace and security organs and their processes. ❖ Manage South Africa's participation in high-level meetings of the UN General Assembly (UNGA). ❖ Advance and defend South Africa's interests regarding general political issues, peace and security, disarmament, non-proliferation, and arms control at the UN. **Chief Directorate: African Union** ❖ Manage South Africa's participation in high-level meetings of the AU. ❖ Coordinate and facilitate South Africa's participation in the AU, political, peace and security organs and their processes.

	Chief Directorate: Human Rights and Humanitarian Affairs ❖ Coordinate South Africa's policy on human rights, humanitarian affairs, and social development in multilateral fora. ❖ Manage and facilitate South Africa's participation in the UNGA committees dealing with human rights, humanitarian affairs, and social development. ❖ Manage South Africa's contributions to the development of international human rights law and international humanitarian law, norms, and standards. **Chief Directorate: Economic and Social Development** ❖ Coordinate, guide, and advance South Africa's interest in multilateral negotiations on social groups, social development, as well as population and development. ❖ Advance South Africa's foreign policy objectives by engaging the global system of governance on the three spheres of sustainable development. ❖ Promote South Africa's National Interest in socio-economic development activities.
Americas and Europe Deputy Director-General	**Chief Directorate: Western Europe** ❖ Maintain and strengthen diplomatic relations between South Africa and countries in Western Europe and European organisations. ❖ Serve South Africa's domestic priorities through the promotion of bilateral relations and execution of specific projects in the political, economic, and cultural sectors with countries in the region. ❖ Provide strategic leadership and management support to the chief directorate and to South African missions abroad in promoting the interests of the country. **Chief Directorate: Central Eastern Europe and the Nordic Countries** ❖ Maintain and strengthen diplomatic relations between South Africa and countries in the Nordic, Central and Eastern Europe. ❖ Serve South Africa's domestic priorities through the promotion of bilateral relations and execution of specific projects in the political,

	economic, and cultural sectors with countries in the region. ❖ Provide strategic leadership and management support to the Chief Directorate and to South African missions abroad in promoting the interests of the country. **Chief Directorate: North America and Regional Organisations** ❖ Maintain and strengthen diplomatic relations between South Africa and countries in North and Central America. ❖ Serve South Africa's domestic priorities through the promotion of bilateral relations and execution of specific projects in the political, economic, and cultural sectors with countries in the region. ❖ Provide strategic leadership and management support to the chief Directorate and to South African missions abroad in promoting the interests of the country. **Chief Directorate: South America and the Caribbean** ❖ Maintain and strengthen diplomatic relations between South Africa and countries in the South American and Caribbean region. ❖ Serve South Africa's domestic priorities through the promotion of bilateral relations and execution of specific projects in the political, economic, and cultural sectors with countries in the region. ❖ Provide strategic leadership and management support to the chief directorate and to South African missions abroad in promoting the interests of the country.
Asia and the Middle East Deputy Director-General	**Chief Directorate: Middle East** ❖ Oversee the implementation of political and economic relations for the promotion of South Africa's trade, investments and tourism potential and opportunities. ❖ Oversee the implementation of bilateral relations with strategic formations of the North to advance and support national priorities, the African Agenda and the Development Agenda. ❖ Provide strategic leadership and management support to the chief directorate and to South African missions abroad in promoting the interests of the country. **Chief Directorate: East Asia and Oceania**

	❖ Oversee the implementation of political and economic relations for the promotion of South Africa's trade, investments and tourism potential and opportunities. ❖ Oversee the implementation of bilateral relations with strategic formations of the North to advance and support national priorities, the African Agenda and the Development Agenda. ❖ Provide strategic leadership and management support to the Chief Directorate and to South African missions abroad in promoting the interests of the country. **Chief Directorate: Central Asia, South Asia and Southeast Asia** ❖ Oversee the implementation of political and economic relations for the promotion of South Africa's trade, investments and tourism potential and opportunities. ❖ Oversee the implementation of bilateral relations with strategic formations of the North to advance and support national priorities, the African Agenda and the Development Agenda. ❖ Provide strategic leadership and management support to the chief directorate and to South African missions abroad in promoting the interests of the country. **Chief Directorate: Regional Organisations** ❖ Provide strategic leadership and management support to the chief directorate and to South African missions abroad in promoting the interests of the country. ❖ Ensure efficient and effective participation in the India-Brazil-South Africa Dialogue Forum (IBSA) and the Indian Ocean Rim Association (IORA). Ensure efficient and effective participation in Brazil, Russia, India, China, and South Africa (BRICS) through providing secretariat services.
Africa Deputy Director-General	**Chief Directorate: Southern Africa** ❖ Provide strategic support in the promotion of bilateral relations with countries in the southern African region in pursuit of South Africa's foreign policy, objectives, and programmes. ❖ Oversee the implementation of bilateral relations to advance and support national priorities, the African Agenda and the Development Agenda. ❖ Oversee the implementation of political and economic relations for the promotion of South

	Africa's trade, investments and tourism potential and opportunities. **Chief Directorate: North and Central Africa** ❖ Provide strategic support in the promotion of bilateral relations with countries in the North and Central African region in pursuit of South Africa's foreign policy, objectives, and programmes. ❖ Oversee the implementation of bilateral relations to advance and support national priorities, the African Agenda and the Development Agenda. ❖ Oversee the implementation of political and economic relations for the promotion of South Africa's trade, investments and tourism potential and opportunities. **Chief Directorate: East Africa** ❖ Provide strategic support in the promotion of bilateral relations with countries in the East African region in pursuit of South Africa's foreign policy, objectives, and programmes. ❖ Oversee the implementation of bilateral relations to advance and support national priorities, the African Agenda and the Development Agenda. ❖ Oversee the implementation of political and economic relations for the promotion of South Africa's trade, investments and tourism potential and opportunities. **Chief Directorate: West Africa** ❖ Provide strategic support in the promotion of bilateral relations with countries in the West African region in pursuit of South Africa's foreign policy, objectives, and programmes. ❖ Oversee the implementation of bilateral relations to advance and support national priorities, the African Agenda and the Development Agenda. ❖ Oversee the implementation of political and economic relations for the promotion of South Africa's trade, investments and tourism potential and opportunities. **Chief Directorate: Southern African Development Community (SADC) and Regional Integration** ❖ Manage South Africa's role in the strengthening of political and economic integration of SADC and other regional organisations.

	❖ Coordinate South Africa's participation in SADC activities. ❖ Serve as a focal point for all the economic communities on the continent.
Diplomatic Training, Research and Development Deputy Director-General	**Chief Directorate: Diplomatic Academy** ❖ Provide foreign language skills training to South African officials and foreign diplomats, as well as interpreting and translation services. ❖ Train diplomatic representatives with the relevant skills, knowledge and competencies that will enable them to present, articulate and promote South Africa's foreign and domestic policies and interests. ❖ Train and equip corporate service managers and attachés with the necessary skills and aptitude to serve at South African missions. **Chief Directorate: Mediation Support, Policy Research and Analysis** ❖ Conduct research on politics, governance, peace, and security as well as economic and development issues, global trends, and drivers through stakeholders' consultation for strategic decision-makers.

6. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE DEPARTMENT OF INTERNATIONAL RELATIONS AND COOPERATION

6.1 Information Officer

Director-General

Name:	Mr Z Dangor
Tel:	012 351 0204
Email:	paia@dirco.gov.za
Fax number:	012 329 2242
Website:	https://www.dirco.gov.za/legislation

6.2 Deputy Information Officer (DIO) (Responsible for the Administration of PAIA and POPIA)

Director: Records Management and Information Rights

Name:	Mr NM Tshirado
Tel:	012 351 0831
Email:	tshiradon@dirco.gov.za

NB: The list of other DIOs for respective branches is attached separately as Annexure A.

Description of functions

The DIOs, under the direction and guidance of the IO, ensure the implementation of the PAIA and POPIA by DIRCO and assist anyone who, in terms of the PAIA, 2000 and POPIA, 2013, wants to exercise his/her rights in terms of the aforementioned Acts.

6.3 Access to information and general contacts

Attention: Ms C Ngubelanga
Records Management and Information Rights SE4-01-068
Mr AMI Tolamo
Records Management and Information Rights CEN5A-01-128

Enquiry: Mr NM Tshirado (Director: Records Management and Information Rights)
Records Management and Information Rights SE4-01-066
Tel. nr. 012 351 0831 /012 351 1000

Email: paia@dirco.gov.za

6.4 National/Head Office

Postal address: Private Bag X152
Pretoria
0001

Physical address: 460 Soutpansberg Road
Rietondale
Pretoria

Telephone: 012 351 1000
Email: paia@dirco.gov.za & popia@dirco.gov.za
Website: https://www.dirco.gov.za/legislation-and-acts/

Note: All applications for access to information should be directed to the Information Officer.

Communication regarding PAIA and POPIA is restricted only to the PAIA and POPIA email addresses.

7. PROCEDURES FOR ACCESSING RECORDS HELD BY DIRCO

7.1 Section 18 of PAIA, 2000 prescribes the procedures to be followed in making a request for access to information held by the public body. Section 23(1) of POPIA, 2013, also provides the procedure to access personal information. The manner of access to personal information in terms of Section 23 of POPIA, 2013, should be in accordance with Section 18 of PAIA, 2000.

7.2 A requester or data subject must use the prescribed form, **Form 2 (Annexure E)**, when requesting access to a record or personal information.

7.3 A requester is any person making a request for access to a record of a public body, and in this regard, PAIA, 2000 distinguishes between two types of requesters for access to information, i.e., a personal requester (data subject) and other requester.

7.3.1 A data subject is a requester who, having provided adequate proof of identity, is seeking access to a record containing personal information about the data subject. Subject to the provisions of PAIA, 2000 and POPIA, 2013, DIRCO will provide the requested information or give access to any record concerning the data subject's personal information within a reasonable time frame (at a prescribed fee, if any) in a reasonable manner and format and in a form that is generally understandable. The prescribed fee for reproduction of the personal information requested will be charged by DIRCO.

7.3.2 A person falling in the category of other requester is entitled to request access to information pertaining to third parties. However, DIRCO is not obliged to grant access prior to the requester fulfilling the requirements for access to information in terms of PAIA, 2000 and POPIA, 2013.

7.4 Form 2 must be addressed and submitted to the IO by email, hand or post as per the details set out in Section 6 of this manual.

7.5 The requester must clearly indicate whether they are submitting the request in their personal capacity or on behalf of someone else. A request may not in any case be submitted for both personal capacity and on behalf of someone else.

7.6 The requester must provide sufficient information about the record(s) requested in order for the IO or DIO, if any, to identify the record(s). The prescribed form must be filled in with sufficient particularity to at least enable the IO to identify:

7.6.1 the identity of the requester
7.6.2 particulars of record requested
7.6.3 type of record
7.6.4 form of access
7.6.5 manner of access.

7.7 Some additional important points to remember when completing the request form:

7.7.1 each section of the form contains instructions that should be followed to improve the likelihood of the request being granted with minimal delay being experienced.

7.7.2 if records are requested on behalf of another person, please provide a copy of the mandate/power of attorney authorising you to act on behalf of another person (a power of attorney is a legal document that authorises an individual known as a principal, who could be an attorney or agent, to act on behalf of another person). The power of attorney must be

in writing and ratified by the main principal. If a family member or guardian is appointed as a representative, proof of marital status or guardianship is not considered sufficient as proof of consent.

7.7.3 The particulars of the right to be exercised or protected refer to the right to be exercised after obtaining access to information, such as the right of equal protection and benefit of the law.

7.7.4 a detailed description of the records being requested must be provided to enable the IO or DIO to identify them accurately.

7.8 The requester must indicate, as per Section 29(2) of PAIA,2000, the form of access that is required.

7.9 The requester must indicate whether the requested record(s) are preferred in any particular language.

7.10 The requester should indicate the manner in which he/she wish to be informed of the decision on the request and the necessary particulars to be informed accordingly.

7.11 The requester will receive the information in such a manner as indicated. Section 29(3) of PAIA, 2000 indicates that making available the information will depend on whether the request will not interfere unreasonably with the effective administration of DIRCO, be detrimental to the preservation of the record(s) or infringe any copyright not owned by the State.

7.12 An oral request for access to a record(s) may be made if the requester does not have a formal education or has a disability. The IO or DIO will assist the requester to complete the prescribed form on behalf of such requester and provide him/her with a copy of the completed form.

7.13 The requester will be notified of the prescribed fee payable, if any (see Annexure B for prescribed fees), the method of payment and the office to which he/she can make such payment or submit proof of payment before a request for information is processed further. Please note that the requester is exempt from paying an access fee to the DIRCO if:

7.13.1 the requester is a single person whose annual income, after permissible deductions, such as PAYE and UIF, is less than R14 712 a year

7.13.2 the requester is married and his/her joint income, after permissible deductions, such as PAYE and UIF, is less than R27 192 per year.

NB: Fee exemptions are only applicable according to the notice in the *Gazette* issued by the Minister under GN R991 in GG 28107 of 14 October 2005, in line with section 8 of the Act.

7.14 The request for information will, in terms of Section 25 of PAIA, 2000, be processed by the IO within 30 days after receipt of the request or as soon as reasonably possible, whereafter the IO will inform the requester of his/her decision, either to grant or reject the request for access to records. The decision must, if it is reasonably possible, be communicated in the manner requested by the requester.

7.15 Section 26 of PAIA, 2000 prescribes the instances where the period of 30 days referenced in Section 25 of the Act may be extended once for a further 30 days. The period of 30 days may be extended once for a further period of not more than 30 days, if:

7.15.1 the request is for a large number of records or requires a search through a large number of records in accordance with the original period, which would unreasonably interfere with the activities of DIRCO

7.15.2 the request requires a search for records in, or collection thereof from, an office of DIRCO not situated in the same town or city as the office of the IO and cannot reasonably be completed within the original period

7.15.3 consultation among divisions of DIRCO or with another public body is necessary or desirable to decide upon the request, and such decision-making process cannot reasonably be completed within the original period

7.15.4 more than one of the circumstances contemplated in paragraphs 7.14.1 to 7.14.3 exists in respect of the request, making compliance with the original period not reasonably possible

7.15.5 the requester consents in writing to such extension.

7.16 If the period has been extended, the IO must, as soon as possible and within 30 days of first receiving the request inform the requester of that extension.

7.17 If a request for access to a record has been refused, delayed or granted subject to unreasonable fees or is granted in an unacceptable form, the requester may lodge an internal appeal as per Section 74 of PAIA, 2000.

7.18 Section 74 of PAIA, 2000 allows for appeals against the decision of the IO of DIRCO and the appeal processes (which are not compulsory) are detailed in Section 8 of this manual.

7.19 According to Section 78 of PAIA, 2000, a requester or third party referred to in Section 74 may only apply to a court for appropriate relief in terms of Section 82 of the Act after having exhausted the internal appeal procedure against a decision of the IO.

7.20 Decision

7.20.1 The IO/DIO may refuse a request for access to information where the PAIA, 2000 allows her/him to do so.

7.20.2 The PAIA,2000 provides for certain grounds (in sections 7, 12 and Chapter 4 of the PAIA, 2000) upon which a request may be refused, and these grounds of refusal include the following:

a) records requested for criminal or civil proceedings after commencement of the proceedings.
b) disclosure of the record would constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement.
c) disclosure may endanger the life or physical safety of an individual.
d) disclosure of the records may cause prejudice to the defence, security and international relations of the country.
e) disclosure of the record is likely to materially jeopardise the economic interests and financial welfare of the country.
f) records of an opinion, advice, report or recommendation, consultation, discussion, including minutes of a meeting, to formulate a policy or take a decision.

7.20.3 The IO/DIO is required to inform the requester of her/his decision whether access is granted or not, within 30 calendar days. However, the period may be extended by another 30 days, and if the period is extended, the requester shall be informed.

8. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE DEPARTMENT OF INTERNATIONAL RELATIONS AND COOPERATION

8.1 If the requester is not satisfied with the decision of the IO/DIO, the requester has the right to:

8.1.1 lodge an internal appeal with the Minister of the Department of International Relations and Cooperation (DIRCO)

8.1.2 if the requester is not satisfied with the decision of the Minister, a complaint can be submitted to the Information Regulator or

8.1.3 apply to court for relief.

8.2 The process to follow in each stage of remedies listed above are:

a. Internal appeal

If the requester lodges an internal appeal, the prescribed internal appeal form (**Form 4**) must be completed within 60 days from the date the request was refused. The form is attached as **Annexure G** and is available upon request from the IO and on the department's website:

https://www.dirco.gov.za/wp-content/uploads/2023/06/PAIA-Form04-internal-appeal.pdf

b. Process for complaining to the Information Regulator

The complaint must be lodged with the IR by completing the prescribed complaint form (**Form 5**) within 180 calendar days of the Minister's decision, and the IR will help with guidance on lodging a complaint. A complaint form, **Form 5**, can be downloaded from the IR's website, https://inforegulator.org.za/complaints/.

c. Process for approaching the court with jurisdiction for appropriate relief

The requester may lodge a court application for further relief if not satisfied with the appeal decision of the Minister of DIRCO. The application must be lodged within 180 calendar days of the decision of the Minister or that of the IR. If no such application is filed, the decision of the Minister of DIRCO will be adhered to.

Every magistrates' court has jurisdiction to hear a PAIA, 2000 application and the Clerk of the Court will help and guide the applicant through the process of lodging an application to court.

9. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY THE DEPARTMENT OF INTERNATIONAL RELATIONS AND COOPERATION (DIRCO)

9.1 Records held by DIRCO are generated through each branch and its units. The branches and their units are listed under Section 5 of this manual.

9.2 Each branch of DIRCO generates substantive records, which relate specifically to the outputs of the branch and operational records during organisational operations.

9.3 The categories of records generated in branches are classified in the manner listed below:

9.3.1 according to the file plan for correspondence, files on strategic support, core functions and operational processes of DIRCO

9.3.2 the Records Control Schedule for other records, including publications and audio-visual records and the electronic information systems of DIRCO.

9.4 Certain records of DIRCO are acquired in the course of work of coordinating bilateral and multilateral relations, and in certain instances, records are received from support functions, as well as from public and private bodies in applying for services.

9.5 DIRCO reserves the right to transfer requests for records to relevant bodies where these bodies were the primary holders or generators of the information requested, or where DIRCO no longer has possession of such record.

9.6 DIRCO also reserves the right to create new categories of records where this is necessary. This manual will be updated to reflect changes in categories of records accordingly.

9.7 Description of the subjects on which DIRCO holds records and the categories of records held on each subject:

9.7.1 DIRCO holds the following records, which are available from the department, and may be requested by way of the PAIA, 2000 request process prescribed in Section 7 above.

9.7.2 Below is the list of records and information that may be formally requested in terms of PAIA, 2000:

Subjects on which the body holds records	**Categories of records held on each subject**
Operational policies, plans, procedures, or frameworks	- Policies and standard procedures for all administrative processes
Strategic documents (plans and reports)	- Organisational profile - Organogram - Annual reports - Strategic plans - Annual performance plans Strategic and performance plans
Committees of DIRCO	- Terms of reference - Agenda and minutes - Appointment letters - Roles and responsibilities
Research	- Research Strategy and Plan - Research papers
Corporate Governance	- Organisational and business plans - Memoranda of understanding - Occupational Health and Safety Plan - Evacuation procedures
Human Resources (HR)	- Establishment - Job descriptions - Service awards - Dress codes - Allowances - Bursaries - Verification of qualifications - HR plans - Advertised posts - Employees' records - Learning and development, e.g. skills development and training plans - Employment equity plan and statistics - Leave applications - Labour issues

	- Performance management - Wellness programmes - Occupational health and safety matters - Foreign Service conditions - Locally recruited personnel - Diplomatic and protocol training - Subpoena-based hearings, summons - Warrants to search and seize items, - Enforcement notices, information notices, - HR interventions, public hearings, plenary reports, and investigation reports
Finance	- Budgets - Cashflows - Payments - Expenditure vouchers - Journals - Financial accounting - Financial reporting - Statements, reports, and returns - Revenues - Donations and sponsorship - Debt management - Allocation of codes
Supply Chain and Asset Management	- Contracts - Tenders - Invoices - Assets inventories - Bid documents, contracts, purchase Orders, quotations, tenders, terms of reference and leases, list of applicants for tenders - List of tenders awarded - Licences - Asset warranties - Registration of assets - Verification of assets - Disposals of assets - Transport - Travels - Parking
Facilities	- Acquisition of land and building - Property management plans - Transfer of land and building - Leases - Third-party services - Contracts and agreements - Bookings of facilities - Maintenance

Records Management and Information Rights: PAIA, 2000 and POPIA, 2023	- Access to information - Sections 14 and 15 manuals - Registration of DIOs - Protection of personal information - File plan - Classification and declassification of records - Disposal of records - Retention schedule - Records control schedule - Knowledge management plan - Identification of best practice
ICT	- ICT strategy - Network maintenance - System development lifecycle - documents - Maintenance and installations - Electronic systems - Collaborations
State Law	- Treaties - Bilateral agreements and contracts - Multilateral agreements and contracts - Candidatures - Litigations - Host of gatherings
State Protocol	- State visits - State protocol lounges
Media	- Press releases, radio and tv - Interviews, statements, participation details - Official speeches and messages - Gifts and awards, website content and corporate identity - Info graphs
Publications	- Booklets, books, periodicals, and journals - Reports, newsletters, bulletins, and magazines - Pamphlets and e-publications
Training	- Registration forms - Curriculum - Presentations - Discussion documents - Attendance register - Assessments - Results - Certificates
Political	- Bilateral and multilateral relations documents

10. CATEGORIES OF RECORDS OF THE DEPARTMENT OF INTERNATIONAL RELATIONS AND COOPERATION WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

In terms of the Act, certain records can be accessed without a person having to request access.

The following subjects are available on the website of the Department of International Relations and Cooperation *(www.dirco.gov.za)*

Category	**Type**	Available on website	Available upon request
About us:	➢ Strategic overview ➢ Legislative and other mandates ➢ Leadership ➢ More about us	X	
International Relations:	➢ South African representatives abroad ➢ Foreign representation in South Africa ➢ Bilateral relations ➢ Multilateral relations	X	
Services:	➢ Consular services ➢ State Protocol ➢ Office of the Chief State Law Adviser	X	
Resource Centre:	➢ Legislation - Foreign Service Act 26 of 2019 - POPIA Act - Promotion of Access to Information Act 2 of 2000 - African Renaissance Act - Diplomatic Immunities and Privileges Act - Foreign State Immunities Act - Green Papers and White Papers - Guideline on the Implementation of the	X	

	Promotion of Administrative Justice Act, 2000 - PAIA Section 14 Manual - PAIA Section 15 Manual - PAIA Forms - Policies and Guidelines ➢ Publications - Ubuntu magazines - Ubuntu Newsflash - Ad-Hoc publications - Reports - Information on SA		
News and Events	➢ Events - Ubuntu Awards ➢ Media statements ➢ Speeches - President Cyril Ramaphosa - Deputy President Paul Mashatile - Minister Naledi Pandor - Deputy Minister Candith Mashego-Dlamini - Deputy Minister Alvin Botes - Director-General Zane Dangor ➢ Opinion pieces ➢ Gallery ➢ Ubuntu radio	X	
Tenders	➢ Bid proposals ➢ Addendum Terms of Reference ➢ Briefing sessions	X	
Jobs	➢ Employment opportunities ➢ Z83 Download ➢ Public Service vacancy circulars links	X	

Contact Us	➢ Postal and physical address ➢ Contact numbers ➢ After-hours helpline ➢ Webmaster	X	
Find SA Mission or Consulate	➢ Mission websites	X	

11. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE DEPARTMENT OF INTERNATIONAL RELATIONS AND COOPERATION AND HOW TO GAIN ACCESS TO THOSE SERVICES

Services	How to gain access to them
Consular Services • Travelling abroad • Deaths abroad • Arrested abroad	DIRCO Travel Smart Application www.dirco.gov.za/consular-services/ Services are available at the Head Office and missions
Notarial Services • Legalisation • End User certificates • Commissioner of Oaths	Services are available at the Head Office and missions
Promotion of access to information • Request for public records • Exercise personal information rights	Services are available at the Head Office and missions

12. PAYMENT OF FEES

12.1 Section 22 (1) of PAIA, 2000 requires all requesters to pay a prescribed request fee before processing the request. The prescribed fees are set out in **Annexure B**, attached hereto.

12.2 Any requester who seeks access to a record may be required to pay a fee, unless exempted, as referred to in paragraph 12.3 below.

12.3 The requester does not need to pay an access fee to a public body if:

12.3.1 he or she is a single person whose annual income, after permissible deductions, such as PAYE and UIF, is less than R14 712 a year

12.3.2 he or she is married and the joint income with his or her partner, after permissible deductions, such as PAYE and UIF, is less than R27 192 per year.

12.4 The following method of payment is accepted:

a) EFT payments: Banking details:

Bank name	:	First National Bank
Bank branch	:	Pretoria Corporate
Branch no	:	253145
Account type	:	Current Account
Account no	:	62027898470

12.5 Send your proof of payment to paia@dirco.gov.za

13. PROCESSING PERSONAL INFORMATION

13.1 Purpose of processing personal information

DIRCO processes personal information of data subjects under its care in the following ways:

13.1.1 Fulfilling or executing its statutory obligations under the Foreign Service Act, 2019 (Act 26 of 2019):

13.1.1.1 administer all foreign representations in the Republic.

13.1.1.2 lead the coordination and alignment of the Republic's international relations between all spheres of government.

13.1.1.3 render protocol services to designated foreign and national dignitaries as prescribed.

13.1.1.4 render consular services in line with the *Guidelines for the Provision of Consular Services*.

13.1.1.5 act as the custodian of international agreements to which the Republic is a party, as well as of the national reports submitted in accordance with international obligations, and render legal advice to the government on all matters related to international law.

13.1.1.6 conduct all diplomatic communications between the Republic and foreign states, international organisations, or entities.

13.1.1.7 perform any other functions required for the effective management and administration of the Foreign Service, namely: -

a) human resource management activities
b) receiving and investigating complaints
c) attendance registers for gatherings

d) vetting processes
e) training
f) exchange training programmes in terms of bilateral relations
g) locally recruited personnel in embassies
h) recruitment processes
i) supply chain processes
j) visitors to our premises
k) keeping accounts and records
l) transport applications
m) assets administration
n) contract management
o) counselling of staff and their families
p) accreditation
q) participation in departmental programmes
r) visiting the DIRCO website and social media pages.

13.2 Description of the categories of data subjects and of the information or categories of information relating thereto

DIRCO may process records relating to suppliers, shareholders, contractors, service providers, partners, staff, service recipients, Diplomatic Corps, trainees, committee members, clients and followers on social media pages and website:

Categories of data subjects	**Personal information that may be processed**
Natural persons	Names, surname, and contact details Identity numbers Residential and postal addresses
Employees and committee members Employees from partner departments	Names, surname, and contact details Identity numbers Residential and postal addresses Marital status Educational background Financial information Employment history Details of relatives Biometric information of the person
Prospective employees	Names, surname, and contact details Identity numbers Residential and postal addresses Educational background Employment history Biometric information of the person.
Contractors and service providers	Names, surname, and contact details Identity numbers Company details Financial information Performance history

Diplomatic Corps	Names, surname, and contact details Identity numbers Credentials Accompanying family members Educational background Diplomatic passport details Physical and postal addresses Diplomatic vehicle registrations
Special Envoy	Names, surname, and contact details Identity numbers Residential and postal address Educational background Employment history Biometric information of the person.
Intermediary/Adviser/ Consultants	Names, surname, and contact details Identity numbers Residential and postal addresses Educational background Employment history Biometric information of the person Financial information Views and opinions
Complainants: Responsible parties, Juristic persons/Public entities	Names of contact persons Name of Legal Entity Physical and postal addresses Contact details (contact number, fax number, email address) Views and opinions
Trainees	Names, surname, and contact details Identity numbers Company details Residential and postal addresses Educational background Employment history Personal profile Assignments and portfolios of evidence Assessments
Protocol Lounge booking	Names, surname, and contact details Identity numbers Company details Flight details

13.3 The recipients or categories of recipients to whom the personal information may be supplied

13.3.1 DIRCO may supply the personal information of the data subject to the service providers and partners who render the following services:

a) international training academies and international bodies
b) capturing and organising of personal information
c) storing of personal information
d) sending of emails and other correspondence to the public

e) conducting due diligence checks
f) conducting criminal checks
g) conducting qualification verifications
h) forensic investigation and any other investigation relating to the activities of DIRCO
i) auditing
j) administration of the provident, pension funds and medical aids
k) ICT infrastructure/service provider.

13.4 DIRCO may also supply the personal information of data subjects to:

a) any person against whom a complaint has been lodged
b) any regulatory authority or tribunal, in respect of any matter or part thereof, that falls under their jurisdiction
c) law enforcement agencies, such as the National Prosecuting Authority or South African Police Service, for criminal investigation
d) courts.

13.5 Planned transborder flows of personal information

13.5.1 DIRCO has not planned transborder flows of personal information. However, should it become necessary to transfer personal information to another country for any lawful purposes, DIRCO will ensure that anyone to whom it passes personal information is subject to a law, binding corporate rules or binding agreement, which provides an adequate level of protection and the third party agrees to treat that personal information with the same level of protection as DIRCO is obliged to under POPIA, 2000.

13.5.2 Any transfer of personal information across a border shall be with the data subject's consent, however, should it not be reasonably practicable to obtain the data subject's consent, DIRCO will transfer the personal information if:
a) it will be for the data subject's benefit
b) the data subject would have given consent should it have been reasonably practicable to obtain such consent.

13.5.3 The department transfers personal information from Head Office to missions and vice versa, which is regarded as internal transfer within the department divisions located in different countries.

13.5.4 DIRCO, in conducting international and bilateral relations, shares personal information for logistical arrangements, representation, accreditation, and exchange training programmes with other countries. In this instance, the data subject is always an initiator of the process.

13.6 General description of information security measures to be implemented by the responsible party to ensure the confidentiality, integrity, and availability of the information

13.6.1 DIRCO continuously establishes and maintains appropriate, reasonable technical and organisational measures to prevent:
a) loss of, damage to or unauthorised destruction of personal information
b) unlawful access to or processing of personal information.

13.6.2 DIRCO has taken reasonable measures, as contained in paragraphs 13.6.3 and 13.6.4 below, to:
a) identify all reasonably foreseeable internal and external risks to personal information in its possession or under its control
b) establish and maintain appropriate safeguards against the risks identified

c) regularly verify that the safeguards are effectively implemented
develop the PAIA Manual, as amended, in August 2023 to ensure that the safeguards are continually updated in response to new
risks or deficiencies in previously implemented safeguards.

13.6.3 Measures taken by DIRCO ICT include, among others:

1. access control
2. data encryption
3. defensive measures
4. robust monitoring, auditing and reporting capabilities
5. data backups
6. anti-virus and anti-malware solutions
7. awareness and vigilance
8. agreements are concluded with operators and service providers to implement security controls and safeguards data sovereignty.

13.6.4 Other organisational measures to prevent loss of damage to or unauthorised access/destruction of personal information are:

a) appointment of a security vetted records manager and records officials
b) lockable records storage rooms and walking safes
c) records Management and Information Rights policy and procedures to guide access and controls
d) personal records only restricted to assigned officials.

14. AVAILABILITY OF THE MANUAL

14.1 This manual will be made available:
a) in three official languages
b) on https://www.dirco.gov.za/wp-content/uploads/2023/06/Manual-on-Section-14-for-PAIA-dirco.pdf

15. RECORDS THAT CANNOT BE FOUND OR DO NOT EXIST

15.1 Requesters have the right to receive a response in the form of an affidavit or affirmation where records cannot reasonably be located, but to which a requester would have had access had the record been available.
15.2 Requesters also have the right to receive a response in the form of an affidavit or affirmation where requested records do not exist.

16. DISPOSAL OF RECORDS

16.1 DIRCO reserves the right to lawfully dispose of certain records in terms of authorities obtained from the National Archives and Records Service.
16.2 Requesters will be advised whether a particular record has been disposed of where this is relevant to the records requested.
16.3 In accordance with section 24(1) of POPIA,2000, DIRCO may, upon receipt of the request from a data subject:
a) correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or obtained unlawfully

b) destroy or delete a record of personal information about the data subject that DIRCO is no longer authorised to retain in terms of Section 14 of POPIA, 2000.

17. UPDATING OF THE MANUAL

DIRCO will, if necessary, update and publish this manual biannually.

international relations
& cooperation
Department:
International Relations and Cooperation
REPUBLIC OF SOUTH AFRICA

ANNEXURE A

Private Bag x152, PRETORIA, 0001 • Tel: (+27) 12 351-1000 • www.dirco.gov.za
OR Tambo Building, 460 Soutpansberg Road, Rietondale, 0084

CONTACT DETAILS FOR IO AND DIOs

PART INFORMATION OFFICER (DIRCO)	
Full Name of Information Officer	Mr Zane Dangor
Designation	Director-General
Postal Adress	Private Bag X152 Pretoria 0001
Physical Address	OR Tambo Building 460 Soutpansberg Road Rietondale Pretoria 0084
Cell	PA to Information Officer, Ms J Bowman 060 981 1344
Landline Number	(012) 351 0204
Fax Number	(012) 329 2242
Direct Email	bowmanj@dirco.gov.za
General Email Address	paia@dirco.gov.za & popia@dirco.gov.za ***(NB: All communication regarding PAIA and POPIA is restricted to these email addresses and not to Part B)***

PART B INFORMATION OFFICER (DIRCO)	
Full Name of Information Officer	Mr Zane Dangor
Designation	Director-General
Postal Adress	Private Bag X152 Pretoria 0001
Physical Address	OR Tambo Building 460 Soutpansberg Road Rietondale Pretoria 0084
Cell	PA to Information Officer, Ms J Bowman 060 981 1344
Landline Number	(012) 351 0204
Fax Number	(012) 329 2242
Direct Email	bowmanj@dirco.gov.za
General Email Address	paia@dirco.gov.za & popia@dirco.gov.za (***NB: All communication regarding PAIA and POPIA is restricted to these email addresses and not to Part B***)

PART B DEPUTY INFORMATION OFFICERS (DIRCO)			
Personal details of designated or delegated Deputy Information Officer(s)	**Name**	**Name**	**Name**
	Mr Nkhumbudzeni Tshirado Director: Records Management & Information Rights, PAIA	Mr Gabriel Seakamela Chief of Staff Office of the Minister	Ms Laoura Lazouras Head of Office of the Director-General
	Direct Line	**Direct Line**	**Direct Line**
	(012) 351 0831	(012) 351 0778	(012) 351 1256
	Cellphone Number	**Cellphone Number**	**Cellphone Number**
	(072) 580 4043	N/A	(082) 453 3314
	Email Address	**Email Address**	**Email Address**
	tshiradon@dirco.gov.za	seakamelag@dirco.gov.za	lazorousl@dirco.gov.za
	Mr Tumuga Clayson Monyela Act. DDG Branch Corporate Management	Ms Hlengiwe Bhengu CFO Branch Financial and Assets Management	Mr Tumuga Clayson Monyela Act. DDG Branch State Protocol and Consular Services
	Direct Line	**Direct Line**	**Direct Line**
	(012) 351 0893	(012) 351 1332	(012) 351 0893
	Cellphone Number	**Cellphone Number**	**Cellphone Number**
	(082) 884 5974	(082) 387 2400	(082) 884 5974
	Email Address	**Email Address**	**Email Address**
	monyelatc@dirco.gov.za	bhenguh@dirco.gov.za	monyelatc@dirco.gov.za

	Ms Mmathari Mashao Act. DDG Chief Operations Office	Mr Tumuga Clayson Monyela DDG Branch Public Diplomacy	Ambassador Tebogo Joseph Seokolo DDG Branch Africa
	Direct Line	**Direct Line**	**Direct Line**
	(012) 351 0592	(012) 351 0893	012 351 1831
	Cellphone Number	**Cellphone Number**	**Cellphone Number**
		(082) 884 5974	(063) 012 5061
	Email Address	**Email Address**	**Email Address**
	mashaom@dirco.gov.za	monyelatc@dirco.gov.za	seokolot@dirco.gov.za
	Ambassador Xolisa Mabhongo DDG Branch Global Governance and Continental Agenda	Ambassador David Malcomson Act. DDG Branch Asia and Middle East	Ms Phumzile Mazibuko Act.DDG Branch Americas and Europe
	Direct Line	**Direct Line**	**Direct Line**
	(012) 351 1584	012 351 1371	(012) 351 0365
	Cellphone Number	**Cellphone Number**	**Cellphone Number**
		0726275805	
	Email Address	**Email Address**	**Email Address**
	mabhongoxz@dirco.gov.za	lallien@dirco.gov.za	Mazibukop@dirco.gov.za
	Direct Line		
	Cellphone Number		
	Email Address		

PART B
DEPUTY INFORMATION OFFICER

Personal details of designated or delegated Deputy Information Officer(s)	**Name**	**Name**	**Name**
	Direct Landline	**Direct Landline**	**Direct Landline**
	Cellphone Number	**Cellphone Number**	**Cellphone Number**
	Email Address	**Email Address**	**Email Address**
Postal Address			
Physical Address			
Fax Number			
General Email			

PART C
BODY / RESPONSIBLE PARTY

Type of Body	Public Body	X	Private Body		
Full Name of the Body (Registered Name)	DEPARTMENT OF INTERNATIONAL RELATIONS COOPERATION				
Trading Name	GOVERNMENT				
Registration No, if any	N/A				

Postal Address	Private Bag X152 Pretoria 0001
Physical Address	OR Tambo Building 460 Soutpansberg Road Rietondale Pretoria
Landline Number	(012) 351 1000
Fax Number	(012) 329 1000
Email Address	paia@dirco.gov.za
Website	www.dirco.gov.za

PART D
DECLARATION

I declare that the information contained herein is true, correct and accurate.

SIGNED and **DATED** at Pretoria on this the 24 day of October 2026

INFORMATION OFFICER

PART E

THE FOLLOWING INFORMATION IS REQUIRED FOR STATISTICAL PURPOSES

Please choose a sector(s) that apply to your Body

GOVERNMENT			PUBLIC ENTITIES			PRIVATE BODY			PROFESSION		
Item	**Classification of Government**	**X**	**Item**	**Classification of a Public Entity**	**X**	**Item**	**Name of Industry Sector**	**X**	**Item**	**Type of profession**	**X**
1.	National Government	X	1.	Constitutional Entities		1	Education		1	Legal	
2.	Provincial Government		2.	Schedule 2 Public Entity		2	Financial		2	Built Environment	
3.	Local Government		3.	Schedule 3A Public Entity		3	Health Facilities		3	Financial	
LEGISLATURE			4.	Schedule 3B Public Entity		4	Telecommunications		4	Medical and Allied Health Services	
National Assembly			5.	Schedule 3C Public Entity		5	Pharmaceutical		**OTHERS, Specify**		
National Council of Provinces			**OTHERS, specify**			6	Media and Social Media		5.		
Gauteng Provincial Legislature						7	Retail/Direct Marketing				
Western Cape Provincial Legislature						8	Tourism				

GOVERNMENT		PUBLIC ENTITIES	PRIVATE BODY			PROFESSION
Northern Cape Provincial Legislature			9	Transportation, Storage and Logistics		
Limpopo Provincial Legislature			10	Manufacturing/Production		
Northwest Provincial Legislature			11	Banks		
Free State Provincial Legislature			12	International Organizations		
Mpumalanga Provincial Legislature			13	Real Estate		
Eastern Cape Provincial Legislature			**OTHERS, specify**			
KwaZulu-Natal Provincial Legislature						

ANNEXURE B

PRESCRIBED FEES

1. The request fee by every requester	R100.00
2. Reproduction Fees (section 15 (3))	
(a) For every photocopy of an A4-size page or part thereof	R1.50 per page or part thereof
(b) For every printed copy of an A4-size page or part thereof	R1.50 per page or part thereof
(c) For a copy in a computer-readable form on: (i) Flash drive (to be provided by requester (ii) Compact disc • If provided by requester • If provided to the requester	 R40.00 R40.00 R60.00
(d) For a transcription of visual images, for an A4-size page or part thereof	Service to be outsourced. Will depend on quotation from Service Provider.
(e) For a copy of visual images	
(f) For a transcription of an audio record, for an A4-size page or part thereof	R24.00
(g) For a copy of an audio record: (i) Flash drive (to be provided by requester (ii) Compact disc • If provided by requester • If provided to the requester	 R40.00 R40.00 R60.00
3. Search and Preparation fees To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	R100.00 R300.00
• **Deposit required** If search exceeds six (6) hours	One Third of amount per request calculated in terms of items 2 to 8.
• **Postal Fee** Postage, e-mail, or any other electronic transfer	Actual expense, if any.
4. Appeal Fee No appeal fee is payable.	

ANNEXURE C

GOVERNMENT NOTICE
GOEWERMENTSKENNISGEWING

DEPARTMENT OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT
DEPARTEMENT VAN JUSTISIE EN STAATKUNDIGE ONTWIKKELING

No. R. 991

14 October *2005*

PROMOTION OF ACCESS TO INFORMATION ACT, 2000
EXEMPTIONS AND DETERMINATIONS FOR PURPOSES OF SECTION 22(8)

I, Brigitte Sylvia Mabandla, Minister for Justice and Constitutional Development, acting under section 22(8) of the Promotion of Access to Information Act, 2000 (Act No. 2 *of* 2000) hereby –

(a) exempt the following persons from paying the access fee contemplated in section 22(6) of the Act:

(i) A single person whose annual income, after permissible deductions referred to in the Schedule to this notice are made, does not exceed R **14 712, 00** per annum; and

(ii) married persons or a person and his or her life partner whose annual income, after permissible deductions referred to in the Schedule to this notice are made, does not exceed **R27 192,00** per annum, and

(b) determine that –

(i) where the cost of collecting any fee contemplated in section 22 of the Act, exceeds the amount charged, such fee does not apply;

(ii) the access fee contemplated in section 22(6) of the Act does not apply to the personal record of a requester; and

(iii) the request fee contemplated in section 22(1) of the Act and the access fee contemplated in section **22(6)** of the Act do not apply to a record requested by a maintenance officer or maintenance investigator for purposes of a maintenance investigation or inquiry in terms of the provisions of the Maintenance Act, 1998 (Act No. 99 of 1998) or the regulations made under section **44** of that Act.

SCHEDULE

1. For purposes of paragraph (a)(i) and (ii) of the notice the following deductions are permissible:

(a) Employees' tax in terms of paragraph 2 of Part II of the Fourth Schedule of the Income Tax Act, 1962 (Act No. 58 of 1962);

(b) contributions in terms of section 5 of the Unemployment Insurance Contributions Act, 2002 (Act No. 4 of 2002);

(c) compulsory contributions to a Group Insurance Fund in terms of a court order or in terms of a contract between an employer and his or her employee;

(d) contributions to any medical scheme registered under the provisions of the Medical Schemes Act, 1998 (Act No. 131 of 1998), and allowed to be deducted in terms of section 18(1)(a) of the Income Tax Act, 1962 (Act No. 58 of 1962);

(e) contributions to pension funds in terms of section 13A of the Pension Funds Act, 1956 (Act No. **24** of 1956);

(f) rent or mortgage installments to the maximum of R12000,00 per annum;

(g) maintenance paid in terms of a court order; and

(h) school fees, except school fees paid to a private school.

B.S. MABANDLA, MP

Minister for Justice and Constitutional Development

ANNEXURE D

(SOUTH AFRICA)
Ensuring protection of your personal information and effective access to information

Address: JD House, 27 Stiemens Street
Braamfontein, Johannesburg, 2001
P.O. Box 31533
Braamfontein, Johannesburg, 2017
Tel: 010 023 5200
Email:PAIACompliance@infoRegulator.org.za

REQUEST FOR A COPY OF THE GUIDE

FORM 1

[Regulation 2]

I,

Full names:					
In my capacity as (mark with "x"):	Information officer		Other		
Name of *public/private body *(if applicable)*					
Postal Address:					
Street Address:					
E-mail Address:					
Facsimile:					
Contact numbers:	Tel.(B):		Cellular:		

hereby request the following copy(ies) of the Guide:

Language *(mark with "X")*	No of copies	Language*(mark with "X")*	No of copies
☐ Sepedi		☐ Sesotho	
☐ Setswana		☐ siSwati	
☐ Tshivenda		☐ Xitsonga	
☐ Afrikaans		☐ English	
☐ isiNdebele		☐ isiXhosa	
☐ isiZulu			

Manner of collection *(mark with "x")*:

Personal collection	Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

_____
Signature of requester

Tlakula (Chairperson), Adv. [illegible] Member), Adv. JC [illegible]
ka Mtuze (Part-time Member), [illegible] (Part-time

ANNEXURE E

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. *Proof of identity must be attached by the requester.*
2. *If requests made on behalf of another person, proof of such authorisation, must be attached to this form.*

TO: The Information Officer

_____

_____

_____

_____

(Address)

E-mail address: _____

Fax number: _____

Mark with an "X"

☐ Request is made in my own name ☐ Request is made on behalf of another person.

PERSONAL INFORMATION				
Full Names				
Identity Number				
Capacity in which request is made *(when made on behalf of another person)*				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile:	
	Cellular:			
Full names of person on whose behalf request is made *(if applicable)*:				
Identity Number				
Postal Address				

Street Address				
E-mail Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			

PARTICULARS OF RECORD REQUESTED

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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)

Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	

TYPE OF RECORD

(Mark the applicable box with an "X")

Record is in written or printed form	
Record comprises virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

FORM OF ACCESS *(Mark the applicable box with an "X")*	
Printed copy of record *(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)*	
Written or printed transcription of virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*	
Transcription of soundtrack *(written or printed document)*	
Copy of record on flash drive *(including virtual images and soundtracks)*	
Copy of record on compact disc drive*(including virtual images and soundtracks)*	
Copy of record saved on cloud storage server	

MANNER OF ACCESS *(Mark the applicable box with an "X")*	
Personal inspection of record at registered address of public/private body *(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)*	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format *(including transcriptions)*	
E-mail of information *(including soundtracks if possible)*	
Cloud share/file transfer	
Preferred language *(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)*	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED *If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.*	
Indicate which right is to be exercised or protected	

Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
a) *A request fee must be paid before the request will be considered.* b) *You will be notified of the amount of the access fee to be paid.* 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 for exemption*	
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication *(Please specify)*

Signed at _____ this _____ day of _____ 20 _____

_____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

_____

Signature of Information Officer

ANNEXURE F

FORM 3
OUTCOME OF REQUEST AND OF FEES PAYABLE
[Regulation 8]

Note:

1. *If your request is granted the—*
   (a) *amount of the deposit, (if any), is payable before your request is processed; and*
   (b) *requested record/portion of the record will only be released once proof of full payment is received.*
2. *Please use the reference number hereunder in all future correspondence.*

TO: _____

_____

_____

_____

Reference number: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body *(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)* is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	

OR

2. You requested:

Printed copies of the information *(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)*	
Written or printed transcription of virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*	
Transcription of soundtrack *(written or printed document)*	
Copy of information on flash drive *(including virtual images and soundtracks)*	
Copy of information on compact disc drive*(including virtual images and soundtracks)*	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format *(including transcriptions)*	
E-mail of information *(including soundtracks if possible)*	
Cloud share/file transfer	
Preferred language: *(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)*	

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons: _____

4. **Fees payable with regards to your request:**

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on: (i) Flash drive • To be provided by requestor (ii) Compact disc • If provided by requestor • If provided to the requestor	R40.00 R40.00 R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record (i) Flash drive • To be provided by requestor (ii) Compact disc • If provided by requestor • If provided to the requestor	R40.00 R40.00 R60. 00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

5. **Deposit payable (if search exceeds six hours):**

☐ Yes ☐ No

Hours of search		Amount of deposit *(calculated on one third of total amount per request)*	

The amount must be paid into the following Bank account:

Name of Bank: _____
Name of account holder: _____
Type of account: _____
Account number: _____
Branch Code: _____
Reference Nr: _____
Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

_____

Information officer

ANNEXURE G

INTERNAL APPEAL FORM

FORM 4

[Regulation 9]

Reference Number: .....

PARTICULARS OF PUBLIC BODY				
Name of Public Body				
Name and Surname of Information Officer:				
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				
Is the internal appeal lodged on behalf of another person?	Yes ☐		No ☐	
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: *(Proof of the capacity in which appeal is lodged, if applicable, must be attached.)*				
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED ***(If lodged by a third party)***				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				

DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED *(mark the appropriate box with an "X")*	
Refusal of request for access	
Decision regarding fees prescribed in terms of section 22 of the Act	
Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act	
Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester	
Decision to grant request for access	

GROUNDS FOR APPEAL *(If the provided space is inadequate, please continue on a separate page and attach it to this form. all the additional pages must be signed)*	
State the grounds on which the internal appeal is based:	
State any other information that may be relevant in considering the appeal:	

You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

Postal address	Facsimile	Electronic communication *(Please specify)*

Signed at _____ this _____ day of _____ 20 _____

_____

Signature of Appellant/Third party

FOR OFFICIAL USE

OFFICIAL RECORD OF INTERNAL APPEAL

Appeal received by: *(state rank, name and surname of Information Officer)*				
Date received:				
Appeal accompanied by the reasons for the information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer:			Yes	☐
			No	☐
OUTCOME OF APPEAL				
Refusal of request for access. Confirmed?	Yes	☐	New decision *(if not confirmed)*	
	No	☐		
Fees (Sec 22). Confirmed?	Yes	☐	New decision *(if not confirmed)*	
	No	☐		
Extension (Sec 26(1)). Confirmed?	Yes	☐	New decision *(if not confirmed)*	
	No	☐		
Access (Sec 29(3)). Confirmed?	Yes	☐	New decision *(if not confirmed)*	
	No	☐		
Request for access granted. Confirmed?	Yes	☐	New decision *(if not confirmed)*	
	No	☐		

Signed at _____ this _____ day of _____ 20 _____

_____

Relevant Authority