



# PAIA MANUAL

**PREPARED IN TERMS OF SECTION 14 OF THE PROMOTION OF  
ACCESS TO INFORMATION ACT, ACT 2 OF 2000**

**(as amended)**

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## 1. LIST OF ACRONYMS AND ABBREVIATIONS

- |     |                    |   |
|-----|--------------------|---|
| 1.1 | <b>“CEO”</b>       | Chief Executive Officer   |
| 1.2 | <b>“DIO”</b>       | Deputy Information Officer  |
| 1.3 | <b>“IO“</b>        | Information Officer   |
| 1.4 | <b>“Minister”</b>  | Minister of Justice and Correctional Services                     |
| 1.5 | <b>“ODM”</b>       | Overberg District Municipality                                    |
| 1.6 | <b>“PAIA”</b>      | Promotion of Access to Information Act No. 2 of 2000 (as Amended) |
| 1.7 | <b>“PFMA”</b>      | Public Finance Management Act No.1 of 1999 (as Amended)           |
| 1.8 | <b>“POPIA”</b>     | Protection of Personal Information Act No.4 of 2013               |
| 1.9 | <b>“Regulator”</b> | Information Regulator   |

## 2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to -

- 2.1 check the nature of the records which may already be available at the Overberg District Municipality, without the need for submitting a formal PAIA request;
- 2.2 have an understanding of how to make a request for access to a record of the Overberg District Municipality;
- 2.3 access all the relevant contact details of the persons who will assist the public with the records they intend to access;
- 2.4 know all the remedies available from the Overberg District Municipality regarding request for access to the records, before approaching the Regulator or the Courts;
- 2.5 the description of the services available to members of the public from the Overberg District Municipality and how to gain access to those services;
- 2.6 a description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.7 if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know if the Overberg District Municipality 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; and
- 2.9 know whether the Overberg District Municipality has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

### 3. ESTABLISHMENT OF THE OVERBERG DISTRICT MUNICIPALITY

The Overberg District Municipality was instituted on 5 December 2000 in accordance with a Section 12 Notice; Provincial Notice Number PN 492 dated 22 September 2000.

The Overberg District Municipality is classified as a ‘Category C’ municipality, with the following ‘Category B’ municipalities in its area of jurisdiction: Cape Agulhas, Overstrand, Theewaterskloof & Swellendam.

The Municipality’s head office is situated in Bredasdorp, with 4 sub-district offices located in each of the major towns in the region.

#### 3.1. Objectives/Mandate

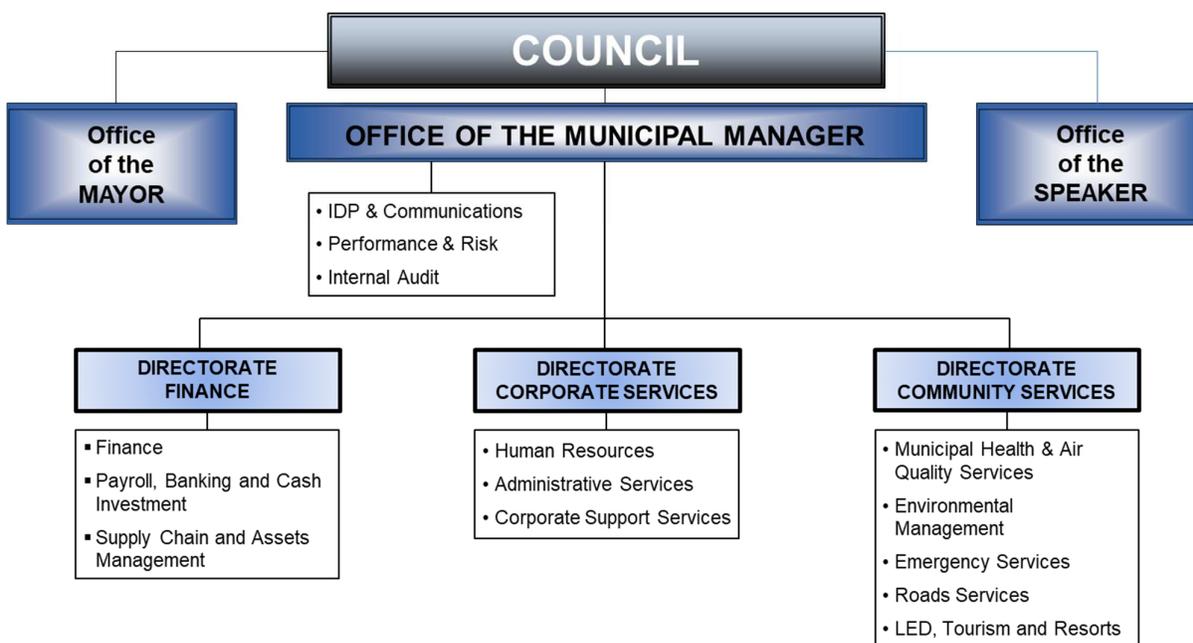
The role of a district municipality is clearly defined in the Municipal Structures Act, 1998 (Act 117 of 1998), which states that a district municipality must seek to achieve the integrated, sustainable and equitable social and economic development of its area as a whole.

Within its scope of assigned functions and powers, the ODM provides various services, including, but not limited to:

- integrated development planning for the district as a whole,
- roads services,
- municipal health services,
- waste management services,
- firefighting and disaster management services,
- promotion of local tourism, etc.

### 4. STRUCTURE OF THE OVERBERG DISTRICT MUNICIPALITY

#### 4.1. STRUCTURE



## 4.2 FUNCTIONS

### OFFICE OF THE MUNICIPAL MANAGER

The Office of the Municipal Manager provides strategic leadership and direction to the Overberg District Municipality. As the Accounting Officer, the Municipal Manager is responsible for ensuring that the Municipality operates efficiently, complies with all legislative requirements, and delivers services in line with the principles of good governance and sustainable development.

This Directorate is the central hub for institutional coordination, planning, and accountability. It oversees Integrated Development Planning (IDP), Communications, Performance and Risk Management, and Internal Audit - functions that strengthen governance, transparency, and service excellence. Through effective oversight and sound administration, the Office of the Municipal Manager ensures that the Municipality remains responsive, ethical, and developmentally focused.

#### INTEGRATED DEVELOPMENT PLANNING & COMMUNICATIONS

The Integrated Development Planning (IDP) and Communications Department ensures coordinated planning, strategic alignment, and effective public participation across the Overberg District. The Department also manages the Municipality's communication, media relations, and stakeholder engagement to strengthen transparency and build community trust.

##### Responsibilities:

- Development, review, and monitoring of the Integrated Development Plan (IDP)
- Coordination of district-wide strategic planning and alignment with local municipalities
- Facilitation of public participation and stakeholder engagement processes
- Management of internal and external communication platforms
- Media liaison, corporate branding, and public information dissemination

#### PERFORMANCE MANAGEMENT

The Performance and Risk Department promotes good governance and accountability by monitoring institutional performance and managing organisational risks. It ensures that strategic objectives are achieved through performance tracking and proactive risk mitigation.

##### Responsibilities:

- Development and implementation of the Performance Management System (PMS)
- Monitoring and reporting on institutional and departmental performance
- Coordination of risk management frameworks and risk registers
- Development of risk mitigation strategies and internal control systems
- Support to management and Council on governance and compliance matters

#### INTERNAL AUDITING

The Internal Audit Department provides independent, objective assurance and advisory services to improve the Municipality's operations. It evaluates the effectiveness of internal controls, governance processes, and risk management systems, ensuring compliance and accountability throughout the organisation.

##### Responsibilities:

- Conducting internal audits in accordance with approved annual audit plans
- Evaluating financial and operational processes for efficiency and compliance
- Recommending improvements to internal controls and governance practices
- Supporting the Audit and Performance Audit Committee
- Promoting accountability and ethical conduct within the Municipality

**DIRECTORATE: FINANCE**

The Finance Directorate is responsible for managing the Municipality's financial resources in a transparent, accountable, and sustainable manner. It ensures compliance with the Municipal Finance Management Act (MFMA) and supports sound financial governance that underpins effective service delivery.

This Directorate oversees financial planning, revenue management, supply chain and asset control, payroll, and investment management. By maintaining financial discipline, monitoring expenditure, and implementing effective budgeting systems, the Directorate helps ensure that the Municipality remains financially viable and capable of meeting its developmental and operational objectives.

**FINANCE**

The Finance Department oversees the overall financial administration of the Municipality, ensuring that all resources are managed in a transparent, accountable, and sustainable manner. It provides financial planning, reporting, and control support to all departments.

Responsibilities:

- Preparation and management of the annual budget and financial statements
- Financial reporting in compliance with legislation and accounting standards
- Monitoring of expenditure and revenue performance
- Implementation of financial controls and policies
- Providing financial advice and support to departments and management

**PAYROLL, BANKING AND CASH INVESTMENTS**

This department manages the Municipality's payroll systems, banking operations, and investment activities. It ensures accurate salary administration, effective cash flow management, and prudent investment of municipal funds.

Responsibilities:

- Payroll processing and employee remuneration management
- Administration of deductions, benefits, and statutory payments
- Cash flow monitoring and management of municipal bank accounts
- Investment of surplus funds in line with approved policies
- Financial reconciliations and reporting of cash and banking activities

**SUPPLY CHAIN AND ASSETS MANAGEMENT**

The Supply Chain and Assets Management Department ensures that goods, services, and assets are procured, managed, and utilised in a transparent and cost-effective manner. It upholds the principles of fairness, equity, and value for money in all supply chain processes.

Supply Chain Management refers to the process of overseeing the acquisition, storage, distribution, and management of goods and services needed for municipal operations, from initial procurement to delivery and usage, while Assets encompass all the physical items owned by the municipality, like buildings, vehicles, infrastructure, and equipment, which are part of the supply chain as they need to be maintained, repaired, and sometimes replaced through procurement processes.

Responsibilities:

- Procurement of goods and services in accordance with legislative requirements
- Supplier database management and tender administration
- Asset registration, maintenance, and disposal
- Inventory control and logistics coordination
- Ensuring compliance with Supply Chain Management (SCM) policies and regulations

## DIRECTORATE: CORPORATE SERVICES

The Corporate Services Directorate provides the institutional backbone of the Overberg District Municipality. It focuses on internal governance, administrative efficiency, and organisational development to ensure that all departments operate effectively in delivering services to communities.

This Directorate manages human resource development, labour relations, administrative and governance support, and corporate coordination. It ensures compliance with legislative requirements, promotes a professional workplace culture, and drives internal systems that uphold transparency, accountability, and service excellence. Through its work, Corporate Services enables the smooth and efficient functioning of the Municipality as a whole.

### HUMAN RESOURCES

The Human Resources Department promotes a professional, fair, and productive working environment across the Overberg District Municipality. It ensures that the Municipality attracts, develops, and retains a skilled workforce capable of meeting the service delivery needs of the district.

The Department also coordinates the Expanded Public Works Programme (EPWP), which creates short-term employment and training opportunities for local residents. Through this programme, the Municipality contributes to poverty alleviation, skills development, and community upliftment, while supporting the implementation of municipal projects across the district.

#### Responsibilities:

- Recruitment, selection and placement of personnel
- Employee relations and labour matters
- Training, skills development and performance management
- Employee wellness and occupational health and safety
- Coordination and implementation of the Expanded Public Works Programme (EPWP)
- Policy development and compliance with labour legislation

### ADMINISTRATIVE SERVICES

The Administrative Services section ensures effective internal governance, organisational efficiency, and council support functions. It provides administrative and logistical support to Council, its Committees, and management structures to ensure transparent and accountable decision-making.

#### Responsibilities:

- Council and committee administration, including agendas and minutes
- Records management and archiving
- Document control and registry services
- General office administration and support services
- Ensuring compliance with corporate governance standards

### CORPORATE SUPPORT SERVICES

The Corporate Services Division provides strategic and operational support across all departments to ensure coordinated service delivery. It focuses on corporate governance, institutional development, and internal communication to strengthen the Municipality's administrative capacity.

#### Responsibilities:

- Corporate policy development and implementation
- Legal and compliance oversight
- Internal communications and organisational coordination
- Facilitation of corporate planning and performance monitoring
- Support to management and governance structures

**DIRECTORATE: COMMUNITY SERVICES**

The Community Services Directorate delivers essential district-wide services that directly impact the safety, health, and well-being of communities across the Overberg. It is responsible for protecting the environment, promoting sustainable development, maintaining critical infrastructure, and ensuring preparedness for emergencies and disasters.

The Directorate plays a central role in improving the quality of life of residents through its focus on environmental health, disaster management, roads maintenance, tourism promotion, and economic development. By coordinating services such as Municipal Health and Air Quality, Environmental Management, Emergency and Fire Services, Roads, and Local Economic Development, the Directorate ensures integrated and responsive service delivery throughout the district.

Through collaboration with local municipalities, government departments, and community stakeholders, the Directorate contributes to building a safe, healthy, and resilient Overberg where communities can thrive.

**MUNICIPAL HEALTH & AIR QUALITY SERVICES**

This service ensures the protection and promotion of public health through environmental health programmes and the monitoring of air quality across the district. It aims to prevent disease and create safe, healthy living environments for all communities.

Responsibilities:

- Health surveillance of premises and food control
- Waste management monitoring and vector control
- Water quality monitoring
- Environmental pollution control and air quality management
- Health education and community awareness programmes

**ENVIRONMENTAL MANAGEMENT**

The Environmental Management section promotes sustainable use of the district's natural resources and supports biodiversity conservation. It ensures that development within the Overberg aligns with environmental legislation and best practice.

Responsibilities:

- Environmental planning and impact assessment coordination
- Biodiversity and ecosystem management
- Climate change adaptation and mitigation initiatives
- Environmental awareness and education programmes
- Support for sustainable land-use and coastal management

**EMERGENCY SERVICES**

Emergency Services provides fire and rescue operations, disaster management, and emergency preparedness across the Overberg District. The service works in close collaboration with local municipalities and provincial partners to safeguard lives, property, and the environment.

Responsibilities:

- Firefighting and rescue operations
- Disaster risk reduction and contingency planning
- Training of volunteer and municipal fire personnel
- Public awareness and community safety education
- Coordination of emergency response and recovery efforts
- Provision of community intervention and development services

## ROADS SERVICES

The Roads Services section is responsible for the construction, upgrading, and maintenance of district roads and related infrastructure. The service ensures safe, accessible, and well-maintained road networks that support economic development and connectivity.

### Responsibilities:

- Maintenance of district and provincial roads
- Construction and upgrading of road infrastructure
- Road signage, drainage, and gravel road management
- Stormwater and road safety maintenance
- Coordination with Provincial Roads Infrastructure Management

## LOCAL ECONOMIC DEVELOPMENT, TOURISM AND RESORTS

The LED, Tourism and Resorts section drives economic development and tourism promotion across the Overberg District. It focuses on supporting local enterprises, growing tourism markets, and managing municipal resort facilities to enhance community and visitor experiences.

### Responsibilities:

- Implementation of the District LED Strategy
- Support for SMMEs, cooperatives, and local entrepreneurs
- Promotion of tourism development and marketing initiatives
- Management and maintenance of municipal resorts
- Partnerships to strengthen economic and tourism development across the district

*\*Functions as stipulated in Section 84 of the Municipal Structures Act, Act 117 of 1998*

## 5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE OVERBERG DISTRICT MUNICIPALITY

### 5.1. Information Officer

**Name:** Richard Bosman, Municipal Manager

**Tel:** 028 425 1157

**Email:** rbosman@odm.org.za

### 5.2. Deputy Information Officer/s

**Name:** Shaun Stanley, Chief Financial Officer

**Tel:** 028 425 1157

**Email:** sstanley@odm.org.za

**Name:** Vanessa Zeeman, Director Corporate Services

**Tel:** 028 425 1157

**Email:** vanessa@odm.org.za

**Name:** Eben Phillips, Director Community Services

**Tel:** 028 425 1157

**Email:** ephillips@odm.org.za

### 5.3 Access to Information: General Contacts

**Email:** [info@odm.org.za](mailto:info@odm.org.za)

### 5.4 National / Head Office

**Postal Address:** Private Bag X22, Bredasdorp, 7280

**Physical Address:** 26 Long Street, Bredasdorp, 7280

**Telephone:** 028 425 1157

**Email:** info@odm.org.za  
**Website:** www.odm.org.za

## 6. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE OVERBERG DISTRICT MUNICIPALITY

The remedies for the municipality's action or inaction under PAIA include lodging an internal appeal and, if that fails, applying to a court for relief or lodging a complaint with the Information Regulator. An internal appeal is an option when a request is refused, fees are unacceptable, or a decision period is extended. If still dissatisfied, a court application or a complaint to the Information Regulator is the next step.

### Internal remedies

- Internal appeal: You can lodge an internal appeal with the municipality against a decision made by the information officer or deputy. This is done by lodging a complaint in a prescribed form.
- Reasons for appeal: This is available if the municipality has refused a request, charged unacceptable fees, extended the time to make a decision, or not provided access in the requested format.
- Third-party appeal: A third party can also appeal a decision to disclose their information.

### External remedies

- Information Regulator complaint: You can submit a complaint to the Information Regulator if you are unhappy with the internal appeal decision or a refusal of access.
  - Process: This involves submitting a complaint in the prescribed manner and form for relief, which can be done within 180 days of being notified of the decision.
- Court application: If you are still aggrieved after the internal appeal, you can apply to a court for appropriate relief within 180 days of the decision.

### Important considerations

- Deemed refusal: If the municipality does not respond within the prescribed time, this is considered a refusal, and you can pursue the remedies outlined above.
- Procedural steps: It is generally required to go through the internal appeal process before approaching the Information Regulator or a court.

## 7. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

7.1. The Regulator has, in terms of section 10(1) of PAIA, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

7.2. The Guide is available in each of the official languages.

7.3. The aforesaid Guide contains the description of-

7.3.1. the objects of PAIA and POPIA;

7.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

7.3.2.1. the Information Officer of every public body, and

- 7.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;
- 7.3.3. the manner and form of a request for-
  - 7.3.3.1. access to a record of a public body contemplated in section 11<sup>3</sup>; and
  - 7.3.3.2. access to a record of a private body contemplated in section 50<sup>4</sup>;
- 7.3.4. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- 7.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 7.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
  - 7.3.6.1. an internal appeal;
  - 7.3.6.2. a complaint to the Regulator; and
  - 7.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 7.3.7. the provisions of sections 14<sup>5</sup> and 51<sup>6</sup> requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 7.3.8. the provisions of sections 15<sup>7</sup> and 52<sup>8</sup> providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 7.3.9. the notices issued in terms of sections 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and
- 7.3.10. the regulations made in terms of section 92<sup>11</sup>.

<sup>1</sup> Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

<sup>2</sup> Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

<sup>3</sup> Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

<sup>4</sup> Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

<sup>5</sup> Section 14(1) of PAIA- *The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.*

<sup>6</sup> Section 51(1) of PAIA- *The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.*

<sup>7</sup> Section 15(1) of PAIA- *The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access*

<sup>8</sup> Section 52(1) of PAIA- *The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access*

<sup>9</sup> Section 22(1) of PAIA- *The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.*

<sup>10</sup> Section 54(1) of PAIA- *The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.*

<sup>11</sup> Section 92(1) of PAIA provides that –*“The Minister may, by notice in the Gazette, make regulations regarding-*

- a) *any matter which is required or permitted by this Act to be prescribed;*
- b) *any matter relating to the fees contemplated in sections 22 and 54;*
- c) *any notice required by this Act;*
- d) *uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and*
- e) *any administrative or procedural matter necessary to give effect to the provisions of this Act.”*

7.4. Members of the public can inspect or make copies of the Guide from the offices of the public or private bodies, including the office of the Regulator, during normal working hours.

7.5. The Guide can also be obtained-

7.5.1. upon request to the Information Officer or head of the private body, using Form 1 available at <https://info regulator.org.za/paia-forms/>;

7.5.2. upon request, to the Information Regulator, by sending Form 1 (a request for a copy of the Guide) to- [PAIACompliance@infoRegulator.org.za](mailto:PAIACompliance@infoRegulator.org.za); and

7.5.3. from the website of the Regulator (<https://info regulator.org.za/paia-guidelines/>).

**8. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY THE OVERBERG DISTRICT MUNICIPALITY**

Subjects on which the body holds records	Categories of records held on each subject
Legislation	<ul style="list-style-type: none"> <li>▪ Routine Enquiries</li> <li>▪ Parliamentary Legislation and Regulations</li> <li>▪ Provincial Ordinance and Regulations</li> <li>▪ Council and Standard Regulations</li> <li>▪ Council Regulations</li> <li>▪ State Newspaper</li> </ul>
Establishment and abolishing of divisions	<ul style="list-style-type: none"> <li>▪ Foundation</li> <li>▪ Delimitation of Boundaries</li> <li>▪ Abolition of Areas</li> <li>▪ Local Government Transformation Processes</li> <li>▪ Establishing PIMSS Centre</li> </ul>
Voter’s roll, elections, councillors and commissioners	<ul style="list-style-type: none"> <li>▪ Voters lists</li> <li>▪ Election of councillors</li> <li>▪ Councillors and commissioners</li> <li>▪ General elections</li> <li>▪ Registration of voters</li> </ul>
Own council and council issues	<ul style="list-style-type: none"> <li>▪ Routine Enquiries</li> <li>▪ Elections</li> <li>▪ Meetings</li> <li>▪ Councillors</li> <li>▪ Delegations</li> <li>▪ Performance management</li> </ul>
Organisation and control management	<ul style="list-style-type: none"> <li>▪ Routine Enquiries</li> <li>▪ Office Instructions</li> <li>▪ Record management</li> <li>▪ Transfer of files to B ‘Municipalities</li> <li>▪ Anti-corruption initiative</li> </ul>
Finance	<ul style="list-style-type: none"> <li>▪ Budget</li> <li>▪ Estimates and between estimates</li> <li>▪ Tax</li> <li>▪ Loans: Details of external loans, advances</li> <li>▪ Determination of tariffs</li> <li>▪ Subsidies</li> <li>▪ Claims and prescribed payments</li> <li>▪ Funds</li> <li>▪ Investment funds</li> </ul>

Subjects on which the body holds records	Categories of records held on each subject
	<ul style="list-style-type: none"> <li>▪ Settlement of accounts</li> <li>▪ Tax allowances</li> <li>▪ Collections of fees, credit control</li> <li>▪ Insurance</li> <li>▪ Audit reports</li> <li>▪ Financial assistance from council</li> <li>▪ Bank accounts</li> <li>▪ Bad dept</li> <li>▪ Returns, reports, statistics</li> <li>▪ Levies</li> <li>▪ Fuel levies</li> <li>▪ SARS South African Revenue Service</li> <li>▪ Training local government</li> <li>▪ Equitable share: Details of government allocations</li> <li>▪ Transformation donation of local government</li> <li>▪ Free basic water</li> <li>▪ Conditional grant to local government</li> <li>▪ South African Revenue Protection Association</li> <li>▪ Karwyderskraal waste management</li> <li>▪ Municipal infrastructure grant programme and budget</li> <li>▪ Distribution of income</li> <li>▪ Municipal Systems Improvement Grant</li> <li>▪ Financial Management Grant</li> <li>▪ Information Technology</li> <li>▪ Economic Development Unit</li> <li>▪ Project Consolidate</li> <li>▪ Cash Management</li> <li>▪ GRAP Generally recognised accounting practice</li> <li>▪ EPWP Extended public works programmes</li> <li>▪ SDBIP Service delivery budget implementation plan</li> <li>▪ Risk Management</li> <li>▪ IYM In year monitoring</li> <li>▪ MFIP Municipal finance implementation plan</li> </ul>
Household goods and services	<ul style="list-style-type: none"> <li>▪ Household goods, supply chain management</li> <li>▪ Household services</li> <li>▪ Sites and buildings</li> <li>▪ Transport</li> <li>▪ Equipment: divisions (roads, emergency services, fire department, nature conservation)</li> </ul>
Tenders, contracts and agreements	<ul style="list-style-type: none"> <li>▪ Tender and contracts</li> <li>▪ Agreements</li> <li>▪ Tender committees</li> </ul>

Subjects on which the body holds records	Categories of records held on each subject
Personnel	<ul style="list-style-type: none"> <li>▪ Personnel structure, task</li> <li>▪ Personnel meetings</li> <li>▪ Determination of service conditions</li> <li>▪ Labour relations, negotiations with unions, injuries on duty, disciplinary action</li> <li>▪ Vacancies and appointments</li> <li>▪ Allowances</li> <li>▪ Staff management, Health &amp; Safety</li> <li>▪ Housing, loans, subsidies</li> <li>▪ Pension/retirement funds</li> <li>▪ Medical aid funds</li> <li>▪ Group assurance, provident funds</li> <li>▪ Staff training</li> <li>▪ Deferred compensation</li> <li>▪ Transfer of staff</li> <li>▪ Performance management</li> </ul>
Reports, returns and statistics	<ul style="list-style-type: none"> <li>▪ Reports: Mayoral, other organs of state</li> <li>▪ Returns to other organs of state</li> <li>▪ Internal reports, returns and statistics</li> </ul>
Advertising, information, emblem and campaigns	<ul style="list-style-type: none"> <li>▪ Council, brochures, newsletters, press and media releases</li> <li>▪ Private persons and institutions</li> <li>▪ Tourism</li> </ul>
Festivals and socialising	<ul style="list-style-type: none"> <li>▪ Enquiries</li> <li>▪ Festivals</li> <li>▪ Social functions</li> </ul>
Representation of meetings of councils, institutions, associations and other bodies	<ul style="list-style-type: none"> <li>▪ Routine enquiries</li> <li>▪ Engagements</li> <li>▪ Agendas, minutes, reports of councils, institutions, associations and committees, congresses, forums, workshops</li> </ul>
Legal matters	<ul style="list-style-type: none"> <li>▪ Routine enquiries</li> <li>▪ Legal opinions</li> <li>▪ Court judgements</li> <li>▪ Legal action instituted by and against the municipality</li> </ul>
Licences, certificates and permits	<ul style="list-style-type: none"> <li>▪ Applications for vendor licences</li> <li>▪ Applications for certificates</li> <li>▪ Application of permits</li> </ul>
Environmental development, planning and control	<ul style="list-style-type: none"> <li>▪ Environmental Planning</li> <li>▪ Land use, planning and control</li> <li>▪ Subdivision and rezoning of land</li> <li>▪ Building control</li> <li>▪ Priority allocations</li> <li>▪ Land reform</li> <li>▪ Integrated Development Plan (IDP)</li> <li>▪ Land affairs</li> <li>▪ (CMIP) M.I.G Projects</li> <li>▪ Mining Environmental Management Plans</li> <li>▪ Comprehensive infrastructure plan (CIP)</li> </ul>

Subjects on which the body holds records	Categories of records held on each subject
Roads services	<ul style="list-style-type: none"> <li>▪ Proclamation and de-proclamation of main-, divisional- and minor roads</li> <li>▪ Refuse disposal and sanitation</li> <li>▪ Electricity, applications, provisions</li> <li>▪ Water supplies and reticulation</li> <li>▪ Cemeteries, manage and maintenance</li> <li>▪ Maintenance of roads</li> <li>▪ Sanitation, manage and maintenance</li> <li>▪ Climate change</li> <li>▪ Integrated transport plan</li> </ul>
Community services	<ul style="list-style-type: none"> <li>▪ Public places: out spans and hostels</li> <li>▪ Protection services: fire, risks</li> <li>▪ Health: municipal health</li> <li>▪ Resorts</li> <li>▪ Environmental management: spatial development framework, integrated coastal management, coastal zone,</li> <li>▪ Problem animal control</li> <li>▪ Traffic control</li> <li>▪ Museums and monuments</li> <li>▪ Housing schemes rent</li> <li>▪ Housing schemes saes</li> <li>▪ Agricultural towns</li> <li>▪ Land reform</li> <li>▪ Eviction of people on farms</li> <li>▪ Youth affairs</li> <li>▪ Human rights</li> <li>▪ Economic development</li> <li>▪ Shared services</li> </ul>
Local Authorities	<ul style="list-style-type: none"> <li>▪ Local authorities</li> </ul>

**9. THE LATEST NOTICE REGARDING CATEGORIES OF RECORDS OF THE OVERBERG DISTRICT MUNICIPALITY WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**

The information officer has compiled a notice regarding categories of records of the body which are available without a person having to request access by completing Form 2.

This notice can be accessed on the Overberg District Municipality's website as well as at the head office of the municipality during normal office hours.

**10. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE OVERBERG DISTRICT MUNICIPALITY AND HOW TO GAIN ACCESS TO THOSE SERVICES**

The Overberg District Municipality provides regional services including fire and disaster management, municipal health services, environmental management (coastal/waste), infrastructure planning, and local economic development as per the functions as stipulated in Section 84 of the Municipal Structures Act, Act 117 of 1998. Access to these services is available through the main office in Bredasdorp.

Further to these services, the Municipality also implements community-focused programmes and initiatives aimed at social development, including youth development programmes, public awareness campaigns, and other community empowerment initiatives.

### **10.1. Youth Development**

The Overberg District Municipality implements youth development initiatives aimed at equipping young people with skills, knowledge, and opportunities to actively participate in social and economic development within the district. These programmes focus on capacity building, leadership development, employability, and civic responsibility.

Examples of initiatives include youth leadership workshops, career guidance sessions, entrepreneurship support programmes, holiday enrichment activities, skills development training in partnership with relevant stakeholders, and youth participation in municipal planning and community projects.

### **10.2. Community Empowerment Programmes**

Community Empowerment Programmes are designed to strengthen local communities through skills development, education, and participatory engagement. These programmes aim to promote self-reliance, improve access to information, and encourage active citizenship.

Initiatives may include capacity-building workshops for community organisations, training sessions on governance and compliance for non-profit organisations, small business support initiatives, community safety engagements, and collaborative projects with local stakeholders to address identified community needs.

### **10.3. Expanded Public Works Programme (EPWP)**

The Expanded Public Works Programme (EPWP) is a national government initiative implemented at municipal level to provide temporary employment opportunities and skills development to unemployed residents, particularly targeting youth, women, and persons with disabilities.

Through EPWP, the Municipality creates short-term work opportunities linked to infrastructure maintenance, environmental projects, administrative support, and community-based services. Participants gain practical work experience and accredited or non-accredited training aimed at improving their future employability.

### **10.4. Awareness Programmes**

The Municipality conducts awareness campaigns to educate and inform communities on matters relating to public health, disaster risk reduction, environmental protection, safety, and social wellbeing.

These campaigns may include community outreach events, school-based education initiatives, public information sessions, distribution of educational materials, and collaborative campaigns with provincial and national departments. Topics may cover fire safety, water conservation, waste management, communicable disease prevention, environmental conservation, and other matters of public interest.

### **How to Gain Access to Services**

Members of the public may access these programmes through official municipal communication platforms, including the municipal website and social media pages, or by contacting the relevant department directly via the main municipal office.

Information regarding programme dates, venues, application processes, and participation requirements is published in advance to ensure accessibility and transparency.

## **11. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY OVERBERG DISTRICT MUNICIPALITY**

Public participation for the Overberg District Municipality is coordinated through transparent processes such as advertisements and public notices, which are shared through various communication channels to ensure effective distribution to the public.

Members of the public are allowed to attend Council meetings and provide comments, inputs and feedback on legislative documents, plans and projects.

## 12. PROCESSING OF PERSONAL INFORMATION

### 12.1 Purpose Of Processing

The POPIA requires that data must be processed for a specified purpose. The Overberg District Municipality will Process Personal Information only in ways that are for, or compatible with, the purposes for which the data was collected or that are subsequently authorised by the relevant Data Subject.

The Municipality will retain Personal Information only for as long as is necessary to accomplish ODM’s legitimate business purposes or for as long as may be permitted or required by applicable law.

The Municipality shall collect personal information in line with its mandate and inter alia.

- For the purpose of onboarding its members and service providers;
- For purposes of implementing contractual agreements;
- For the execution of payment processing functions;
- For employment-related purposes such as recruiting staff, administering payroll, background checks, etc;
- For internal audit purposes (i.e., ensuring that the appropriate internal controls are in place in order;
- to mitigate the relevant risks, as well as to carry out any investigations where this is required);
- For complying with tax laws;
- For external audit purposes (for these purposes, ODM engages external service providers and, in so doing, shares Personal Information of the Data Subjects with Third Parties);
- For keeping accounts of records;
- For such other purposes to which the Data Subject may consent from time to time; and
- For such other purposes as authorised in terms of applicable law.

### 12.2 Description of the categories of data subjects and of the information or categories of information relating thereto

The Overberg District Municipality collects Personal Information directly from the Data Subject and/or from employees, members, third parties, service providers, and where ODM obtains Personal Information from Third Parties, the Municipality will ensure that it obtains the consent of the Data Subject to do so or will only Process the Personal Information without the Data Subject’s consent where Council is permitted to do so in terms of the applicable laws. This list of categories is non-exhaustive.

Examples of Third Parties from whom Personal Information is collected includes any third party who the Municipality conducts its business with; regulatory bodies; verification agencies; other companies providing services to Council and where ODM makes use of publicly available sources of information.

The Personal Information relating thereto is as follows.

Categories of Data Subjects	Personal Information that may be Processed
Natural Persons	Names and surname; contact details (contact number(s), fax number, email address); Residential, postal or business address; Unique Identifier/Identity Number and confidential correspondence.
Juristic Persons	Names of contact persons; Name of legal entity; physical and postal address; contact details (contact number(s), fax number, email address); registration number; financial, commercial, scientific or technical information and trade secrets.

Categories of Data Subjects	Personal Information that may be Processed
Employees	Gender, pregnancy; marital status; Race age, language, educational information (qualifications); financial information; employment history; ID number; physical and postal address; contact details (contact number(s), fax number, email address); criminal behaviour; well-being and their relatives (family members) race, medical, gender, sex, nationality, ethnic or social origin, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, biometric information of the person.
Rate Payers Associations and Traditional leaders, Interest Groups	Names, Jurisdiction, Organisational Status
Names, Jurisdiction, Organisational Status	Names of contact persons; Name of legal entity; physical and postal address; contact details (contact number(s), fax number, email address); registration number; financial, commercial, scientific
Vendors, suppliers & prospective vendors	Names of contact persons; Name of legal entity; physical and postal address; contact details (contact number(s), fax number, email address); registration number; financial, commercial, scientific
Names of contact persons; Name of legal entity; physical and postal address; contact details (contact number(s), fax number, email address); registration number; financial, commercial, scientific	Lot numbers, Area, Names, ID number, Sale Information, Bond Information

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

Category of personal information	Recipients or Categories of Recipients
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Affiliations to Bodies/Political Parties	Mayoral Committee / Municipal Council/ Traditional Leaders
Credit and payment history, for credit information	Credit Bureaus
Names, company names, contact details, tax certificate, vat number, bank details, name of directors, gender, BBBEE certificate for commercial use.	External suppliers/ Service Providers/Clients
Identity number and names, contact details, employee number, banking details, tax numbers, dependants' details, next of kin, disability status, salary grades, race, gender, marital status, BBBEE certificate, employee benefits and termination.	Finance, Financial Institutions, Personal Financial Advisors of Employees, Family Members, Dept of Labour, Financial Services Groups, Medical Scheme and BBBEE Verification Agency.

Category of personal information	Recipients or Categories of Recipients
Identity number and names, signature, property information, and contact details for management litigations and contracts/SLAs.	Legal services, Attorneys, Managing Agencies, Debt Collection Agents
Identity number and names, contact details.	Public Safety Information Forum and Disaster Management.
Names, position/rank, signature for management of the risk register, to review policies and quality management.	Auditor General, Provincial Treasury and relevant Stakeholders.

**12.4 General Description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information**

- 12.4.1** It is a requirement of POPIA to adequately protect the personal information held by the responsible party to avoid unauthorised access and use of personal information. All personal information processed by Overberg District Municipality is managed in terms of Overberg District Municipality’s Privacy and ICT Security Policies. Security controls and processes shall be reviewed regularly to ensure that personal information is secure
- 12.4.2** The following procedures are in place to protect personal information:-
- 12.4.2.1 Overberg District Municipality Information Officer is responsible for compliance with the conditions of the lawful processing of personal information and other provisions of POPIA;
  - 12.4.2.2 Overberg District Municipality’s processes shall be updated to ensure that consent is received from data subjects for the collection, processing, distribution and storage of their information as required POPIA;
  - 12.4.2.3 data subjects shall be advised of their rights during the information collection stage;
  - 12.4.2.4 access to information and systems containing personal information shall be limited only to authorised users in line with their roles and responsibilities;
  - 12.4.2.5 physical and electronic records are stored in systems or storage areas with appropriate access controls.;
  - 12.4.2.6 Transmission of electronic records of 3 personally identifiable pieces of information shared externally, outside of the Municipality, specifically for ID numbers, and/or bank details will be encrypted by data loss prevention policies.;
  - 12.4.2.7 Transmission of 3 personally identifiable pieces of information shared externally, outside of the Municipality, specifically for ID numbers and/or bank details will be flagged by the data loss prevention policy and available for view by the Records Manager;
  - 12.4.2.8 Management of transgressions of data and investigations into these electronically flagged instances will be done by the Records Manager and appropriate action taken where a compromise of POPIA regulations has been confirmed, in line with the Human resources disciplinary procedures;
  - 12.4.2.9 Requests for access to information and requests for information received from outside Overberg District Municipality shall be managed in line with this manual;
  - 12.4.2.10 When using third parties to process personal information, the said third parties shall be required to sign a service level agreement guaranteeing their commitment to the Protection of Personal Information; and
  - 12.4.2.11 Training and awareness on Overberg District Municipality Privacy Policy and POPIA to ensure compliance will be done on an ongoing basis by the Registry unit of the Corporate Services department.

**13. OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION [POPIA SECTION 11(3)(A)]**

- 13.1 A data subject who wishes to object to the processing of personal information must submit the objection to the responsible party on Form 1.
- 13.2 The responsible party, or a designated person, must render such reasonable assistance as is necessary, free of charge, to enable the data subject to make an objection on Form 1.

**14. CORRECTION/DELETION OF PERSONAL INFORMATION [POPIA SECTION 24(1)]**

- 14.1. A data subject who wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the responsible party on Form 2.
- 14.2. The responsible party, or a designated person, must render the necessary assistance to enable a data subject to complete Form 2 free of charge.

**15. AVAILABILITY OF THE MANUAL**

- 15.1. This Manual is made available in the following three official languages-

- 15.1.1. English;
- 15.1.2. Afrikaans; and
- 15.1.3. isiXhosa

- 15.2. A copy of this Manual or the updated version thereof, is also available as follows-

- 15.2.1. On [www.odm.org.za](http://www.odm.org.za);
- 15.2.2. at the head office of the Overberg District Municipality for public inspection during normal business hours;
- 15.2.3. to any person upon request and upon the payment of a reasonable prescribed fee; and
- 15.2.4. to the Information Regulator upon request.

- 15.3. A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

**16. UPDATING OF THE MANUAL**

The Overberg District Municipality will, if necessary, update and publish this Manual annually.

**Issued by**

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**Mr Richard Bosman**  
**MUNICIPAL MANAGER**