

**WHEN THE SUN RISES
WE WORK HARD TO DELIVER**

PAIA MANUAL

**Prepared in terms of section 14 of the Promotion of Access to
Information Act 2 of 2000 (as amended)**



office of the premier
MPUMALANGA PROVINCE
REPUBLIC OF SOUTH AFRICA



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1. LIST OF ACRONYMS AND ABBREVIATIONS

NB: please insert relevant acronyms and abbreviations

- | | | |
|-----|-------------|---|
| 1.1 | “DIO” | Deputy Information Officer; |
| 1.2 | “IO” | Information Officer; |
| 1.3 | “OTP” | Office of the Premier |
| 1.4 | “PAIA” | Promotion of Access to Information Act No. 2 of 2000 (as Amended; |
| 1.5 | “PFMA” | Public Finance Management Act No.1 of 1999 as Amended; |
| 1.6 | “POPIA” | Protection of Personal Information Act No.4 of 2013; |
| 1.7 | “MPG” | Mpumalanga Provincial Government |
| 1.8 | “Regulator” | 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 Office of the Premier, 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 Office of the Premier;
- 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 Office of the Premier 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 Office of the Premier, 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 Office of the Premier 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 Office of the Premier has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. ESTABLISHMENT OF THE OFFICE OF THE PREMIER

NB: Please indicate the section and the legislation under which the public body is established.

The OTP consists of a Provincial Head Office situated in the capital Mbombela.

The OTP is made up of the Premier who is the political head of the Office and the Director-General who is the Accounting Officer for the Office of the Premier, whilst the remainder of the establishment in the OTP consists of the various ranks as prescribed in the Public Service Act.

3.1. Objectives/Mandate

NB: Specify objectives and/or mandate of the organisation as may be contained in the founding legislation(s)

In terms of section 125 of the Constitution of the Republic of South Africa, 1996 (“the Constitution”) the Premier of the Province exercises executive authority, together with other members of the Executive Council. In the relation to the role and mandate of the Office of the Premier, following Constitutional powers of the Premier and the Cabinet are most relevant:

- Improved ethical culture
- Effective control
- Good performance
- Improved trust

Vision

A strategic centre of excellence

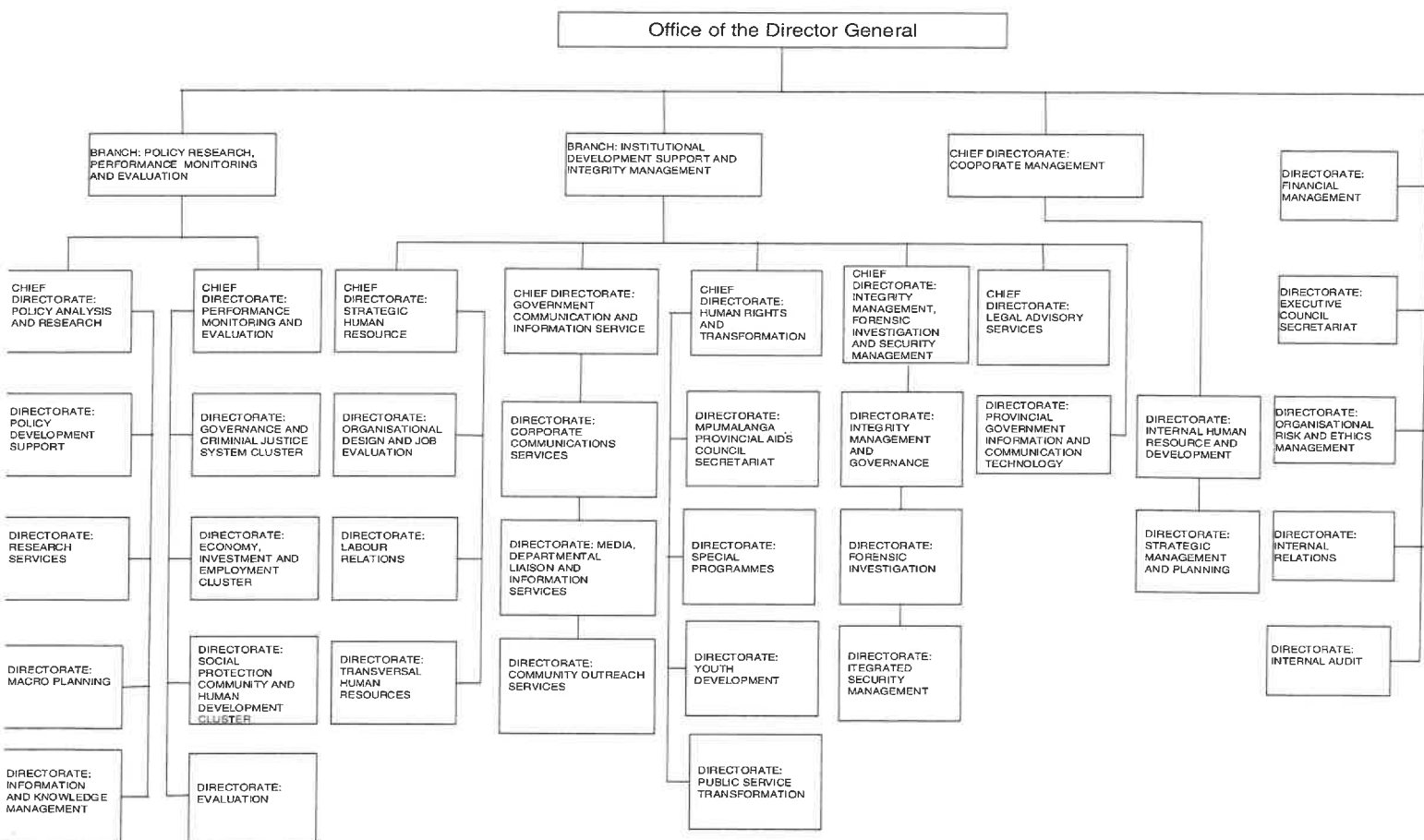
Mission

We exist to:

- Provide strategic leadership
- Provide support for institutional development
- Coordinate government programmes through integrated research and development, information, planning, monitoring and evaluation
- Provide professional advice, through evidence based decision making support

4. STRUCTURE OF THE OFFICE OF THE PREMIER AND FUNCTIONS

4.1. Structure



4.2 Functions

The Office of the Premier is responsible for political and administrative leadership within the Province as well as the co-ordination of Provincial powers, functions and responsibilities as contemplated in the Constitution. In this regard the Office of the Premier's functions can be described as follows:

- To support the Premier in discharging the Executive Authority of the Province;
- To render support services to the Premier;
- To provide executive support services to the Premier and the Executive Council;
- To provide support services to the Director-General in his capacity as the Accounting Officer of the OTP, including, *inter alia*, administrative services, human resource management services, legal advisory services and labour relations services;
- To drive the Macro Policy and Planning Services for the Province;
- To ensure operational efficiency, corporate compliance and communication;
- To monitor the implementation of policy guidelines in relation to target groups;
- To conduct internal audits and special investigations;
- To manage the financial matters of the OTP; and
- To manage and co-ordinate protective security in general within the Province.

4.2.1

The Office of the Premier is divided into several programmes as indicated below. They are (inclusive of the nature of services provided):

PROGRAMME 1: ADMINISTRATION

- Premier Support;
- Director-General support;
- Planning and Programme management;
- Internal Audit;
- Forensic and Integrity Management;
- Security Management;
- Executive Council Secretariat;
- International Relations;
- Organisational Risk Ethics Management and
- Financial Management.

PROGRAMME 2: INSTITUTIONAL DEVELOPMENT SUPPORT AND INTEGRITY MANAGEMENT

- Strategic Human Resources;
- Internal Human Resources Management and Development;
- Organizational Design and Job Evaluation;
- Labour Relations;
- Transversal Human Resource Services;
- Public Service Transformation;
- Legal Advisory Services;

- Government Communication and Information Services;
- Corporate Communication Services;
- Community Outreach Services;
- Media, Departmental Information Services;
- Office of the Provincial Government Information Technology Officer; and
- Protocol Services.

PROGRAMME 3: POLICY RESEARCH, PERFORMANCE MONITORING AND EVALUATION

- Policy Analysis and Research;
- Special Programmes;
- International Relations;
- Macro Planning;
- Monitoring and Evaluation; and
- Research Services;
- Cluster Management;
- Cluster Coordination;
- Mpumalanga Provincial AIDS Council Secretariat; and
- Integrity Management, Forensic Investigations and Security Management;

5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE OFFICE OF THE PREMIER

5.1. Information Officer

Name: Mr Tsietsie Pieter Nyoni
 Tel: 013 766 2119
 Email: nyonitp@mpg.gov.za
 Fax number: N/A

5.2. Deputy Information Officer *(NB: if more than one Deputy Information Officer is designated, please provide the details of every Deputy Information Officer of the body designated in terms of section 17 (1) of PAIA)*

Name: Mrs Ignatia Nonhle Mashinini-Nkosi
 Tel: 013 766 2318
 Email: INMashinini-Nkosi@mpg.gov.za
 Fax Number: N/A

Name: Mr Peter January Jiyane
 Tel: 013 766 2389
 Email: PJiyane@mpg.gov.za
 Fax Number: N/A

Name: Adv Lomeus Saayman
Tel: 013 766 2008
Email: Lomeus@mpg.gov.za
Fax Number: N/A

5.3 Access to information general contacts

Email: *dg@mpg.gov.za*

5.4 Head Office

Postal Address: Private Bag X11291

Physical Address: Makhonjwa Building, No. 7 Government Boulevard

Telephone: 013 766 2119

Email: dg@mpg.gov.za

Website: <https://www.mpumalanga.gov.za/otp1>

6. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE OFFICE OF THE PREMIER

Refusal of Request

The main grounds for the Office of the Premier to refuse a request for information relate to the –

- Mandatory protection of the privacy of information held by the Office of the Premier, which would involve the unreasonable disclosure of such information;
- Mandatory protection of the commercial information of the Office of the Premier, if the record contains -
 1. trade secrets of the Office of the Premier;
 2. financial, commercial, scientific or technical information, which disclosure could likely cause harm to the financial or commercial interests of the Office of the Premier; and
 3. Information disclosed in confidence by the Office of the Premier to the institution, if the disclosure could put the Office of the Premier at a disadvantage in negotiations or commercial competition;
- Mandatory protection of confidential information of the Office of the Premier if it is protected in terms of any agreement;
- Mandatory protection of the safety of individuals and the protection of property;
- Mandatory protection of records which would be regarded as privileged in legal proceedings;
- The commercial activities of the institution, which may include -
 1. trade secrets of the Office of the Premier;

2. financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the Office of the Premier;
 3. information which if disclosed could put the Office of the Premier at a disadvantage in negotiations or commercial competition; and
 4. a computer programme which is owned by the Office of the Premier, and which is protected by copyright;
- The research information of the Office of the Premier, if its disclosure would disclose the identity of the researcher or the subject matter of the research and such disclosure would place such research at a serious disadvantage.

Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

Appeal

A requester may lodge an appeal against a decision of the information officer of the Office of the Premier –

- to refuse a request for access; or
- taken in terms of section 22, 26(1) or 29(3) of the Act,

in relation to that requester with the relevant authority.

A third party may lodge an internal appeal against a decision of the information officer of the Office of the Premier to grant a request for access.

Manner of appeal, and appeal fees

- An appeal –
 - must be lodged in the prescribed form –
 1. within 60 days;
 2. if notice to a third party is required, within 30 days after notice is given to the appellant of the decision appealed against or; if notice to the appellant is not required, after the decision was taken;
 3. must be delivered or sent to the information officer of the Office of the Premier at his address, fax number or electronic mail address;
 4. must identify the subject of the appeal and state the reasons for the appeal and may include any other relevant information known to the appellant;
 5. if, in addition to a written reply, the appellant wishes to be informed of the decision on the appeal in any other manner, must state that manner and provide the necessary particulars to be so informed;
 6. if applicable, must be accompanied by the prescribed appeal fee; and
 7. must specify a postal address, fax number or email address.
- If an appeal is lodged after the expiry of the period referred to, the relevant authority must, upon good cause shown, allow the late lodging of the appeal.
- If that relevant authority disallows the late lodging of the appeal, he or she must give notice of that decision to the person who lodged the appeal.
- A requester lodging an appeal against the refusal of his or her request for access must pay the prescribed appeal fee (if any).
- If the prescribed appeal fee is payable in respect of an appeal, the decision on the appeal may be deferred until the fee is paid.

- As soon as reasonably possible, but in any event within ten (10) working days after receipt of an appeal, the information officer of the Office of the Premier must submit to the relevant authority –
 1. the appeal together with his or her reasons for the decision concerned; and
 2. if the appeal is against the refusal or granting of a request for access, the name, postal address, phone and fax number and electronic mail address, whichever is available, of any third party that must be notified of the request.
 - a) *internal appeal,*
 - b) *process for complaining to the Information Regulator or any regulatory body; and/or*
 - c) *process for approaching the Court with jurisdiction for appropriate relief.*

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 of the Province.

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 the Office of the Premier every public body, and

7.3.2.2. every Deputy Information Officer of the Office of the Premier every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;

7.3.3. the manner and form of a request for-

7.3.3.1. access to a record of the Office of the Premier a public body contemplated in section 11³; and

- 7.3.3.2. access to a record of the Office of the Premier a private body contemplated in section 50⁴;
- 7.3.4. the assistance available from the Information Officer of the Office of the Premier 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;

¹ 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.*

² 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.*

³ 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.*

⁴ 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.*

- 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 the Office of the Premier 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 14⁵ and 51⁶ requiring Office of the Premier 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 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by the Office of the Premier a public body and private body, respectively;
- 7.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 7.3.10. the regulations made in terms of section 92¹¹.
- 7.4. Members of the public can inspect or make copies of the Guide from the offices of the Office of the Premier the public or private bodies, including the office of the Regulator, during normal working hours. The Guide can also be obtained-

⁵ 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.

⁶ 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.

⁷ 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

⁸ 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

⁹ 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.

¹⁰ 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.

¹¹ 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.”

7.4.1. upon request to the Information Officer;

7.4.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

8. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY THE OFFICE OF THE PREMIER

NB: Describe the subjects (i.e. Finance, SCM or HR), in respect of which the body holds records and the categories of records held on each subject. Below is an example of the table that can be used.

Subjects on which the body holds records	Categories of records held on each subject
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plan, Annual Performance Plan.
Human Resources	<ul style="list-style-type: none">- HR policies and procedures;- Advertised posts;- Employees records;- Learning and development e.g.: skills development and training plans- Employment equity plan and statistics- Organisational Development- Transversal service delivery intervention reports- Provincial Training Institute- Human Resource Management- Posts Control- Conditions of Service- Vacancies and Appointments- Termination of Service- Qualifications, Training and Skills Development- Staff movement- Staff control- Employee relations- Employee Health and wellness

Financial Management	<ul style="list-style-type: none"> - Payment voucher - Budget - Accounting responsibility - Expenditure - Banking Arrangements - Funds - Corporate Assurance - Internal Audit - Audit reports - Procurement - Provisioning - Asset management - Equipment and Furniture - Telecommunication services
Organisation and Control	<ul style="list-style-type: none"> - Reorganisation of functions - Delegation of Powers - Planning - Office instructions and codes - Organisational Performance Systems - Reports - Assessment reports submitted to Cabinet on the MPG communication environment - Statutory reports submitted to Provincial Treasury - Policy and Strategy - Assessment report on the alignment /non-alignment of the Department's APP to the Provincial Strategic Plan (PSP) - Progress report submitted to Cabinet on the implementation of the PSP. - Policy and strategy papers in response to national and provincial strategic imperatives - Strategic Management Information - Consolidated reports on key partnerships and engagements
Communication	<ul style="list-style-type: none"> - Internal communication - Ungasali magazines - Speeches and Lectures - Awareness Programmes - Social matters - Participation in events - Publications - Contact details

Integrity Management, Forensic investigations and Security Management

– Bi-annual analysis of provincial litigation matters

9. CATEGORIES OF RECORDS OF THE OFFICE OF THE PREMIER WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

NB: Please specify the categories of records of the body which are available without a person having to request access in terms of this Act, type of document and how the document can be accessed. These are mostly records that maybe available on the website and a person may just download or request telephonically or by sending an email or a letter. Below is the template that can be used.

Category	Document Type	Available on Website	Available upon request
Tender document	<ul style="list-style-type: none"> - Advertised tender - Name of successful bidder 	X	
Legislation /Regulations	-		
Strategic Documents (Plans and Report)	<ul style="list-style-type: none"> - Organisational profile (Overview, Objectives, Functions, Architecture) - Annual Reports; - Strategic Plan; - Annual Performance Plan; - Strategic and Performance Plans; - The training prospectus - Organisational Structure - Service delivery implementation plan - Job descriptions 	X	

10. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE OFFICE OF THE PREMIER AND HOW TO GAIN ACCESS TO THOSE SERVICES

10.1 Powers, duties and function

NB: Please specify the powers, duties and functions or services provided by the body to the public, as contained in the founding legislation and regulations. Please also describe how the public can access those services. If there is any guide or booklet that provides sufficient information on the services available to the body, please also provide the link to the said guide or booklet.

How to gain access to these services

To gain access to the services at the Office of the Premier, requests must be made to the Director-General of the Office of the Premier of Mpumalanga.

Information Officer:

Mr TP. Nyoni – Acting Director-General: Office of the Premier of Mpumalanga

General information:

Address: No. 7
Government Boulevard
Riverside Park
Extension 2
Mbombela
1200

Postal address: Private Bag X11291
Mbombela
1200

Telephone: +27 13 766 2121
Fax: +27 13 766 2500
Website: <http://www.mpumalanga.mpu.gov.za>

11. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY OFFICE OF THE PREMIER

NB: Please specify how the public can participate in or influence the formulation of policy or the exercise of powers or performance of duties, by the body.

At the Office of the Premier arrangements for public involvement would include -

Executive Council Secretariat – Regular Executive Council Outreach Programmes and Premier’s Coordinating Forums which involve engaging in dialogue with communities and local business persons in the various regions of the Province.

Special Programmes – Liaison with local women empowerment structures for the economic

advancement of women in the Province and facilitating programmes that impact directly on the enhancement of women's lives and livelihoods in the Province. In addition to this the Unit conducts symposiums on issues like access to land by rural women, sexual and reproductive health, entrepreneurship and training.

Community Outreach Services – The interaction with communities in pre-and post-Executive Council Outreach Programme visits to determine the needs of communities.

Government Communication and Information Services – The Unit coordinates the communication function of the Province, which includes media relations, events and public participation as well as corporate communication functions by incorporating the work of Provincial departments, Provincial public entities and Municipalities.

Premier Support – This Unit co-ordinates the Premier's Diary in order to ensure that stakeholders as diverse as international dignitaries, national ministers, local government leaders, business, labour, youth, women and traditional leaders, as well as a wide variety of other organisations, are afforded the opportunity to meet and discuss topical issues with the Premier.

State Law Advisers – All Provincial Bills and Regulations are published for public comments in the *Provincial Gazette* prior to the introduction thereof in the Provincial Legislature.

Workshops - The public may attend and make representations at workshops and seminars, especially focusing on youth development, women and older persons.

Submissions and Reports - The State of the Province Address, the Office of the Premier's Budget and Policy Speech, the Office's monthly and quarterly reports, as well as the Office of the Premier's Annual Report, are open to the public and media.

Macro Planning – The Unit engages with the general public when developing policies (e.g. Vision 2030).

12. PROCESSING OF PERSONAL INFORMATION

12.1 Purpose of Processing

NB: Describe the purpose for processing personal information in the organisation

The Office of the Premier processes personal information only for purposes related to the functions or activities of the Office of the Premier, *inter alia* for:

- (i) general business administration purposes such as processing of personal information for payroll processes, recruitment purposes, pension, medical aid, disciplinary action, training etc.;
- (ii) contractual obligations with suppliers and service providers;
- (iii) statistical or research purposes;
- (iv) complying with obligations imposed by law; and
- (v) verifying and updating information at its disposal.

12.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

NB: Specify the categories of data subjects in respect of whom the body processes personal information and the nature or categories of the personal information being processed.

Below is the template that can be used to set out the categories of the data subjects and the description of the nature or categories of the personal information to be processed. Note that the nature of the personal information is dependent on the purpose of the body in performing its functions or services.

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
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 behavior; well-being and their relatives (family members) race, medical, gender, sex, nationality,

Categories of Data Subjects	Personal Information that may be Processed
	ethnic or social origin, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, biometric information of the person

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
Credit and payment history, for credit information	Credit Bureaus

12.4 Planned transborder flows of personal information

12.4.1

The integrity and confidentiality of personal information is protected against anticipated threats and unauthorised access by employing security safeguards that are reasonable and appropriate to the identified risks and the sensitivity of the information.

12.4.2 These safeguards include the following:

12.4.2.1 Organisational measures:

- The Director-General takes overall responsibility for the security of all Departmental information.
- The Departmental Security Manager manages this security function on behalf of the DG supported by the Office of the Premier Security Committee.
- The Chief Information Officer ensures that appropriate measures are in place to safeguard ICT infrastructure, networks and systems. This includes taking responsibility for third parties that develop, access or use OTP ICT infrastructure, networks and systems.
- A Security Manager assesses and documents enterprise information risk and manages the risk in respect of ICT infrastructure, networks and systems.

- Safekeeping and security responsibilities are included in the responsibilities of employees working with personal information and they have to adhere to information security laws, policies, plans and procedures.
- Security incidents are reviewed and reported on.

2.4.2.2 Physical measures:

- Access to facilities and equipment is controlled and auditable.
- Access points are limited with provision for physical security controls, such as security doors. Where required access points are enhanced by the use of intruder detection systems, guard services and/or closed-circuit television surveillance.
- Access is controlled and monitored through a combination of manned guarding, electronic access control systems, ID access cards, visitor management systems, biometric activation doors, turnstiles and entry & egress searching.

12.4.2.3 Technical measures:

- The Information Security standards issued for the public service is adhered to.
- Agreements concluded with third parties include the protection of the integrity and confidentiality of information by the third parties.
- Risks are assessed during the development of new applications and systems, when changing existing systems, when changing business processes and when areas of concern are identified.
- Risk to the ICT infrastructure, networks and systems is managed through vulnerability and threat testing and awareness, audit controls, incident management and security awareness training.

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

13. AVAILABILITY OF THE MANUAL

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

13.1.1 English;

13.1.2 IsiNdebele

13.1.3 SiSwati

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

13.2.1 on (<https://www.Mpumalanga.gov.za/otp1>), if any, of the public body;

13.2.2 at the head office of the public body for public inspection during normal business hours;

13.2.3 to any person upon request and upon the payment of a reasonable

prescribed fee; and

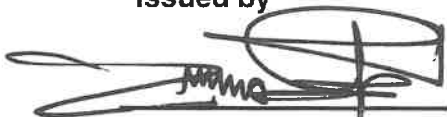
13.2.4 to the Information Regulator upon request.

13.3 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.

14. UPDATING OF THE MANUAL

The Office of the Premier will, if necessary, update and publish this Manual annually.

Issued by



Mr TP NYONI

(A) DIRECTOR-GENERAL: OFFICE OF THE PREMIER MPUMALANGA

DATE:

30/10/24

OTPR96a

REQUEST FOR A COPY OF THE GUIDE

[Regulations 3]

TO: The Information Officer

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:

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Signature of requester