



## SOUTH AFRICAN TOURISM

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## **1 PARTICULARS IN TERMS OF SECTION 14**

### **FUNCTIONS OF SOUTH AFRICAN TOURISM**

The functions of South African Tourism are prescribed by the Tourism Act, 72 of 1993 to make provision for promotion of tourism to and in the Republic of South Africa.

South African Tourism Promotes Tourism to and in the Republic of South Africa with a mandate to contribute to :

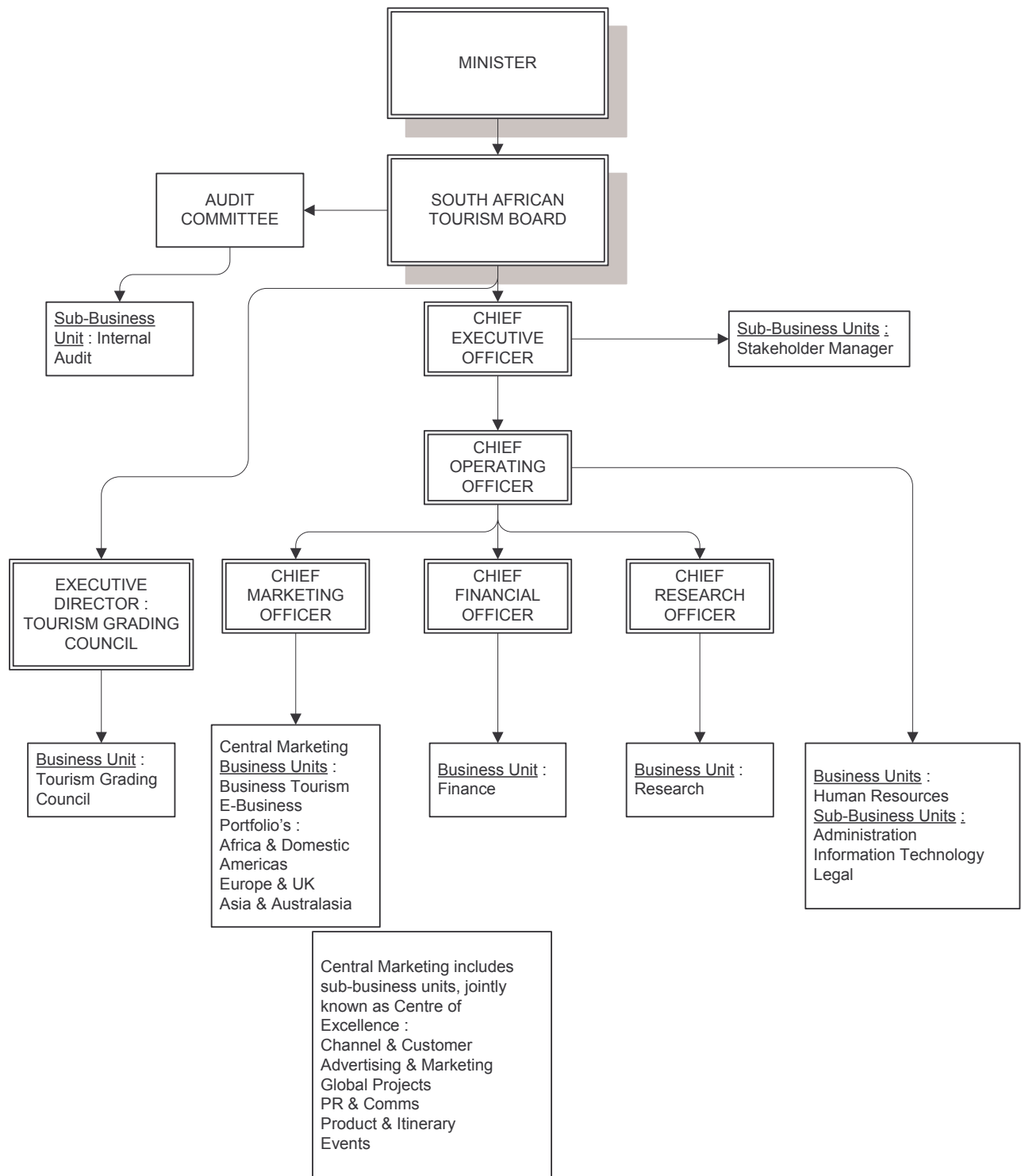
- Sustainable GDP growth
- Sustainable job creation
- Redistribution and transformation

To achieve this mandate South African Tourism has identified the following objectives :

- Increasing tourist volume
- Increasing tourist spend
- Increasing length of stay
- Improving geographic spread
- Improving seasonality patterns
- Improving transformation in tourism
- Star-grading system of designated sectors of accommodation and venues

South African Tourism is listed as a Public Entity in terms of the Public Finance Management Act, No1 of 1999.

## 2 SCHEMATIC DIAGRAM OF THE STRUCTURE OF SOUTH AFRICAN TOURISM



## 3 STRUCTURE OF SOUTH AFRICAN TOURISM

The South African Tourism core activity is marketing South Africa as a tourist destination, and grading establishments according to a standard of requirements. In support of these core activities, the following business units/sub-units are functional:

### 3.1.1 Office of the CEO/COO consists of six sub units:

- Board
- Internal Audit
- Stakeholder Management (DFA)

- Administration
  - Legal
  - Information Technology (IT)
- 3.1.2 Research has no sub units
- 3.1.3 Finance has no sub units, but includes ISO Quality Co-Ordination and Supply Chain Management
- 3.1.4 Human Resources has no sub units.
- 3.1.5 PR & Communication has no sub units, but includes Stakeholder Management and is responsible for the project management of the Annual Report.
- 3.1.6 E-Business has no sub units.
- 3.1.7 Americas/UK Portfolio consist of 3 sub units, USA, United Kingdom and Head Office (which includes the tactical markets of Canada, Brazil and Ireland)
- 3.1.8 Europe Portfolio consist of 5 sub units: Germany, Italy, France, Netherlands and Head Office (which includes the tactical markets of Sweden, Belgium, Austria and Switzerland)
- 3.1.9 Asia & Australasia Portfolio consist of 5 sub units: India, Japan, Australia, China and Head Office (which includes the tactical markets of Singapore and Malaysia)
- 3.1.10 Africa & Domestic Portfolio consist of 9 sub units:
- South Africa
  - Kenya/Tanzania,
  - Nigeria/Ghana
  - Head Office (which includes the tactical markets of Angola, Mauritius & UAE)
  - Channel Management (Product Development, Product Quality and Product Pricing)
  - Experience Delivery
  - Domestic Marketing
  - Fundi
  - Neighbouring SADC
- 3.1.11 Business Tourism Portfolio has no sub-units
- 3.1.12 Central Marketing consist of 5 sub units:  
These sub-business units are jointly referred to as the Centre of Excellence (COE).
- Advertising & Marketing
  - Channel & Customer Management
  - Events
  - Product & Itinerary
  - Global Projects
- 3.1.13 Tourism Grading Council has no sub units.

## 4 CONTACT DETAILS

### 4.1.1 Deputy Information Officer

Mr Titswa Modise  
Contracts Attorney

### 4.1.2 Information Officer

Mr M Mosola  
Chief Executive Officer

### 4.1.3 General Information

Postal Address :	Street Address :
Private Bag X10012	Bojanala House
Sandton	90 Protea Road
2146	Chislehurst
	Sandton
	2146

Telephone : +27 11 895-3000

Facsimile : +27 11 895-3001

[webmaster@southafrica.net](mailto:webmaster@southafrica.net)

<http://www.southafrica.net>

Information / Brochure Call Centre : 083 123 6789

## 5 GUIDE STIPULATED IN SECTION 10 OF PAIA – HOW TO USE THE ACT

The PAIA guide has been compiled by the Human Rights Commission in terms of section 10 of the Promotion of Access to Information Act, No 2 of 2000, for the purposes of reasonably assisting a person who wishes to exercise any right in terms of the act.

The Guide is available at all offices of the South African Human Rights Commission, as well as from their website.

South African Human Rights Commission  
Private Bag 2700  
Houghton  
2041

Human Rights Advice Line : 0860 120 120 Fax (011) 484-1360

E-mail : [Paia@sahrc.org.za](mailto:Paia@sahrc.org.za)

Website : [www.sahrc.org.za](http://www.sahrc.org.za)

The Guide includes the :

- Objectives of the PAIA,
- Postal and street address, phone and fax number and if available electronic mail address of the Information and Deputy Information Officer of every public body,
- The manner and form of a request for access to a record of a public body
- The assistance available from the Information Officer/Deputy Information Officer of a public body in terms of the PAIA.
- The assistance available from the Human Rights Commission in terms of the PAIA.
- Remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by the PAIA.
- Notices regarding fees to be paid in relation to requests for access.
- Regulations pertaining to the PAIA.

## 6 ACCESS TO RECORDS HELD BY SOUTH AFRICAN TOURISM

DETAIL OF CATEGORIES OF RECORDS AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

### 6.1 AUTOMATIC & VOLUNTARY DISCLOSURES – NOTICE 15

A notice in terms of the section 15(2) describes the categories of records of South African Tourism that are available without a person having to request access in terms of the Act includes :

Information on the South African Tourism website, [www.southafrica.net](http://www.southafrica.net)

Description of Subjects	Categories of Records
ETEYA	Campaigns
Sho't Left	
Indaba	
Fundi / Specialist	
Welcome Guide	Welcome Logo
List of Travel Experts	SA Travel Experts
	Business Unusual
Events Calendar	Tourism Events
Request for Proposals	Tenders
Annexures	
Monthly Reports	Research – Published Documents
Quarterly Reports	
Quarterly Country Reports	
Quarterly Provincial Reports	
Domestic Tourism Reports	
Annual Reports	
Market Segmentation reports	
Global Competitiveness Study	
Tourism Growth Strategy	Image Library / DnA
Photographer Profiles	
Gallery	Trade / Consumer
Radio Schedule	
All Tourism related business' in South Africa	National Tourism Product Database

Available from South African Tourism Call Centre for Tourism:  
Printed material on South Africa as a tourist destination

Information on The Grading Council website, [www.tourismgrading.co.za](http://www.tourismgrading.co.za)

Description of Subjects	Categories of Records
Corporate Information	Corporate Information
Grading categories & criteria	Grading Information
Grading process	

Available from the Star Grading Council, upon referral from Information Officer/Deputy Information Officer :

Printed material on Star Grading Council  
Printed material on Star Graded Establishments

### 6.2 RECORDS THAT MAY BE REQUESTED – FORMAL REQUEST FORM A

6.2.1 Corporate Governance categorised as :

- Documents relating to the policy, objectives and governance of South African Tourism
- Directives, resolutions and instructions of the Board of South African Tourism
- Agreements with subsidiaries and / or agreements with any person, government or administration
- Rental agreements, title deeds, mortgage bonds and notarial bonds relating to movable and immovable property
- Memorandums of Understanding
- Approved Business Plans and Budget

#### 6.2.2 Finances and Accounting, categorised as :

- Bank account records
- Books of Account and financial statements
- Auditor's annual report
- Audited financial statements
- Financial statements of subsidiaries
- Annual report, including balance sheet and statement of income and expenditure certified by the Auditor-General
- Annual budget and Business Plan as provided for in the Public Finance Management Act
- VAT, SITE, PAYE Records
- Additional information required by the Minister

#### 6.2.3 Human Resources, categorised as follows :

- Policies and procedures
- Personnel files
- Contracts, conditions of service and other related agreements
- Statutory employee records
- Pension fund records of the pension fund established under Pension Fund Act, 1963
- Medical Scheme Records

#### 6.2.4 Research

- Published Research documentation is made available on the South African Tourism website, as per 6.1 Automatic & Voluntary Disclosures (Notice 15).
- Unpublished records are protected by the PAIA Access to these records will be released according to the discretion of the Business Unit Manager.

#### 6.2.5 Tourism Grading Council

- Administration records
- Establishments' Records
- Assessors' Records
- Consumer Feedback

## 7 THE REQUEST PROCEDURES

A requester must be given access to a record of a public body if the requester complies with the following :

- The requester complies with all the procedural requirements in the Act relating to the request for access to that record; and
- Access to that record is not refused on any ground of refusal mentioned in the Act.
- The requester must complete Form A, Annexure B, and submit it to South African Tourism's Deputy Information Officer.

### 7.1 NATURE OF THE REQUEST

- The requester must indicate whether the request is to obtain a copy of the record or whether inspection of the record at the offices of the public body is required. Alternatively if the record is not a document it can then be viewed in the requested form.
- Where access is requested in a particular form, it should be provided in the manner requested, unless such manner would interfere unreasonably with the running of the public body concerned, or damage the record, or infringe a copyright not owned by the state. If for practical reasons access cannot be given in the required form, but in an alternate manner, then the fee must be calculated according to the way that the requester first asked for it. (s 29 (3) and (4)).
- If, in addition to a written reply to their request of the record, the requester wants to be told about the decision in any other way, eg telephone, this must be indicated (s 18 (2)(e)).
- If a requester is asking for the information on behalf of somebody else, the capacity in which the request is being made should be indicated (s 18 (2)(f)).
- If a requester is unable to read or write, or has a disability, then they can make the request for the record orally. The Information Officer/Deputy Information Officer must then fill in the form on behalf of such a requester and given them a copy (s 18(3)).

### 7.2 PRESCRIBED FEES (s 22(1))

A requester who seeks access to a record containing personal information about that requester is not required to pay the request free, however the access fee is payable. Every other requester, who is not a personal requester, must pay the required request and access fee :

- The Information Officer/Deputy Information Officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.
- The request fee payable to public bodies is R35. The requester may lodge an internal appeal, where appropriate, or an application to the court against the tender or payment of the request fee.
- After the Information Officer/Deputy Information Officer has made a decision on the request the requester must be notified of such a decision in the way in which the requester wanted to be notified in.
- If the request is granted then a further access fee must be paid for the search, preparation, reproduction and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

1	The fee for a copy of the manual is R0,60 for every photocopy of an A4-size page or part thereof. (Regulation 5(c))	R0,60
2	Reproduction Fees (s 15 (3), regulation 7(1)):	
a)	For every photocopy of an A4-size page or part thereof	R0,60
b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0,40
c)	For a copy in a computer-readable file :	

i)	Stiffy disk	R5,00
ii)	Compact disk	R40,00
d) i)	For a transcription of visual images, for an A4-size page or part thereof	R22,00
ii)	For a copy of visual images	R60,00
3	Request fee payable by every requester, other than a personal requester (s 22 (1), regulation 7(2)) :	R35,00
4.1	The access fee payable by a requester referred to in regulation 7 (3) (s 22 (8) are as follows	
a)	For every photocopy of an A4-size page or part thereof	R0,60
b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0,40
c)	For a copy in a computer-readable file :	
i)	Stiffy disk	R5,00
ii)	Compact disk	R40,00
d) i)	For a transcription of visual images, for an A4-size page or part thereof	R22,00
ii)	For a copy of visual images	R60,00
e) i)	For a transcription of an audio record, for an A4-size page or part thereof	R12,00
ii)	For a copy of an audio record	R17,00
f)	To search for and prepare the record for disclosure, R15,00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	R15,00
4.2	For purposes of section 22(2) of the Act, the following applies	
a)	Six hours as the hours to be exceeded before a deposit is payable and	
b)	One third of the access fee is payable as a deposit by the requester	
4.3	The actual postage is payable when a copy of a record must be posted to a requester	
3	Request fee payable by every requester, other than a personal requester (s 22 (1), regulation 7(2)) :	R35,00
4.1	The access fee payable by a requester referred to in regulation 7 (3) (s 22 (8) are as follows	
a)	For every photocopy of an A4-size page or part thereof	R0,60
b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0,40
c)	For a copy in a computer-readable file :	
i)	Stiffy disk	R5,00
ii)	Compact disk	R40,00
d) i)	For a transcription of visual images, for an A4-size page or part thereof	R22,00
ii)	For a copy of visual images	R60,00
e) i)	For a transcription of an audio record, for an A4-size page or part thereof	R12,00
ii)	For a copy of an audio record	R17,00

f)	To search for and prepare the record for disclosure, R15,00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	R15,00
4.2	For purposes of section 22(2) of the Act, the following applies	
a)	Six hours as the hours to be exceeded before a deposit is payable and	
b)	One third of the access fee is payable as a deposit by the requester	
4.3	The actual postage is payable when a copy of a record must be posted to a requester	

### 7.3 REQUEST PRINCIPLES

A requester may be given access to a record of a public body if the requester complies with the following :

- The requester complies with all the procedural requirements in the PAIA relating to the request for access to that record; and
- Access to that record is not refused on any ground of refusal mentioned in the PAIA.
- Procedure of South African Tourism has been followed in accordance to the PAIA, including completion of the requisition form.
- Proof of identity is required to authenticate the request and the requestor.

### 8 SERVICES AVAILABLE TO MEMBERS OF PUBLIC FROM THE BODY AND HOW TO GAIN ACCESS TO THOSE SERVICES

Marketing information on South Africa as a tourist destination is available on the internet or in the form of printed matter, available from the Call Centre.

Star Grading of establishments is voluntarily requested through the Star Grading Council, info may be obtained from the Star Grading Council Website.

### 9 ARRANGEMENT ALLOWING FOR PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY AND THE EXERCISE OF POWER – Section 14(1)(g)

Environmental and Tourism Minister, upon recommendation of the South African Tourism Board is governed by legislation aimed at the promotion of the standard of any matter relating to the tourism industry, including transport and travelling services, restaurants and other similar services and facilities provided or rendered available in the Republic.

The Board members are invited, by the Environmental and Tourism Minister by notice in the Gazette (or National media), to submit the names of persons who in the opinion of such interested person are fit to be so appointed, stating the grounds upon which such opinion is based.

**Internship Programmes** – there is a Knowledge Foundation for Learnership Policy covering this area, which involves the public.

### 10 THE REMEDIES AVAILABLE IF THE PROVISIONS OF THIS ACT ARE NOT COMPLIED WITH (Section 14(1)(h))

South African Tourism does not have an internal appeal procedure against decisions of the Information Officer or Deputy Information Officer.

An aggrieved party may by way of application apply to the Court for appropriate relief. On hearing such application the Court may grant any order that is just and equitable including :

- Confirming, amending or setting aside the decision which is the subject of the application.
- Requiring the Information Officer or relevant authority of a public body to take such action nor to refrain from taking such action, as the court considers necessary within the period mentioned in the court order.
- Granting an interdict, interim or specific relief, a declaratory order or compensation.
- Granting an order as to costs.

## 10.1 POLICY REVIEW

This manual will be reviewed, updated where necessary and re-approved and published, at least once per annum, but not limited thereto.

## 11 DEFINITIONS

Information Officer	Chief Executive Officer or equivalent officer
Deputy Information Officer	Person appointed in writing, by the Information Officer, to carry out duties of Information Officer
Request for Access	a request for access to a record of a public body in terms of section 11 of the PAIA.
Record	of, or in relation to, a public body, means any recorded information a) regardless of form or medium b) in the possession or under the control of that public body, respectively; and c) whether or not it was created by that public body, respectively whenever it came into existence.
	A record in the possession or under the control of an independent contractor engaged by a public body or private body in the capacity as such is regarded as being a record of that public body or private body respectively.
Working days	Any days other than Saturdays, Sundays or public holidays
Requester	Any person making a request for access to a record of South African Tourism
Personal Requester	A requester seeking access to a record containing personal information about the requester
Third party	Any person (including, but not limited, to the government of a foreign state, international organisation, or an organ of that government or organisation) other than the requester concerned and a public body.
Official	Any person in the employ of South African Tourism

## 12 REFERENCES

### 12.1 APPLICABLE DOCUMENTS

Promotion of Access to Information Act, 2 of 2000

The Guide on how to use the Promotion of Access to Information Act – Act 2 of 2000

Regulations regarding the Promotion of Access to Information No R.187, February 2002

Exemptions and Determinations for Purposes of section 22(8) No. R.991, October 2005

Grading Council of South Africa Website  
South African Tourism Website

[www.stargrading.co.za](http://www.stargrading.co.za)  
[www.southafrica.net](http://www.southafrica.net)

**13 APPLICABLE FORMS**

Form A – Request for Access to a Record of Public Body

**14 ABBREVIATIONS**

PAIA	Promotion of Access to Information Act, 2 of 2000
CEO	Chief Executive Officer
(s)	Section – reference to the PAIA