



Province of the
EASTERN CAPE
COOPERATIVE GOVERNANCE
& TRADITIONAL AFFAIRS

OFFICE OF THE HEAD OF DEPARTMENT

Tyamzashe Building | Civic Square | Bisho | 5605

P/Bag X0035 | Civic Square | Bisho | 5605

Tel: +27 (0)40 609 7093 / 7128 | Fax: +27 (0)40 635 1161

**PAIA MANUAL OF THE DEPARTMENT OF COOPERATIVE GOVERNANCE
AND TRADITIONAL AFFAIRS**

Prepared in terms of section 14 of the Promotion of Access to Information Act

2 of 2000 (as amended)

JUNE 2025

1. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 1.1 Check the nature of the records which may already be available at the Department of Cooperative Governance and Traditional Affairs, without the need for submitting a formal PAIA request.
- 1.2 Understand how to make a request for access to a record of the Department of Cooperative Governance and Traditional Affairs
- 1.3 Access all the relevant contact details of the persons who will assist the public with the records they intend to access.
- 1.4 Know all the remedies available from the Department of Cooperative Governance and Traditional Affairs regarding request for access to the records, before approaching the Regulator or the Courts.
- 1.5 The description of the services available to members of the public from the Department of Cooperative Governance and Traditional Affairs, and how to gain access to those services.
- 1.6 A description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it.
- 1.7 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.
- 1.8 Know if the Department of Cooperative Governance and Traditional Affairs 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

- 1.9 Know whether the Department of Cooperative Governance and Traditional Affairs has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

2. ESTABLISHMENT OF THE DEPARTMENT OF COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS

The Department of Cooperative Governance and Traditional Affairs is one of the fourteen Government Departments in the Eastern Cape Province. It is a department created in terms of the Constitution of the Republic of South Africa, 1998 and the Public Service Act (Proclamation 103 of 1994) to promote stabilisation, consolidation, and development of sustainable Municipal and Traditional Institutions. It is mandated to ensure:

- A Local Government system that can respond to the needs of the citizens. This is an onerous mandate requiring our best efforts.

The vision of the Department of Cooperative Governance and Traditional Affairs is to have a capable, inclusive and sustainable cooperative governance systems that promotes Developmental government and Traditional and Khoisan Leadership Institutions.

The mission of the Department of Cooperative Governance and Traditional Affairs is to promote cooperative governance by empowering Municipalities and Traditional and Khoisan Leadership Institutions through capacity building collaboration and sustainable practices, ensuring responsive, inclusive and accountable service delivery that meets the needs of our communities.

The Department of Cooperative Governance and Traditional Affairs believes in the following values:

VALUE	DEFINITION

We value our staff	We always consult our customers on the level, quality, and choices of services we offer
Inclusivity	We set high standard geared towards effective and efficient service delivery
Collaboration	We shall give equal access to our services to all, with special emphasis on targeted groups
Transparency	We believe that our customers are entitled to be treated courteously and with highest level of professionalism.
Accountability	We shall maintain zero tolerance towards fraud and corruption
Empowerment	We believe that our employees are integral to the success of the Department, and we will at all times endeavour to ensure that their organizational needs are satisfied.
Sustainability	We pledge to respond speedily and effectively to the needs of stakeholders and communities
Respect for Diversity	Valuing the unique cultures and traditions of all communities, ensuring their voices are heard in governance and delivery of services.
Integrity	Perform our responsibility with honesty, truthful, ethical, and moral principles.
Diligence	We execute our mandate carefully and thoroughly.
Ethical Standards	We shall always maintain ethical conduct, zero tolerance towards fraud and corruption.
Equality	We shall give equal access to our services to all, with special emphasis on targeted groups.

3. STRUCTURE OF THE DEPARTMENT OF COOPERTIVE GOVERNANCE AND TRADITIONAL AFFAIRS AND FUNCTIONS

Programme	Outcomes
Programme 1	<ol style="list-style-type: none"> 1. Enhanced Mainstreaming of Designated Groups in Departmental Systems; Enhanced Organisational Performance through Strengthened Governance, Accountability and Risk Management. 2. Promoting Meritocracy and Creating a Capable. 3. Professional and Ethical Department; Sound Financial and Supply Chain Management Systems and Strengthening ICT Governance for a Capable Department as well as the MTDP Priority 3: Build a capable, ethical and developmental state.
Programme 2	<ol style="list-style-type: none"> 1. Enhanced Accountability and Transparency in Municipal Operations. 2. Realisation of Local, Provincial and National Policies Programmes and Priorities through Strengthening IGR Systems. 3. Sound Financial and Supply Chain Management Systems. 4. Deepened Public Participation and Rapid Response for Decision Making. 5. Enhanced Capacity and Capability of Local Governments to Meet Community Needs. 6. Improved Quality and Accuracy of Municipal Planning and Performance.
Programme 3	<ol style="list-style-type: none"> 1. Improved Spatial Transformation. 2. Increased Economic Growth and Development. 3. Improved Economic Environment in the Targeted Towns. 4. Reduction of Poverty in Municipalities. 5. Universal Access to Basic Services to Improve Socio-economic Conditions of Communities. 6. Improved Accessibility of Free Basic Services by Indigent Households through Credible Indigent Registers. 7. Improved Coordination on the Disaster Management and Fire Brigade Services.

	8. Improved Quality and Accuracy of Municipal Planning and Performance.
Programme 4&5	1. Improved Governance, Transparency and Accountability for Sustainable Development in Traditional and Khoi-San Leadership Institutions. 2. Curtailing GBVF in Communities. 3. Transformed Traditional and Khoi-San Leadership Institutions through the Implementation of Capacity Building Programmes. 4. Socio-economic Transformation through Partnerships for Traditional Communities.

4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE DEPARTMENT OF COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS

4.1 Information Officer

The Acting Head of Department of Cooperative Governance and Traditional Affairs, Mr V. Mlokothe is the Information Officer in terms of section 17 (1) of PAIA)

Name: Mr V. Mlokothe: Acting Head of Department of Cooperative Governance and Traditional Affairs

Tel: 066 480 0226

Email: Hodsupport@eccogta.gov.za

4.2 Access to information general contacts

Email: Hodsupport@eccogta.gov.za

4.3 Head Office

Postal Address: Attention: Information Officer
Private Bag X0035
Civic Square
BHISHO
5605

Physical Address: Department of Cooperative Governance and
Traditional Affairs receptions in BHISHO.

BHISHO – visitors' entrance on Tyamzashe
Building, Civic Square.

Telephone: 066 480 0226

Email: Hodsupport@eccogta.gov.za

Website: <http://eccogta.gov.za>

**5. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN
ACT OR A FAILURE TO ACT BY THE DEPARTMENT OF
COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS**

a) Internal Appeal

- An internal appeal in prescribed forms, that is form 4 (Internal Appeal Form) and form 5 (Complaint form) must be delivered or sent to the Information Officer / Deputy Information Officer together with an appeal fee.
- The subject of the internal appeal must be identified and reasons for the internal appeal must be stated and may include any other relevant information known to the appellant.
- The information Officer / Deputy Information Officer must then submit the internal appeal together with his / her reasons for the decision concerned, to the appeal authority who will advise the relevant appellant that the appeal is being considered.
- When deciding the appeal, the appeal authority may confirm the appeal or substitute the decision for a new one.

- Furthermore, the requester may apply to a court for appropriate relief after the internal appeal procedure against the decision of the Information Officer / Deputy Information Officer has been exhausted.
- b) Complaint to the Information Regulator
- A requester may submit a complaint to the Information Regulator by duly completing and delivering Form 5, but only after that the requester exhausted the internal appeal procedure against a decision of the Deputy Information Officer of the Department.
- c) Approach Court
- Although the Department recommends that requesters try to resolve disputes about access to information without approaching the courts, a requester may, if still aggrieved, approach a court after the internal appeal process.

6. GUIDE OF THE INFORMATION REGULATOR ON HOW TO USE THE ACT

The Guide on how to use the Promotion of Access to Information Act 2000, will be available from the Office of the Information Regulator.

OFFICE OF THE INFORMATION REGULATOR

The Information Officer

Website : <https://www.inforegulator.org.za>

Postal Address : P.O. Box 31533
Braamfontein
Johannesburg
2017

Tel. : (010) 023 5200

E-Mail : General inquiries: enquiries@inforegulator.org.za
: Complaints: PAIAComplaints@inforegulator.org.za

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE DEPARTMENT OF COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS HOLDS RECORDS

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 - Personal information provided by employees; - Information provided by a third party relating to employees; - Conditions of employment and other personnel-related contracts; - Internal evaluation records and other internal records; - Correspondence relating to employees; - Training schedules and material; - Disciplinary records; - Payroll records; - Various leave records
Stakeholder Information "Stakeholder" includes any natural or juristic entity who receives services from COGTA.	<ul style="list-style-type: none"> - Any information a stakeholder has provided to COGTA; - Any information the stakeholder has provided to a third party acting on behalf of COGTA; - Records generated by or within COGTA pertaining to the stakeholder, including transactional records.
COGTA Records	<ul style="list-style-type: none"> - Financial records; - Operating records; - Databases and information technology; - Communication records; - Internal correspondence; - Records relating to services; - Statutory records; - Internal policies and procedures - Records held by officials of COGTA
Records related to other parties COGTA may possess records pertaining to other parties, including (but not limited to) contractors, suppliers and service providers. Alternatively, such other parties may possess records which can be said to belong to COGTA.	<ul style="list-style-type: none"> - Employee, client or COGTA records which are held by another party as opposed to being held by COGTA; - Records held by COGTA pertaining to other parties, including (but not limited to) personal information, financial records, correspondence, contractual records, records provided by the other party and records third parties have provided about contractors and or suppliers.

8. RECORDS WHICH ARE OTHER THAN CORRESPONDENCE (OTHER RECORDS) OF THE DEPARTMENT OF COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS WHICH ARE AVAILABLE FOR ACCESS (CHECK DEPARTMENTAL WEBSITE)

- News Flash
- Wellness Posters and Flyers
- Anti- Corruption Posters and stickers
- Booklets
- Municipal Magazines
- IDP Documents
- Audio Visuals
- Audio Visuals
- Vuna Awards Documents
- Strategic Documents

9. CATEGORIES OF RECORDS OF THE DEPARTMENT OF COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category	Document Type	Available on Website	Available upon request
Tender document	- Awarded Tenders - Active Tenders - Received Tenders - Procurement Plan	X	
Legislation /Regulations	- External Data Privacy Policy - Website Data Privacy Policy - Website Terms of Use - Objection to the Processing of Personal Information - Request for Correction or Deletion of Personal Information - PAIA Manual - Request for Access to Records of Public Body - Code of Conduct	X	

Strategic Documents (Plans and Report)	- Organisational profile (Overview, Objectives, Functions) - Annual Reports; - Strategic Plan; - Organisational Performance Report;	X	
Financial Documents	- Customer Registration Form - Terms and Conditions of Trade	X	
General Information	- History of the COGTA - Videos		

10. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE DEPARTMENT OF COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS AND HOW TO GAIN ACCESS TO THOSE SERVICES

10.1 Powers, duties and function

The Department of Cooperative Governance and Traditional Affairs is one of the fourteen Government Departments in the Eastern Cape Province. The mandate of the department as outlined by the Provincial Executive Council is as follows:

- To coordinate all organs of state to ensure maximum impact;
- Interventionist approach;
- Improved internal and external cooperation and outcomes based Inter-Governmental Relations Structures;

Ensure single window of coordination and regulation of national, provincial and local government. In essence the mandate of the Department has been equated to the cog of the wheel, standing at the centre of integrated planning, development and to strengthen municipal IDPs.

The records on the website of the Department of Cooperative Governance and Traditional Affairs, <http://eccogta.gov.za> are available for viewing or downloading without a person having to make such a request in terms of the said act.

11. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY DEPARTMENT OF COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS

The Department of Cooperative Governance and Traditional Affairs, mandate in accordance with Section 154 of the South African Constitution 108 of 1996 is to support the Municipalities in the Eastern Cape Province, therefore when assisting the Municipalities in terms of formulating their policies, policy frameworks are drafted and published while ward committees are consulted for the public participation and public comments, then consolidation of the comments is made and submitted to the council concerned for adoption and approval.

12. PROCESSING OF PERSONAL INFORMATION

13.1 Purpose of Processing

(Protection of Personal Information Act 4 of 2013) (“POPIA”)

The Department collects and processes personal information amongst others, the following purposes: -

- (i) To administer legislation;
- (ii) To comply with orders
- (iii) To process applications for employment;
- (iv) To process applications of service providers; and
- (v) For the administration of matters concerning its employees.

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

Data Subjects	Personal Information (Examples)
Employees	<ul style="list-style-type: none">• Names and contact details• Identity numbers• Employment history• Banking details
Prospective Employees	<ul style="list-style-type: none">• CVs-which includes, for examples• Identity numbers• Employment history
Members of the Public	<ul style="list-style-type: none">• Names and contact details• Postal addresses• Identity numbers

Contractors and Service Providers	<ul style="list-style-type: none"> Names and contact details Identity numbers Company details
SARS	<ul style="list-style-type: none"> RP5 Forms

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

The Department does not transfer personal information to another person or institutions unless the data subject or legislation permits such transfer.

Category of personal information	Recipients or Categories of Recipients Identity number
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 SARS and other financial information

13.4 Planned transborder flows of personal information.

The Department does not transfer personal information to another country unless the data subject or legislation permits such transfer.

13.5 Security Measures to Ensure Confidentiality, Integrity, and Availability of Information

The Department has in place technical and organisational measures to prevent loss of damage to or unauthorised access/destruction of personal information. These measures include the following: -

- (a) Dedicated records storage rooms;
- (b) Experienced Records Manager and Registry officials;
- (c) IT infrastructure managed by a dedicated team of experts;
- (d) Security Unit that regularly assesses the suitability and security of records management facilities.

(e) Continuous education and monitoring of all officials by the Records Manager on the proper management of records.

(f) Information received and Records created and managed in accordance with records management principles prescribed by relevant legislation;

(g) Records management policy and related codes and prescripts are in place and in line with the National Archives and Records Services Act 43 of 1996; and

(h) Dedicated and experienced team of officials to whom requests for access to information can be made in line with the PAIA.

14. REQUESTING PROCEDURE

A person wishing to access the records of COGTA must complete the necessary request form. This request form is available from the Information Officer or at <http://www.ppecb.com/> or <http://eccogta.gov.za/>. The form requires the requester to provide inter alia the following information

- Sufficient information to enable the Information Officer to identify the requester;
- Sufficient information to enable the Information Officer to identify the records requested
- The form of access required
- The requestor's postal address and fax number;
- Identification of the right sought to be exercised or protected
- An explanation why the specific record is required to exercise or protect the right
- The manner in which the requester wishes to be informed of the decision on the request;
- If the request is made on behalf of a person, the submission of proof of the capacity in which the requester makes the request, to the satisfaction of the Information Officer

Requesters must note that all of the information on the request form should be provided to the satisfaction of the Information Officer, failing which the process will be delayed until such time that the information is complete.

The time periods prescribed by the Act will not commence until such time as the Information Officer is satisfied that all pertinent information has been furnished to COGTA by the requester.

The Deputy Information Officer will consider the application and determine whether COGTA has specific written consent to provide the information requested.

If there is no specific written consent on record, COGTA will correspond with the party whose information has been requested and advise them of the application that has been received and enquire as to whether there are any reasons as to why COGTA should not provide the information that has been requested.

It is important to note that access to certain records may or must be denied on the grounds set out in the Act. Mandatory grounds for refusal include, but are not limited to:

- Information for the protection of the privacy of a person;
- Information for the protection of the commercial and/or confidential information of third parties;
- Information privileged from production in legal proceedings
- Commercial information of COGTA;
- Research information
- Information which can endanger the safety of an individual
- Information which is likely to jeopardise the economic interests and financial welfare of Republic and commercial activities of public bodies
- Information about the operations of public bodies.

COGTA will consider the reasons for refusal of the information requested, provided by the customer and/or third party in terms of PAIA and consider whether there are any grounds as stipulated above and as set out in the Act which preclude it from releasing the requested information.

COGTA will then advise the requester and the customer and/or third party accordingly.

15. PRESCRIBED FEES

Access Fees will be charged in accordance with the prescribed fees associated with PAIA requests as determined by regulations.

Item	Description	Amount (R)
1	The request fee payable by every requester	R100.00
	Photocopy of a A4-size page	R1.50 per page or part thereof

	Printed copy of a A4-size page	R1.50 per page or part thereof
	For a copy in a computer-readable form on – (i) Flash drive (to be provided by the requester) (ii) Compact disc: • If provided by the requester • If provided to the requester	R40 R40 R60
	(i) For a transcription of visual images, for an A4-size page or part thereof (ii) For a copy of visual images	Service to be outsourced, will depend on the quotation from the Service provider
	For a transcription of an audio record, for an A4-size page or part thereof	R24
	For a copy of an audio record on – (i) Flash Drive (to be provided by requester) (ii) Compact disc: • If provided by the requester • If provided to the requester	R40 R40 R60
	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation To not exceed a total cost of	R100 R300
	Deposit: if search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8

	Postage, e-mail or any other electronic transfer	Actual expense, if any
	<p>ECOGTA BAKING DETAILS</p> <p><u>Account Name:</u> Department of Cooperative Governance and Traditional Affairs</p> <p><u>Account Number:</u> 41-0021-5129</p> <p><u>Branch:</u> ABS EC PUBL SECTOR</p> <p><u>Branch Code:</u> 632005</p>	

16. AVAILABILITY OF THE MANUAL

This Manual will soon become available in the following three official languages-

- English, isiXhosa and Afrikaans
- The isiXhosa and Afrikaans versions of this manual are being translated and are to become available in 2026 when it will be translated on ECOGTA's website.
- The English version of this manual is immediately available as follows-
 - The Manual is available on the website of the Department of Cooperative Governance and Traditional Affairs at <http://eccogta.gov.za>
 - at the head office of ECOGTA for public inspection during normal business hours.
 - to any person upon request and upon the payment of a reasonable prescribed fee; and
 - to the Information Regulator upon request

17. ANNEXURES

a) PAIA FORMS

- FORM 2 (Request for access to record)
- FORM 3 (Outcome of request and of fees payable)

- FORM 4 (Internal appeal form)
- FORM 5 (Complaint form)

b) POPIA FORMS

- FORM 1 (Objection to the processing of personal information in terms of Section 11(3) of the Protection of Personal Information Act, 2013 (Act No.4 of 2013)
- FORM 2 (Request for correction or deletion of personal information or destroying or deletion of record of personal information in terms of section 24(1) of the Protection of Personal Information Act, 2013 (Act No.4 of 2013)



MR V. MLOKOTHI

ACTING HEAD OF DEPARTMENT

DEPARTMENT OF COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS

DATE: 30/06/2025