



**INFORMATION MANUAL OF ITHALA DEVELOPMENT FINANCE  
CORPORATION LIMITED (ITHALA)**

**Produce in compliance with Section 14 of the promotion of  
Access to Information Act 2 of 2000**

**The Promotion of Access to Information Act 2 of 2000 gives effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights; and to provide for matters therewith**

**The Disclaimer:**

The Zulu version is in the process of being finalized and will be accordingly uploaded

**Access to Information Manual**  
*(In terms of section 14 of the Promotion of Access to Information Act 2 of 2000)*

**Contents**

1	Preamble.....	2
2	Structure and Functions.....	2
3	Contact Details.....	3
4	Guide to SAHRC on using PAIA.....	3
5	Description of Subjects in which Ithala holds records .....	3
6	How to request access to a record of the .....	4
7	Request and access fees .....	5
8	Reservation of rights .....	6
9	Remedies available in respect of non-compliance by Ithala.....	9

# 1. PREAMBLE

This manual was developed as a guide on how members of the public can access information held by Ithala. It describes what information is available, and tells you how to access the information.

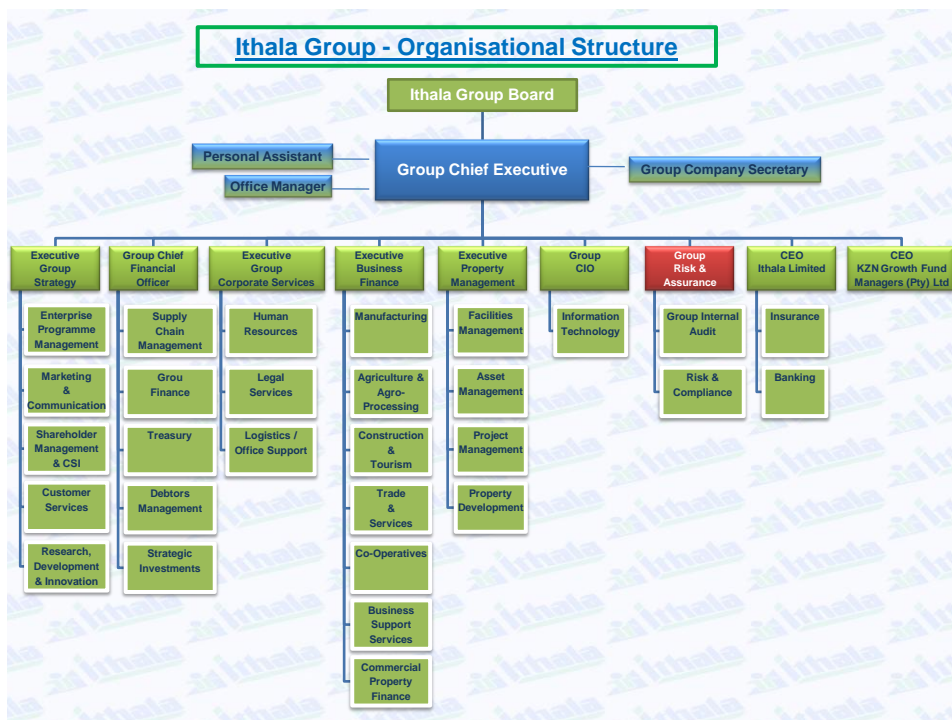
The Promotion of Access to Information Act, 2000, states that each body must designate an Information Officer and Deputy Information Officer(s) who will be responsible for processing applications for access to information, and help applicants to lodge their applications.

The manual gives effect to the right of access to information, provided for in the Constitution of the Republic of South Africa, 1996 (Act 108 of 1996).

# 2. STRUCTURE AND FUNCTIONS

2.1 Ithala Development Finance Corporation Limited is a wholly owned Government Provincial development finance corporation, established in terms of the KwaZulu-Natal Ithala Development Finance Corporation Act, Act 2 of 1999.

## 2.1.2 Organisational Structure



### 2.1 .3 Subsidiaries

Ithala has the following subsidiaries

- a) Ithala Limited **2001/007427/06 (100%)**
- b) Sundumbili Plaza Limited **1990/005861/06 (99.27%)**
- c) Nongoma Plaza Limited **1989/005233/06 (98.12%)**
- d) Cowslip Investments **2000/027079/07 (100.00%)**
- e) Durban Wharfside IT **1619/01 (100.00%)**
- f) Ubuciko Twines and Fabric **2003/015706/07 (60.00%)**

### 2.2 Functions/Objectives

Ithala has the following objectives

- a] To mobilise financial resources and to provide financial and supportive services to the people of KwaZulu-Natal;
- b] To plan, execute, finance and monitor the implementation of development projects and programmes in the Province;
- c] To promote, assist and encourage the development of the Province's human resources and its social, economic, financial and physical infrastructure;
- d] To promote, encourage and facilitate private sector investment in the Province and the participation of private sector and community organisations in development projects and programmes, and in contributing to economic growth and development; and
- e] To act as the Government's agent for performing any development-related tasks and responsibilities that the Government considers may be more efficiently or effectively performed by a corporate entity.

## 3 CONTACT DETAILS

Ithala Development Finance Corporation Limited

**Physical Address:**

17 Isilo Drive

Umlazi

4066

Telephone : 031 907 8610

Fax : 031 907 3292

**Postal Address:**

P O Box 2801

Durban

4000

Website: [www.lthala.co.za](http://www.lthala.co.za),

E-mail: [marketing@lthala.co.za](mailto:marketing@lthala.co.za)

#### **4. GUIDE TO THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION (SAHRC) ON USING THE PAIA, 2000 [SECTION 14 (1) (C)]**

The Human Rights Commission (SAHRC) (hereafter referred to as 'the commission') has, in terms of Section 10 of the PAIA, 2000, compile a guide on the use of this Act. The guide contains information that will assist any person wishing to exercise a right contemplated by the Act and is available in all of the official languages.

The guide is available for inspection *inter alia* at the offices of the Human Rights Commission: Any queries relating to the guide should be directed to the commission at:

SAHRC

29 Princess of Wales Terrace  
Cnr York and St Andrews Streets  
Parktown, Johannesburg

Private Bag X2700  
Houghton  
2041

Telephone: (011) 484-8300

Fax: (011) 484-1360

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

#### **5. DESCRIPTION OF SUBJECTS ON WHICH ITHALA HOLDS RECORDS –SECTION 14 (1) (D)**

**5.1** For purposes of facilitating a request in terms of the Act, the subjects on which Ithala holds records and the categories of records held on each subject are as follows:

##### **A. CORPORATE SERVICES**

- a) Policies and procedures, and manuals
- b) Employee information and labour-relations issues
- c) Minutes of meetings
- d) Internal newsletters
- e) Intranet
- f) Correspondence with internal and external clients
- g) Employee-assistance programme
- h) Training and development strategies
- i) Learnership programme
- j) Internship and experiential training programmes
- k) Agreements and legal documents.

##### **B. FINANCE AND PROVISIONING MANAGEMENT**

- a) Service-providers' database
- b) Financial records and statements

- c) Budget plans and monthly projections
- d) Minutes of meetings
- e) Policies and procedures
- f) Reports
- g) Asset Management Register
- h) Agreements and contracts
- i) Tender documentations
- j) Structures and planning documents
- k) Correspondence with internal and external clients.

## **5.2 RECORDS AUTOMATICALLY AVAILABLE – SECTION 14 (1) (E)**

The information available on the Ithalas' website, [www.ithala.co.za](http://www.ithala.co.za), is voluntarily disclosed. Other information products and materials voluntarily disclosed include:

- 1. Reports
- 2. Booklets
- 3. Newsletters
- 4. Marketing material
- 5. Posters
- 6. News articles
- 7. Annual Reports

## **6 HOW TO REQUEST ACCESS TO A RECORD OF ITHALA**

- 6.1 A request for access to a record of Ithala must -
  - 6.1.1 substantially correspond with Form C of Annexure B to the Regulations regarding the Promotion of Access to Information (GNR 187, GG 23119 of 15 February 2002). For ease of reference the form is reproduced as Schedule 1 to this manual;
  - 6.1.2 be submitted to the information officer of the CHE, together with any applicable request fee, at the address, fax number or electronic mail address below:

The Information Officer  
Ithala Development Finance Corporation Limited  
17 Isilo Drive  
Umlazi  
4066

**Alternatively**  
PO Box 2801  
DURBAN  
4000

Tel: (031) 907 8610

Fax (031) 907 3292

6.2 The request form must:

- 6.2.1 provide sufficient particulars to enable Ithala to identify both:  
the requester; and  
the record or records requested;
- 6.2.2 indicate the form of access requested;
- 6.2.3 specify the postal address or fax number of the requester in the Republic of South Africa;
- 6.2.4 identify the right the requester is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right;
- 6.2.5 if, in addition to a written reply, the requester wishes to be informed of the decision on the request in any other manner, to state that manner and the necessary particulars to be so informed; and
- 6.2.6 if the request is made on behalf of another person, to submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of Ithala.

6.3 The chief executive officer is the information officer of Ithala

## **7 REQUEST AND ACCESS FEES**

- 7.1 A requester is required to pay the applicable request and access fees contemplated in sections 52 and 54 of the Information Act and as prescribed in items 2, 3, and 4 of Part III of Annexure A to the Regulations regarding the Promotion of Access to Information (GNR 187, GG 23119 of 15 February 2002). For ease of reference, the prescribed request and access fees are set out in Schedule 2 to this manual.
- 7.2 In addition, a requester may also be required to pay a deposit.
- 7.3 Ithala may withhold access to any record requested until the requester concerned has paid the applicable fee.

## **8 RESERVATION OF RIGHTS**

Ithala may refuse an application for access to a record –

- 8.1 if the request does not comply with the procedural requirements of the Information Act;
- 8.2 on any ground contemplated in Chapter 4 of Part 3 of that Act; or

8.3 for any other lawful reason.

## **9 REMEDIES AVAILABLE IN RESPECT OF NON- COMPLIANCE BY ITHALA**

9.1 Any requester or affected third party who is aggrieved by a decision of Ithala's information officer to refuse or grant access to a record of Ithala, may within 15 days of receiving notice of the decision, appeal to the executive committee of Ithala against the decision.

9.2 An appeal must –

9.2.1 be in writing;

9.2.2 be addressed to the executive committee of Ithala; and

9.2.3 set out the grounds for the appeal.

9.3 Any requester or affected third party who is aggrieved by a decision of the executive committee of Ithala on appeal, may approach the relevant court for appropriate relief.

**PRESCRIBED FORM FOR ACCESS TO INFORMATION  
REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY**

(Section 18(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

<b>FOR ITHALA</b>	Reference number: _____
Request received by _____ (state rank, name and surname of information officer/deputy information officer) on _____ (date) at _____ (place). _____	
Request fee (if any):	R .....
Deposit (if any):	R .....
Access fee:	R .....
_____ SIGNATURE OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER	

**A. Particulars of public body**

The Information Officer / Deputy Information Officer:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**B. Particulars of person requesting access to the record**

(a) The particulars of the person who requests access to the record must be given below

( b) The address and/or fax number in the Republic to which the information is to be sent, must be Given  
( c) Proof of the capacity in which the request is made, if applicable, must be attached

Full names and surname: \_\_\_\_\_

\_\_\_\_\_

Identity number: \_\_\_\_\_

Postal address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Fax number: \_\_\_\_\_ Telephone number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Capacity in which request is made, when made on behalf of another person: \_\_\_\_\_

\_\_\_\_\_

### C. Particulars of person on whose behalf request is made

(This section must be completed ONLY if a request for information is made on behalf of another Person

Full names and surname: \_\_\_\_\_

\_\_\_\_\_

Identity number: \_\_\_\_\_

### D. Particulars of record

(a) Provide full particulars of the record to which access is requested, including the reference

number of that is known to you, to enable the record to be located

(b) If the provided space is inadequate, please continue on a separate folio and attach it to this form.

**The requester must sign all the additional folios**

\_\_\_\_\_

Description of record or relevant part of the record: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Reference number, if available: \_\_\_\_\_

Any further particulars of record: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

#### E. Fees

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid  
(b) You will be notified of the amount required to be paid as the request fee  
(c) The **fee payable for access** to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record  
(d) If you qualify for exemption of the payment of any fee, please state the reason for exemption

Reason for exemption from payment of fees: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

#### F. Form of access to record

If you are prevented by a disability to read, view or listen to the record / the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.

Disability: \_\_\_\_\_ Form in which record is  
required \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

mark the appropriate box with an X

**Notes:**

- (a) Compliance with your request for access in the specified form may depend on the form in which the record is available
- (b) Access in the form requested may be refused in certain circumstances. In such cases you will be informed if access will be granted in another form
- (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

**If the record is in written or printed form:**

copy of record\*

inspection of record

**If record consists of virtual images:**

(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)

view the images

copy the images\*

transcription of the images\*

**If record consists of recorded words or information which can be reproduced in sound:**

listen to the soundtrack (audio cassette)

transcription of soundtrack\*

(written or printed document)

**If the record is held on computer or in an electronic or machine-readable form:**

printed copy of record\*

printed copy of information derived from the record\*

copy in computer readable form\* (stiffy or compact disc)

Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available

In which language would you prefer the record: \_\_\_\_\_

**G. Notice of decision of regarding request for access**

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to

enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

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Signed at ..... this ..... day of .....20.....

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Signature of requester / person  
on whose behalf request is made

## SCHEDULE 2

### PART II OF NOTICE 187 IN THE GOVERNMENT GAZETTE ON THE 15 FEBRUARY 2002

- 1 The fee for a copy of the manual as contemplated in regulation 5(c) is R0,60 for every photocopy of an A4-size page or part thereof.
2. The fees for reproduction referred to in regulation 7(1) are as follows:
- |  | R     |
|--|-------|
| (a) For every photocopy of an A4-size page or part thereof   | 0.60  |
| (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form | 0.40  |
| c) For a copy in a computer-readable form on -   |       |
| i) stiffy disc   | 5.00  |
| ii) compact disc   | 40.00 |
| d) (i) For a transcription of visual images, or an A4-size page or part thereof  | 22.00 |
| (ii) For a copy of visual images   | 60.00 |
| e) (i) For a transcription of an audio record, or an A4-size page or part thereof  | 12.00 |
| (ii) For a copy of an audio record   | 17.00 |
3. The request fee payable by every requester, other than a personal requester, referred to in regulation 7(2) is R35,00.
4. The access fees payable by a requester referred to in regulation 7(3) are as follows:
- |   | R     |
|---|-------|
| (1)(a) For every photocopy of an A4-size page or part thereof   | 0,60  |
| (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machinereadable form | 0,40  |
| (c) For a copy in a computer-readable form on -   |       |
| (i) stiffy disc   | 5,00  |
| (ii) compact disc   | 40,00 |
| (d) (i) For a transcription of visual images, for an A4-size page or part thereof   | 22,00 |
| (ii) For a copy of visual images  | 60,00 |

- (e)
  - (i) For a transcription of an audio record,  
for an A4-size page or part thereof 12,00
  - (ii) For a copy of an audio record 17,00
- (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.
- (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.
- (3) The actual postage is payable when a copy of a record must be posted to a requester