



government
printing

Department:
Government Printing Works
REPUBLIC OF SOUTH AFRICA

PAIA MANUAL

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

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1. LIST OF ACRONYMS AND ABBREVIATIONS

- | | | |
|-----|--------------------|---|
| 1.1 | “CEO” | Chief Executive Officer |
| 1.2 | “DIO” | Deputy Information Officer; |
| 1.3 | “IO” | Information Officer; |
| 1.4 | “Minister” | Minister of Justice and Correctional Services; |
| 1.5 | “PAIA” | Promotion of Access to Information Act No. 2 of 2000(as Amended; |
| 1.6 | “PFMA” | Public Finance Management Act No.1 of 1999 as Amended; |
| 1.7 | “POPIA” | Protection of Personal Information Act No.4 of 2013; |
| 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 Government Printing Works, 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 Government Printing Works;
- 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 Government Printing Works 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 Government Printing Works 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 Government Printing Works 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 Government Printing Works has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. ESTABLISHMENT OF THE GOVERNMENT PRINTING WORKS

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

Paragraph 4.2 also applicable here.

The Government Printing Works (GPW) is established as a Government Component in accordance with section 7A of the Public Service Act (No. 103 of 1994) as amended, and listed in Schedule 3, Part A of the Public Service Act (No. 103 of 1994).

3.1. Objectives/Mandate

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

GPW's main function is to provide security printing and ancillary services to all organs of state in all spheres of government and reports to the Minister of Home Affairs, with oversight by the Parliamentary Portfolio Committee for Home Affairs. It is wholly governed and regulated in accordance with the Public Services Act (PSA) and the Public Finance Management Act (PFMA), Act no. 1 of 1999 (as amended).

As a Government Component within the Department of Home Affairs (DHA), GPW supports the constitutional and legislative mandates of the Department as follows:

The civic mandate of the Department of Home Affairs

The civic mandate of DHA which is grounded on three sets of related principles.

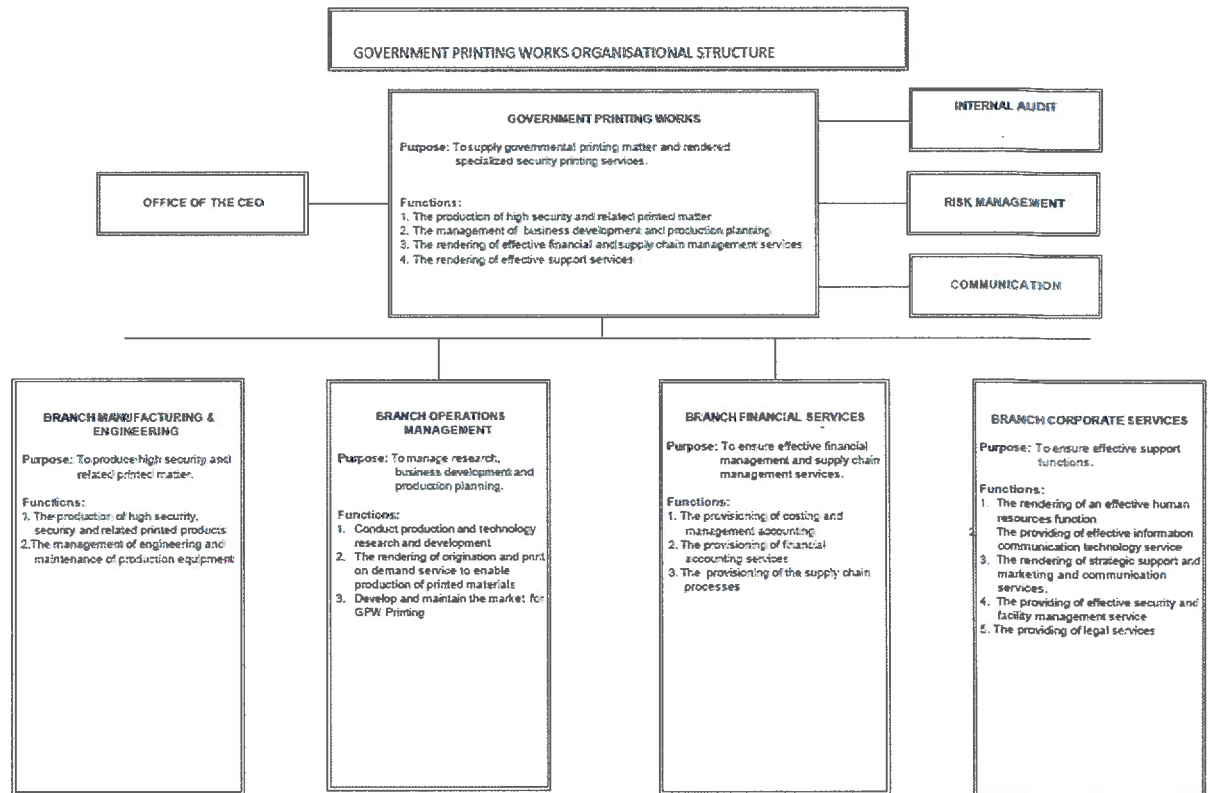
Firstly as stated in Chapter 1, Section 3 of the Constitution:

- “1. There is a common South African citizenship.
2. All citizens are
 - (a) equally entitled to the rights, privileges and benefits of citizenship; and
 - (b) equally subject to the duties and responsibilities of citizenship.
3. National legislation must provide for the acquisition, loss and restoration of citizenship.”

GPW provides for the above three principles through ensuring documentation of all citizens by producing identity documents as well the Smart ID cards for the Department.

4. STRUCTURE OF THE GOVERNMENT PRINTING WORKS AND FUNCTIONS

4.1. Structure



Committees are:

- Audit Committee
- Risk Committee
- Executive Committee (EXCO)
- Management Committee (MANCO)

4.2 Functions

GPW is a National Government Component of the National Department of Home Affairs (DHA), following Proclamation in the Government Gazette No. 32566, on the 09th October 2009, and as referred to in Section 7(2) and 7(5) read with Schedule 3 Part A of the Public Services Act, Act no.103 of 1994 (as amended), that operates within the Public Service established by section 197(1) of the Constitution of the Republic of South Africa.

GPW's main function is to provide security printing and ancillary services to all organs of state in all spheres of government and reports to the Minister of Home Affairs, with oversight by the Parliamentary Portfolio Committee for Home Affairs.

5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE GOVERNMENT PRINTING WORKS

5.1. Chief Information Officer

Name: Ms Alinah Fosi
 Tel: 0127486189
 Email: GPW.PAIA@gpw.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: Ms Bonakele Mbhele
 Tel: 012748 6193
 Email: GPW.PAIA@gpw.gov.za
 Fax Number: N/A

Name: Mr Zukile Jakuja
 Tel: 012 748 6098
 Email: GPW.PAIA@gpw.gov.za
 Fax Number: N/A

5.3 Access to information general contacts

Email: GPW.PAIA@gpw.gov.za

5.4 National / Head Office

Postal Address: Private Bag X85
Pretoria
0001

Physical Address: 149 Bosman Street
Pretoria
0002

Telephone: 012 748 6000

Email: GPW.PAIA@gpw.gov.za

Website: www.gpwonline.co.za

6. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE GOVERNMENT PRINTING WORKS

NB: Please describe all remedies available in respect of an act or a failure to act by the body.

1. Submissions for correction of personal information processed by the Government Printing Works or objections to processed personal information should be emailed to the PAIA email address - GPW.PAIA@gpw.gov.za for the attention of the indicated Information Officers.

The following forms should accompany the submission:

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)

The submission must provide sufficient detail for the indicated information to enable Information Officers to conveniently identify the information to be corrected, or investigate the processed information where the submission is an objection or complaint.

Where the submission is for the request of access to information, the submission should indicate which form of access is required and specify a postal address or fax number in the Republic of South Africa. The requester should also indicate if, in addition to a written reply, any other manner is to be used to inform the requester and state the necessary particulars to be so informed.

The submission should identify the right that is sought to be exercised or protected and provide an explanation of why the requested record is required for the exercise or protection of that right.

If the submission is lodged on behalf of another person, the requester must indicate the capacity in which the request is made, and submit proof of such capacity to the satisfaction of the Information Officers.

- II. A period of thirty (30) working days should be allowed to enable the Information Officers to analyse the submission and the related information and provide feedback.
- III. Should there be no response received within this period, the requester may follow up by calling the provided contact numbers of Information Officers to ascertain if the submission was received and the status thereof.
- IV. Depending on the nature and format of information required, a fee may be charged, and the amount will be advised by the Information Officers within this period of processing the submission.

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

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

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

7.3. The aforesaid Guide contains the description of-

7.3.1. the objects of PAIA and POPIA;

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

7.3.2.1. the Information Officer of every public body, and

7.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of 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 a public body contemplated in section 11³; and

7.3.3.2. access to a record of a private body contemplated in section 50⁴;

7.3.4. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;

7.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;

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. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
- 7.3.6.1. an internal appeal;
 - 7.3.6.2. a complaint to the Regulator; and
 - 7.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 7.3.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 7.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 7.3.9. the notices issued in terms of sections 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.

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;

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

7.4.1. upon request to the Information Officer;

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

8. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY THE GOVERNMENT PRINTING WORKS

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 - Leave records - Salary records - Employment contracts - Grievance procedures - Medical Aid records
Financial Services	<ul style="list-style-type: none"> - Debtors and Creditors - Annual financial statements - Accounting records

(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."

Subjects on which the body holds records	Categories of records held on each subject
Supply Chain Management	<ul style="list-style-type: none"> - Central Supplier Database - Quotations and Tenders/Bid Documents and files - Service contracts
Operations and Production	<ul style="list-style-type: none"> - Orders - Job production schedules and plans - Equipment records

9. CATEGORIES OF RECORDS OF THE GOVERNMENT PRINTING WORKS 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 tenders - Name of successful bidders 	www.gpwonline.co.za www.etenders.gov.za	GPW.PAIA@ gpw.gov.za
Legislation /Regulations	<ul style="list-style-type: none"> - Copyright policy - Published Acts and gazettes (retained for a period of 5 years) 	www.gpwonline.co.za	GPW.PAIA@ gpw.gov.za
Strategic Documents (Plans and Report)	<ul style="list-style-type: none"> - Organisational profile (Overview, Objectives, Functions,) - Annual Reports; - Strategic Plan; - Annual Performance Plan; 	www.gpwonline.co.za	GPW.PAIA@ gpw.gov.za

Category	Document Type	Available on Website	Available upon request
	- Strategic and Performance Plans;		

10. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE GOVERNMENT PRINTING WORKS AND HOW TO GAIN ACCESS TO THOSE SERVICES

10.1 Powers, duties and functions

The Government Printing Works is mandated to offer the following services:

10.1.1 Publishing of gazettes and tender bulletins, contact info.egazette@gpw.gov.za for general enquiries regarding publishing of notices and submit.egazette@gpw.gov.za for submission of notices for publishing.

10.1.2 Provision of printing services to all three spheres of South African Government, including:

10.1.2.1 **Origination** of printed products from design and layout to print ready format

10.1.2.2 **Printing**, including the printing of security documents through:

- Offset printing – full colour, high quality printing in sheet format, such as posters, annual reports, passport visa pages and more.
- Continuous printing – full colour jobs/ single colour jobs printed in high volumes, including newsletters, census forms, voter registration forms and more.
- Digital printing – either full colour or black & white. Digital printing is used for production of variable data (no two documents are the same), such as voters' rolls, personalisation of documents such as certificates and more

10.1.2.3 **Finishing** - preparing, packaging and presenting the printed documents in their final look and feel according to the specifications of our customers

Enquiries and orders for printing services should be sent to RFQ@gpw.gov.za

10.1.3 Provision of face value documents that are stocked for use by government departments

- 10.1.4 Provision of government stationery (standard printed documents that are stocked for use by government departments in general government administrative functions) – ordered through Orders.ZDF@gpw.gov.za
- 10.1.5 Retail of printed publications (Publications) sales of printed gazettes, bound volumes, posters and charts, legislation booklets etc. to the general public

More information on the services and products of the Government Printing Works may be obtained from our website www.gpwonline.co.za.

11. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY GOVERNMENT PRINTING WORKS

All submissions for public involvement should be made to the Information Officers through GPW.PAIA@gpw.gov.za.

12. PROCESSING OF PERSONAL INFORMATION

12.1 Purpose of Processing

Government Printing Works processes personal information for the following purposes:

- 12.1.1 Management of personnel and their benefits
- 12.1.2 Security vetting of employees
- 12.1.3 Application forms for employment / advertised posts
- 12.1.4 Personalisation of identity related security documents e.g. IDs and passports
- 12.1.5 Publishing of gazettes
- 12.1.6 Management of Publications subscribers

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
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), criminal behaviour; well-being and their relatives (family members) race, medical, gender, sex, nationality, ethnic or social origin, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, biometric information of the person
ID and passport customers of the Department of Home Affairs	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 for vetting	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), criminal behaviour; well-being and their relatives (family members) race, medical, gender, sex, nationality, ethnic or social origin,

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

NB: Specify the person or category of persons to whom the body may disseminate personal information. Below is an example of the category of personal information

to be disseminated and the recipient or category of recipients of the personal information.

Category of personal information	Recipients or Categories of Recipients
Identity number and names, for criminal checks	South African Police Services State Security Agency Other appointed verification institutions
Qualifications, for qualification verifications	South African Qualifications Authority State Security Agency Other appointed verification institutions
Credit and payment history, for credit information	Credit Bureaus

12.4 Planned trans border flows of personal information

None

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

- Physical security measures;
- Periodical information updates
- Secured filing systems
- Signing off certificates for destruction of personal information that is no longer required
- Cyber security controls including firewalls, anti-malware software

13. AVAILABILITY OF THE MANUAL

13.1 This Manual is available free of charge in English. A copy thereof is also available on www.gpwonline.co.za

14. UPDATING OF THE MANUAL

The Government Printing Works will, if necessary, update and publish this Manual annually.

Issued by



Alinah Fosi

Chief Executive Officer

GOVERNMENT PRINTING WORKS
RECEIVED
2022 -02- 03
Signature.....
OFFICE OF THE CEO