



Province of the
EASTERN CAPE
HEALTH

PROMOTION OF ACCESS TO INFORMATION MANUAL

EASTERN CAPE DEPARTMENT OF HEALTH

MANUAL ON THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000 (ACT NO. 2 OF 2000)

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1. INTRODUCTION

This manual has been prepared in terms of Section 51 of the Promotion of Access to Information Act (PAIA) No. 2 of 2000.

Section 32 of the Constitution of the Republic of South Africa, 1996 (Act 108 of 1996) ("the Constitution") provides that:

"Everyone has the right of access to:

- 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.*

National legislation must be enacted to give effect to this right, and may provide for reasonable measures to alleviate the administrative and financial burden on the state."

On 2 February 2000 the National Legislature enacted the Promotion of Access to Information Act No 2 of 2000 to comply with section 32 of the Constitution of Republic of South Africa Act No 108 of 1996 (as amended) to ensure that the right of access to information is protected and exercised properly. The Promotion of Access to Information Act No 2 of 2000 came into operation on 9 March 2001, save that sections 10, 14, 16 and 51 thereof only came into effect on 15 February 2002. (Government Notice No R223 of March 2001).

The purpose of the Promotion of Access to Information Act No 2 of 2000 is to promote a society in which the people of South Africa have effective access to Information to enable them to exercise and protect their rights fully. This effectively means that the Promotion of Access to Information Act is available to any person (the requestor) who wishes to request Information from a public or private body.

Every public and private body is required to compile a manual in at least three official languages explaining how to use the Information Act. This Manual has been designed to assist a requestor who wishes to obtain information from the Eastern Cape Department of Health, which is a public body. This Manual is available in English, Afrikaans and Xhosa.

The Promotion of Access to Information Act provides that a public body is required to submit annually a report of requests to the South African Human Rights Commission(SAHRC), whose further particulars appears herein under.

Every government body / Department should have a manual specific to its core functions and operations. Therefore, if a requester wishes to access information from another government body, the requester should obtain a copy of the manual from the relevant government body. If a requestor wishes to make a request for access to information from a private body, the requester should obtain a copy of the manual from the relevant private body.

This Manual is divided into sections to assist members of the public and requestors with accessing information from the Eastern Cape Department of Health in accordance within the provisions of the Promotion of Access to Information Act No 2 of 2000 Information Act.

In respect of the Department of Health for the Province of the Eastern Cape, the Deputy Information Officer is the Head of Department / Superintendent General.

The Head of Department has, for purposes of expediency and convenience, delegated his powers as the Deputy Information Officer in respect of requests for medical records, to the duly appointed heads of the various hospitals in the Province.

For Purposes of requesting medical records from respective institutions, it is envisaged that as the first port of call, the requester will forward their request to the attention of the delegated Deputy Information Officers who will be heading the respective institutions.

The Deputy Information Officer or delegated at Head Office may not accept or deal with any requests for medical records, unless it is an appeal that is brought on the basis that it has not been attended by the relevant delegated Deputy Information officer .

Should the requester receive no response or their request be denied by the Deputy Information Officer concerned, the requester may lodge an appeal as prescribed in section 74 of this Act, to the Information Officer and also bring the appeal to attention of the Executive Authority of the Department of Health.

2. DEFINITIONS

- (a) **MEC:** means Member of the Executive Council for the Eastern Cape Department of Health;
- (b) **SG** or **HOD:** means Superintendent General or Head of Department for the Department of Health;
- (c) **Deputy Information Officer** is the HOD or SG as defined above in (b); or delegated functionary, meaning that the hospital Chief Executive Officers or District Office Managers and Hospital Managers duly appointed in any of the hospitals or District offices within the Department of Health for the Province of the Eastern Cape; and including relevant appointed officials within the department.
- (d) **PAIA:** means Promotion of Access to Information Act No 2 of 2000

3. LEGISLATIVE FRAMEWORK

- (i) The Constitution of Republic of South Africa Act No 108 of 1996 (as amended);
- (ii) National Health Act No 61 of 2003;
- (iii) Promotion of Administrative Justice Act No 3 of 2000; and
- (iv) Public Service Act No 103 of 1994 and the Public Service Regulations (as amended).

4. GUIDE ON HOW TO USE THE PROMOTION OF ACCESS TO INFORMATION ACT

Section 10 of the PAIA provides that the South African Human Rights Commission should publish a guide containing the following information:

- The objects of the Act;
- The contact details of the Information and Deputy Information Officers;
- The manner and form of a request for access to a record held by a public body;
- The assistance available from an Information Officer of a public body and the Human Rights Commission in terms of this Act;
- All remedies available in respect of an act, a failure to act or a duty imposed by this Act and the manner of lodging an internal appeal and a court application;
- The requirement of a public body to compile a manual on how to obtain access to a manual;
- The requirement of a public body to provide for the voluntary disclosure of categories of records;
- A list of prescribed fees to be paid in respect of requests for access;
- Any regulations made by the Minister in terms of this Act.

Enquiries in relation to PAIA should be directed to:

South African Human Rights Commission
Promotion of Access to Information Act Unit
Research and Documentation Department
Braampark Forum 3
33 Hoofd Street
Braamfontein
Tel no : (011) 877– 3600
Website : www.sahrc.org.za
E-mail : PAIA@sahrc.org.za

5. DESCRIPTION OF THE EASTERN CAPE DEPARTMENT OF HEALTH AND ITS FUNCTIONS

Vision and Mission of Eastern Cape Department of Health.

- (i) The vision of the Eastern Cape Department of Health is *“Health Service to all the people in the Eastern Cape Province, promoting a better life to all”*.
- (ii) The mission of the Department of Health is to provide and ensure accessible, comprehensive and integrated health services in the Eastern Cape, emphasizing the primary health care approach, utilizing and developing all resources to enable all its present and future generations to enjoy healthy and quality of life.

Functions of the Eastern Cape Department of Health

The Department of Health is the Provincial Department responsible for health in the Eastern Cape Province, and created in terms of the Constitution of Republic of South Africa and the Public Service Act No 147 of 1999 (as amended) to provide health services in the public. It is thus mandated to ensure that:

- the Constitution, national and provincial laws rules, regulations as well as policies applicable in the public sector as a whole are executed and adhered to effectively.

**6. CONTACT DETAILS FOR THE EASTERN CAPE DEPARTMENT OF HEALTH'S
EXECUTING AUTHORITY, ACCOUNTING OFFICERS AND DEPARTMENTS'
APPOINTED DEPUTY INFORMATION OFFICERS**

5.1 THE EXECUTING AUTHORITY

DR. PUMZA PATRICIA DYANTYI
OFFICE OF THE MEMBER OF EXECUTIVE COMMITTEE FOR HEALTH
PHYSICAL ADDRESS: ATTENTION: THE HONOURABLE MEC FOR HEALTH
5TH FLOOR, DUKUMBANA BUILDING
INDEPENDENCE AVENUE
BHISHO
Tel no: 040 608 1114
Fax no: 040 608 1118

**5.2 THE SUPERINTENDENT GENERAL / HEAD OF DEPARTMENT /APPOINTED
DEPUTY INFORMATION OFFICER.**

DR. THOBILE DOUGLAS MBENGASHE
OFFICE OF THE SUPERINTENDENT GENERAL
OFFICE NO: 5 – 5TH FLOOR
EXECUTIVE FLOOR
DUKUMBANA BUILDING
INDEPENDENCE AVENUE
BHISHO
EASTERN CAPE
5605
Tel no: 040 608 1111
Fax no: 040 608 1112

5.3 DEPARTMENTAL POSTAL ADDRESS

EASTERN CAPE DEPARTMENT OF HEALTH
PRIVATE BAG X0038
BHISHO
5605
EASTERN CAPE
REPUBLIC OF SOUTH AFRICA

5.4 DELEGATED DEPUTY INFORMATION OFFICERS OF THE EASTERN CAPE DEPARTMENT OF HEALTH

The Promotion of Access to Information Act provides that the Superintendent General of the Department of Health as appointed Deputy Information Officer. In turn the Superintendent General has delegated certain functions to the officials of the Department as Deputy Information Officers,

5.5 THE DEPUTY INFORMATION OFFICERS

5.5.1 HEAD OFFICE - BISHO

Dr. Thobile Douglas Mbengashe
Deputy Information Officer
c/o The Senior Manager: Legal Services
Office No 7 – 1st Floor
Unathi House Building
Siwane Avenue
BHISHO
Eastern Cape

Tel no: 040 608 1529
Fax no: 040 609 8101/9

**5.5.2 LEGAL ADVISOR TO THE DEPARTMENT IN RESPECT OF PROMOTION OF
ACCESS TO INFORMATION ACT**

Mr. Mlungisi Mlambo
The Senior Manager: Legal Services
Office No 7 – 1st Floor
Unathi House Building
Siwane Avenue
BHISHO
Eastern Cape
Tel no: 040 608 1529
Fax no: 040 609 8109/1

PROVINCIAL HOSPITALS

Frere Hospital

The Chief Executive Officer / Deputy Information Officer
Address: Amalinda Main Road
Amalinda
EAST LONDON
5200
Tel no: 043 7092027
Fax no: 043 7098424

Cecilia Makiwane Hospital

The Chief Executive Officer / Deputy Information Officer
Address: No.4 Bille Road
MDANTSANE
5219
Tel no: 043 7082125

Fax no: 043 7602252

Cell: 0833782211

Livingstone Hospital

The Chief Executive Officer / Deputy Information Officer

Address: Stanford Road

KORSTEN

6014

Tel no: 0414052120

Fax no: 0414052103

Cell: 0833318638

Dora Nginza Hospital

The Chief Executive Officer / Deputy Information Officer

Address: Spondo Street

Zwide

PORT ELIZABETH

6201

Tel no: 041 4064202

Fax no: 0414644551

Cell: 0833780959

Uitenhage Hospital

The Chief Executive Officer /Hospital Manager (HM) / Deputy Information Officer

Address: Shana Street

Levyvale

UITENHAGE

6230

Tel no: 0419951111

Fax no: 041 9662604 / 9951084

Nelson Mandela Academic Hospital

The Chief Executive Officer / Deputy Information Officer

Address: Nelson Mandela Drive

Fortgale

MTHATHA

5099

Tel no: 0475024409/4326

Fax no: 0475024907

Mthatha General Hospital

The Chief executive Officer / Deputy Information Officer

Address: Season Street

MTHATHA

5099

Tel no: 0475024156

Fax no: 0475024907

Bedford Orthopaedic Hospital

The Chief Executive Officer / (HM) / Deputy Information Officer

Address: Private Bag X5103

MTHATHA

5099

Tel no: 0475324489

Fax no: 0475024907

Cell: 0837663689

5.5.2 ALFRED NZO DISTRICT

District Office: The District Manager

Name of Deputy Information Officer

Address:

Tel no: 039 7274462

Fax no: 039 7271044

Cell: 0833781902

Madzikane ka Zulu Hospital

The Chief Executive Officer / HM
Address: Ncunteni A/A
MOUNT FRERE
5090
Tel no: 039 2558200
Fax no: 039 2550333

Sipetu Hospital

The Chief Executive Officer / HM
Address: Isilindi A/A
NTABANKULU
5130
Tel no: 0392550077
Fax no: 039 2550097
Cell no: 083 3592250

Mount Ayliff Hospital

The Chief Executive Officer / HM
Address: No. 8 Ntsizwa Street
MOUNT AYLIFF
4735
Tel no: 039 2540231
Fax no: 039 2540190
Cell: 083 3781805

Taylor Bequest Hospital

The Chief Executive Officer / HM
Address: No. 1 Main Street
MATATIELE
4730
Tel no: 039 7373107
Fax no: 039 7374134

St Patrick's Hospital

The Chief Executive Officer / HM
Address: Main Street
BIZANA
4800
Tel no: 0392510286
Fax no: 0392510286
Cell no: 083 3781763

Greenville Hospital

The Chief Executive Officer / HM
Address: Etyeni Location
BIZANA
4800
Tel no: 0392513010
Fax no: 0392513007
Cell: 0833781766

5.5.3 AMATHOLE DISTRICT

District Office: The District Manager
Name of Deputy Information Officer
Address:
Tel no: 043 7076766
Fax no: 043 7076843
Cell: 0833787284

Bisho Hospital

The Chief Executive Officer / HM
Address: Komga Road
BISHO
5605
Tel no: 040 6352950/28
Fax no: 040 6352848 / 0866582852
Cell: 0833780447

Nompumelelo Hospital

The Chief Executive Officer / HM
Address: Grahamstown Road
PEDDIE
5640
Tel no: 040 6733321/22
Fax no: 040 6733744
Cell: 0833781961

Cathcart Hospital

The Chief Executive Officer / HM
Address: P.O. Box 10
CATHCARTH
5310
Tel no: 045 8431029
Fax no: 045 8431559

Butterworth Hospital

The Chief Executive Officer / HM
Address: No. 1 Scanlen Street
BUTTERWORTH
4960
Tel no: 047 4914161/62

Grey Hospital

The Chief Executive Officer / HM
Address: Eales Street
KING WILLIAM'S TOWN
5600
Tel no: 043 6433300
Fax no: 043 6433318
Cell: 0833789740

SS Gida Hospital

The Chief Executive Officer / HM
Address: Chata Road
KEISKAMMAHOEK
5670
Tel no: 040 6580043
Fax no: 0406580010
Cell: 0833780418

Stutterheim Hospital

The Chief Executive Officer / HM
Address: Hospital Street
STUTTERHEIM
4930
Tel no: 043 6831313
Fax no: 043 6831167
email: stutthospt@hazeldean.co.za

Tafalofefe Hospital

The Chief Executive Officer / HM
Address: Kabakazi Location
CENTANE
4960
Tel no: 047 4987099

Fax no: 047 4914217

Cell: 0738143282

Madwaleni Hospital

The Chief Executive Officer / HM

Address: Gusi A/A

ELLIOTDALE

5070

Tel no: 047 5769296/7

Fax no: 0475769056

Cell: 0822181507

Fort Beaufort Hospital

The Chief Executive Officer / HM

Address: No. 1 Bell Street

FORT BEAUFORT

5720

Tel no: 046 6451111

Fax no: 0466452034

Adelaide Hospital

The Chief Executive Officer / HM

Address: Piet Retief Drive

ADELAIDE

5760

Tel no: 046 6840066

Fax no: 046 6840417

email: adelhosp@mweb.co.za

New Haven Hospital

The Chief Executive Officer / HM

Address: No. 12 Cavendish

Vincent

EAST LONDON

Fax no: 0474987088

Bedford Hospital

The Chief Executive Officer / HM

Address: 8 Maitland Street

BEDFORD

5780

Tel no: 046 6850043

Fax no: 046 6850819

Cell: 0833789237

Victoria Hospital

The Chief Executive Officer / HM

Address: Lovedale Road

ALICE

5700

Tel no: 040 6531141

Fax no: 040 6531939

Komga Hospital

The Chief Executive Officer / HM

Address: Victoria Road

KOMGA

4950

Tel no: 043 8311013

Fax no: 043 8311338

email: komgapah@mweb.co.za

5247

Tel no: 043 7263225

Fax no: 043 7268770

Cell: 0826920520

email: nhaven@mweb.co.za

5.5.4 CHRIS HANI DISTRICT

District Office: The District Manager

Name of Deputy Information Officer:

Address:

Tel no: 045 8071100

Fax no: 045 8071189

Cell: 0833781548

email: nomeko.kiiza@impilo.ecprov.gov.za

Cala Hospital

The Chief Executive Officer / HM

Address: Druly Lane Street

CALA

5455

Tel no: 047 8770129

Fax no: 047 8770288

email: nobusy.philaphi@impilo.ecprov.gov.za

Elliot Hospital

The Chief Executive Officer / HM

Address: Maclear Road

ELLIOT

5460

Tel no: 045 9311321

Fax no: 0459311470

Cell: 0824912201

email: nomveliso.speliti@impilo.ecprov.gov.za

Glen Grey Hospital

The Chief Executive Officer / HM

Address: Indwe Road

LADY FRERE

5410

Tel no: 0478780018

Fax no: 0478782867

Cell: 0833788211

email: zoyisili.titi@impilo.ecprov.gov.za

Dordrecht Hospital

The Chief Executive Officer / HM

Address: Erf 875 Grey Street

DORDRECHT

5435

Tel no: 0459431019

Fax no: 0459431939

Cell: 0845821067

email: ebo@xsine.co.za

Cradock Hospital

The Chief Executive Officer / HM
Address: Private Bag X55
CRADOCK
5880
Tel no: 0488812123
Fax no: 0488812804
Cell: 0827884636

All Saints Hospital

The Chief Executive Officer / HM
Address: All Saints A/A
NGCOBO
5050
Tel no: 047 5481115
Fax no: 047 5484008
Cell: 0839944167
email: tembile.gedu@impilo.ecprov.gov.za

Cofimvaba Hospital

The Chief Executive Officer / HM
Address: Zigudu Road
COFIMVABA
5380
Tel no: 0478748001
Fax no: 0478740115
email: pumeza.sidloyi@impilo.ecprov.gov.za

Indwe Hospital

The Chief Executive Officer / HM
Address: Graham Street
INDWE
5445

Wilm Stahl Hospital

The Chief Executive Officer / HM
Address: Du Plessis Street
MIDDLEBURG
5900
Tel no: 0498421111
Fax no: 0498421358

Mjanyana Hospital

The Chief Executive Officer / HM
Address: X1204
IDUTYWA
5000
Tel no: 0475471001/2
Fax no: 0475484008
Cell: 0839944167

Hewu Hospital

The Chief Executive Officer / HM
Address: Ekuphumleni Road
WHITTLESEA
4360
Tel no: 040 8410754
Fax no: 0408410134
Cell: 0839838740

Martjie Venter Hospital

The Chief Executive Officer / HM
Address: No. 1 Magaret Street
TARKASTAD
5370

Tel no: 0459521190
Fax no: 0459521353
Cell: 0795830350
email: mmh@indwehospital.co.za

Molteno Hospital

The Chief Executive Officer / HM
Address: Stewart Street
MOLTENO
5500
Tel no: 0459670089
Fax no: 0459670545
Cell: 0827725323
email: hospadmin@molteno-sa.co.za

Tel no: 0458460053
Fax no: 0458460273
Cell: 0832326251
email: mventer@eci.co.za

Sterkstroom Hospital

The Chief Executive Officer / HM
Address: no. 18 Legrange Street
STERKSTROOM
5425
Tel no: 0459660268
Fax no: 0469660277
Cell: 0829700876
email: sterkhosp@xsinet.co.za
sterkstroomhospital@telkomsa.net

5.5.5 CACADU DISTRICT

District Office: The District Manager
Name of Deputy Information Officer
Address:
Tel no: 041 4088152
Fax no: 041 4088176
Cell: 0833780145
email: gloria.nchukana@impilo.ecprov.gov.za

Port Alfred Hospital

The Chief Executive Officer / HM
Address: Southwell Road
PORT ALFRED
6170
Tel no: 046 6044000
Fax no: 0466244744

Settlers Hospital

The Chief Executive Officer / HM
Address: Milner Street
GRAHAMSTOWN
6140
Tel no: 046 6025000
Fax no: 0466228686
Cell: 0833782349

Midlands Hospital

The Chief Executive Officer / HM
Address: Albertyn Street
GRAAFREINET
6280
Tel no: 049 8077700
Fax no: 0498923297

Aberdeen Hospital

The Chief Executive Officer / HM
Address: No. 35 Hope Street
ABERDEEN
6270
Tel no: 049 8460497
Fax no: 049 8460176

Humansdorp Hospital

The Chief Executive Officer / HM
Address: Du Plessis Street
HUMANSDORP
6300
Tel no: 042 2951100
Fax no: 0422880057

Sundays Valley Hospital

The Chief Executive Officer / HM
Address: No. 2 Whytes Road
KIRKWOOD
6120
Tel no: 0422300406
Fax no: 0422300567

Andries Vosloo Hospital

The Chief Executive Officer / HM
Address: Charles Street
SOMERSET
5850
Tel no: 042 2431313
Fax no: 0422431400

BJ Vorster Hospital

The Chief Executive Officer / HM
Address: Crn Krom & Baaken Street
KAREEDOUW
6400
Tel no: 042 2880210
Fax no: 0422880057
email: bjvhosp@xsinet.co.za

SAWAS Hospital

The Chief Executive Officer / HM
Address: College Street
JANSENVILLE
6265
Tel no: 0498360588
Fax no: 0498360588
email: sawashop@imaginet.co.za

Willowmore Hospital

The Chief Executive Officer / HM
Address: 25 Knysna Street
WILLOWMORE
6455
Tel no: 044 9231148
Fax no: 044 9231489

email: hospital@kirkwood.co.za

Cell: 0828510193

email: willowmore@telkomsa.net

5.5.6 JOE GQABI DISTRICT

District Office: The District Manager

Name of Deputy Information Officer

Address:

Tel no: 051 6341899

Fax no: 051 6341833

Cell: 0833781728

email: nobahle.ndabula@impilo.ecprov.gov.za

Cloete Joubert Hospital

The Chief Executive Officer / HM

Address: No. 1 Voortrekker Road

BARKLY EAST

9786

Tel no: 0479710091

Fax no: 0459710135

Cell: 0833781529

Empilisweni Hospital

The Chief Executive Officer / HM

Address: Umlamli Road

STERKSPRUIT

9762

Tel no: 0516110037

Fax no: 0516110083

Cell: 0833789273

Umlamli Hospital

The Chief Executive Officer / HM

Address: Hoita Village

STERKSPRUIT

9763

Tel no: 0516110090

Fax no: 0867183366

Cell: 0833784925

Aliwal North Hospital

The Chief Executive Officer / HM

Address: Parklane Avenue

ALIWAL NORTH

9750

Tel no: 051 6342381

Fax no: 0516341604

Cell: 0833782414

Steynsburg Hospital

The Chief Executive Officer / HM

Burgersdorp Hospital

The Chief Executive Officer / HM

Address: No. 1 Henning Street
STEYNBURG
5920
Tel no: 0488840241
Fax no: 0488840343
Cell: 0833782051

Maclear Hospital

The Chief Executive Officer / HM
Address: P.O. Box 93
MACLEAR
5480
Tel no: 0459321028
Fax no: 0459321585
Cell: 0825611123
email: machos@xsinet.co.za

St. Francis Hospital

The Chief Executive Officer / HM
Address: Bantu Street
ALIWAL NORTH
9750
Tel no: 0516332741
Fax no: 0516341024
Cell: 0760335030

Taylor Bequest Hospital (Mt Fletcher)

The Chief Executive Officer / HM
Address: Opposite Correctional Services
MOUNT FLETCHER
4770
Tel no: 0392570043
Fax no: 0392570053

Address: Daantjie Van Den Heever Street
BURGERSDORP
9744
Tel no: 0516531882
Fax no: 0516530534
Cell: 0833782197

Jamestown Hospital

The Chief Executive Officer / HM
Address: Hill Street
JAMESTOWN
9742
Tel no: 0516410722
Fax no: 0516410848
Cell: 0825551784
email: jth@internext.co.za

Lady Grey Hospital

The Chief Executive Officer / HM
Address: Bekker Street
LADY GREY
9755
Tel no: 0516030093
Fax no: 0516030246
Cell: 0829216593
email: lghosp@tiscali.co.za

Cell: 0798862848

5.5.7 NELSON MANDELA METRO

District Office: The District Manager

Name of Deputy Information Officer

Address:

Tel no: 041 3918150

Fax no: 041 3918133

Cell: 0829390791

email: tommy.olivier@impilo.ecprov.gov.za

5.5.8 O.R. TAMBO DISTRICT

District Office: The District Manager

Name of Deputy Information Officer

Address:

Tel no: 047 5029000

Fax no: 047 5323995

Cell: 0833780379

email: david.bezana@impilo.ecprov.gov.za

Nessie Knight Hospital

The Chief Executive Officer / HM

Address: Sulenkama A/A

QUMBU

5180

Tel no: 0475532000

Cell: 0833781450

St. Lucy Hospital

The Chief Executive Officer / HM

Address: P.O. St Cuthberth

TSOLO

5171

Canzibe Hospital

The Chief Executive Officer / HM

Address: Canzibe A/A

NGQELENI

5140

Tel no: 0475326259

Fax no: 0475259631

Isilimela Hospital

The Chief Executive Officer / HM

Address: Isilimela A/A

PORT ST JOHNS

5120

Tel no: 0475642811

Tel no: 0475641346

Fax no: 0475688577

Cell: 0824782960

St Barnabas Hospital

The Chief Executive Officer / HM

Address: Ntlaza A/A

LIBODE

5160

Tel no: 0475642811/12/13

Fax no: 0475551013

Bambisana Hospital

The Chief Executive Officer / HM

Address: Goqwana A/A

LUSIKISIKI

4820

Tel no: 0392537923

Fax no: 0392531578

Dr Malizo Mpehle Hospital

The Chief Executive Officer / HM

Address: Tsolo Main Road

TSOLO

5170

Tel no:

Fax no: 0475426324

Cell: 0824217422

Zitulele Hospital

The Chief Executive Officer / HM

Address: Zithulele A/A

MQANDULI

5080

Tel no: 0475750005

Fax no: 0475750037

Cell: 0834377462

Holy Cross Hospital

The Chief Executive Officer / HM

Address: Nxarabe Location

FLAGSTAFF

4810

Tel no: 0392523000/1

Fax no: 0392523002

Cell: 0833780224

7. ACCESS TO INFORMATION

7.1. The Procedure

- The Promotion of Access to Information Act provides that any person has a right to access information in the possession of the State or any public body. The procedure to obtain access to the information from the Eastern Cape Department of Health is as follows:
- A requestor must fill out the relevant form as outlined in section 18 of the Act, (Form A attached hereto also obtainable from Government Gazette R182 of February 2000) and submit it, duly completed, to the appropriately designated Deputy Information Officer at the address as indicated under part 5.5 of this manual.
- The form submitted to the delegated Deputy Information Officer must contain all relevant information to enable the Deputy Information Officer or delegated to identify the specific information requested for.
- The requester must also indicate whether he or she would want to secure a copy of the record, to peruse the record at the office of the public body or, alternatively, to secure same in another form in which it exists. The request must not unreasonably interfere with the running of the public body concerned; damage the record or infringement on a copyright not owned by the state.
- If, for practical reasons access cannot be given in a required form but in another form, the fee must be calculated according to the way that the requestor first asked for it.
- The requester must indicate how he or she wishes to be informed of the decision by the Deputy Information Officer or delegated regarding the request

for information in a particular manner (i.e. post, telefax, electronic mail) and must therefore provide the necessary details to be so informed.

- If a requestor asks for the information on behalf of somebody else, the capacity and proof of authority in which the request is being made must be indicated to the satisfaction of the Deputy Information Officer, and such mandate should be in writing and duly signed.

7.2 A requestor must be given access to the records held by a public body where he/she has complied with the following:

- Duly completed Form A;
- Consent by the person represented by the requestor or a duly signed power of attorney;
- Proof of payment of the required fee;
- All the procedural requirements in terms of the Act relating to the request for access to the records have been complied with;
- That access to such a record is not refused or denied on any grounds of refusal in terms of the Act.

7.3 Fees payable

- Section 22(1) of the Act requires that any requester other than a personal requester should pay a prescribed request fee before such a request is processed further.
- It is the duty of the Deputy Information Officer to notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee and deposit (if any) before further processing the request.
- The non-refundable deposit fee of R45-00 (or as may be amended from time to time by way of written notice) is payable in respect of each and every

request for access to information or appeal submitted to the Deputy Information Officer or delegated which is to be considered.

- Exemption may be granted in respect of requesters who meet the criteria of exemption as determined by the Act.
- The requester may lodge an internal appeal, where appropriate, to the delegated Deputy Information Officer in respect of appeal and/or alternatively the Head of Department and/or alternatively The Information Officer and/or, alternatively the Member of Executive Authority of the Department of Health as alluded to in the introduction.
- The internal appeal will be considered to have been officially received when it has proof of successful service or receipt by the relevant office identified hereinabove as responsible for internal appeal
- After the Deputy Information Officer or delegated has made a decision on the request, the requestor must be notified of such a decision in the preferred manner of notification, and thereafter confirmed in writing.
- Access to a copy of the records will be withheld until all the applicable fees have been paid.
- The fees are prescribed by Regulation. A requester is referred to applicable fees payable as per Part II of Notice 187 in the Government Gazette on 15 February 2002 are annexed hereto as Annexure B.

7.3.1. Any requestor who is not satisfied with a decision by the Deputy Information Officer, can lodge an appeal to the Executive Authority as indicated in the introduction above, in relation to any of the following:

- Fees charged;

- Extension of period by the Deputy Information Officer;
- Provision of information or record in particular form in which it was requested;
- Refusal of request for access.

7.3.2. Section 20 of the Act deals with transfer of requests and requires that the Deputy Information Officer to whom the request for records is made but is not in possession or in control of such records transfers the request to the relevant Deputy Information Officer. This does not exempt the requestor to ensure and confirm that his/her request has reached the responsible office to deal with appeal.

7.3.3 Such a transfer must as soon as reasonably possible and within 14 days after the request has been received be transferred to the relevant Deputy Information Officer and the requestor informed about the transfer.

7.4 **Appeal Procedure**

An internal appeal in terms of Section 74 and 75 of the Act must be lodged in a prescribed form (Form B) within 60 days of the decision by the Deputy Information Officer.

- The internal appeal in the prescribed form must be delivered or sent to the Head of Department and and/or Member of Executing Authority of the Eastern Cape Department of Health in its original appeal form together with an appeal fee supporting the original.
- Note that the office of the Member of Executive Authority may therefore not be the first port of call or contact when sending the initial request for records. This office is to be utilized only for the purposes of receipt in respect of internal appeal, where the requester is not aware to whom the internal appeals should be delivered.

- Any applicant who directs his or her initial request for records to the Member of Executive Authority will be regarded as subverting to the established procedure and may face delay in handling of his request as it may have to be re-directed. However requests forwarded to the Member of Executive Authority may be regarded as have not been sent in terms of relevant procedure.
- The Eastern Cape Department of Health reserves it right to oppose any court application in this regard made on the basis of the request forwarded to an incorrect office in terms of this procedure and such may be regarded as not have reached the intended recipient.
- The subject of the internal appeal must be identified and reasons for the internal appeal must be stated. It may include any other relevant information known to the appellant.
- Should the requester not be satisfied with the decision of the internal appeal process he / she has the right to seek relief from the court of law.

8. List of subjects on which the Eastern Cape Department of Health or its institutions holds records and categories of

The Eastern Cape Department of Health holds the followings records:

- Provincial Health Institutions records
- Provincial Private Health Facilities records
- Provincial Licensing records
- Provincial health policies and guidelines
- ECDOH Patient Records (which are available only to the patient and are not available to third parties with-out the relevant patient's written consent and authority)

- Hospital fees Manual;
- In-house training manuals;
- Annual reports;
- Strategic Planning records
- Financial statements;
- Budgets;
- Agendas minutes and correspondence
- Medical Research Material;
- Research Reports;
- Results;
- Disseminations;
- Articles;
- Database;
- Research outputs research proposal;
- Reviews questioners;
- Employees' records;
- Applications;
- Media Statements;
- Speeches and messages;
- ECDOH Health programmes;
- ECDOH Guidelines & Procedures;
- ECDOH Materials on Health Promotion;
- ECDOH Newsletters;
- ECDOH Research Reports;
- Eastern Cape Patient Charter;
- Vacancies;
- Corporate Information;
- Provincial Hospitals;
- Departments;
- Community Services;

- Nursing Schools and Colleges' records and documents;
- Health Topics;
- Links;
- Directory;
- Maps;
- Internal publications, reports, agenda, minutes of minutes, correspondence, departmental information, corporate communication, marketing and communication plans, e-mails archive, corporate manual of official policies, internal directorates, medical institutions;
- Legal Documents e.g. contracts, public opinions and records relating to litigation, selected reports, other records relating to the work of the Eastern Cape Department of Health Legal Services;
- Legal agreements and documents relating to litigation; that is not privileged.
- Trademarks;
- Government Gazettes;
- CCMA, Labour Court, and criminal and civil cases, review proceedings, reports, disciplinary and grievances hearings, reports, tape recordings;
- Intellectual property management documents policies;
- Litigation statistics, litigation education manuals, minutes of meetings, agendas;
- Legislation;
- Labour related resolutions memorandum, litigation correspondence (not privileged).
- Policies of the Eastern Cape Department of Health.

9.RECORDS AUTOMATICALLY AVAILABLE

The records on the website of the Province of the Eastern Cape www.ecprov.gov.za and the Eastern Cape Department of Health <http://www.echealth.gov.za> are available for viewing or downloading without a person having to make such a request in terms of the said Act.

- Departmental Speeches
- Provincial Government News Headlines
- Annual Reports
- Strategic Plans and Annual Performance Plans
- Electronic Documents Library
- Events Calendar
- Electronic Media Gallery
- Provincial Departments
- District Municipalities
- Vacancies
- Provincial Databases information
- Contact details of the Provincial Government
- Other government links
- Eastern Cape Department of Health Contact Details
- Bursaries
- Career Opportunities
- Hospitals and Healthcare information
- Policies and Legislation
- Summit and Seminars
- Diseases and conditions information
- Eastern Cape Department of Health Forms

9. A description of the services available to members of the public from the Eastern Cape Department of Health and how to gain access to those services

9.1 The Eastern Cape department of Health provides health services as required by the binding International Health Conventions and Agreements, Constitution, National Legislation, Bylaws, Regulations, Policies, Standards and any applicable green and white papers, just to mention main priorities being to, *inter alia*:

9.1.1. Increasing the life expectancy.

9.1.2. Decreasing Maternal and Child Mortality.

9.1.3 Combating HIV and AIDS and decreasing the burden of Tuberculosis.

9.1.4. Strengthening the health systems.

9.1.5. Improved health infrastructure and related health service provision throughout the people in the Eastern Cape

9.2 These services are accessible throughout all the health institutions under direct control of Eastern Cape Department of Health.

10. Availability of Manual

A copy of this Manual is made available as prescribed in Section 14 (3) of the Act in the following manner:

- A copy in each of the three official languages being English , Afrikaans and isiXhosa, has been made available to the South African Human Rights Commission;
- The manual is available on the website of the Eastern Cape Department of Health at <http://www.echealth.gov.za>

11. Update of Manual

The Eastern Cape Department of Health reserves the right to update this manual annually or when the demands of the Department in terms of the Act and any other related specific requires such update.

The Promotion of Access to Information Manual that was in force and approved for Eastern Cape Department of Health has now been updated by this approval and therefore supersede the previously approved Manual in this regard.

12. Approval Process of Promotion of Access to Information Act Manual for the Eastern Cape Department of Health



Dr. T.D. Mbengashe
Superintendent General
Date:

9/2/2015

"Promotion of Access to Information Act Manual for the Eastern Cape Department of Health"

Approved / Not Approved



Dr. P.P. Dyantyi

Member of Executive Council for Health

Date: 17/02/2015