

# **DEPARTMENT OF ECONOMIC DEVELOPMENT AND TOURISM**

## **WESTERN CAPE PROVINCIAL ADMINISTRATION**

### **TABLE OF CONTENTS**

- 1. Structure of the Department**
- 2. Functions of the Department**
- 3. Contact details of deputy information officer**
- 4. Guide by South African Human Rights Commission on how to use the Act**
- 5. Records**
  - 5.1 Description of subjects on which the Department holds records**
  - 5.2 Records automatically available**
  - 5.3 Request procedure**
- 6. Services available to the public**
- 7. Arrangement allowing involvement in the formulation of policy and performance of functions**
- 8. Remedies available in respect of acts or failure to act**

# 1. STRUCTURE OF THE DEPARTMENT

## SECTION 14(1)(a)

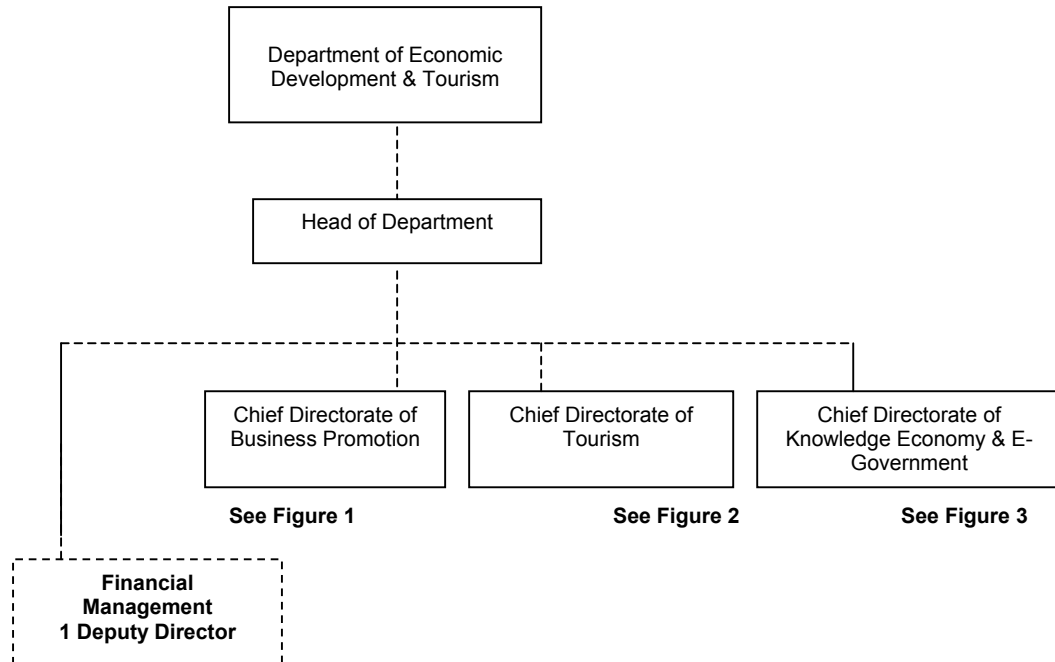


Figure 1

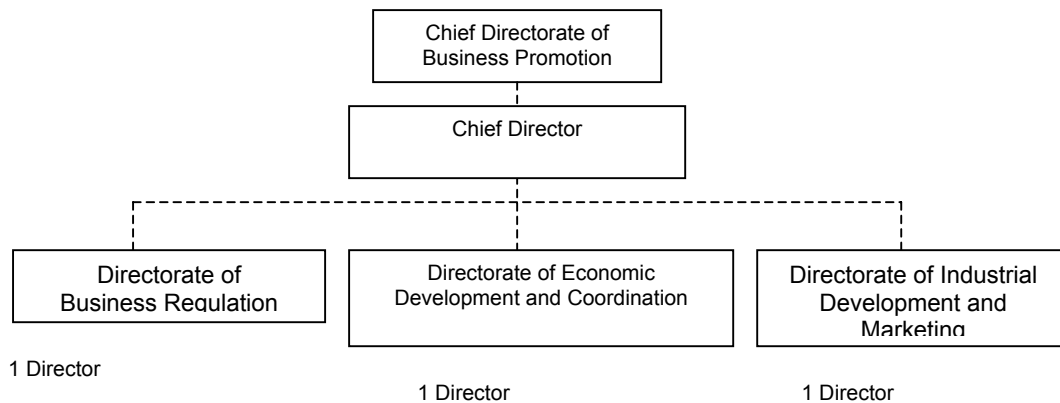


Figure 2

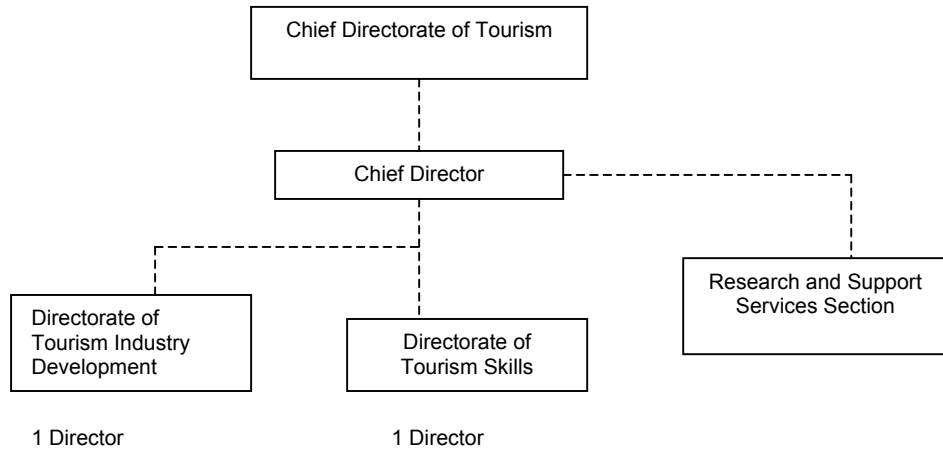
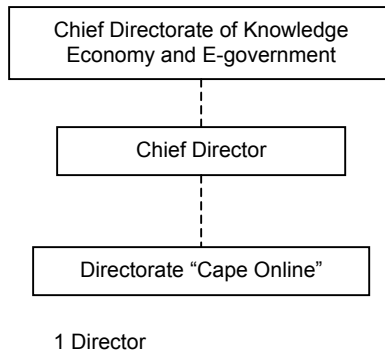


Figure 3



## **2. FUNCTIONS OF THE DEPARTMENT**

- Promoting business development and tourism in the Western Cape
- Promoting a knowledge economy and e-government

### **DIRECTORATE FINANCIAL MANAGEMENT**

- Ensuring effective budget management
- Managing effective departmental accounting services
- Managing a provisioning administration service

### **CHIEF DIRECTORATE OF BUSINESS PROMOTION**

- Regulating business activities
- Developing and co-ordinating business activities
- Developing industries and marketing

### **DIRECTORATE OF BUSINESS REGULATION**

- Promoting consumer interests
- Regulating business licensing

### **DIRECTORATE OF ECONOMIC DEVELOPMENT AND CO-ORDINATION**

- Promoting inter-departmental synergy and economic development
- Supporting local economic development
- Facilitating the development of entrepreneurs and new businesses

### **DIRECTORATE OF INDUSTRIAL DEVELOPMENT AND MARKETING**

- Identifying and finalising target growth groups
- Facilitating access to and marketing of national provision incentives
- Promoting an engaging and informed investor's climate

- Providing support in respect of the establishment of an export development centre
- Providing support in respect of the establishment of a manufacturing advice centre

### **CHIEF DIRECTORATE OF TOURISM**

- Promoting tourism as an industry
- Promoting skills development in the tourism industry
- Providing research and support services

### **DIRECTORATE OF TOURISM INDUSTRIAL DEVELOPMENT**

- Promoting a tourism development framework
- Promoting entrepreneurship with special emphasis on marginalised communities
- Providing support in respect of the promotion of tourism related investments, in co-operation with WESGRO

### **DIRECTORATE OF TOURISM SKILLS DEVELOPMENT**

- Promoting the Provincial Tourism Skills Development Framework
- Promoting tourism skills projects
- Regulating tourism guides

### **CHIEF DIRECTORATE OF KNOWLEDGE ECONOMY AND E-GOVERNMENT**

- Administering the Cape Online initiative
- Managing Cape Gateway
- Providing general administrative support

### **DIRECTORATE “CAPE ONLINE”**

- Promoting government information with regard to service products
- Marketing and communicating “Cape Online” initiatives and facilitating economic development opportunities

**3. CONTACT DETAILS OF THE DEPUTY INFORMATION OFFICER  
SECTION 14(1)(b)**

Dr L.F. Platzky  
9 Dorp Street/PO Box 979  
CAPE TOWN  
Tel.: (021) 483-3840/5799  
Fax: (021) 483-3409  
E-mail: [Lplatzky@pawc.wcape.gov.za](mailto:Lplatzky@pawc.wcape.gov.za)

**4. GUIDE BY THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION  
ON HOW TO USE THE ACT  
SECTION 14(1)(c)**

The guide on how to use the Promotion of Access to Information Act, 2000, will be available from the South African Human Rights Commission by no later than August 2003. Queries can be made at:

South African Human Rights Commission  
PAIA Unit  
The Research and Documentation Department

**Postal address:** Private Bag 2700  
HOUGHTON  
2041

**Tel.:** (011) 484-8300

**Fax:** (011) 484-1360

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

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

**5. RECORDS  
SECTION 14(1)(d)**

## 5.1 DESCRIPTION OF SUBJECTS ON WHICH THE DEPARTMENT HOLDS RECORDS

- Legislation
- Organisation and Control
- Financial Administration
- Human Resource Management
- Accommodation and Domestic Services
- Procurement of Goods and Services
- Transport and Official Visits
- Reports, Publications, Publicity and Information
- Committees, Meetings, Forums and other Gatherings
- Business Promotion
- Tourism
- Knowledge Economy and E-Government

## 5.2 RECORDS AUTOMATICALLY AVAILABLE

DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15(1) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000	MANNER OF ACCESS TO RECORDS
<b>DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE FOR INSPECTION IN TERMS OF SECTION 15(1)(a)(i)</b>	
<p><b><u>Business Promotion and Tourism</u></b>            (a) Reports, e.g. economic reports for the Western Cape</p>	<p>These records are available for inspection at the Subdirectorate of Support Services, Ground Floor, 9 Dorp Street, Cape Town – between 08:00 and 15:45.</p>
<b>DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE FOR COPYING OR PURCHASING IN TERMS OF SECTION 15(1)(a)(ii)</b>	

**Business Promotion and Tourism**

(a) Annual Reports

Copies of these records may be obtained on payment of the prescribed fee from the Subdirectorate of Support Services, PO Box 979, Ground Floor, 9 Dorp Street, Cape Town.

(b) Financial Statements

(c) Budget Report

(d) Reports, e.g. economic reports for the Western Cape

**Knowledge Economy and E-Government**

(a) Annual Reports

Copies of these records may be obtained on payment of the prescribed fee from the Subdirectorate of Support Services, PO Box 979, Ground Floor, 9 Dorp Street, Cape Town.

(b) Budget Reports

**Corporate Affairs**

(a) Annual reports including the report of the Auditor-General, and annual audited financial statements

Copies of these records may be obtained on payment of the prescribed fee from the Subdirectorate of Support Services, PO Box 979, Ground Floor, 9 Dorp Street, Cape Town.

(b) Budget reports

(c) Collective agreements with respect to the grievance procedure, picketing and

<p>the rules of conduct during industrial action, etc.</p> <p>(d) Constitutions of inter alia the Provincial Bargaining Council</p> <p>(e) Staff-related policies and procedures including employment equity plans, induction programs, HIV and Aids action plan and the code of conduct</p> <p>(f) Monthly reporting on the state of revenue and expenditure: in-year monitoring and reporting system (IMRS)</p> <p>(g) Medium-term Expenditure Framework Budget (MTEF)</p> <p>(h) Adjustments Budget and Explanatory Memorandum</p> <p><b><u>Head of Department</u></b></p> <p>(a) Annual Business Plan:  Overview of year  Projections for following year</p>	<p>Copies of these records may be obtained on payment of the prescribed fee from the Subdirectorate of Support Services, PO Box 979, Ground Floor, 9 Dorp Street, Cape Town.</p>
<p align="center"><b>DESCRIPTION OF CATEGORY OF RECORDS AUTOMATICALLY AVAILABLE FREE OF CHARGE IN TERMS OF SECTION 15(1)(a)(iii)</b></p>	
<p><b><u>Business Promotion and Tourism</u></b></p> <p>(a) Brochures:  Tourist Travel  General Tourist Information  Small Business Development</p> <p>(b) White Papers</p> <p>(c) Green Papers</p>	<p>Copies of these records are available free of charge from the Subdirectorate of Support Services, P.O. Box 979, Ground Floor, 9 Dorp Street, Cape Town.</p>

<b><u>Knowledge Economy and E-Government</u></b>	Copies of these records are available free of charge from the Subdirectorate of Support Services, P.O. Box 979, Ground Floor, 9 Dorp Street, Cape Town.
(a) White Papers	
(b) Green Papers	Copies of these records are available free of charge from the Subdirectorate of Support Services, P.O. Box 979, Ground Floor, 9 Dorp Street, Cape Town.
<b><u>Corporate Affairs</u></b>	
(a) Departmental Strategic Plan	

### 5.3 REQUEST PROCEDURE

- A requester must use Form A as prescribed in the regulations published in terms of the Promotion of Access to Information Act (Government Notice R223 of 9 March 2001).
- A request fee in the amount of R35,00 is payable before the request will be processed.
- Provision is made on the afore-mentioned form for the requester to indicate whether he/she wants a copy of the record or merely wants to look at it.
- The form also provides for a requester to indicate in which language the record is required, although there is no obligation on the department to translate it.
- A requester may also indicate in what form (i.e. paper copy, electronic copy, etc.) access to the record must be provided. This will be adhered to unless doing so will unreasonably interfere with the running of the

Department or for practical reasons access cannot be given in the required form or medium.

- A request fee is payable should the requester for instance need copies of the requested record. In certain instances, a requester may also be requested to pay a deposit. A requester may lodge an internal appeal against the payment of these fees. The fee payable with regard to an internal appeal is R50,00. Should a requester want to lodge an internal appeal, Form C (as prescribed in Government Notice R223 of 9 March 2001) must be completed.
- In the event that the internal appeal procedure be exhausted and the requester is still not satisfied with the outcome, a court may be approached for an appropriate order.
- Access to a record will be withheld until all applicable fees have been paid.
- Information may be requested on behalf of another person, but the capacity in which the request is made must be indicated.
- If a requester is unable to read or write, or cannot complete the form because of a disability, the request can be made orally. The information officer, or a person so delegated, must then fill in the form on behalf of such requester and give him/her a copy of the completed form.

## **6. SERVICES AVAILABLE TO THE PUBLIC**

### **SECTION 14(1)(f)**

- Rendering consumer complaints services
- Issuing liquor licences through the Liquor Board
- Presenting tourism entrepreneurship programmes to facilitate promotion of new tourism products, and enhance productivity and skills development

- Facilitating community participation in tourism through project funding and poverty relief funding
- Registering all tourism businesses to promote quality assurance
- Maintaining and sustaining a tourism help-line to deal with tourism-related matters.

**7. ARRANGEMENT ALLOWING INVOLVEMENT IN THE FORMULATION OF POLICY AND PERFORMANCE OF FUNCTIONS  
SECTION 14(1)(g)**

None

**8. REMEDIES AVAILABLE IN RESPECT OF ACTS OR FAILURE TO ACT  
SECTION 14(1)(h)**

Legislation applicable to the Department may provide for an internal review or appeal procedure. Should this procedure be exhausted, or should no provision be made for such procedure, a court may be approached for an appropriate order.