



**MANUAL**

Prepared in terms of Section 14 of

**The Promotion of Access to information Act, 2000  
(Act 2 of 2000)**

for

**SOUTH AFRICAN NATIONAL PARKS  
(SANParks)**

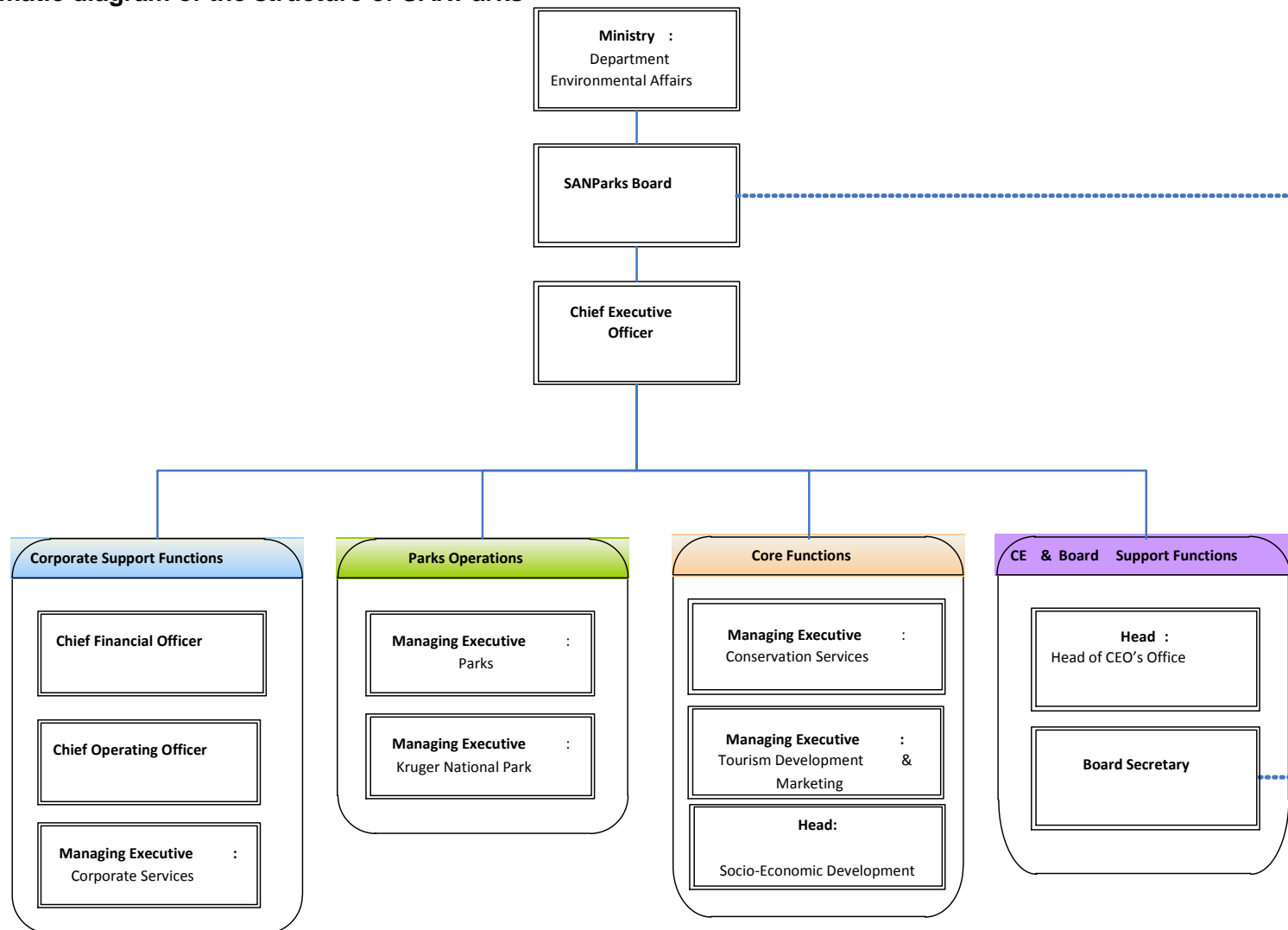
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## 1. The function of SANParks [Section 14(1)(a)]

The function of SANParks as prescribed by section 55 of the National Environmental Management: Protected Areas Act No. 57 of 2003 is to protect, conserve and control the national parks and other protected areas assigned to it and to manage those areas in accordance with the act.

## 2. A schematic diagram of the structure of SANParks



### 3. The structure of SANParks

SANParks consists of a Head Office that is situated in Groenkloof, Pretoria and twenty two national parks. Details of the various national parks are available on the SANParks website [www.sanparks.org](http://www.sanparks.org) and at central reservations.

The Board of SANParks is made up of 9 to 12 members including the Chairperson, as well as Chief Executive Officer of SANParks and the Director-General or an official of the Department of Environmental Affairs. All members are appointed for a 3 year term.

### 4. Board of SANParks

The South African National Park's Board is the highest decision-making body of SANParks and is appointed by the Minister of Environmental Affairs.

#### **Members of the Board**

Title	Name	Surname	Position
Ms	Joanne	Yawitch	Chairperson
Ms	Beryl	Ferguson	Chair of the Human Capital Management Committee
Dr	Crispian	Olver	Chair of the Audit and Risk Committee
Ms	Khungeka	Njobe	Chair of the Conservation, Tourism and Socio Economic Development Committee
Ms	Fikile	Futwa	Board member
Mr	Mongezi	India	Board member
Mr	Themba	Khumalo	Board member
Dr	Matlotleng	Matlou	Board member
Mr	Mashile	Mokono	Board member
Dr	Nomakwezi	Mzilikazi	Board member
Mr	Thembeka	Semane	Board member
Ms	Hanlie	Schoeman	Official of Department of Environmental Affairs
Mr	Langa	Zita	Board member
Mr	Fundisile	Mketeni	CEO of SANParks

### 5. SANParks Executive Management

The Board performs its functions through the various departments headed by the Chief Executive Officer, Mr Fundisile Mketeni. The Executive Managers and Heads of Departments handle the day-to-day management of the organisation.

Mr Fundisile Mketeni	Chief Executive Officer
Ms Lize McCourt	Chief Operating Officer
Ms Pauline van der Spuy	Board Secretary
Mr Glenn Philips	Managing Executive: Kruger National Park
Mr Rajesh Mahabeer	Chief Financial Officer
Ms Hapiloe Sello	Managing Executive: Tourism Development & Marketing
Mr Property Mokoena	Managing Executive: Parks
Dr Mike Knight	Acting Managing Executive: Conservation Services
Vacant	Managing Executive: Corporate Services
Mr Paul Daphne	Head: Socio Economic Development

## 6. Contact details [Section 14(1)(b)]

### Information officer:

**Mr Fundisile Mketeni**  
 Chief Executive Officer  
 Tel: (012) 426 5000  
 Fax: (012) 343 9959

### Deputy information officer:

**Ms Pauline van der Spuy**  
 Board Secretary  
 Tel: (012) 426-5003  
 Fax: (012) 343 9959

### General information:

#### Head office

Physical Address: SANParks  
 643 Leyds Street  
**Muckleneuk**  
 PRETORIA  
 0002

Postal address: SANParks  
 P.O. Box 787  
**PRETORIA, 0001**  
 SOUTH AFRICA

Telephone: (012) 426-5000  
Fax: (012) 343-9959  
Website: [www.sanparks.org](http://www.sanparks.org)

**Petoria central reservations:**

Telephone: (012) 428-9111  
Fax: (012) 343-0905

**7. The Section 10 Guide on how to use the Act [Section 14(1)(c)]**

The guide is available from the South African Human Rights Commission at <http://www.sahrc.org.za/>

**8. Access to the records held by SANParks [Section 14(1)(d)]**

**8.1 Automatic disclosures [Section 14(1)(e)]**

A notice in terms of section 15(2) describes the categories of record of SANParks that are available without a person having to request access in terms of the Act. No notice in terms of section 15(2) has been issued to date.

The following categories of records held by SANParks are automatically available as information:

RECORD	NATURE OF RECORD	AVAILABILITY
Go Wild	Internal staff newsletter	Obtainable from Head Office or any other national park at prescribed reproduction cost
Koedoe	Scientific Journal	Available online on the website <a href="http://www.koedoe.co.za">www.koedoe.co.za</a> or obtainable from Head Office at prescribed reproduction cost.
Annual Report	Annual Report	Obtainable from Head Office at prescribed reproduction cost.
Brochures	Tourism information on national parks and facilities.	Obtainable from the SANParks' reservations offices free of charge.

**8.2 Records that may be requested [Section 14(1)(d)]**

**Description of the subjects of records held by SANParks:**

- Records required in terms of the National Environmental Management: Protected Areas Act No. 57 of 2003 and the Regulations published in terms of that Act
- Records in terms of other legislation applicable to SANParks
- Services offered by SANParks
- Clients of SANParks
- Research conducted
- Annual Reports

- Operational reports
- Records of meetings
- Policies
- Employment records and other related records
- Asset register
- Financial records
- Strategic and management plans
- Records of workshops and conferences attended
- Papers presented
- Archive material

**Description of the categories of records held by SANParks:**

- Confidential
- Personal
- Commercial
- Financial
- Statutory
- Legal
- Historical

## **9. The request procedures**

**A requester must be given access to a record of a public body if the requester complies with the following:**

- The requester complies with all the procedural requirements of the Act relating to the request for access to that record; and
- Access to that record is not refused on any ground of refusal mentioned in the Act.

**Nature of the request:**

- A requester must use the form that has been printed in the Government Gazette [Govt. Notice R187- 15 February 2002 Form A].
- The requester must also indicate if the request is for a copy of the record or if the requester wants to come in and look at the record at the offices of the public body.
- Alternatively if the record is not a document it can then be viewed in the requested form, where possible [s 29(2)].
- If a person asks for access in a particular form then the requester should get access in the manner that has been asked for. This is unless doing so would interfere unreasonably with the running of the public body concerned, or damage the record, or infringe a copyright not owned by the state. If for practical reasons access cannot be given in the required form but in an alternate matter, then the fee must be calculated according to the way that the requester first asked for it [s 29(3) and (4)].
- If, in addition to a written reply to their request for the record, the requester wants to be told about the decision in any other way, e.g. telephone, this must be indicated [s 7 18(2)(e)].

- If a requester is asking for the information on behalf of somebody else, the capacity in which the request is being made should be indicated [s 18(2)(f)].
- If a requester is unable to read or write, or has a disability, then they can make the request for the record orally. The information officer must then fill in the form on behalf of such a requester and give them a copy [s 18(3)].

**There are two types of fees required to be paid in terms of the Act, being the request fee and the access fee [Section 22]:**

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:

- The information officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.
- The request fee payable to public bodies is R35. The requester may lodge an internal appeal, where appropriate, or an application to the court against the tender or payment of the request fee.
- After the information officer has made a decision on the request the requester must be notified of such a decision in the way in which the requester wanted to be notified in.
- If the request is granted then a further access fee must be paid for the search, preparation, reproduction and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

## **10. Services available [Section 14(1)(f)]**

### **Nature of services**

SANParks provides accommodation and day visit services in national parks to members of the public.

### **How to gain access to these services**

To gain access to the services of SANParks use can be made of the following channels:

#### **Corporate SANParks website [www.SANParks.org](http://www.SANParks.org):**

The website offers:

- Comprehensive information about the parks and their accommodation types
- Accommodation availability check for any date(s) for the next 12 months, along with a list of accommodation available for the next weekend at any given time.



- Online (24/7) bookings facility enabling the public to select, pay and confirm an accommodation reservation in one e-commerce transaction, pay outstanding fees for bookings made via other channels, cancel a reservation or update personal details.

**Pretoria central reservations:**

**Tel: (012) 428-9111**  
**Fax: (012) 343 0905**

Day visits can generally be arranged at the entrance gates to national parks. In peak and other times limitations are placed on the number of day visitors allowed into national parks and prospective visitors are urged to make prior reservations to avoid disappointment.

**The Chief Executive Officer of SANParks: Mr Fundisile Mketeni**

Address: SANParks  
643 Leyds Street  
**Muckleneuk**  
PRETORIA

Postal address: SANParks  
P O Box 787  
**PRETORIA, 0001**  
SOUTH AFRICA

Telephone: (012) 426-5000  
Fax: (012) 343-9959

**11. Arrangements allowing for public involvement in the formulation of policy and the exercise of power [Section 14(1)(g)]**

At SANParks, such arrangements for public involvement would include:

**Nomination of members of the Board - in terms of the National Environmental Management: Protected Areas Act** members of the public can nominate persons for appointment to the Board and be so nominated.

**Public participation in terms of environmental laws** - the public may participate in all environmental impact assessment processes SANParks is required to undertake by law.

**12. The remedies available if the provisions of this Act are not complied with [Section 14(1)(h)]**

SANParks does not have an internal appeal procedure. The courts will have to be approached in such instance. This would apply to any situation in which the requester wishes to appeal a decision made by the information officer.

**13. Other information as prescribed in terms of the Act [Section 14(1)(i)]**

There is currently no information available from the Minister in terms of section 92 to be placed here.

**14. Updating of the manual [Section 14(2)]**

SANParks must, if necessary, update and publish its manual referred to in subsection (1) of section 14, at intervals of not more than a year.

**15. Availability of the manual [Section 14(3)]**

The Regulations of 15 February 2002 prescribe in regulation 4(1) that the manual of a public body must be made available in the following manner:

A copy of the manual in each of the three official languages used will be available at any office of SANParks.

The manual is also available on the SANParks website [www.sanparks.org](http://www.sanparks.org).

**16. Exemption by the Minister of Justice from any provision of this section for a determined period [Section 14(5)]**

For security, administrative or financial reasons, the Minister may, on request or of his or her own accord by notice in the *Gazette*, exempt any public body or category of public bodies from any provision of this section for such period as the Minister thinks fit. No such exemption applies to SANParks