



**agriculture, land reform
& rural development**

Department:
Agriculture, Land Reform and Rural Development
REPUBLIC OF SOUTH AFRICA

**PAIA MANUAL
FOR
THE DEPARTMENT OF AGRICULTURE, LAND REFORM AND RURAL
DEVELOPMENT**

*In terms of section 14 of the Promotion of Access to Information Act, 2000
(Act No. 2 of 2000)
(First edition)*

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1. INTRODUCTION AND DISCLAIMER

INTRODUCTION

The Promotion of Access to Information Act, 2 of 2000, generally known by its acronym “PAIA”, was promulgated by Government to give effect to the Constitutional right of access to information held by the state or by private bodies. PAIA prescribes how members of the public must exercise this right and how public and private bodies must respond to such requests, including when requests may or may not be refused.

This manual aims to provide information about the Department of Agriculture, Land Reform and Rural Development (DALRRD) to the public, as contemplated in section 14 of PAIA, in order to facilitate the accessing of records held by the DALRRD.

It is important to note that the information requested must exist in the form of a “record”, for example a physical document, a digital document, a map, a photograph, a digital recording, etc. PAIA cannot be used to request “information” which is not contained or recorded in some or other existing “record”.

This manual further contains information relating to the Protection of Personal Information Act, 4 of 2013 (POPIA). POPIA amended PAIA, which amendments came into effect on 1 July 2021. When a request for personal information is considered, these two Acts (PAIA and POPIA) must always be read together.

DISCLAIMER

All reasonable efforts have been made to ensure the correctness of the information contained in this manual, however, the DALRRD accepts no liability for information which may be incorrect or outdated. This manual will, however, be reviewed on a regular basis and any errors or shortcomings will be addressed as soon as possible. The contents of this manual are subject to PAIA, POPIA and all other laws which regulate the provision of access to records and information held by the state, including the fees prescribed by such laws. If there is any contradiction between this manual and the provisions of any law (for example PAIA, POPIA, any other Act of Parliament, a regulation, or a government notice), the provisions of the law shall prevail.

2. MANDATE, VISION, MISSION AND MEASURING OUTCOMES OF THE DEPARTMENT OF AGRICULTURE, LAND REFORM AND RURAL DEVELOPMENT

2.1 The DALRRD is a relatively new Department, which became operational on 1 April 2020. The DALRRD is in essence a merger of the former Departments of Agriculture, Forestry and Fisheries (DAFF) and Rural Development and Land Reform (DRDLR), except for the forestry and fisheries functions, which became part of the Department of Environmental Affairs to form the new Department of Forestry, Fisheries and Environmental Affairs.

2.2 Mandate

The DALRRD derives its mandate from sections 24, 25 and 27 of the Constitution of the Republic of South Africa, 1996 which can be summarised as follows:

- Section 24(b)(iii) (environmental clause) and 27(1)(b) (health care, food, water and social security clause) covers the agriculture value chains: from inputs, production and value adding to retailing.

- Section 25 (property clause), which establishes the framework for the implementation of land reform, and section 24 (environment clause);
- Section 27 (health care, food, water and social security clause) establishes the framework for the implementation of the Comprehensive Rural Development Programme.

2.3 **Vision**

The Vision of the DALRRD is to provide equitable access to land, integrated rural development, sustainable agriculture and food security for all.

2.4 **Mission**

The Mission of the DALRRD is to accelerate land reform, catalyse rural development and improve agricultural production to stimulate economic development and food security through:

- transformed land ownership patterns;
- agrarian reform;
- implementation of an effective land administration system;
- sustainable livelihoods;
- innovative sustainable agriculture;
- promotion of access to opportunities for youth, women and other vulnerable groups; and
- integrated rural development.

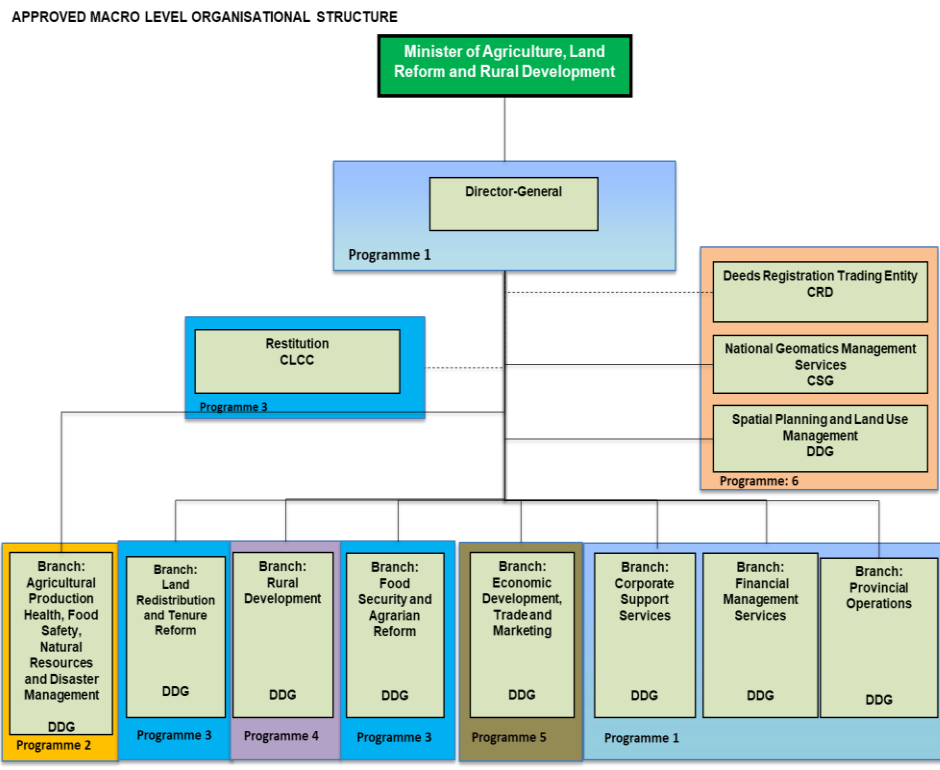
2.5 **Measuring outcomes**

- Improved governance and service excellence.

- Spatial transformation and effective and efficient land administration.
- Redress and equitable access to land and settlement support.
- Increased production in the agricultural sector.
- Increased market access and maintenance of existing markets.
- Integrated and inclusive rural economy.
- Enhanced biosecurity and effective disaster risk reduction.

3. STRUCTURE AND FUNCTIONS OF THE DALRRD

The DALRRD is structured to fulfill the mandate outlined above. The high-level structure of the DALRRD, showing the different branches, is shown below, followed by a description of the functions of each branch.



Each branch is headed by a Deputy Director-General (DDG), and it is also these DDGs that have been designated as Deputy Information Officers by the Director-General (Information Officer).

The twelve branches of the DALRRD are:

1. **Restitution (Commission on Restitution of Land Rights)** (“the Commission”) - To manage the process of the restoration of dispossessed land rights, or payment of equitable compensation, claimed in terms of the Restitution of Land Rights Act, 22 of 1994. The Commission is headed by the Chief Land Claims Commissioner and also has a Deputy Land Claims Commissioner as well as one Regional Land Claims Commissioner for the whole country. The Commission is further supported by a Chief Directorate: Land Restitution Support in each province. The Director-General (DG) of the DALRRD is the Accounting Officer of the Commission. The Commission has embarked on a process to become an autonomous public entity, and once such entity has been established the DG will cease to be the Accounting Officer for the Commission.

It should be noted that the Commission is a separate public body for purposes of PAIA. Any requests for access to records held by the Commission must be addressed to the Office of the Chief Land Claims Commissioner. The e-mail address is: Nomfundo.Ntloko-Gobodo@dalrrd.gov.za. The Chief Land Claims Commissioner’s Office is situated in the Centre Walk Building, 266 Pretorius Street, Pretoria.

2. **Land Redistribution and Tenure Reform**

- 2.1 Functions:

- 2.1.1 Develop land tenure reform policies, procedures and products.

- 2.1.2 Provide property management and advisory support services.
- 2.1.3 Provide land acquisition and strategic institutional partnerships.
- 2.1.4 Provide Pro-active Land Acquisition Strategy (PLAS) trading account financial management services.
- 2.1.5 Provide programme financial and administrative support services.
- 2.1.6 Provide information, risk and compliance management.
- 2.1.7 Facilitate the mainstreaming of rural women, youth and persons with disabilities in Branch initiatives.

3. Agricultural Production, Biosecurity and Natural Resources Management (formerly Agricultural Production, Health, Food Safety, Natural Resources and Disaster Management) –

3.1 Functions:

- 3.1.1 Ensure compliance with regulatory frameworks for food.
- 3.1.2 Develop policy, norms and standards to support plant production and plant health.
- 3.1.3 Promote livestock production, game farming and livestock development.
- 3.1.4 Facilitate the development of infrastructure and the sustainable use of natural resources and integrate, coordinate and implement disaster management policies and frameworks with special emphasis on mitigation of disasters in rural and agricultural areas.
- 3.1.5 Manage the implementation of the Genetically Modified Organisms (GMO) legislation and other related processes to minimize the potential impact of Genetically Modified Organisms on human, animal, plant health and the environment.
- 3.1.6 Facilitate the mainstreaming of rural women, youth and people with disabilities in Branch initiatives.

4. Food Security and Agrarian Reform -

4.1 Functions:

- 4.4.1 Provide national frameworks to promote sustainable household and food security programmes.
- 4.4.2 Develop and provide strategic support to farmers and cooperatives.
- 4.4.3 Facilitate the provision of DALRRD education and training in support of sustainable growth and equitable participation in the sector.
- 4.4.4 Provide national extension support services.
- 4.4.5 Provide sound development finance services for development of DALRRD programmes.
- 4.4.6 Facilitate the mainstreaming of rural women, youth, people with disabilities and vulnerable groups (i.e. farm workers, communities, etc) in Branch initiatives.

5. Spatial Planning and Land Use Management –

5.1 Functions:

- 5.1.1 Develop policy and standards, provide support and monitor implementation of SPLUM legislation and capacitate planning institutions.
- 5.1.2 Provide spatial planning information and environmental planning services.
- 5.1.3 Provide integrated spatial planning support.
- 5.1.4 Provide programme financial and administrative support services.

6. Rural Development -

6.1 Functions:

- 6.1.1 Provide social organization and development towards economic upliftment.
- 6.1.2 Coordinate and facilitate infrastructure development services.
- 6.1.3 Develop and adapt innovative and appropriate technologies.
- 6.1.4 Provide financial and administrative support services.
- 6.1.5 Manage the projects of the Branch.
- 6.1.6 Facilitate the mainstreaming of rural women, youth and persons with disabilities in Branch initiatives.

7. Deeds Registration Trading Entity –

7.1 Functions:

- 7.1.1 Registration of deeds and other documents.
- 7.1.2 Provision of deeds registration information.
- 7.1.3 Maintaining public land rights registers.
- 7.1.4 Development and implementation of deeds registration legislation.

8. National Geomatics Management Services –

8.1 Functions:

- 8.1.1 Process (examine for approval) cadastral documents for the registration of land and real rights in land and addition to the national dataset of Cadastre: land parcel boundaries.
- 8.1.2 Process (examine for approval) Draft Sectional Plans.
- 8.1.3 Archive all documents as well as all survey records relating to all diagrams, general plans and draft sectional plans.
- 8.1.4 Amend and maintain all cadastral documents to indicate the registration of real rights in the deeds offices.

- 8.1.5 Make available every document stored in the national dataset of archived Cadastral Documents in electronic and hard-copy format.
- 8.1.6 Add new Cadastral Documents to the Cadastral Spatial Information dataset. (A Geo-referenced electronic compilation of all land parcels).
- 8.1.7 Make the Cadastral Spatial Information dataset available to all users of spatial information for planning and decision-making purposes.
- 8.1.8 Determine national geodetic reference frame.
- 8.1.9 Establishment and Maintenance of the National Control Survey System (NCSS) datasets.
- 8.1.10 The acquisition of digital colour aerial photography at 0.25m ground sample distance.
- 8.1.11 Processing of digital colour aerial photography to update aerial imagery coverage of the entire country every three years.
- 8.1.12 Archived aerial imagery is a valuable resource for determining what existed at a place many years ago and is used in court cases and for land restitution claims.
- 8.1.13 Produce or review maps to maintain the currency of the complete geo-spatial datasets (National Map Series) for South Africa.
- 8.1.14 Facilitation of State Surveys including Land Reform surveys.
- 8.1.15 Provide Land Cover Maps.
- 8.1.16 Provision of cadastral advisory services to private individuals and other government institutions.

9. **Corporate Support Services** –

9.1 Functions

- 9.1.1 This Branch mainly provides services to the Department, not to the public. Services rendered to the Department by the Branch are:
 - (a) Human resource management and development services

- (b) Information and communication technology (ICT) management services.
- (c) Legal services.
- (d) Legislation development services
- (e) Security and facilities management services.
- (f) Communication services
- (g) Monitoring and evaluation services

10. Financial Management Services

10.1 Functions:

10.1.1 Manage and render a financial management service to the Department.

10.1.2 Manage and render a supply chain management service.

10.1.3 Manage governance and assurance management services.

11. Economic Development, Trade and Marketing

11.1 Functions:

11.1.1 Promotes, facilitates, coordinates and supports international relations and international trade through the development and implementation of appropriate policies and programmes.

11.1.2 Facilitates the establishment and support of cooperatives, rural enterprises and facilities.

11.1.3 Ensures the conversion/transformation of primary agriculture products commodities into value added products and ensures domestic and international market access.

11.1.4 Provides economic and statistical services to monitor the economic performance of the sector.

11.1.5 Facilitates the development and implementation of development finance policies and strategies for the agricultural sector.

11.1.6 Manages transfers to the National Agricultural Marketing Council.

12. Provincial Operations

12.1 Functions:

12.1.1 Build an enterprise project management capability in the DALRRD

12.1.2 Monitor, direct and manage the implementation of departmental services at Provincial and District level.

12.1.3 Coordinate provincial offices.

12.1.4 Monitor the mainstreaming of gender and transformation initiatives in development programmes.

PUBLIC ENTITIES:

There are a number of public entities that also report to the Minister of Agriculture, Land Reform and Rural Development, however, these entities are separate public bodies for the purposes of PAIA. Requests for access to records held by these entities must be addressed directly to the Information Officers or Deputy Information Officers of such entities. These entities are:

- The Agricultural Research Council
- The National Agricultural Marketing Council
- Onderstepoort Biological Products
- Perishable Products Export Control Board
- Ingonyama Trust Board
- Office of the Valuer-General

4. **CONTACT DETAILS OF THE INFORMATION OFFICER AND DEPUTY INFORMATION OFFICERS**

4.1 In terms of PAIA, the Director-General (DG) of the DALRRD is its Information Officer. The DG has designated all Deputy Directors-General (DDGs), the Chief Director: Legal Services and certain other officials in Legal Services as Deputy Information Officers for the DALRRD. The Legal Services officials have limited delegated powers. The DDGs designated as DIOs have the delegated powers to decide whether or not requests for access to Departmental records should be granted.

4.2 The contact details of the **DG (Information Officer)** and the **Deputy Information Officers** of the DALRRD are:

Information Officer:

The Director General: Mr M.R. Ramasodi

Tel: 012 – 312 8503

e-mail: DGOffice@dalrrd.gov.za

Deputy Information Officers:

The Deputy Director-General: Corporate Support Services: Mr Mokutule Kgobokoe

Tel: 012 – 319 6120

e-mail: mokotule.kgobokoe@dalrrd.gov.za

The Deputy Director-General: Spatial Planning and Land Use Management: Ms AN Ntshabele (Acting)

Tel: 012 – 312 9371

e-mail: NNtshabele@dalrrd.gov.za

The Deputy Director-General: Rural Development (Vacant)

Tel:

e-mail:

(This post is vacant at the time of publication of this manual – in the interim send PAIA requests to the officials indicated on page 17 below)

The Deputy Director-General: Agricultural Production, Biosecurity and Natural Resources Management (formerly Agricultural Production, Health, Food Safety, Natural Resources and Disaster Management): Dr BM Modisane (Acting)

Tel: 012-319 7466

e-mail: BotlheM@Dalrrd.gov.za

The Deputy Director-General: Food Security and Agrarian Reform: Mr N Mehlomakulu

Tel: 012-319 6521

e-mail: nasele.mehlomakulu@dalrrd.gov.za

The Deputy Director-General: Economic Development, Trade and Marketing: Dr ME Swartz

Tel: 012-312 8472

e-mail: moshe.swartz@dalrrd.gov.za

The Deputy Director-General: Provincial Operations: Ms Z Sihlangu (Acting)

Tel: 012 – 312 8867

e-mail: zanele.sihlangu@dalrrd.gov.za

The Chief Land Claims Commissioner: Ms N Ntloko-Gobodo

Tel: 012 – 312 8883

e-mail: Nomfundo.Ntloko-Gobodo@dalrrd.gov.za

The Deputy Director- General: Land Redistribution and Tenure Reform: Mr T Ndove

Tel: 012 - 312 8892/9351

e-mail: terries.ndove@dalrrd.gov.za

Chief Financial Officer (DDG: Financial Services): Ms R Sadiki

Tel: 012 – 312 8433

e-mail: rendani.sadiki@dalrrd.gov.za

The Chief Registrar of Deeds: Ms C Knoesen

Tel: 012 – 338 7218

e-mail: carlize.knoesen@dalrrd.gov.za

The Chief Surveyor–General: Ms E Janse van Rensburg (Acting)

Tel: 071 850 1713

e-mail: elbe.jansevanrensburg@dalrrd.gov.za

The Chief Director: Legal Services: Ms K Nagiah

Tel: 012 – 319 7329/7227

e-mail: kanthi.nagiah@dalrrd.gov.za

Postal Address of the DALRRD: Private Bag X833, Pretoria, 0001

or

Private Bag X250, Pretoria, 0001

**Physical Address*: of the DALRRD Old Building, 184 Jeff Masemola Street,
Pretoria, 0001**

or

Agriculture Place, 20 Steve Biko Street, Arcadia, Pretoria

*Note that due to the size of DALRRD, the DALRRD is housed in several buildings across Pretoria and in other cities and towns, but the above are the addresses of the National Offices of the DALRRD.

If a requester knows in which branch of the DALRRD the records which he or she requests are held, the requester must submit the request directly to the relevant Deputy Information Officer above, for example a request for a record relating to the Department's budget, must be submitted to the Chief Financial Officer, who is the Head of the Branch: Financial Services.

If a requester is uncertain which Deputy Information Officer to refer his or her request to, he or she may refer it to the Director-General or to the Chief Director: Legal Services, at the contact particulars indicated above, or to the following officials:

Mr Andries Mokoena

Tel: 012 312 8404

e-mail: Andries.mokoena@dalrrd.gov.za

OR

Mr Gerrit van Rensburg

Tel: 012 312 8428

e-mail: gerrit.vanrensburg@dalrrd.gov.za

Requests can also be posted to Messrs Mokoena or van Rensburg at Private Bag X833, Pretoria, 0001, or delivered by hand or by courier to the Old Building, 184 Jeff Masemola Street, Pretoria, marked for the attention of Mr Mokoena or Mr van Rensburg.

5. GUIDE ON HOW TO USE PAIA PUBLISHED BY THE INFORMATION REGULATOR AND HOW TO OBTAIN ACCESS TO THE GUIDE

The Information Regulator of South Africa has published the Guide prescribed by section 10 of PAIA. The purpose of the Guide is to provide information that is needed by any person who wishes to exercise any right contemplated in PAIA or POPIA. The Guide provides useful information in addition to the information contained in this Manual.

Members of the public can inspect or make copies, during normal working hours, of the Guide which is available as follows:

- At the Department's National Office at Agriculture Place, 20 Steve Biko Street, Arcadia, Pretoria or at 184 Jeff Masemola Street, Pretoria.
- From the Government Gazette.
- Upon request from the Information Regulator.
- From the website of the Information Regulator at <https://www.justice.gov.za/infoereg/> and the website of the Department at <https://www.dalrrd.gov.za>.

Note that fees may be payable if copies of the Guide or parts thereof are requested.

6. DESCRIPTION OF THE SUBJECTS THAT THE DALRRD HOLDS RECORDS ON, AND THE CATEGORIES OF RECORDS HELD ON EACH SUBJECT

Below is a list of the subjects that the DALRRD holds records on and the categories of records under each subject:

6.1 STRATEGIC DOCUMENTS:

- Annual reports, Strategic Plan, Annual Performance Plan

6.2 HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT

- Human Resource Plan
- HR Policies and Procedures
- Employee records
- Departmental Structure and Staff Establishment
- Advertised posts
- Learning and Development e.g. Skills Development and Training Plans
- Bursary contracts
- Employment Equity Plan and Statistics
- Grievance investigation reports

6.3 FINANCIAL SERVICES AND SUPPLY CHAIN MANAGEMENT

- Financial Policies and Procedures
- Budgets
- Accounting records
- Expenditure reports
- Annual Financial Statements
- Demand Management Plans
- Procurement Plans
- Bid documents
- Terms of Reference for inviting bids/tenders
- Contracts with suppliers/service providers
- Quotations
- Tenders
- Purchase orders

- Payments

6.4 OTHER CORPORATE SUPPORT SERVICES

- Monitoring and Evaluation Reports
- Facilities Management records
- Security records
- Health and Safety records
- Legislation administered by the Department

6.5 ECONOMIC DEVELOPMENT, TRADE AND MARKETING

- Policy on Africa Trade Promotions
- Policy on International Commodity Agreements
- Policy on Trade Initiatives
- Policy on Cooperatives
- Policy on BBBEE Charters Compliance
- Tariffs for various commodities
- Market information on grains, horticulture and livestock
- Market research of the various commodities
- Market research on Red meat, Ostriches, Wool, Mohair, Honey, Goats. Hides, Skin and Leather
- Market research on wheat, sorghum, oilseeds, soya beans, cotton, potatoes, sugar, dry beans and chicory
- Market research on Fresh Produce Markets

6.6 NATIONAL GEOMATICS MANAGEMENT SERVICE

- Remittance register
- Client dispatch register

- Approved/rejected jobs register
- Courier services register
- Land surveyors/clients' addresses register
- Professional Assistants' jobs registers
- Approved jobs register
- Rejected jobs register
- Hard copy diagrams and plans
- Survey records
- Correspondence files
- Digital Spatial Map
- Digital SG images
- Alphanumeric cadastral data
- Numbering Schedules and Indexes
- Beacon and boundary agreements
- National Series Maps
- Miscellaneous Maps (Provincial, Aeronautical, etc)
- Imagery (Hard copy)
- Digital Geospatial and Topographic information
- Digital Aerial Imagery

6.7 DEEDS REGISTRATION

- Financial Management and Human Resource Management records
- Copies of registered deeds and other documents registered in the Deeds Registries
- Interdicts and *caveats*
- Sectional titles main files
- Township files
- Registrars' Circulars

- Registrars' Conference Resolutions
- Chief Registrars' Circulars

6.8 LAND REDISTRIBUTION AND TENURE REFORM

- Policies
- Lists of farms transferred or allocated
- Business plans
- Valuations
- Constitutions of Communal Property Associations (CPAs) and other legal entities
- Registration documents of CPAs.
- Project identification reports
- Beneficiary background information (profiles)
- Approval memoranda
- General correspondence relating to projects
- Statistical records of land reform products
- Minutes of meetings
- Records of Project Approval Committees
- Grants and project expenditure reports
- Item 28(1) certificates
- Lease agreements

6.9 SPATIAL PLANNING AND LAND USE MANAGEMENT

- National Spatial Planning and Land Use Management Policies and Legislation
- Spatial Development Frameworks (SDFs) Guidelines
- Development Principles, Norms and Standards

- Policy Guidelines for the Integration of Environmental Planning into Land Reform and Rural Development projects
- Municipal Precinct Plans
- Municipal Land Use Schemes
- Spatial Information Tools/Systems
- Maps
- Advertising
- Media releases and articles
- Agendas and Minutes of meetings and workshops
- Public comments received on draft policies

6.10 RESTITUTION (COMMISSION ON RESTITUTION OF LAND RIGHTS):

- Land claims received
- Land claims validated
- Land claims gazetted
- Research reports on land claims
- Section 42D agreements
- Sale agreements (land)
- Valuation reports
- Settled claims

6.11 OFFICE OF THE DIRECTOR-GENERAL

- Ministerial/DG tasks
- Correspondence
- Audit Reports
- Forensic investigation reports

6.12 OTHER LINE FUNCTION BRANCHES

- Agricultural information services
- Production and resource economics
- Farmer settlement
- Agricultural finance and co-operative development
- International Relations
- Land Use and Soil Management
- Food security and quality assurance
- Plant health
- Marketing
- Genetic resources
- Animal health
- Engineering services
- Agricultural statistics
- International trade
- Plant production systems
- Business and entrepreneurial development
- Agricultural risk and disaster management
- Animal and aqua production systems
- Programme planning
- Research and technology development
- Food security and rural development
- Water use and irrigation development
- Agricultural product inspection services
- Grootfontein Agricultural College
- Biosafety
- Permit conditions
- Aquaculture bench-marking survey

- Impact of rising feed ingredient prices on aqua feeds and aquaculture production
- Catfish feed handbook
- Registers
- Company files
- Handbook on the artificial reproduction and pond rearing of the African catfish “*Clarias Gariepinus*” in Sub-Saharan South Africa
- China-SA report
- Framework for aquaculture research management
- Minutes of task team meetings
- Monthly/bi-annual statistics
- Appeal documents
- Agreements/Contracts

7. **AUTOMATICALLY AVAILABLE RECORDS**

“Automatically available records” means records of the DALRRD which are available without a person having to request such records in terms of PAIA. These are to be published in the Gazette in terms of section 15 of PAIA.

The new DALRRD has not had a section 15 notice published yet, but will request the Minister of Justice and Constitutional Development to do so soon. The records which will be described in such notice have, however, already been identified, and are described below.

Note: Documents automatically available on the DALRRD’s website (<http://www.dalrrd.gov.za>) are, with some exceptions, not listed individually in the table below, as these documents are subject to regular changes, updates and

additions. Members of the public are invited to visit the website for a view of the latest documents available before submitting a formal PAIA request.

DESCRIPTION OF CATEGORY OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15(1)(a) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000	MANNER OF ACCESS TO RECORDS (e.g. website) (SECTION 15(1)(b))
FOR INSPECTION IN TERMS OF SECTION 15(1)(a)(ii)	
BRANCH: RESTITUTION (COMMISSION ON RESTITUTION OF LAND RIGHTS)	
All documents on the website	On the Department's website at http://www.dalrrd.gov.za
BRANCH: LAND REDISTRIBUTION AND TENURE REFORM	
All documents on the website	On the Department's website at http://www.dalrrd.gov.za
BRANCH: SPATIAL PLANNING AND LAND USE MANAGEMENT	
All documents on the website	On the Department's website at http://www.dalrrd.gov.za
BRANCH: RURAL DEVELOPMENT	
All documents on the website	On the Department's website at http://www.dalrrd.gov.za
BRANCH: DEEDS REGISTRATION	
Public register of deeds and other records registered in the Deeds Registries	<ul style="list-style-type: none"> • On request to the Registrar of Deeds concerned, and upon payment of the fees prescribed in terms of regulation 84 of the Deeds Registries Act, 1937 • Any person may also subscribe to DeedsWeb, an on-line service provided by the Deeds Registries. A prescribed fee is charged per transaction. Enquiries regarding subscription can be made at any Deeds Registry.
BRANCH: NATIONAL GEOMATICS MANAGEMENT SERVICE	
Hard copy diagrams and plans	Walk in only: Any Surveyor-General Office for the relevant area, and upon payment of the fees prescribed in terms of the Land Survey Act, 1997 where applicable

Digital spatial maps	Website, walk in, and upon payment of the fees prescribed in terms of the Land Survey Act, 1997 where applicable
Digital Surveyor-General images	As above
Miscellaneous Maps (Provincial, Aeronautical, etc)	Walk-in, and upon payment of the fees prescribed in terms of the Land Survey Act, 1997 where applicable
Imagery	As above
Digital Geospatial and Topographic Information	Website, walk in, and upon payment of the fees prescribed in terms of the Land Survey Act, 1997 where applicable
Digital Aerial Imagery	As above
Mapping records, including mapping archives	As above
Geodetic / Surveying records	Walk in, and upon payment of the fees prescribed in terms of the Land Survey Act, 1997 where applicable
Analogue / film aerial photography archives tapes, etc	As above
Digital tapes archives	As above
BRANCH: ECONOMIC DEVELOPMENT, TRADE AND MARKETING	
None	On the Department's website at http://www.dalrrd.gov.za
BRANCH: FOOD SECURITY AND AGRARIAN REFORM	
All documents on the website	On the Department's website at http://www.dalrrd.gov.za
BRANCH: AGRICULTURAL PRODUCTION, BIOSECURITY AND NATURAL RESOURCES MANAGEMENT (formerly AGRICULTURAL PRODUCTION, HEALTH AND FOOD SAFETY, NATURAL RESOURCES AND DISASTER MANAGEMENT)	
All documents on the website	On the Department's website at http://www.dalrrd.gov.za
Register of Plant Breeders' Rights	By e-mail addressed to ElnaDB@Dalrrd.gov.za
Plant Breeders' Rights Distinctness, Uniformity and Stability (DUS) reports	
Documents submitted to the Registrar in terms of the Plant Improvement Act, 1976	Upon payment of prescribed fee and via e-mail from JoanS@Dalrrd.gov.za
Registration of semen collectors, inseminators, embryo collectors, embryo transferors import agents, reproduction centres, donor animals, animal breeders' societies and registering authorities which have	Upon payment of prescribed fee and via e-mail from JoelM@Dalrrd.gov.za

been registered and approved as such	
List of all breeds registered in terms of the Animal Improvement Act, 1998	
In respect of the Genetically Modified Organisms Act, 15 of 1997 (GMO Act) –	On the DALRRD’s website or through enquiry to the Registrar of the GMO Act at NompuleleloM@Dalrrd.gov.za
<ul style="list-style-type: none"> • Permit application forms • Executive council minutes • Permit registers • Standard Operating Procedures with regard to regulation 2(2) of the GMO Act • Policy on GMO consignment in transit • Guideline for submission of time extension requests for current permits issued under the GMO Act • List of GMO events currently approved in South Africa • Laboratories registered in terms of the GMO Act for issuance of GMO status certificates 	
Issuing of import permits for plants, plant products and other regulated articles in terms of the Agricultural Pests Act, 36 of 1983	Upon payment of prescribed fees and request from tel no (012) 319-6102/6130/6396/6207
Issuing of veterinary import permits in terms of the Animal Safety Act, 35 of 1984 and the Meat Safety Act, 40 of 2000	Upon payment of prescribed fees and request from tel no (012) 319 7476/7461/7633/7503/7632/7406/7500
BRANCH: CORPORATE SUPPORT SERVICES	
All documents on the website	On the Department’s website at http://www.dalrrd.gov.za
BRANCH: FINANCIAL SERVICES	
All documents on the website	On the Department’s website at http://www.dalrrd.gov.za
FOR PURCHASING OR COPYING IN TERMS OF SECTION 15(1)(a)(ii) (Note that copies of records will be charged at the same rate as that prescribed in terms of PAIA, even though the records below are not accessed via PAIA. Where, however, other legislation, such as the Deeds Registries Act or Land Survey Act, prescribes fees for copies of certain records, such fees will be charged for copies.)	
BRANCH: RESTITUTION (COMMISSION ON RESTITUTION OF LAND RIGHTS)	

None	
BRANCH: LAND REDISTRIBUTION AND TENURE REPORM	
None	
BRANCH: SPATIAL PLANNING AND LAND USE MANAGEMENT	
None	
BRANCH: ECONOMIC DEVELOPMENT, TRADE AND MARKETING	
Statistics (available) on various commodities	Can be requested via e-mail from Annelize.roesch@dalrrd.gov.za
Tariffs for various commodities	As above
Market research on various commodities	As above
BRANCH: RURAL DEVELOPMENT	
None	
BRANCH: DEEDS REGISTRATION	
Extracts from the public register of deeds and other records registered in the Deeds Registries	<ul style="list-style-type: none"> On request to the Registrar of Deeds concerned, and upon payment of the fees prescribed in terms of the Deeds Registries Act, 1937 Any person may also subscribe to DeedsWeb, an on-line service provided by the Deeds Registries. A prescribed fee is charged per transaction. Enquiries regarding subscription can be made at any Deeds Registry.
BRANCH: NATIONAL GEOMATICS MANAGEMENT SERVICE	
Hard copy diagrams and plans	Walk in at relevant Surveyor-General Office for the area, Website, SG Data e-mails, Auto-emailer
Cadastral Spatial Maps	SG Counter Services, Website, SGData e-mails
Alphanumeric cadastral data	Walk in, e-mail
Maps of the National Map Series	e-mail, geoportal, walk in, website
Miscellaneous Maps (Provincial, Aeronautical, etc)	As above
Imagery (Hard copy)	As above
Shape files: National and Provincial (if not purchasing the complete Data set. For extraction of portion fee per hour)	On request by client via e-mail/letter
AGRICULTURAL PRODUCTION, BIOSECURITY AND NATURAL RESOURCES MANAGEMENT (formerly AGRICULTURAL PRODUCTION,	

HEALTH AND FOOD SAFETY, NATURAL RESOURCES AND DISASTER MANAGEMENT)	
All documents on the website	On the Department's website at http://www.dalrrd.gov.za
Available for copying: As above under documents available for inspection	As above under documents available for copying, and against payment of the prescribed fees
FOOD SAFETY AND AGRARIAN REFORM	
All documents on the website	On the Department's website at http://www.dalrrd.gov.za
BRANCH: CORPORATE SUPPORT SERVICES	
None	
BRANCH: FINANCIAL SERVICES	
None	
AVAILABLE FREE OF CHARGE IN TERMS OF SECTION 15(1)(a)(iii):	
BRANCH: RESTITUTION (COMMISSION ON RESTITUTION OF LAND RIGHTS)	
All documents on the website	On the Department's website at http://www.dalrrd.gov.za
BRANCH: LAND REDISTRIBUTION AND TENURE REFORM	
All documents on the website	On the Department's website at http://www.dalrrd.gov.za
BRANCH: SPATIAL PLANNING AND LAND USE MANAGEMENT	
Informative booklet	On request from the Branch and Information and subject to availability
BRANCH: ECONOMIC DEVELOPMENT, TRADE AND MARKETING	
All documents on the website	On the Department's website at http://www.dalrrd.gov.za
BRANCH: AGRICULTURAL PRODUCTION, BIOSECURITY AND NATURAL RESOURCES MANAGEMENT (formerly AGRICULTURAL PRODUCTION, HEALTH AND FOOD SAFETY, NATURAL RESOURCES AND DISASTER MANAGEMENT)	
All documents on the website	On the Department's website at http://www.dalrrd.gov.za
BRANCH: FOOD SECURITY AND AGRARIAN REFORM	
All documents on the website	On the Department's website at http://www.dalrrd.gov.za
BRANCH: RURAL DEVELOPMENT	
All documents on the website	On the Department's website at http://www.dalrrd.gov.za
BRANCH: DEEDS REGISTRATION	
All documents on the website	On the Deeds website at http://www.deeds.gov.za/office-of-

	crd.php
BRANCH: NATIONAL GEOMATICS MANAGEMENT SERVICE	
Marketing materials, e.g. SA Brochures, Map packs	Shared Internal Drive
NGI Standards and Procedure documents	Website (external) and shared internal drive
Functions and structure of NGMS	Chief Surveyor-General website at http://csg.dla.gov.za
BRANCH: CORPORATE SUPPORT SERVICES	
Various informative booklets, journals, pamphlets, leaflets, flyers, etc about products, services and programmes of the Department	Available from the Chief Directorate: Communication Services, but subject to availability
BRANCH: FINANCIAL SERVICES	
All documents on the website	On the Department's website at http://www.dalrrd.gov.za

8. REQUEST PROCEDURE AND FEES

Anybody wanting access to records of the Department which are not automatically available must do the following:

- Complete the prescribed request form, attached to this manual as **Annexure A**.
- Describe the records that you are seeking access to as fully as you can. This will assist the Department in finding the records more easily. If you have the reference number under which the Department handled the relevant matter, provide the reference number, as well as the name of the official who dealt with the matter if you know it.
- Pay the prescribed **request fee** (currently R100*) at any office of the Department or into the Department's bank account, unless you are of the view that you are exempt.**
- The request fee (and any other fees payable in terms of PAIA, if applicable) must be paid into the following account, if not paid in cash at a DALRRD Office:

Bank: Standard Bank Tshwane Mid City

Account Number: 011 278 196

Branch Code: 010145

Account Name: DALRRD Miscellaneous Deposits

- Attach your receipt or other proof of payment of the request fee to your completed request form, and deliver or send the request form to the relevant Deputy Information Officer or other officials at the address indicated in paragraph 4 above.
- If you do not know under which Deputy Information Officer's control the relevant records fall, submit your request form to the Office of the DG or the officials indicated in paragraph 4 above.
- If your request is granted, the relevant Deputy Information Officer will inform you of the **access fee** to be paid (this is also prescribed and will vary depending on the form of the records (e.g. paper (currently R1.50* per A4 page) or computer disks), unless you are exempted.** The access fee must also be paid into the above-mentioned account.
- Once you have paid all the prescribed fees, the records will be provided to you, if the decision is to grant you access.
- If third parties must be given notice of the request and especially if the third party objects to the disclosure of the records, the above process will take longer.
- If your request is refused in totality or partially, or you object against the fees payable, you may lodge an internal appeal in the form of **Annexure B** to the manual.

** These fees are subject to change at any time by the Minister of Justice and Constitutional Development, and if changed, the new fees shall be charged notwithstanding the fees indicated in this Manual.*

*** Persons who have an income less than the prescribed threshold are exempt from paying any fees. The threshold may change from time to time, but at the time of publication of this manual it is R14 712 per year (after permissible deductions such as PAYE and UIF have been made) in respect of single persons and R27 192 per year (after permissible deductions SUCH as PAYE and UIF have been made) in respect of married persons or life partners (Government Notice No. R. 991 of 14 October 2005).*

9. SERVICES OFFERED BY THE DALRRD TO MEMBERS OF THE PUBLIC:

The various branches of the DALRRD offer the services set out in the first column of the table below. The services are available as set out in the second column of the table. It should be noted that some of the services and products offered by the DALRRD are subject to the availability of funds appropriated by Parliament. Requests for services or products by the above-mentioned Branches will therefore be evaluated and it may not always be possible to render the service or provide the product immediately or within the specific financial year or at all. Further information in this regard can be obtained from the DALRRD's Provincial Offices.

SERVICES PROVIDED	HOW TO GAIN ACCESS TO SERVICES
BRANCH: RESTITUTION (COMMISSION ON RESTITUTION OF LAND RIGHTS)	
Research and processing of land claims lodged in terms of the Restitution of Land Rights Act, 1994 (note that the cut-off date for the lodging of claims has passed – no new claims are currently accepted. If	The research and processing are being done by the Office of the Chief Director: Land Restitution Support in each of the nine provinces. Enquiries about progress with lodged claims can be made at these offices.

claims are to be re-opened, this will be widely publicised in the media)	
BRANCH: LAND REDISTRIBUTION AND TENURE REFORM	
Provide access to land to qualifying persons from the previously disadvantaged groups, mainly through lease agreements.	By visiting any Provincial or District Office of the Department. The officials at these offices will provide more detailed information on how to access the various services.
Provide post settlement development services	
Provide land development support services to qualifying persons	
Resolution of Land Reform (Labour Tenants) Act applications (note that the cut-off date for the lodging of applications have passed)	
Facilitate registration of Communal Property Associations (CPAs)	
Manage state land under the control of the DALRRD or the Minister of Agriculture, Land Reform and Rural Development	
BRANCH: SPATIAL PLANNING AND LAND USE MANAGEMENT	
Establishment of a framework of policies, institutional arrangements, standards and technologies to provide access to and utilisation of spatial information	Requests for assistance and information can be submitted directly to the Branch: Spatial Planning and Land Use Management
Developing technical standards or guidelines for the formulation of spatial plans, e.g. the National Spatial Development Framework	
Co-ordinating and facilitating the formulation of land development policy and planning frameworks	
BRANCH: RURAL DEVELOPMENT	
Facilitate infrastructure projects at Comprehensive Rural Development Programme sites, such as fencing, providing and erecting water tanks, etc.	Enquiries about these services can be made at the Provincial Offices of the DALRRD
BRANCH: DEEDS REGISTRATION	
Registration of deeds and other documents as provided for in the Deeds Registries Act, 1937 and	These services are available at all the

other relevant legislation	Deeds Registries. Note that each Deeds Registry serves a specified geographic jurisdictional area.
Providing access to information held in the Deeds Registries	
Preserving certain records as provided in section 3(1)(a) of the Deeds Registries Act, 1937	
BRANCH: NATIONAL GEOMATICS MANAGEMENT SERVICE	
Surveyor-General data	Details on webpage and promotional processes
Cadastral spatial information	As above
Information desk	Cadastral Information Centre counter
Dispatch	Registry counter, Courier services
National Aerial Imagery	Walk-in at the Offices of the National Geospatial Information Services in the Van der Sterr Building, Rhodes Avenue, Mowbray, Cape Town or via e-mail
National Control Survey System	Telephone, e-mail and geoportal
Professional Support Services	Walk-in at the Offices of the National Geospatial Information Services in the Van der Sterr Building, Rhodes Avenue, Mowbray, Cape Town or via e-mail
BRANCH: CORPORATE SUPPORT SERVICES	
Provide information on posts advertised	By calling the official indicated as contact person on the advertisement
Confirmation of employment	
Bursaries for prospective employees (matriculants and persons currently studying at relevant tertiary institutions in fields which will be specified from time to time) (Note that the awarding of bursaries is subject to qualifying criteria and availability of funds, and is solely within the Department's discretion.)	<ul style="list-style-type: none"> • By attending career exhibition/open days at tertiary institutions and rural schools • By downloading bursary applications from the Department's internet website • By requesting bursary application forms from any office of the Department • By responding to bursary opportunities advertised in the national and local media.
Internship programme for unemployed youth and graduates (Note that the awarding of internships is subject to qualifying criteria and availability of funds, and is solely within the Department's discretion.)	<ul style="list-style-type: none"> • By responding to internship opportunities advertised in the national and local media • By responding to advertisements posted on notice boards at Departmental offices

	<ul style="list-style-type: none"> All applications for internships must be on Z83 forms, available from any of the Department's offices
BRANCH: FINANCIAL SERVICES	
None	
BRANCH: ECONOMIC DEVELOPMENT, TRADE AND MARKETING	
International Trade	The information is available on the website
OTHER SERVICES	
Others services and how to gain access to them are published on the Department's website.	

10. **ARRANGEMENTS FOR PERSONS TO PARTICIPATE IN THE FORMULATION OF POLICY, EXERCISE OF POWERS OR PERFORMANCE OF DUTIES**

Interested persons may participate in the formulation of policy, the exercise of powers or performance of duties by the Department in various ways, e.g. through consultation, making representations, and serving as members of certain statutory bodies under the auspices of the Department.

The following are the more general mechanisms for such participation:

- During the formulation of major new policies, the Department often establishes reference groups or groups of stakeholders which are consulted on a regular basis and which actively participate in the formulation of policy.
- All Bills (new legislation) are published in the Gazette for public comment before it is considered by Parliament.
- Various offices of the Department from time to time hold public participation/consultation sessions on various issues, such as communal property associations, land restitution, land reform products, new policies, etc. Please watch the press for details. Identified interest groups will receive invitations.

Apart from the above general mechanisms, the following prescribed mechanisms also exist:

- The Deeds Registries Regulations Board includes two private conveyancers as members, who participate directly in the formulation of policy and legislative provisions on land registration matters. These conveyancers are nominated by the law societies and represent the conveyancing profession on the Board.
- The Sectional Titles Regulations Board includes the following persons as members:
 - A private conveyancer nominated by the law societies
 - A private professional land surveyor nominated by the relevant council
 - A private architect nominated by the relevant council
 - An officer in the employ of the Council of South African Banks, representing the commercial banking sector
 - Two other persons having special knowledge of sectional title development schemes (representing developers or attorneys)

These members are from the private sector or the public, and participate in the formulation of policy and legislative provisions on sectional title schemes.

- The South African Council for Professional and Technical Surveyors, which, among other things, advises the Minister on matters relating to surveying, includes members who represent the professional and technical surveying professions from the private sector.
- The Survey Regulations Board, which advises the Minister on regulations in terms of the Land Survey Act, 1997, includes members from the surveying profession in the private sector.
- The South African Council for Planners, which, among other things, advises the Minister on matters relating to the planning profession,

includes members from the planning profession in the private sector and persons representing the interests of communities who are or may be affected by planning decisions.

- The Genetically Modified Organisms Act, 15 of 1997 established the Executive Council for Genetically Modified Organisms, the members of which may include two members of the public/interest groups. This Council advises the Minister of Agriculture, Land Reform and Rural Development on all aspects of the development, production, use, application and release of genetically modified organisms and ensures that all activities relating to the development, production, use, application and release of genetically modified organisms are performed in accordance with the provisions of the GMO Act.
- Other statutory councils and boards (e.g. appeal boards – see paragraph 11) established by the Minister or Department also include members of the public with the necessary expertise on the subject matter.

11. RECOURSE IN RESPECT OF AN ACT OR FAILURE TO ACT BY OFFICIALS OF THE DALRRD

11.1 Some of the Acts administered by the DALRRD make provision for formal appeals against decisions of the relevant administrators in terms of such Acts, such as:

11.1.1 The Plant Breeders' Rights Act, 15 of 1976

11.1.2 The Plant Improvement Act, 52 of 1976

11.1.3 The Animal Improvement Act, 62 of 1998

11.1.4 The Genetically Modified Organisms Act, 15 of 1997

11.2 The appeal processes and forms to be completed are contained in the above legislation or the regulations issued in terms thereof. Where an Act does not make provision for an appeal, an aggrieved person may take any administrative action taken in terms of an Act by an administrator of the DALRRD on review to a court with the necessary jurisdiction in terms of the Promotion of Administrative Justice Act, 2 of 2000.

11.3 There are a number of ways in which general queries and complaints can be brought to the DALRRD's attention:

11.3.1 The first option is to try and resolve the matter directly with the official that you have been dealing with. If he or she does not address your query or complaint to your satisfaction, you may raise the matter with his or her supervisor or the head of the relevant office.

11.3.2 If that also fails, you can address a written complaint to the Office of The Director-General.

11.3.3 The DALRRD also has a call centre for the handling of all complaints and queries. The public can lodge complaints and queries to the DALRRD, through the call centre, by:-

- a) phoning 0800 00 7095 (the call will be toll free if made from a Telkom line);
- b) sending an e-mail to queries@dalrrd.gov.za;
- c) writing a letter to The Head: Call Centre, Department of Agriculture, Land Reform and Rural Development, Private Bag X833, Pretoria, 0001; or
- d) personally visiting the call centre (a "walk in query") at Room 410, 4th floor, West Wing, Centre Walk Building, 266 Pretorius Street, Pretoria.

11.4 Members of the public that are dissatisfied with the way their matters have been handled by the DALRRD may also lodge a complaint with the Public Protector.

12. PROCESSING OF PERSONAL INFORMATION

12.1 Purpose of processing personal information of data subjects by the DALRRD

12.1.1 The DALRRD processes personal information of data subjects under its care in the following ways:

- (a) Fulfilling or executing its statutory duties and powers under the various pieces of legislation administered by the Department;
- (b) Staff administration and job applicants;
- (c) Keeping of accounts and records;
- (d) Procurement processes;
- (e) Recording of information relating to visitors to any premises of the DALRRD;
- (f) Complying with other relevant legislation such as the Public Finance Management Act, 1 Of 1999, Treasury Regulations, Treasury Instruction Notes, Public Service Act, 1994, Public Service Regulations, PAIA, POPIA and all relevant policies, directives, determinations, collective agreements and the law in general.

12.2 Categories of Data Subjects and their Personal Information

Categories of data subjects	Personal Information that may be processed
Employees; Committee/Council/Board	Gender; pregnancy; marital status;

members; Bursary holders; NARYSEC Participants	race; age; language; education information (qualifications); financial information; employment history; ID numbers; physical and postal addresses; contact details (contact number(s); fax number; e-mail address); criminal record; well-being and family members; medical information; nationality; ethnic or social origin; physical or mental health; disability; biometric information of the person; employment history; professional affiliation and references.
Contracted Service Providers	Names of contact persons; name of entity, names of directors and shareholders; physical and postal addresses and contact details (contact number(s); fax number, e-mail address); financial information; registration number; founding documents; tax related information; authorized signatories; broad-based black empowerment (BBB-EE) status; affiliates entities; business strategies.
Intermediaries/Advisors/Consultants	Names of contact persons; Name of entity; Physical and Postal Addresses and contact details (contact number(s); fax number; e-mail address; Registration number.
Clients: Natural persons (persons	Names and Surname; contact details

making use of the services/products of the Department)	(contact number(s); fax number; e-mail address); Residential; Business and/or Postal Addresses; Unique identifier/Identity number; financial information (e.g. grants or claims provided or paid by the DALRRD; rent paid by lessees; fees paid for services); and confidential correspondence.
Clients: Responsible parties/Juristic Persons (making use of the services of products of the Department)/Public Entities	Names of contact persons; Name of Legal Entity; Physical and Postal Addresses; contact details (contact number(s); fax number; e-mail address; Registration Number; financial information (e.g. grants or claims provided or paid by the DALRRD; rent paid by lessees; fees paid for services); and confidential correspondence.

12.3 Recipients or categories of recipients to whom the personal information may be supplied by the DALRRD:

12.3.1 The DALRRD may supply the personal information of data subjects to the employees of the DALRRD, as part of executing its statutory mandate.

12.3.2 The DALRRD may supply the personal information of data subjects to Service Providers who render the following services –

(a) Capturing and organising of personal information;

- (b) Storing of personal information;
- (c) Sending of e-mails and other correspondence to the public;
- (d) Conducting due diligence checks;
- (e) Conducting criminal checks;
- (f) Conducting qualification verifications;
- (g) Skills auditing;
- (h) Forensic investigations and any other investigation relating to the activities of the DALRRD;
- (i) Auditing;
- (j) Administration of the Pension Fund and medical aids;
- (k) ICT Infrastructure or any other ICT services; and
- (l) Monitoring, evaluating and/or assessing the success of the DALRRD's projects and services.

12.4 The DALRRD may also supply the personal information of data subjects to –

- 12.4.1 any regulatory authority; tribunal or arbitrator, in respect of any matter or part thereof that falls under their jurisdiction;
- 12.4.2 law enforcement agencies, such as the South African Police Service, Special Investigating Unit and National Prosecuting Authority, for criminal or other investigation;
- 12.4.3 the State Attorney, Chief State Law Adviser, private attorneys, advocates or legal advisors for purposes of providing legal advice to the DALRRD or to represent the DALRRD in any legal proceedings;
- 12.4.4 requesters in terms of PAIA, but subject to the provisions of PAIA; and
- 12.4.5 to Courts, including any Special Master appointed by a Court.

13. TRANSBORDER FLOWS OF PERSONAL INFORMATION

13.1 The DALRRD has not planned transborder flow of personal information, however, should it become necessary to transfer personal information to another country for any lawful purposes, the DALRRD will make sure that anyone to whom it passes personal information is subject to a law, binding corporate rules or a binding agreement which provides an adequate level of protection and the third party agrees to treat that personal information with the same level of protection as the DALRRD is obliged under POPIA.

13.2 Any transfer of personal information cross border shall be with the data subject's consent, however, should it not be reasonably practicable to obtain a data subject's consent, the DALRRD shall transfer the information if –

13.2.1 it will be to the data subject's benefit; and

13.2.2 the data subject would have given consent should it have been reasonably practicable to obtain such consent.

14. GENERAL DESCRIPTION OF INFORMATION SECURITY MEASURES

14.1 The DALRRD continuously establishes and maintains appropriate, reasonable technical and organizational measures to prevent –

14.1.1 loss of, damage to or unauthorized destruction of personal information; and

14.1.2 unlawful access to or processing of personal information.

14.2 The DALRRD has taken reasonable measures, as contained in paragraph 14.3 below, to-

14.2.1 identify all reasonably foreseeable internal and external risks to personal information in its possession or under its control;

14.2.2 establish and maintain appropriate safeguards against the risks identified;

14.2.3 regularly verify that the safeguards are effectively implemented; and

14.2.4 ensure that the safeguards are continually updated in response to new risks or deficiencies in previously implemented safeguards.

14.3 Measures taken by the DALLRD include, amongst others –

14.3.1 Access control;

14.3.2 User Account Management (use of passwords; regular change of passwords)

14.3.3 Data encryption in respect of external communication;

14.3.4 Defensive measures;

14.3.5 Robust Monitoring, Auditing and Reporting capabilities;

14.3.6 Data Backups;

14.3.7 Anti-virus and Anti-Malware Solutions;

14.3.8 Awareness and Vigilance; and

14.3.9 Agreements are concluded with Operators to implement security controls.

15. AVAILABILITY OF THE MANUAL

15.1 This Manual will eventually be made available in at least three official languages. A copy will be available –

15.1.1 on the website of the DALRRD at <https://www.dalrrd.gov.za>;

15.1.2 at the National Office of the DALRRD for public inspection during normal business hours; and

15.1.3 to any person upon request and upon payment of the prescribed fee per A4 page. The fee is prescribed by the Minister of Justice and Constitutional Development.

16. RECORDS THAT CANNOT BE FOUND OR DO NOT EXIST

16.1 Requesters have the right to receive a response in the form of an affidavit or affirmation where records cannot reasonably be located, but to which a requester would have had access had the record been available.

16.2 Requesters also have the right to receive a response in the form of an affidavit or affirmation where records do not exist.

17. DISPOSAL OF RECORDS

17.1 The DALRRD reserves the right to lawfully dispose of certain records in terms of authorities obtained from the National Archives and Records Service.

17.2 Requesters will be advised whether a particular record has been disposed of where this is relevant to the records requested.

17.3 In accordance with section 24(1) of POPIA, the DALRRD may, upon receipt of a request from a data subject –

17.3.1 correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully;

17.3.2 destroy or delete a record of personal information about a data subject that the DALRRD is no longer authorized to retain in terms of section 14 of POPIA.

18. UPDATING OF THE MANUAL

18.1 The DALLD will, if necessary, update and publish this Manual annually.



MR M RAMASODI
DIRECTOR-GENERAL AND INFORMATION OFFICER: AGRICULTURE, LAND
REFORM AND RURAL DEVELOPMENT
DATE: 27 JANUARY 2022