MANUAL FOR THE DEPARTMENT OF DEFENCE

The Constitution of the Republic of South Africa, 1996 (Act No 108 of 1996) stipulates that everyone has the right of access to any information held by the State and any information that is held by another person that is required for the exercise or protection of any rights and that national legislation must be enacted to give effect to this right.

The Promotion of Access to Information Act, 2000 (Act No 2 of 2000), giving expression to this right, came into effect in March 2001. Subsequently two policies were promulgated in the Department of Defence (DOD); The Policy on the Implementation of the Promotion of Access to Information Act was promulgated in March 2001 and the Procedures for the Implementation of the Promotion of Access to Information Act of 2000 was promulgated in May 2002.

In terms of the Act and the Department of Defence (DOD) policies the Secretary for Defence has been appointed as the Information Officer (IO) and the Minister of Defence as the Relevant Authority (RA) for the DOD. The Chiefs of the Services and Staff Division have been appointed as Deputy Information Officers (DIOs). These DIOs will render reasonable access to members of the public, upon request of the DOD records.

An Information Act Advisory Committee (IAAC) has been established to advise the IO on recommendations from the DIOs regarding requests for information and to assist the IO and the RA regarding appeals. Information Act Advisory Subcommittees (IAASCs) have also been established to advise the DIO's regarding requests for information.

The DOD Information Centre has been established as the nodal point to deal with requests for information and related matters. The Information Centre shall assist requesters with respect to prescripts regarding requests for information.

The aim of this manual is to enable any member of the public to view the description of the records in the possession of the DOD and contains procedures on how to obtain this information/records whether automatically available or not.

(J.B. MASILELA)
SECRETARY FOR DEFENCE: DEPARTMENT OF DEFENCE INFORMATION OFFICER
TABLE OF CONTENTS

Particulars in terms of Section 14 of the The Promotion of Access to Information Act, 2000 (Act No 2 of 2000) 3

1. The functions and structure of the DOD 3
   a. Vision 3
   b. Mission 3
   c. Functions 3
d. The structure of the DOD 3
e. The schematic diagram of the structure of the DOD 4

2. Contact details 5
   Information officer/deputy information officers and contact details 5

3. Guide on how to use the Act 11
   a. Request procedures 11
   b. Internal appeal procedures 12
c. Fees payable 12

4. Access to categories of records held by the DOD 14
   a. Categories of records automatically available 14
   b. Categories of records that may be requested 16

5. Services available and how to gain access to these services 25
   a. Nature of services 25

6. Arrangement allowing for public involvement in the DOD’s formulation of policy and the exercise of power 26
   a. Parliament: Joint Standing Committee on Defence 26
   b. Publication of new bills by the DOD in the Government Gazette 26

7. Remedies available in respect of an Act or failure to act by the DOD 26
   a. Internal to the DOD 27
   b. External to the DOD 28

8. Other information as prescribed in terms of the Act 29

9. Updating of the manual 29

10. Availability of the manual 29

11. Request to the Minister of Justice and Constitutional Development for the compilation of the manual 30

12. Exemption by the Minister of Justice and Constitutional Development from any provision of this section of the Act for a determined period 30
PARTICULARS IN TERMS OF SECTION 14 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000 (ACT NO 2 OF 2000)

1. THE FUNCTIONS AND STRUCTURE OF THE DOD

a. Vision

The DOD ensures, in accordance with the Constitution, effective defence for a democratic South Africa, enhancing national, regional and global security through balanced, modern, affordable and technologically advanced defence capabilities.

b. Mission

The DOD provides, manages, prepares and employs defence capabilities commensurate with the needs of South Africa as regulated by the Constitution, national legislation, and parliamentary and executive direction.

c. Functions

The DOD is responsible for defending and protecting the sovereignty, territory and people of South Africa in order to secure an environment of peace and prosperity for all.

The Constitution, therefore, provides that the South African National Defence Force (SANDF) may be deployed

- for service in defence of the country;
- for the protection of its sovereignty and territorial integrity;
- in compliance with the international obligations of the Republic to international bodies and other States;
- for the preservation of life, health or property;
- for the provision or maintenance of essential services;
- for the upholding of law and order in the Republic in co-operation with the South African Police Service, under circumstances set out in law, where the Police Service is unable to maintain law and order on its own; and
- for the support of any department of State for the purpose of socio-economic upliftment.

d. The structure of the DOD

The DOD consists of the Ministry of Defence, the Defence Secretariat and the SANDF. The Minister of Defence is the executive authority, the Secretary for Defence is the accounting officer and head of the Department and the Chief of the SANDF is responsible for the command and control of the SANDF. The Secretary for Defence as well as the Chief of the SANDF has two separate reporting lines as outlined in the following schematic diagram.
e. The schematic diagram of the structure of the DOD
2. CONTACT DETAILS

Information Officer

Designation: Secretary for Defence
Postal Address: Private Bag X910, Pretoria, 0001
Fax No: (012) 347-7445
Description of the functions of the Service or Division: To provide departmental direction to the DOD that ensures the effective, efficient and proper conduct of defence activities in accordance with legislation and policy.

Promotion of Access to Information Act Nodal Point

Designation: Department of Defence
Postal Address: DOD Information Centre
Private Bag X161, Pretoria, 0001
Telephone No: (012) 355-6328/6373/6321
Fax No: (012) 355-6398
E-mail Address: info@mil.za
Description of the functions of the Service or Division: To act as the nodal point within the DOD to deal with requests for information and related matters.

Deputy Information Officers

Defence Secretariat

Finance Division

Designation: Chief Financial Officer
Postal Address: Private Bag X175, Pretoria, 0001
Fax No: (012) 355-5564
Description of the functions of the Service or Division: To provide a cost effective public finance Service to the DOD in accordance with the Public Finance Management Act, Treasury Regulations and Circulars.

Policy and Planning Division

Designation: Chief of Policy and Planning
Postal Address: Private Bag X910, Pretoria, 0001
Fax No: (012) 355-5368
Description of the functions of the Service or Division: To advise on national security policy matters and co-ordinate the strategic direction process for the
DOD by developing, formulating, monitoring and adapting defence policy, strategy and plans in accordance with national policy to enable the effective, efficient and proper conduct of defence activities.

### Acquisition & Procurement Division

- **Designation:** Chief of Acquisition and Procurement
- **Postal Address:** Private Bag X910, Pretoria, 0001
- **Fax No:** (012) 355-5498
- **Description of the functions of the Service or Division:** To manage the DOD acquisition process and formulate acquisition policy.

### Defence Inspectorate

- **Designation:** Inspector General - DOD
- **Postal Address:** Private Bag X 671, Pretoria, 0001
- **Fax No:** (012) 312-4009
- **Description of the functions of the Service or Division:** To ensure the validity and veracity of the management of the DOD.

### Equal Opportunities & Affirmative Action

- **Designation:** Chief Director Equal Opportunities & Affirmative Action
- **Postal Address:** Private Bag X910, Pretoria, 0001
- **Fax No:** (012) 355-5589
- **Description of the functions of the Service or Division:** To provide Equal Opportunities and Affirmative Action advice to the DOD.

### South African National Defence Force

- **Designation:** Chief of the South African National Defence Force
- **Postal Address:** Private Bag X414, Pretoria, 0001
- **Fax No:** (012) 355-6023/6023
- **Description of the functions of the Service or Division:** To provide command and control for the SANDF.

### South African Army

- **Designation:** Chief of the South African Army
- **Postal Address:** Private Bag X981, Pretoria, 0001
- **Fax No:** (012) 355-1513/2055/3276
- **Description of the functions of the Service or Division:** To provide prepared and supported landward defence capabilities for the defence and protection of the RSA by providing strategic direction for landward defence and establishing, training and maintaining prepared combat and auxiliary service and facilities.
South African Air Force

Designation: Chief of the South African Air Force
Postal Address: Private Bag X199, Pretoria, 0001
Fax No: (012) 312-1422
Description of the functions of the Service or Division: To provide prepared and supported air defence capabilities for the defence and protection of the RSA by providing strategic direction for air defence and establishing, training and maintaining prepared combat and auxiliary service and facilities.

South African Navy

Designation: Chief of the South African Navy
Postal Address: Private Bag X104, Pretoria, 0001
Fax No: (012) 339-4463
Description of the functions of the Service or Division: To provide prepared and supported maritime defence capabilities for the defence and protection of the RSA by providing strategic direction for maritime defence and establishing, training and maintaining prepared combat and auxiliary service and facilities.

South African Military Health Service

Designation: Surgeon General
Postal Address: Private Bag X102, Centurion, 0046
Fax No: (012) 663-1574
Description of the functions of the Service or Division: To provide prepared and supported medical combat support elements and service. This, by providing strategic direction for military health support and the establishing, training and maintaining of operationally essential medical service to members of the SANDF and their dependants as well as establishing and maintaining auxiliary service and facilities.

Joint Operations Division

Designation: Chief of Joint Operations
Postal Address: Private Bag X199, Pretoria, 0001
Fax No: (012) 312-2006
Description of the functions of the Service or Division: To provide and maintain an operational command and control capability for the operational employment of combat forces. For practical reasons this programme also funds the force preparation of the Special Forces Brigade.
### Defence Intelligence Division

**Designation:**
Chief of Defence Intelligence

**Postal Address:**
Private Bag X367, Pretoria, 0001

**Fax No:**
(012) 315-0105

**Description of the functions of the Service or Division:**
To provide a defence intelligence and counter-intelligence capability by establishing, training and maintaining prepared military intelligence service, auxiliary service and facilities.

### Corporate Staff Division

**Designation:**
Chief of Corporate Staff

**Postal Address:**
Private Bag X159, Pretoria, 0001

**Fax No:**
(012) 355-6043

**Description of the functions of the Service or Division:**
To direct the SANDF Corporate Staff on behalf of the C SANDF.

### Chaplains Service

**Designation:**
Chaplain General

**Postal Address:**
Private Bag X479, Pretoria, 0001

**Fax No:**
(012) 312-4973/4868

**Description of the functions of the Service or Division:**
To provide a Chaplains Service that cares for all DOD members and their dependants and promotes spiritual growth, social support and ethical conduct.

### Defence Reserves

**Designation:**
Chief of Defence Reserves

**Postal Address:**
Private Bag X161, Pretoria, 0001

**Fax No:**
(031) 207-6980

**Description of the functions of the Service or Division:**
To provide advice on Reserve Forces for the DOD.

### Chief of Defence Corporate Communication

**Designation:**
Chief Director Corporate Communication

**Postal Address:**
Private Bag X161, Pretoria, 0001

**Fax No:**
(012) 355-5535

**Description of the functions of the Service or Division:**
To provide defence communication policy, strategy and plans in accordance with DOD policy and national (GCIS) policy and provide centralised corporate communication services and products in order to enable effective, efficient, interactive two-way communication between the DOD and the public.
Military Legal Services

Designation: Chief of Military Legal Services
Postal Address: Private Bag X159, Pretoria, 0001
Fax No: (012) 355-5372
Description of the functions of the Service or Division:
To provide professional, legitimate and deployable military legal services and support commensurate to the needs of the DOD.

Strategy and Planning Office

Designation: Chief Director Strategy and Planning
Postal Address: Private Bag X159, Pretoria, 0001
Fax No: (012) 355-6043
Description of the functions of the Service or Division:
To manage the military strategy and planning process for the SANDF.

Defence Foreign Relations

Designation: Chief of Defence Foreign Relations
Postal Address: Private Bag X367, Pretoria, 0001
Fax No: (012) 326-6735
Description of the functions of the Service or Division:
To provide the DOD with an integrated defence foreign relations capability and related services.

Joint Support Division

Designation: Chief of Joint Support
Postal Address: Private Bag X159, Pretoria, 0001
Fax No: (012) 355-6016/6049
Description of the functions of the Service or Division:
To co-ordinate the services of the support divisions of the DOD.

Logistics Support Agency

Designation: Chief of Logistics
Postal Address: Private Bag X319, Pretoria, 0001
Fax No: (012) 339-5199
Description of the functions of the Service or Division:
To provide logistic services to the DOD.
<table>
<thead>
<tr>
<th>Designation</th>
<th>Military Police Agency</th>
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<tbody>
<tr>
<td>Postal Address:</td>
<td>Chief of Military Police Agency</td>
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<tr>
<td>Fax No:</td>
<td>Private Bag X161, Pretoria, 0001</td>
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<tr>
<td>Description of the functions</td>
<td>To provide a military policing capability to the DOD.</td>
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<td>of the Service or Division:</td>
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<tr>
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<tr>
<td>Fax No:</td>
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</tr>
<tr>
<td>Description of the functions</td>
<td>To provide the DOD with professional developmental and non-combat/mission common functional learning opportunities.</td>
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<tr>
<th>Designation</th>
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<tbody>
<tr>
<td>Postal Address:</td>
<td>Chief Director Human Resources Support</td>
</tr>
<tr>
<td>Fax No:</td>
<td>Private Bag X976, Pretoria, 0001</td>
</tr>
<tr>
<td>Description of the functions</td>
<td>To provide full HR support services to the DOD.</td>
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<tr>
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<td>Chief of Service Corps</td>
</tr>
<tr>
<td>Fax No:</td>
<td>Private Bag X161, Pretoria, 0001</td>
</tr>
<tr>
<td>Description of the functions</td>
<td>To provide a demilitarisation service to individual members of the DOD.</td>
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<tr>
<td>of the Service or Division:</td>
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<tr>
<th>Designation</th>
<th>Command &amp; Management Information Formation</th>
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<tbody>
<tr>
<td>Postal Address:</td>
<td>Chief of Command &amp; Management Information Forma</td>
</tr>
<tr>
<td>Fax No:</td>
<td>Armscor Building, Private Bag X161, Pretoria, 0001</td>
</tr>
<tr>
<td>Description of the functions</td>
<td>To provide a command and management information and related service to the DOD in support of DOD objectives.</td>
</tr>
<tr>
<td>of the Service or Division:</td>
<td></td>
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</tbody>
</table>
3. GUIDE ON HOW TO USE THE ACT

a. Request procedures

Purpose of the Act
The purpose of the Act is to give effect to the constitutional right of access to any 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. The object is to foster a culture of transparency and accountability in public and private bodies and to actively promote a society in which the people of South Africa have effective access to information to enable them to more fully exercise and protect all of their rights.

Information that may be requested
Any existing recorded information may be requested
- regardless of form or medium;
- in the possession or under the control of the DOD or another public body; and
- whether or not it was created by the DOD or that public body.

A requester must be given access to a record if the requester complies with the following:
- All the procedural requirements in the Act relating to the request for access to a record;
- Access to a record is not refused on any ground of refusal as mentioned in the Act as outlined below:
  - cabinet, parliament and provincial legislatures;
  - criminal or civil proceedings of courts;
  - extra - departmental services;
  - labour unions;
  - police docket;
  - registered grievance by an employee/member of the DOD.

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) (see Appendix A for copy of the form).
- The requester must also indicate if the request is for a copy of the record or if the requester wants to inspect the record at the DOD Documentation Centre. Alternatively if the record is not in paper medium it can be viewed in the requested form, where possible.
- 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 DOD, 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 manner, then the fee must be calculated according to the way that the requester first asked for it.

- 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.
- 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.
- If a requester is unable to read or write, or has a disability, then he/she can make the request for the record orally. The DOD Information Centre must then fill in the form on behalf of such a requester and give him/her a copy.
- The requester must forward his/her request to the DOD Information Centre who would then process the request (see DOD Information Centre contact details on p.5)

b. Internal appeal procedures
- The DOD like all other public bodies have an internal appeal procedure as stipulated in Sections 74 and 75 of the Act. This would apply to any situation in which the requester/third party wishes to appeal a decision made by the Information Officer with respect to
  - fees payable;
  - the extension of a period;
  - the form of access; and
  - the refusal of a request to access of a record.
- When the requester/third party lodges an internal appeal, the prescribed appeal form has to be completed and lodged with the DOD Information Centre. (Govt. Notice R187 - 15 February 2002 Form B)(see Appendix B for a copy of the form). The DOD Information Centre will forward all internal appeals and accompanying documentation to the Information Officer who in turn will forward it to the Relevant Authority (Minister of Defence) for a decision.
- The DOD Information Centre will inform the requester/third party of the outcome of the internal appeal. A requester/third party who is dissatisfied with the outcome of the internal appeal may, within 37 days, submit an application to court for final decision. If no such application is filed within that period, the Minister's decision will be adhered to. If an application is filed at a court, the outcome of the court case will have to be awaited.

c. Fees payable

There are two types of fees required to be paid in terms of the Act, being the request fee and the access fee.

Request fee
- A requester who seeks access to a record containing personal information about himself/herself is not required to pay the request fee. Every other
requester, who is not a personal requester, must pay the required request fee. The DOD Information Centre will indicate to the requester (other than a personal requester) whether he/she has to pay the prescribed fee (if any) before further processing the request.

- The request fee payable to the DOD 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.
- The requester must deposit the request fee payable in the DOD account (see DOD Banking details below). The deposit slip must be forwarded to the DOD Information Centre before any request can be processed.
- 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.

Access fee

- If the request is granted then a further access fee must be paid for the search, preparation, and reproduction and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure (see appendix C for a list of fees payable).

DOD Banking Details

<table>
<thead>
<tr>
<th>Beneficiary:</th>
<th>RSA Department of Defence</th>
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<tr>
<td>Beneficiary Account Number:</td>
<td>80332056</td>
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<tr>
<td>Deposit Reference:</td>
<td>&quot;Information Fees&quot;</td>
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<tr>
<td>Branch Number:</td>
<td>910145</td>
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<tr>
<td>Branch:</td>
<td>SA Reserve Bank</td>
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</tbody>
</table>

Should a requester experience any problems with regard to the aforementioned he/she is welcome to contact the following individual who may be able to assist him/her with the relevant advice in this regard:

Mr Hennie van Rooyen: (SA Reserve Bank)
Telephone No: (012) 313 3500
E-mail Address: hennie.vanrooyen@resbank.co.za
4. ACCESS TO CATEGORIES OF RECORDS HELD BY THE DOD

a. Categories of records automatically available

A notice in terms of section 15(2) of the Act describes the categories of records of the public bodies that are available without a person having to request access in terms of the Act. These records can be accessed at the DOD Documentation Centre (see DOD Documentation Centre contact details on p. 16).

i. DOD publications:

   (a) The Defence Act, 1957 (Act No 44 of 1957) as amended
   (b) White Paper on Defence (1996)
   (c) Defence Review (1998)
   (d) DOD instructions/policies (index available on the DOD website)
   (e) Annual reports (1997-2001)
   (g) Information bulletins (index available on the DOD website)

ii. Corporate communications publications:

   (a) Ad Astra 1980 - 1996
   (b) Kommando 1949 - 1970
   (c) Militaria 1969 - 1996
   (d) Scientia Militaria 1997 - 2000
   (e) Nongqai 1913 - 1959
   (f) Nyala 1971 - 1994
   (g) Paratus 1970 - 1994
   (h) Salut 1994 - 2000
   (j) SA Soldier 2001 - 2002

iii. Lists of theses are held at the DOD Documentation Centre (index available at the DOD Documentation Centre)
iv. Automatically available records in the DOD Archives at the DOD Documentation Centre, 1912-1969 (see DOD Documentation Centre contact details on p.16).

The records in the DOD Archives date from 1912 when the Union Defence Force (UDF) was established. The automatically available archival records in the DOD Archives for the period 1912 to 1969 reflect the main business activities of all the components of the UDF and the South African Defence Force (SADF). The business activities relate to operational, administrative and technical aspects of the military forces and cover war and peace time activities. The operational records include information on South Africa’s involvement in World War I (1914-1918), World War II (1939-1945), the Berlin Airlift (1948-1949) and the Korean War (1950-1953) as well as military exercises and mobilisation during internal uprisings such as the industrial strikes of 1914 and 1922, 1914/15 Rebellion and the unrest in the fifties and sixties. The administrative records contain information on the establishment, organisation and functioning of all the components of the UDF and SADF, and on human resource, logistical and financial matters. This category of records also includes information on training, national service, ceremonial aspects and international agreements such as the Simon’s Town Agreement. The technical records at the Documentation Centre inter alia pertain to military armament and equipment, technical maintenance and support services.

It should be pointed out that for the period 1912 to 1976 the arms of service (Army, Air Force and Navy) and other components of the forces such as Adjudant-General, Quartermaster-General and Chaplain-General as well as the Secretary of Defence, each had its own unique records classification system. Although the Documentation Centre does not have copies of all of the various systems, a specific record can be retrieved by means of finding aids.

The Documentation Centre inter alia is the custodian of the DOD’s archival records and thus is responsible for the DOD Archives. The DOD Archives holds the nun-current records of the present day DOD including that of the SANDF. It also contains the archival records of the statutory forces which were integrated into the SANDF in 1994, i.e. the SADF and the military forces of the former Transkei, Bophuthatswana, Venda and Ciskei.

The DOD also preserves the personnel records of all former members of the SANDF, SADF and UDF. The personnel records number over 2 million and date back to 1912. The personnel records contain information on the individuals’ military career.

Search facilities

All records are to be consulted in the reading rooms of the Documentation Centre and under conditions, which ensure their preservation. The DOD archival records are made available in compliance with legislative prescripts, including The Promotion of Access to Information Act, 2000 (Act No 2 of 2000), The Protection of Information Act, 1982 (Act No 84 of 1982) and The National Archives and Records Service of South Africa Act, 1996 (Act No 43 of 1996) as amended.
The finding aids available to locate information or a record in the DOD Archives comprise of archival group lists in paper medium. The description of each list corresponds with the relevant archival group, e.g. Command-General group 5. The lists, which number just over 2000, contain a file reference number, description and terminal dates for each file in a particular group. The lists are consulted in order to locate a particular record.

Access and fees
The archival records are available for inspection at the Documentation Centre and (if the condition of the original documents allow it) photocopies will be made and may be purchased at the prescribed fee of 60c per A4-size page or part thereof.

Designation: Department of Defence
Postal Address: DOD Documentation Centre
Private Bag X289
Pretoria
0001
Telephone No: (012) 355 3975
Fax No: (012) 323 5613
E-mail Address: SouthAfricanndfdoc@mweb.co.za

b. Categories of records that may be requested

i. Index to the DOD filing system

<table>
<thead>
<tr>
<th>SERIAL NO</th>
<th>DESCRIPTION</th>
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<tbody>
<tr>
<td>100</td>
<td>PERSONNEL (the series of records consists of references, which cover the full spectrum of human resource management in the DOD. This includes recruitment, appointment and employment, education, training and development; career planning, remuneration and performance assessment; SANDF ranks and rank structures, equal opportunities and affirmative action matters; discipline, military justice and labour relations; termination of service, discharge and pension matters).</td>
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<tr>
<td>101</td>
<td>Manpower Planning</td>
</tr>
<tr>
<td>102</td>
<td>Manpower Provisioning</td>
</tr>
<tr>
<td>103</td>
<td>Personnel Development</td>
</tr>
</tbody>
</table>
104 Maintenance of Personnel
105 Utilisation of Personnel
106 Control of Personnel
107 Disposition of Personnel

200 INTELLIGENCE (the series of records pertain to military intelligence. This includes all military intelligence policies, security of persons, information and facilities; the collection of information through various means; intelligence appreciations, forecasts of threats, intelligence reports and interdepartmental intelligence affairs).

201 Country Intelligence
202 Security
203 Collection of Intelligence
204 Arrangement of Intelligence
205 Distribution of Intelligence
206 Foreign Representation in SA
207 Intelligence Returns and Reports
208 Interdepartmental Intelligence Affairs

300 OPERATIONS (the series refers to the records on military operations. It covers a wide array of topics including strategic planning and appreciations; order of battle, mobilisation and demobilisation, conventional and unconventional warfare as well as specific operations; air and maritime defence; search and rescue operations and training exercises; assistance to and co-operation with other institutions and countries).

301 Appreciations
302 Force Level Planning and Force Development
<table>
<thead>
<tr>
<th>Page</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>303</td>
<td>Strategic Studies</td>
</tr>
<tr>
<td>304</td>
<td>Planning: Contingency, Mobilisation and Demobilisation</td>
</tr>
<tr>
<td>305</td>
<td>Operational Doctrines and Operational Preparedness and Effectiveness</td>
</tr>
<tr>
<td>306</td>
<td>Operational Planning</td>
</tr>
<tr>
<td>307</td>
<td>Role and Implementation of the SA National Defence Force</td>
</tr>
<tr>
<td>308</td>
<td>Training Exercises, Demonstrations, Camps and Bivouacs</td>
</tr>
<tr>
<td>309</td>
<td>Specific Operations</td>
</tr>
<tr>
<td>310</td>
<td>Special Operations</td>
</tr>
<tr>
<td>311</td>
<td>Assistance and Co-operations</td>
</tr>
<tr>
<td>312</td>
<td>Civil Defence</td>
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<td>313</td>
<td>Air Defence</td>
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<td>Air Support</td>
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<td>315</td>
<td>Maritime Defence</td>
</tr>
<tr>
<td>316</td>
<td>Search and Rescue Services</td>
</tr>
<tr>
<td>317</td>
<td>Electronic Warfare</td>
</tr>
<tr>
<td>318</td>
<td>Telecommunications</td>
</tr>
<tr>
<td>319</td>
<td>Navigation</td>
</tr>
<tr>
<td>320</td>
<td>Naval Activities</td>
</tr>
<tr>
<td>321</td>
<td>Resolution of International Organisation</td>
</tr>
<tr>
<td>322</td>
<td>Survey and Mapping</td>
</tr>
<tr>
<td>323</td>
<td>Operational Photography</td>
</tr>
<tr>
<td>324</td>
<td>Operational Movements</td>
</tr>
<tr>
<td>325</td>
<td>Vacant (Closed)</td>
</tr>
<tr>
<td>326</td>
<td>Violations</td>
</tr>
<tr>
<td>327</td>
<td>Borders</td>
</tr>
<tr>
<td>328</td>
<td>Communication Operations</td>
</tr>
<tr>
<td>329</td>
<td>National Key Points</td>
</tr>
<tr>
<td>330</td>
<td>Subversion</td>
</tr>
<tr>
<td>331</td>
<td>Treaties</td>
</tr>
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**400 LOGISTICS** (the series of records include all matters related to the logistics of the DOD. In this widest sense it entails the aspects of military operations dealing with research, design and development, acquisition, storage, distribution, maintenance, evacuation and disposal of material; acquisition or erection, maintenance, operation and disposal of facilities; as well as acquisition or provision of services).

| 401 | Logistics Services |
| 402 | Logistical Management |
| 403 | Acquisition of Equipment and Supplies |
| 404 | Maintenance |
| 405 | Administration of Commodities |
| 406 | Control of Stores |
DEPARTMENTAL MANAGEMENT (the series is a comprehensive series encompassing all departmental management aspects. These include command and control; organisational control including the establishment/disestablishment of force structure elements; the DOD budget and auditing; ceremonial and heritage matters; records management and information, communication and technology systems of the DOD).

500

501 Command and Control
502 Organisational Control
503 Organisation and Work Study
504 Defence Budget
505 Defence Income and Expenditure
506 Auditing
507 Institutions and Funds
508 Parliamentary Enquiries
509 Ministerial Enquiries
510 Enquiries to C SANDF, Chiefs of Combat Services, Staff Divisions and Support Services
511 Public Relations, Media and Public Liaison, Communication
512 Ceremonial
513 Office Administration
514 Documentation Services
### NAME OF SYSTEM | SCOPE
---|---
**MILITARY LOGISTICS**

**CALMIS** (Computer Aided Logistic Management Information System) | It is an integrated logistic system developed for the support of ground forces. The following are provided for within CALMIS:

- MILITARY LOGISTICS
- CALMIS
- It is an integrated logistic system developed for the support of ground forces. The following are provided for within CALMIS:
OSIS (Operation Support Information System)  It is an integrated system for the management and cost-effective optimisation of weapon systems. The following functions are provided for within OSIS:

- Reference Data Management Module (RDS).
- Equipment Configuration Management Module (CMS).
- Operations Support Module (OSUP).
- Fault Diagnostic Module (FD).
- Technical Support Documentation (TSD).
- Inventory Management Module (INV)
- Requirements Management Module (REMS)
- Procurement Management Module (PROC).
- Vehicle Management Module (VMS).

LIMS (Logistic Information Management System)  It is a DOD mainframe system consisting of a number of subsystems designed to manage all aspects of procurement, movement and maintenance of inventories, equipment and facilities of all units and depots of the SANDF, as well as the disposition thereof. The subsystem comprising LIMS:

- Item Identification
- Demand and Issues
• Receipts
• Provisioning
• Procurement
• Equipment Register
• Unit Inventory Management System (UIMS).
• Warrants and Entitlements
• Ammunition
• Job Card Control
• Medical Stores
• Contract System
• Facility Register
• Air Transport Reservation System
• Batch Control System
• Statistics - forming the basis for the providing of management information.
• Equipment Table Schedules
• Log Access Control
• Management Reports Scheduling System

**FINANCIAL MANAGEMENT**

**FMS (Financial Management System)**

It provides end-to-end support to the Department of Defence in rendering of technical and functional Services on the Financial Management System. The following information is contained in the FMS:

• Budget Control
• Accounting

**INTELLIGENCE**

**DEFENCE INTELLIGENCE**

The Defence Intelligence applications supports the intelligence business process of the Department of Defence and aims at providing support throughout the total life-cycle of the intelligence process. The following system are part of the Defence Intelligence application:

• FRAGMENT - Information Collection and Distribution System.
• GLEN - Information Collation System.
• SEARCH MANAGER - Full Text Retrieval System.
• EKKA - Vetting Administration.
• SINET - Bibliographical.
• NATIONAL KEY POINTS - NKP Administration System
• IDB - Intelligence Database (Distributed system).
• SIS - Shipping Information System (Distributed system).

HUMAN RESOURCE MANAGEMENT

PERSOL

It is a fully integrated application, based on the generally accepted human resource and pay roll principles. The following information is contained in the PERSOL system:

• Reserve Forces
• Long Terms Service
• Civilian System
• Term System
• Initial Military Service
• Disciplinary
• Reserves
• Personnel Administration
• Household Tariffs
• Milqual
• HR Acquisition
• Subsistence & Travel
• Automated Credit Bureau
• Leave
• Authorisations and Delegations
• Codes System

HEALTH

HEALTH INFORMATION SYSTEMS

It is a DOD Mainframe system consisting of a number of subsystems designed to manage all health aspects in the DOD. The following information is contained in the Health Informatics System:

• Patient Data
• Prescriptions
• Consultations
• Laboratory
• Incidents

The following functions are provided for in the Health Informatics System:

• CAAS - Access Control Security
System

- Patient Identification System (PATID)
- Hospital Administration System
- LABCOMS - This subsystem controls communication and administration within laboratories in military hospitals of the DOD
- Emergency Control System (Disaster Management System)
- Health Management Information and Stats Retrieval System
- Oral Health System
- Nursing System
- Pharmacy System
- Veterinary System
- Pest Control System
- Hazchem - Hazardous chemicals are listed in this subsystem, with respect to their side effects during pest control.
- Therapeutic Administrator System
- Dietary Manager
- Biotech Software System

iii. Records held in the DOD Archives at the DOD Documentation Centre, 1970-1994 (see DOD Documentation Centre contact details on p.16).

The available archival records in the DOD Archives for the period 1970 - 1994 are held at the DOD Documentation Centre and are arranged in the same manner as the DOD Filing System (see the index to the DOD Filing System on pp.16-21).

5. SERVICES AVAILABLE AND HOW TO GAIN ACCESS TO THESE SERVICES

a. Nature of services

i. Services offered by the DOD Documentation Centre
   - Compiling and providing service records and military clearance certificates for the use of the individuals concerned or their next-of-kin.
   - Providing copies of documents from personnel records, such as course reports, military driver’s licences, wills, etc for the individuals concerned.
• Issuing South African war medals. Members who qualify or their next-of-kin, may apply for medals for World War I, World War II and the Korean War. First issues are free of charge whilst re-issues are done against payment.

• The DOD Documentation Centre also provides access for the general public to its records for research purposes into DOD-related matters.

*Although the services are rendered free of charge the prescribed reproduction fees apply and photocopies of records are obtainable at 60c per A4-size page or part thereof.*

To gain access to the services at the DOD Documentation Centre, requests must be made to:

Designation: Department of Defence
Postal Address: DOD Documentation Centre
Private Bag X289
Pretoria
0001

Telephone No: (012) 355 3975
Fax No: (012) 323 5613
E-mail Address: SouthAfricanDefDoc@mweb.co.za

ii. Services offered by the Chief Directorate Corporate Communication

Corporate Communication provides a centralised point for information on DOD-related matters, services and products to enable an effective, efficient, interactive two-way communication between the DOD and its public.

To gain access to the Services at the Chief Directorate Corporate Communication, requests must be made to:

Designation: Department of Defence
Postal Address: DOD Information Centre
Private Bag X161
Pretoria
0001

Telephone No: (012) 355-6328/6373/6321
Fax No: (012) 355-6398
E-mail Address: info@mil.za
6. ARRANGEMENT ALLOWING FOR PUBLIC INVOLVEMENT IN THE DOD'S FORMULATION OF POLICY AND THE EXERCISE OF POWER

In the DOD, such arrangements for public involvement would include:

a. Parliament: Joint Standing Committee on Defence

New bills (Act in draft form) from the DOD are submitted to the Joint Standing Committee on Defence. This Committee advertises in identified newspapers eg. The Sunday Times etc. that any person may make representations or comments with regard to such a bill before the stipulated closing date. In some cases public hearings and workshops are held which the public may attend and where they can make representations. The Committee takes all these representations or comments into consideration and the final product of such a bill is proposed by the Minister of Defence to the National Assembly.

The contact details of the Joint Standing Committee on Defence is:

Postal Address: PO Box 15
   Cape Town
   8000

Telephone No: (021) 403 3717
Fax No: (021) 462 2142

b. Publication of new bills by the DOD in the Government Gazette

Where the DOD has the responsibility to promulgate a certain Act, the bill is published in the Government Gazette for comments by any person. These Acts place certain obligations on the DOD with regard to the exercise of their powers and performance of the duties, which are in more detail defined in policy documents. Therefore the public may make representations or comments, which may influence the exercise of powers and the performance of duties by the DOD.

7. REMEDIES AVAILABLE IN RESPECT OF AN ACT OR FAILURE TO ACT BY THE DOD

In respect of any act or failure to act by the DOD (or an employee/member) which is in contravention of a provision of

any legislation;
policy of the DOD;
instruction of the DOD; or
the duties or responsibilities of an employee/member.
The following institutions may be approached for available remedies:

a. **Internal to the DOD**

   i. **The Military Police Agency**

      The Military Police Agency (MPA) has a duty to react to all complaints by the public, which falls within the mandate of the MPA. This mandate entails that the MPA provides a policing service to the DOD, to prevent crime and investigate crime. Any complaints or information, which is MPA related, can be reported to the existing MPA structures as outlined below:

      Northern MP Region HQ (Pretoria)
      Private Bag X 1042
      Thaba Tshwane
      0143
      Tel: (012) 674 4874
      Fax: (012) 674 4894

      Central MP Region (Bloemfontein)
      PO Box 12188
      Brandhof
      9342
      Tel: (051) 402 1040
      Fax: (051) 402 1038

      Southern MP Region (Cape Town)
      PO Box 699
      Cape Town
      8000
      Tel: (021) 787 1014
      Fax: (021) 787 1018

      Western MP Region (Potchefstroom)
      Private Bag
      Noordrug
      2522
      Tel: (018) 289 3470
      Fax: (018) 289 3281
ii. The Inspector-General of the DOD

The Inspector-General through the DOD Anti-Fraud Directorate (DAF) has the responsibility to deal with all information and complaints pertaining to fraudulent acts and corruption, and to recommend necessary action. Complaints will be dealt with on merit and where intervention from external legal sources is required, referral would be considered. Members of the public may access the services of the DOD Anti-Fraud Directorate by the following means:

Toll Free No: 0800 767 323/800 SOS DAF
E-mail Address: SOSDAF@worldonline.co.za

b. External to the DOD

Public Protector

The Public Protector is accessible to all persons and communities. The Public Protector has the following power:

• To investigate any conduct in state affairs, or in the public administration in any sphere of government, that is alleged or suspected to be improper or to result in any impropriety or prejudice.
• To report on said conduct and.
• To take appropriate remedial action.
• The Public Protector may not investigate court decisions.

The contact details of the Public Protector are as follows:

Website: http://www.polity.org.za/govt/pubprot/index.html
Postal Address: Private Bag X667
PRETORIA
0001

Street Address: DRC Synodal Centre
9th Floor, Block D
228 Vissagie Street
PRETORIA

Telephone No: (012) 322 2915/6
Fax No: (012) 322 5093
8. OTHER INFORMATION AS PRESCRIBED IN TERMS OF THE ACT

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

9. UPDATING OF THE MANUAL

A public body must, if necessary, update and publish its manual referred to in section 14(1) of the Act, at intervals of not more than a year.

10. AVAILABILITY OF THE MANUAL

Regulation 187 of 15 February 2002 prescribes in section 4(1) that the manual of a public body must be made available in the following manner:

- A copy in each of three of the official languages must be made available to every place of legal deposit as defined in section 6 of The Legal Deposits Act, 1997 (Act No 54 of 1997); the South African Human Rights Commission; and every office of that public body.

- The manual is to be published in three of the official languages in the Government Gazette.

- The manual is to be made available on the website, if any, of the public body (DOD website: www.mil.za).

11. REQUEST TO THE MINISTER OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT FOR THE COMPILATION OF THE MANUAL

If the functions of two or more public bodies are closely connected, the Minister may on request or of his or her own accord determine that the two or more bodies compile one manual only. The public bodies in question must share the cost of the compilation and making available of such a manual as the Minister determines.

12. EXEMPTION BY THE MINISTER OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT FROM ANY PROVISION OF THIS SECTION OF THE ACT FOR A DETERMINED PERIOD

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 of the Act for such period as the Minister thinks fit.