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M A N U A L

IN ACCORDANCE WITH

**THE PROMOTION OF ACCESS TO
INFORMATION ACT (NO. 2 OF 2000)**

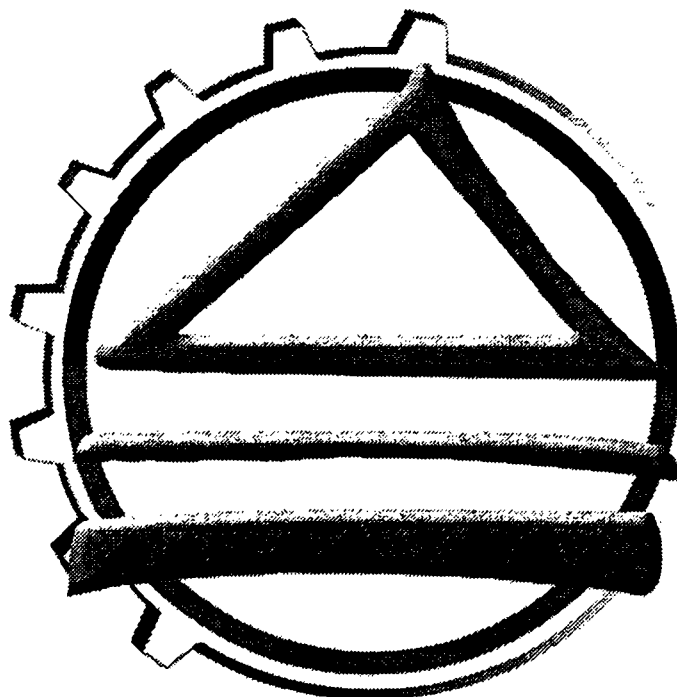
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CCMA

COMMISSION FOR CONCILIATION, MEDIATION & ARBITRATION

**PROMOTION OF ACCESS TO
INFORMATION ACT 2 OF 2000
MANUAL**

SECTION 14 MANUAL FOR THE COMMISSION FOR CONCILIATION, MEDIATION AND ARBITRATION

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A. PARTICULARS IN TERMS OF SECTION 14**1. The functions and the structure of the CCMA [Section 14(1) (a)]****(a) What is the CCMA**

The CCMA is a dispute resolution body established in terms of the Labour Relations Act 66 of 1995 as a juristic person. The Commission is independent of the State, any political party, trade union, employer, employers' organisation, federation of trade unions or federation of employers' organisations. It has jurisdiction in all nine provinces of the Republic of South Africa. It has established provincial and satellite office in all the provinces of South Africa.

The Governing Body is the supreme policy-making body of the CCMA. The tripartite structure is made up of:

- Three State representatives,
- Three representatives of organised labour,
- Three representatives from organised business,
- A chairperson (all of whom are nominated by NEDLAC and appointed by the minister to hold office for three years), and
- The Director of the CCMA (who is nominated by the Governing Body and serves in an ex-officio capacity).

Vision

To promote social justice and economic growth, with the social partners, by transforming relations in the labour market. This will be achieved by delivering high quality, low cost dispute resolution and prevention service.

Mission Statement

For ourselves, we hold dear professionalism, integrity and service and the value of sharing trustworthy relationships.

For the CCMA, we hold ourselves accountable for sustaining our vibrant diverse community, united by a thirst for learning and strengthened by self-discipline.

For the public, we hold fast to our commitment to transforming labour relations by resolving disputes fairly and sharing our knowledge widely.

For Africa, we hold high the ideas of equity, social justice and shared prosperity.

(b). Functions of the CCMA

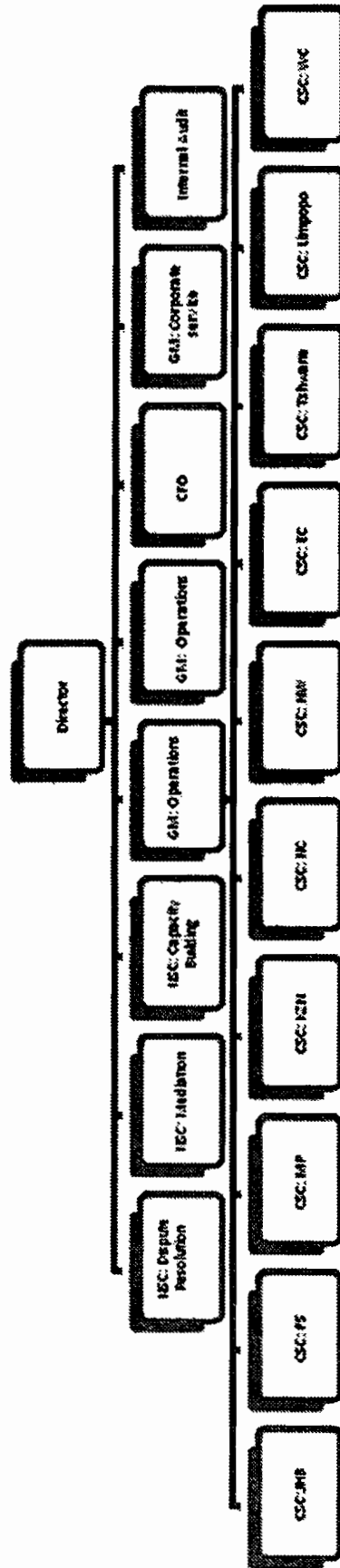
The CCMA will:

- Conciliate disputes;
- Arbitrate disputes that remain unresolved after conciliation,
- Facilitate the establishment of workplace forums and statutory councils,
- Compile and publish information and statistics about its activities,
- Consider applications for accreditation and subsidy by Bargaining Councils and private agencies,
- Prevent disputes from arising,
- Conduct facilitation in operational requirement disputes (section 189A), and
- Make rules to regulate the way it conducts its conciliation and arbitration and the practice and procedure in Essential Services Committee (section 115(1)(A))

The CCMA may:

- Supervise ballots for unions and employer organisations, and
- Give training and advice on: the establishment of collective bargaining structures; workplace restructuring; consultation processes; termination of employment; employment equity programmes and dispute prevention.

c) Schematic diagram of the CCMA



PROVINCIAL CONVENING SENIOR COMMISSIONERS

Eastern Cape Provincial Office:	Fred Sauls
Free State:	Hlalele Molotsi
Gauteng (Johannesburg):	Ronald Bemickow
Gauteng (Thswane):	Winnie Everett
Gauteng (Benoni)	Amause Mohlala (Acting)
Kwazulu Natal Provincial Office:	Raj Shanker
Limpopo Provincial Office:	Piet Shai
East London:	Jean van Zuydam
Mpumalanga Provincial Office:	Mark Thys
Northern Cape:	Carmen Ward
North West Office:	Elias Hlongwane
Western Cape Provincial Office:	Nazeema Taladia

(d) The structure of the CCMA

The CCMA consists of a national office situated in Gauteng, and offices in all nine provinces. Each provincial office has a Convening Senior Commissioner responsible for the overall functioning of the Province and a Registrar overseeing support functions. Each province also has commissioners responsible for the conciliation and arbitration of disputes.

2. Contact Details [Section 14 (1) (b)]**Head Office**

Information Officer: General Manager: Operations
 Physical Address: CCMA House, 28 Harrison Street, Johannesburg, 2001
 Postal Address: Private Bag X94, Marshalltown, 2107
 Telephone: (011) 377 6650
 Fax: (011) 834 7351
 Website: www.CCMA.org.za
 E-Mail: ho@ccma.org.za

Provincial Information Officers

Eastern Cape: **Port Elizabeth:** Convening Senior Commissioner
 Physical Address: CCMA House, 107 Govan Mbeki Avenue, Port Elizabeth
 Postal Address: Private Bag X 22500, Port Elizabeth, 6000
 Telephone: (041) 505 4300
 Fax: (041) 586 4585
 E-Mail: pe@ccma.org.za

Eastern Cape **East London:** Convening Senior Commissioner
 Physical Address: Rennie's Building, Cnr. Church & Oxford Street, East London, 5201
 Postal Address: Private Bag X 9068, East London, 5200
 Telephone: (043) 743 0826
 Fax: (043) 743 0810
 E-Mail: pe@ccma.org.za

Free State Convening Senior Commissioner
 Physical Address: NBS Building, Cnr Elizabeth and Westburger Street, Bloemfontein, 9301
 Postal Address: Private Bag X20705, Bloemfontein, 9300
 Telephone: (051) 4111700
 Fax: (051) 448 4468/9
 E-Mail: blm@ccma.org.za

Gauteng **Johannesburg:** Convening Senior Commissioner
 Physical Address: CCMA House, 127 Fox Street, Johannesburg, 2001
 Postal Address: Private Bag X 94, Marshalltown, 2109
 Telephone: (011) 220 5000
 Fax: (011) 220 5101/2/3/4/5
 E-Mail: gauteng@ccma.org.za

- Gauteng** **Tshwane:** Convening Senior Commissioner
Physical Address: Metro Park Building, 351 Schoeman Street, Pretoria, 0001
Postal Address: Private Bag X 176, Pretoria, 0001
Telephone: (012) 317 7800
Fax: (012) 392 9701/2
E-Mail: pta@ccma.org.za
- Gauteng** **Benoni**
Physical address: CCMA Place, Cnr Woburn and Rothsay Street, Benoni
Postal address Private Bag x 23, Benoni 1500
Telephone (011) 845 9000
Fax (011) 421 4723/4748
Email: Gauteng@ccma.org.za
- Kwazulu Natal** **Durban:** Convening Senior Commissioner
Physical Address: Embassy Building, 6th & 7th Floors, 199 Smith Street, Durban, 4001
Postal Address: Private Bag X54363, Durban, 4000
Telephone: (031) 362 2300
Fax: (031) 368 7387/7407
E-Mail: kzn@ccma.org.za
- Kwazulu Natal** **Pietermaritzburg:** Convening Senior Commissioner
Physical Address: 3rd Floor Galloway House, Galloway Lane, Pietermaritzburg, 3201
Postal Address: Private Bag X72, Pietermaritzburg, 3200
Telephone: (033)345 9271/49
Fax: (033) 345 9790
E-Mail: kzn@ccma.org.za
- Kwazulu Natal** **Richards Bay:** Convening Senior Commissioner
Physical Address: 1st Floor ABSA Building, Lakeside Terrace, 7 Trinidad Park Area, Richards Bay, 3901
Postal Address: Private Bag X1026, Richards Bay, 3900
Telephone: (035)789 4460/1515
Fax: (035) 789 7148
E-Mail: kzn@ccma.org.za
- Kwazulu Natal** **Port Shepstone:** Convening Senior Commissioner
Physical Address The Chambers, 68 Nelson Mandela Road, Port Shepstone, 4240
Postal Address Private Bag X849, Port Shepstone, 4240
Telephone: (039) 684 1771/1773
Fax: (039) 684 1795
Email kzn@ccma.org.za
- Kwazulu Natal** **Newcastle:** Convening Senior Commissioner
Physical Address RAMS TV Centre, 71 Scott Street, Newcastle 2940
Telephone: (034) 312 5963
Fax: (034) 312 5964
Email: kzn@ccma.org.za
- Limpopo** Convening Senior Commissioner
Physical Address: CCMA House, 104 Hans van Rensburg Street, Polokwane
Postal Address: Private Bag X 9512, Polokwane, 0700
Telephone: (015) 297 5010
Fax: (015) 297 1649
E-Mail: ptb@ccma.org.za
- Mpumalanga** Convening Senior Commissioner
Physical Address CCMA House, Diedericks Street, Witbank, 1035
Postal Address: Private Bag X 7290, Witbank, 1035
Telephone: (013) 656 2800
Fax: (013) 656 2885/6
E-Mail: wtb@ccma.org.za

North West	Klerksdorp: Convening Senior Commissioner
Physical Address:	CCMA House, 47 Siddle Street, Klerksdorp
Postal Address:	Private Bag X5004, Klerksdorp, 2570
Telephone:	(018) 462 0700
Fax:	(018) 462 4126
E-Mail:	kdp@ccma.org.za
North West	Rustenburg: Convening Senior Commissioner
Physical Address:	Shop SG711B Sanlam Centre, 43-45 Boom Street, Rustenburg, 0299
Postal Address:	Private Bag X82104, Rustenburg, 0300
Telephone:	(014) 597 0890
Fax:	(014) 538 2167
E-Mail:	kdp@ccma.org.za
Northern Cape	Convening Senior Commissioner
Physical Address:	CCMA House, 5-13 Compound Street, Kimberley, 8301
Postal Address:	Private Bag X6100, Kimberley, 8300
Telephone:	(053) 831 6780
Fax:	(053) 831 5947/8
E-Mail:	kmb@ccma.org.za
Western Cape	Cape Town: Convening Senior Commissioner
Physical Address:	CCMA House, 78 Darling Street, Cape Town
Postal Address:	Private Bag X9167, Cape Town, 8000
Telephone:	(021) 469- 0111
Fax:	(021) 465-7193/5/7/462 5006
E-Mail:	ctn@ccma.org.za
Western Cape	George: Convening Senior Commissioner
Physical Address:	11 Cathedral Square, 62 Cathedral Street, George
Postal Address:	Private Bag X6550, George 6530
Telephone:	(044) 873 2961
Fax:	(044) 873 2906
Email:	ctn@ccma.org.za

3. **Access to the record held by the CCMA [Section 14 (1) (d)]**

(a) **Automatic disclosures [section 14(1) (e)]**

National Head Office

Operations and Information Department

- All policies and standard operating procedures

Research Unit:

- Information sheets
- CCMA Arbitration awards
- Selected Labour Court Judgments
- CCMAIL
- Codes of Good Practice
- Frequently Asked Questions
- Research documents
- CCMA Rules
- Contact details for labour related institutions
- Selected Labour Court and Labour Appeal Court Summaries
- Selected CCMA Arbitration award Summaries
- Selected decisions from other dispute resolution forum
- Contact details of bargaining councils
- Information on substantive issues based on the Labour Relations Act, Basic Conditions of Employment Act and Employment Equity Act
- Dispute referral forms

Library:

The public is allowed to utilise the library but cannot take books on loan. The following resources are available from the CCMA library:

- Books
- Journals

Call Centre Unit:

- Dispute referral forms
- Information Sheets
- Contact details of labour related institutions
- Contact details of bargaining councils
- Information on the status of case-related queries
- Arbitration awards and rulings
- Information on substantive issues based on the Labour Relations Act, Basic Conditions of Employment Act and Employment Equity Act.

Finance Department

- All financial policies and standard operating procedures
- Annual financial statements

Administration Department

- All Administration policies and standard operating procedures

Human Resources Department

- All Human Resources policies and standard operating procedures

Information Technology

- All IT policies and standard operating procedures
- Minutes
- Project Status
- Strategic planning
- Security Standards
- IT Infrastructure (LAN/WAN)
- Software matrix
- Software version
- Backup selections and strategies

Dispute Prevention Department

- Best Practice Manuals

Institution Building Department

- List of bargaining councils and accredited agencies

Provincial Offices

All policies and procedures as indicated above
All referral forms
Information sheets

(b) Records that may be requested [section 14(1) (d)]

Description of the subjects and categories for records held by the CCMA:

Operations and Information Department

- Contracts with publishing companies
- Legal Information network
- Van Zyl Rudd
- Industrial Relations network
- Butterworths on line
- Butterworths CD's
- Juta CD's
- Monthly and annual reports

Finance Department

- Asset Register
- Monthly financial statement
- Budgets
- Strategic plans
- Finance statistics
- MTEF submissions

Administration Department

- Vendors
- Tenders
- Rental agreements
- Lease agreements

Human Resources Department

- Employment records
- Training manuals
- Salary structures
- Employment Equity plan
- Work on the Skills Development Act

Information Technology Department

Reports produced requiring consolidation, for example:

- IT project reports
- Anti virus report service level agreement reports
- Hardware/software procurement report
- SLA reports- system generated
- Inventory reports
- Server reports
- Ad hoc reports (any information required from the any of the databases can be extracted using Crystal report or queries on request)

Dispute Prevention Department

- Training Manuals

Institution Building Department

- Information on payouts to bargaining councils
- Accreditation documents
- Collective agreements between Bargaining Councils
- Private agency applications
- Institution building reports

Provincial requests

- Case files
- Provincial staff meeting minutes
- Provincial commissioner meetings minutes
- Statistics on settlement rates
- Case load by province
- Disputes by sector
- Awards

(c) The request procedures

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

- All the procedural requirements in the Act relating to the request for access to that record, and
- Access to that record is not refused on any ground of refusal mentioned in the Act.

Nature of the request

- A requester must use the form that has been printed in the Government Gazette [Govt. Notice R187- 15 February 2002] (Form A).
- The requester must indicate if the request is for a copy of the record or if he/she wants to visit any of the offices to look at the record of the public body. Alternatively if the record is not a document it can then be viewed in the requested form, where possible [s 29(2)].
- If a person asks for access in a particular form then the requester should get access in the manner he/ she has asked for. This is unless doing so would interfere unreasonably with the running of the public body concerned, or damage the record, or infringe a copyright not owned by the state. If for practical reasons access cannot be given in the required form but in an alternate manner, then the fee must be calculated according to the way that the requester first asked for it [s 29(3) and (4)].
- If, in addition to a written reply to their request for the record, the requester wants to be told about the decision in any other way, e.g. telephone, this must be indicated [s 18(2)(e)].
- If a requester is asking for the information on behalf of somebody else, the capacity in which the request is being made should be indicated [s 18(2) (f)].
- If a requester is unable to read or write, or has a disability, then they can make the request for the record orally. The information officer must then fill in the form on behalf of such a requester and give them a copy [s 18(3)].

There are two types of fees required to be paid in terms of the Act, being the request fee and the access fee s22:

- A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:
- The information officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.
- The request fee payable to public bodies is R35. The requester may lodge an internal appeal, where appropriate, or an application to the court against the tender or payment of the request fee.
- After the information officer has made a decision on the request, the requester must be notified of such a decision in the way in which the requester wanted to be notified in.
- If the request is granted then a further access fee must be paid for the search, preparation, reproduction and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

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

(a) **Nature of the services**

The services of the CCMA are schematically depicted in the diagram on the following page.

SERVICES THE CCMA PROVIDES TO THE PUBLIC

**MEDIATION
DEPARTMENT**

Commissioners

- Conciliations
- Arbitrations
- Facilitations
- Pre-Dismissals
- Con/Arb processes

**DISPUTE PREVENTION
DEPARTMENT**

- Workshops on appropriate workplace procedures
- Effective workplace, trade union, employer and CCMA case screening training
- CCMA Best Practice training and guidelines
- National and provincial stakeholder discussion forums
- Research and information on dispute resolution trends

**INSTITUTION BUILDING
DEPARTMENT**

- Accreditation and subsidisation of bargaining councils and private agencies
- Training, facilitation and monitoring of bargaining councils and private agencies
- Supervising of ballots for unions and employer organisations
- Demarcation disputes
- Establishment of workplace forums

**OPERATIONS & INFORMATION
DEPARTMENT**

Research Unit

- Arbitration awards, selected Labour Court and Labour Appeal Court judgements and Decisions from other dispute resolution.

- Research publications

- CCMAIi, information sheets, FAQs, etc

Library Unit

- Labour related publications and journals
- Access to electronic libraries

Call Centre Unit

- Client services

Case Management Unit

- User support and client services

OPERATIONALISATION

Case Management Departments in all nine Provinces

Assisting the public with labour related information

Case administration

(b) How to gain access to these services

To gain access to the above services at the CCMA, requests must be made to the relevant department as indicated below. Refer to Contact Details [Section 14(1) (b)] for details related referring to the CCMA's provincial offices.

CCMA Call Centre

Sandra Mathebula - Call Centre Manager

E-Mail: sandram@ccma.org.za

Physical Address: CCMA House, 28 Harrison Street, Johannesburg, 2000

Postal Address: Private Bag X94, Marshalltown, 2107

Telephone: 0861 16 16 16

Fax: (011) 834 7351

Legal & Arbitration

Eugene van Zuydam – National Senior Commissioner

E-Mail: eugenevz@ccma.org.za

Physical Address: CCMA House, 28 Harrison Street, Johannesburg, 2001

Postal Address: Private Bag X94, Marshalltown, 2107

Telephone: (011) 377 6650

Fax: (011) 834 7351

Dispute Resolution Department

Jeremy Daphne – National Senior Commissioner

E-Mail: jeremyd@ccma.org.za

Physical Address: CCMA House, 28 Harrison Street, Johannesburg, 2001

Postal Address: Private Bag X94, Marshalltown, 2107

Telephone: (011) 377 6650

Fax: (011) 834 7351

Mediation Department

Afzul Soobedaar – National Senior Commissioner

E-Mail: afzuls@ccma.org.za

Physical Address: CCMA House, 28 Harrison Street, Johannesburg, 2001

Postal Address: Private Bag X94, Marshalltown, 2107

Telephone: (011) 377 6650

Fax: (011) 834 7351

Operations Department

Nersan Govender & Ronald Bernickow – Operations Managers

E-Mail: nersan@ccma.org.za/ronaldb@ccma.org.za

Physical Address: CCMA House, 28 Harrison Street, Johannesburg, 2001

Postal Address: Private Bag X94, Marshalltown, 2107

Telephone: (011) 377 6650

Fax: (011) 834 7351

Corporate Services Department

Itumeleng Masege - Corporate Services Manager

E-Mail: itumelengm@ccma.org.za

Physical Address: CCMA House, 28 Harrison Street, Johannesburg, 2001

Postal Address: Private Bag X94, Marshalltown, 2107

Telephone: (011) 377 6650

Fax: (011) 834 7351

Finance Department

Obed Sekgolo - Chief Financial Officer

E-Mail: obeds@ccma.org.za

Physical Address: CCMA House, 28 Harrison Street, Johannesburg, 2001

Postal Address: Private Bag X94, Marshalltown, 2107

Telephone: (011) 377 6650

Fax: (011) 834 7351

5. **Arrangement allowing for public participation** [Section 14(1) (g)]

If members of the public have any queries or concerns regarding the CCMA and would like to participate in the formulation of policy, they would have to apply through the Director of the CCMA or contact any member of the social partners under whose constituency such member belongs to. For example, if the member of the public were a unionist, he/she would have to refer the matter to the constituency that represents labour.

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

The requester can lodge an internal appeal with the Director of the CCMA (Information Officer). The requester can lodge an appeal related to:

- A decision not to grant access to a record,
- The fee charged,
- A decision to extend the time period to deal with the request, or
- The body refusing to grant the requester the record in the form that he/she requested.

The procedure is as follows:

- The requester would be required to complete the relevant appeal form C, within 60 days.
- After completing the form, the requester must send the form to the information officer.
- A requester may request to be informed of the outcome of the appeal in any manner other than a written reply, for example, by e-mail or telephone.
- The person appealing must supply their contact details and may also be required to pay an appeal fee. (The fee is not payable when not asking for private information, the current fee is currently R35 for public bodies)
- The information officer must respond to the request within 10 working days and if the request was refused the information officer must give reasons for refusing in terms of the Act.

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

There is currently no information available from the Minister of Justice and Constitutional Development in terms of Section 92 to be placed here.

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

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

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

Regulation No. R 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 the three official languages must be made available to every place of legal deposit as defined in Section 6 of the Legal Deposits Act, 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 Gazette.
- The manual is to be made available on the website, if any, of the public body.

10. **Request to the Minister of Justice and Constitutional Development for the compilation of one manual** [Section 14(4) (a) and Section 14(4) (b)]

If the functions of two or more public bodies are closely connected, the Minister may, on request or of his/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 manual as the Minister determines.

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

For security, administrative or financial reasons, the Minister may, on request or of his or her own accord, by notice in the *Gazette*, exempt any public body or category of public bodies from any provision of this section for such period as the Minister thinks fit.

B. **PRESCRIBED FEES FOR PUBLIC BODIES**

**PART II OF NOTICE 187 IN THE GOVERNMENT GAZETTE ON THE 15 FEBRUARY 2002
FEES IN RESPECT OF PUBLIC BODIES**

1. The fee for a copy of the manual as contemplated in regulation 5(c) is R0, 60 for every photocopy of an A4-size page or part thereof.
2. The fees for reproduction referred to in regulation 7(1a-e) and 7(3) (1a-e) are as follows:

Type of copy requested	Fees
For every photocopy of an A4-size page or part thereof	R0, 60
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0, 40
For a copy in a computer-readable form on Stiffy disc	R5, 00
For a copy in a computer-readable form on Compact disc	R40, 00
For a transcription of visual images, for an A4-size page or part thereof	R22, 00
For a copy of visual images	R60, 00
For transcription of an audio record, for an A4-size page or part thereof	R12, 00
For a copy of an audio record	R17, 00

3. The request fee payable by every requester, other than a personal requester, referred to in regulation 7(2) is R35, 00.
4. The access fees payable by a requester referred to in regulation 7(3) (1) (f) are as follows:
 - To search for and prepare the record for disclosure, R15, 00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.
5. For purposes of section 22(2) of the Act, the following applies:
 - Six hours as the hours to be exceeded before a deposit is payable, and
 - One third of the access fee is payable as a deposit by the requester.
6. The actual postage is payable when a copy of a record must be posted to a requester.

C. PRESCRIBED FORMS FOR ACCESS TO A RECORD OF A PUBLIC BODY

ANNEXURE B OF NOTICE 187 IN THE GOVERNMENT GAZETTE ON THE 15 FEBRUARY 2002

**FORM A
REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY
[Section 18(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)]
[Regulation 2]**

FOR DEPARTMENTAL USE	
	Reference number:
Request received by:	
(state rank, name and surname of information office / deputy information officer) on	(date)
at	(place)
Request fee (if any): R	
Deposit (if any): R	
Access fee: R	
..... Signature of Information Officer / Deputy Information Officer	

A. PARTICULARS OF PUBLIC BODY

The Information Officer / Deputy Information Officer:

B. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

- (a) *The particulars of the person who requests access to the record must be recorded below.*
- (b) *Furnish an address and/or fax number in the Republic to which the information must be sent.*
- (c) *Proof of the capacity in which the request is made, if applicable, must be attached.*

Full names and surname:

Identity number:

Postal address:

Fax number:

Telephone number:

E-Mail address:

Capacity in which request is made when made on behalf of another person:

C. PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE

This section must be completed only if a request for information is made on behalf of another person.

Full names and surname:

Identity number:

D. PARTICULARS OF RECORD

- (a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

Description of record or relevant part of the record:

.....

.....

Reference number (if available):

Any further particulars of record:

.....

.....

E. FEES

- (a) A request for access to a record, other than record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- (d) If you qualify for exemption of the payment of any fee, please state the reason therefor.

Reason for exemption from payment of fees:

.....

.....

F. FORM OF ACCESS TO RECORD

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 – 4 hereunder, state your disability and indicate in which form the record is required.

Disability:

Form in which record is required:

**Mark the appropriate box with an 'X'.*

- (a) Your indication as to the required form of access depends on the form in which the record is available.
- (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:

- copy of record*
- inspection of record*

2. If record consists of visual images:

This includes photographs, slides, video recordings, computer-generated images, sketches, etc.

- view the images*
- copy of the images*
- transcription of the images*

3. If record consists of recorded words or information which can be reproduced in sound:

- listen to the soundtrack (audio cassette)*
- transcription of soundtrack (written or printed document)*

4. If record is held on computer or in an electronic or machine-readable form:

- printed copy of record*
- printed copy of information derived from the record*
- copy in computer-readable form (stiffy or compact disc)*

If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you. A postal fee is payable.

- Yes
- No

Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available

In which language would you prefer the record?

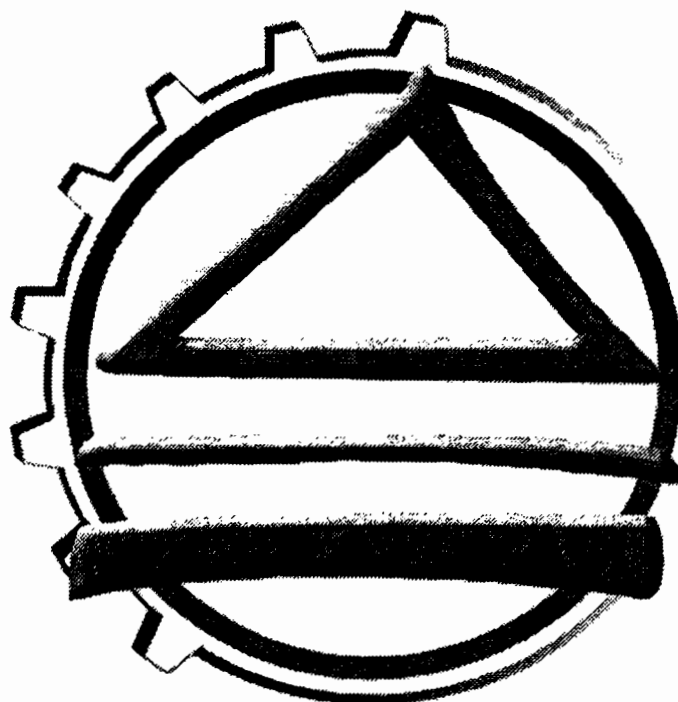
G. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS

You will be notified in writing whether your request has been approved / denied. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record:.....
.....
.....

Signed on this day of

SIGNATURE OF REQUESTER / PERSON ON WHOSE BEHALF REQUEST IS MADE



CCMA

COMMISSION FOR CONCILIATION, MEDIATION & ARBITRATION

**WET OP DIE BEVORDERING VAN
TOEGANG TOT INLIGTING
2 VAN 2000
HANDLEIDING**

ARTIKEL 14 HANDLEIDING VIR DIE KOMMISSIE VIR VERSOENING, BEMIDDELING EN ARBITRASIE

INHOUD

A. BESONDERHEDE INGEVOLGE ARTIKEL 14

1. Die werksaamhede en struktuur van die Kommissie vir Versoening, Bemiddeling en Arbitrasie [Artikel 14(1)(a)]
 - (a) Wat is die KVBA?
 - (b) Werksaamhede van die KVBA
 - (c) 'n Skematiese voorstelling van die struktuur van die KVBA
 - (d) Struktuur van die KVBA
2. Kontakbesonderhede [Artikel 14(1)(b)]
Inligtingsbeampte / Adjunk-Inligtingsbeampte en kontakbesonderhede
3. Toegang tot rekords gehou deur die KVBA [Artikel 14(1)(d)]
 - (a) Outomatiese openbaarmaking [Artikel 14(1)(e)]
 - (b) Rekords wat versoek mag word [Artikel 14(1)(d)]
 - (c) Die versoekprosedures
4. Beskikbare dienste [Artikel 14(1)(f)]
 - (a) Aard van die dienste
 - (b) Hoe om toegang tot hierdie dienste te verkry
5. Reëlings wat publieke deelname toelaat [Artikel 14(1)(g)]
6. Die remedies beskikbaar indien die bepalinge van hierdie Wet nie nagekom word nie [Artikel 14(1)(h)]
7. Ander inligting, soos voorgeskryf ingevolge die Wet [Artikel 14(1)(i)]
8. Bywerking van die handleiding [Artikel 14(2)]
9. Beskikbaarheid van die handleiding [Artikel 14(3)]
10. Versoek aan die Minister van Justisie en Grondwetlike Ontwikkeling vir die saamstel van 'n enkele handleiding [Artikel 14(4)(a) en Artikel 14(4)(b)]
11. Vrystelling, deur die Minister van Justisie en Grondwetlike Ontwikkeling, van enige bepalinge van hierdie artikel vir 'n bepaalde tydperk [Artikel 14(5)]

B. VOORGESKREWE FOOIE VIR DIE OPENBARE LIGGAME

C. VOORGESKREWE VORMS VIR TOEGANG TOT 'N REKORD VAN 'N OPENBARE LIGGAAM

A. BESONDERHEDE INGEVOLGE ARTIKEL 14**1. Die werksaamhede en die struktuur van die KVBA [Artikel 14(1)(a)]****(a) Wat is die KVBA?**

Die KVBA is 'n geskilbeslegtingsliggaam opgerig ingevolge die Wet op Arbeidsverhoudinge, Nr. 66 van 1995 as 'n regs persoon. Die Kommissie is onafhanklik van die Staat, enige politieke party, vakbond, werkgewer, werkgewersorganisasie, federasie van vakbonde of federasie van werkgewersorganisasies. Dit beskik oor jurisdiksie in al nege provinsies van die Republiek van Suid-Afrika. Dit het provinsiale en sateliet kantore opgerig in al die provinsies van Suid-Afrika.

Die Beheerliggaam is die primêre beleidskeppingsliggaam van die KVBA. Die drieledige struktuur bestaan uit:

- Drie Staatsverteenwoordigers;
- Drie verteenwoordigers van georganiseerde arbeid;
- Drie verteenwoordigers van georganiseerde besigheid;
- 'n Voorsitter (waarvan almal deur NEOAR genomineer en deur die minister aangestel word om die amp te beklee vir drie jaar); en
- Die Direkteur van die KVBA (wat deur die Beheerliggaam genomineer word en dien in 'n ex-officio hoedanigheid).

Visie

Om maatskaplike geregtigheid en ekonomiese ontwikkeling te bevorder, saam met sosiale vennote, deur die transformasie van verhoudinge in die arbeidsmark. Dit sal bereik word deur die lewering van 'n hoë gehalte, goedkoop geskilbeslegtings- en geskilvoorkomingsdiens.

Missieverklaring

Vir onself, ons heg waarde aan professionalisme, Integriteit, dienslewering en aan die waarde om betroubare verhoudinge te deel.

Vir die KVBA, ons hou onself verantwoordelik vir die handhawing van ons lewende, diverse gemeenskap, verenig deur leergierigheid en versterk deur self-dissipline.

Vir die publiek, ons hou gestand ons verbondenheid tot die transformasie van arbeidsverhoudinge deur geskille regverdig en billik te besleg en ons kennis wyd te versprei.

Vir Afrika, ons hou hoog die ideale van gelykheid, maatskaplike geregtigheid en gemeenskaplike voorspoed.

(b) Werksaamhede van die KVBA

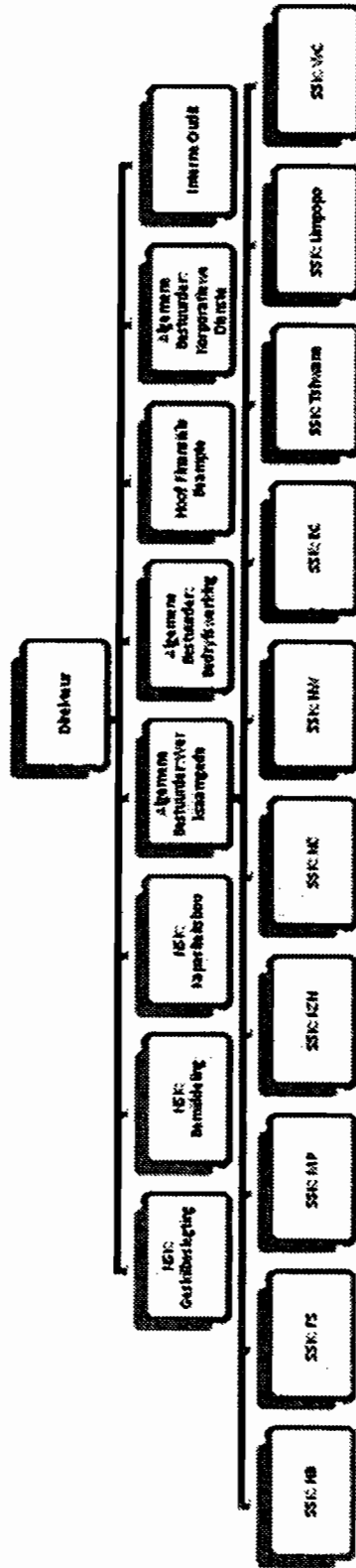
Die KVBA sal:

- Geskille versoen;
- Geskille arbitreer wat onbesleg bly na versoening;
- Die instelling van werkplekforums en statutêre rade fasiliteer;
- Inligting en statistieke oor sy bedrywighede saamstel en publiseer;
- Aansoek vir akkreditasie en subsidies deur bedingingsrade en private agentskappe oorweeg;
- Voorkom dat geskille ontstaan;
- Fasiliteer aanvoer in bedryfsvereiste geskille (artikel 189A); en
- Reëls uitreik om die manier waarop versoenings en arbitrasies aangevoer word en die praktyk en prosedure in die Noodsaaklike Dienste Komitee, te reguleer (artikel 115(1)(A)).

Die KVBA mag:

- Toesig hou oor stemming per stembrief vir vakbonde en werkgewersorganisasies; en
- Opleiding en advies verskaf in verband met: die instelling van kollektiewe bedingingstrukture; herstrukturering van die werkplek, oorleggingsprosesse; beëindiging van dienskontrakte; gelyke geleentheidsprogramme en geskilvoorkoming.

c) 'n Schematiese voorstelling van die struktuur van die KVBA



PROVINSIALE SAAMROEPENDE SENIOR KOMMISSARISSE

Oos-Kaap Provinsiale Kantoor:	Fred Sauls
Oos-London	Jean van Zuydam
Vrystaat:	Hlalele Molotsi
Gauteng (Johannesburg):	Ronald Bernickow
Gauteng (Tshwane):	Winnie Everett
Gauteng (Benoni)	Arnause Mohlala (Waamemend)
Kwazulu Natal Provinsiale Kantoor:	Raj Shanker
Limpopo Provinsiale Kantoor:	Piet Shai
Mpumalanga Provinsiale Kantoor:	Mark Thys
Noord-Kaap Kantoor:	Carmen Ward
Noordwes Kantoor:	Elas Hlongwane
Wes-Kaap Provinsiale Kantoor:	Nazeem Teladia (Waamemend)

(d) Struktuur van die KVBA

Die KVBA bestaan uit 'n nasionale kantoor geleë in Gauteng en kantore in al nege provinsies. Elke provinsiale kantoor het 'n Saamroepende Senior Kommissaris, wat verantwoordelik is vir die algemene werksaamhede van die Provinsie en 'n griffier, wat toesig hou oor die ondersteuningswerksaamhede. Elke provinsie het ook kommissarisse wat verantwoordelik is vir die versoening en arbitrasie van geskille.

2. Kontakbesonderhede [Artikel 14(1)(b)]**Hoofkantoor**

Inligtingsbeampte: Algemene Bestuurder: Bedryfswerking
 Fisiese adres: CCMA House, 28 Harrison Straat, Johannesburg, 2001
 Posadres: Privaatsak X94, Marshalltown, 2107
 Telefoon: (011) 377 6650
 Faks: (011) 834 7351
 Webwerf: www.CCMA.org.za
 E-Pos: ho@ccma.org.za

Provinsiale Inligtingbeamptes

Oos-Kaap **Port Elizabeth:** Senior Saamroepende Kommissaris
 Fisiese adres: CCMA House, Govan Mbeki Laan 107, Port Elizabeth
 Posadres: Privaatsak X22500, Port Elizabeth, 6000
 Telefoon: (041) 505 4300
 Faks: (041) 586 4585
 E-Pos: pe@ccma.org.za

Oos-Kaap **Oos London:** Senior Saamroepende Kommissaris
 Fisiese adres: Rennies Gebou, H/v Kerk & Oxford straat, Oos-London, 5201
 Posadres: Privaatsak X9068, Oos-London, 5200
 Telefoon: (043) 743 0826
 Faks: (043) 743 0810
 E-Pos: pe@ccma.org.za

Vrystaat Senior Saamroepende Kommissaris
 Fisiese adres: NBS Gebou, H/v Elizabeth & West-burger straat, Bloemfontein, 9301
 Posadres: Privaatsak X20705, Bloemfontein, 9300
 Telefoon: (051) 411 1700
 Faks: (051) 448 4468/9
 E-Pos: blm@ccma.org.za

Gauteng **Johannesburg:** Senior Saamroepende Kommissaris
 Fisiese adres: CCMA House, Fox straat 127, Johannesburg, 2001
 Posadres: Privaatsak X94, Marshalltown, 2107
 Telefoon: (011) 220 5000
 Faks: (011) 220 5101/2/3/4
 E-Pos: gauteng@ccma.org.za

- Gauteng**
Fisiese adres: **Tshwane:** Senior Saamroepende Kommissaris
Metro Park Gebou: Schoeman straat 351, Pretoria, 0001
Posadres: Privaatsak 176, Pretoria, 0001
Telefoon: (012) 317 7800
Faks: (012) 392 9701/2
E-Pos: pta@ccma.org.za
- Gauteng**
Fisiese adres: **Benoni:** Senior Saamroepende Kommissaris
CCMA Place, Cnr. Woburn en Rothsay straat, Benoni, 1501
Posadres: Privaatsak X23, Benoni, 1500
Telefoon: (011) 845 9000
Faks: (011) 421 4723/4748
- Kwazulu Natal**
Fisiese adres: **Durban:** Senior Saamroepende Kommissaris
Embassy Gebou, 6^{de} & 7^{de} Vloer, Smith straat 199, Durban, 4001
Posadres: Privaatsak X54363, Durban, 4000
Telefoon: (031) 362 2300
Faks: (031) 368 7387/7407
E-Pos: kzn@ccma.org.za
- Kwazulu Natal**
Fisiese adres: **Pietermaritzburg:** Senior Saamroepende Kommissaris
3^{de} vloer Galloway House, Galloway Laan, Pietermaritzburg, 3201
Posadres: Privaatsak X72, Pietermaritzburg, 3201
Telefoon: (033) 345 9271/49
Faks: (033) 345 9790
E-Pos: kzn@ccma.org.za
- Kwazulu Natal**
Fisiese adres: **Richards Bay:** Senior Saamroepende Kommissaris
1^{ste} vloer, ABSA Gebou, Lakeside Terrace, 7 Trinidad Park Area, Richards Bay, 3900
Posadres: Privaatsak X1026, Richards Bay 3900
Telefoon: (035) 789 4460/1515
Faks: (035) 789 7148
E-Pos: kzn@ccma.org.za
- KwaZulu Natal:**
Fisiese adres: **Port Shepstone:** Senior Saamroepende Kommissaris
The Chambers, 68 Nelson Mandela straat, Portshepstone, 4240
Posadres: Privaatsak X849, Port shepstone, 4240
Telefoone: (039) 684 1771/1773
Faks: (039) 684 1795
E-Pos: kzn@ccma.org.za
- KwaZulu Natal:**
Fisiese adres: **Newcastle:** Senior Saamroepende Kommissaris
RAMS TV Centre, 71 Scott straat, Newcastle, 2940
Telefoon: (034) 312 5963
Faks: (034) 312 5964
E-Pos: kzn@ccma.org.za
- Limpopo:**
Fisiese adres: Senior Saamroepende Kommissaris
CCMA House, Hans van Rensburg straat 104, Polokwane, 0700
Posadres: Privaatsak X9512, Polokwane, 0700
Telefoon: (015) 297 5010
Faks: (015) 297 1649
E-Pos: pth@ccma.org.za
- Mpumalanga:**
Fisiese adres: Senior Saamroepende Kommissaris
CCMA House, Diederichsstraat, Witbank, 1035
Posadres: Privaatsak X7290, Witbank, 1035
Telefoon: (013) 656 2800
Faks: (013) 656 2885/6
E-Pos: witb@ccma.org.za

Noordwes	<u>Klerksdorp:</u> Senior Saamroepende Kommissaris
Fisiese adres:	CCMA House, 47 Siddle straat, Klerksdorp, 2570
Posadres:	Privaatsak X5004, Klerksdorp, 2570
Telefoon:	(018) 462 0700
Faks:	(018) 462 4126
E-Pos:	kdp@ccma.org.za
Noordwes	<u>Rustenburg:</u> Senior Saamroepende Kommissaris
Fisiese adres:	Winkel SG711B Sanlam Sentrum, 43-45 Boom Straat, Rustenburg, 0299
Posadres:	Privaatsak X82104, Rustenburg, 0300
Telefoon:	(014) 547 0890
Faks:	(014) 592 5236
E-Pos:	kdp@ccma.org.za
Noordkaap	Senior Saamroepende Kommissaris
Fisiese adres:	CCMA House, Compound straat 5-13, Kimberley, 8301
Posadres:	Privaatsak X6100, Kimberley, 8300
Telefoon:	(053) 831 6780
Faks:	(053) 831 5947/8
E-Pos:	kmb@ccma.org.za
Wes-Kaap	<u>Kaapstad:</u> Senior Saamroepende Kommissaris
Fisiese adres:	CCMA House, Darling straat 78, Kaapstad, 8001
Posadres:	Privaatsak X9167, Kaapstad, 8000
Telefoon:	(021) 469 0111
Faks:	(021) 465 7193/5/7/462 5006
E-Pos:	ctn@ccma.org.za
Wes-Kaap	<u>George:</u> Senior Saamroepende Kommissaris
Fisiese adres:	11 Cathedral Square, Cathedral Straat 62, George
Posadres:	Privaatsak X6550, George 6530
Telefoon:	(044) 873 2961
Faks:	(044) 873 2906
E-Pos:	ctn@ccma.org.za

3. **Toegang tot rekords gehou deur die KVBA** [Artikel 14(1)(d)]

(a) **Outomasle openbaarmaking** [Artikel 14(1)(e)]

Nasionale Hoofkantoor

Departement Bedryfswerking en Inligting

- Alle beleidsdokumente en standaard bedryfsprosedures

Navorsingseenheid:

- Inligtingstukke
- KVBA arbitrasietoekennings
- Geselekteerde Arbeidshofbeslissings
- CCMAIL
- Goeie Praktyk skodes
- Vrae wat gereeld gevra word
- Navorsingsdokumente
- KVBA Reëls
- Kontakbesonderhede van arbeidsverwante instansies
- Geselekteerde Arbeidshof en Arbeidsappèlhof opsommings
- Geselekteerde KVBA arbitrasietoekenning opsommings
- Geselekteerde beslissings van ander geskilbeslegtingsforums
- Kontakbesonderhede van bedingingsrade
- Inligting oor materiële aangeleenthede gebaseer op die Wet op Arbeidsverhoudinge, Wet op Basiese Diensvoorwaardes en Wet op Gelyke Indiensneming
- Geskilverwysingsvorme

Biblioteek

Die publiek word toegelaat om die biblioteek te gebruik maar mag nie boeke uitneem nie. Die volgende bronne is beskikbaar by die KVBA biblioteek:

- Boeke
- Joernale

Kliëntedienssentrum:

- Geskilverwysingsvorme
- Inligtingstukke
- Kontakbesonderhede van arbeidsverwante instansies
- Kontakbesonderhede van bedingingsrade
- Inligting in verband met die status by saakverwante navrae
- Arbitrasietoekennings en arbitrasiebeslissings
- Inligting oor materiële aangeleenthede gebaseer op die Wet op Arbeidsverhoudinge, Wet op Basiese Diensvoorwaardes en die Wet op Gelyke Indiensneming.

Finansiële Departement

- Alle finansiële beleidsdokumente en standaard bedryfsprosedures
- Jaarlikse finansiële state

Administratiewe Departement

- Alle administratiewe beleidsdokumente en standaard bedryfsprosedures

Departement Menslike Hulpbronne

- Alle menslike hulpbron beleidsdokumente en standaard bedryfsprosedures

Inligtingstechnologie

- Alle inligtingstechnologie beleidsdokumente en standaard bedryfsprosedures
- Notules
- Status van projekte
- Strategiese beplanning
- Sekuriteitstandaarde
- IT Infrastruktuur (LAN/WAN)
- Sagteware matriks
- Uitgawes van sagteware
- Rugsteun versamelings en strategieë

Geskilvoorkomingsdepartement

- Beste Praktyk Handleidings

Institusionele Ontwikkelingsdepartement

- Lys van bedingingsrade en geakkrediteerde agentskappe

Provinsiale Kantore

- Alle beleidsdokumente en prosedures soos hierbo aangedui
- Alle verwysingsvorme
- Inligtingstukke

(b) Rekords wat versoek mag word (artikel 14(1)(d))

Beskrywing van die onderwerpe en kategorieë vir rekords gehou deur die KVBA:

Departement Bedryfswerking en Inligting

- Kontrakte met uitgewersmaatskappye:
- Regsinligtingsnetwerk
- Van Zyl Rudd
- Industriëleverhoudingsnetwerk
- Butterworths on line
- Butterworths CD's
- Juta CD's
- Maandelikse en jaarlikse verslae

Finansiële Departement

- Bateregisters
- Maandelikse finansiële state
- Begrotings
- Strategiese planne
- Finansiële statistieke
- MTEF voorleggings

Administratiewe Departement

- Verskaffers
- Tenders
- Huurooreenkomste
- Bruikhuurooreenkomste

Departement Menslike Hulpbronne

- Diensrekords
- Opleidingshandboeke
- Salarisstrukture
- Diensbillikeidsplan
- Werk in verband met die Wet op die Ontwikkeling van Vaardighede

Departement Inligtingstegnologie

Verslae uitgereik wat samesmelting vereis, byvoorbeeld:

- IT projekverslae
- Anti-virus diensvlakoooreenkomsverslae
- Hardeware/sagteware aankoopverslae
- Diensvlakoooreenkomste – rekenaar gegenereerde verslae
- Invetarisverslae
- Bedienersverslag
- Ad hoc verslae (enige inligting vereis, van enige databasisse, kan onttrek word deur gebruik te maak van die Crystal verslag of navrae op versoek)

Geskilvoorkomingsdepartement

- Opleidingshandboeke

Institusionele Ontwikkelingsdepartement

- Inligting oor uitbetalings aan bedingingsrade
- Akkreditasie dokumente
- Kollektiewe ooreenkomste tussen bedingingsrade
- Privaatagentskapsaansoeke
- Institusionele ontwikkelingsverslae

Provinsiale versoeke

- Saakleërs
- Provinsiale personeelvergaderingsnotules
- Provinsiale kommissarisvergaderingsnotules
- Statistieke oor skikkingsyfers
- Saaklas per provinsie
- Geskille per sektor
- Toekennings

(c) Die versoekprosedures

'n Versoeker moet toegang tot 'n rekord van 'n openbare liggaam gegee word indien die versoeker voldoen aan die volgende:

- Al die prosessuele vereistes in die Wet met betrekking tot die versoek van toegang tot daardie rekord; en
- Toegang tot daardie rekord nie geweier word op enige grond vir weiering genoem in die Wet nie.

Aard van die versoek:

- 'n Versoeker moet die vorm gebruik wat in die Staatskoerant gedruk is [Staatskennisgewing R187- 15 Februarie 2002] (Vorm A).

- Die versoeker moet ook aandui of die versoek is vir 'n afskrif van die rekord en of die versoeker die rekord in die kantore van die openbare liggaam wil insien. Alternatiewelik, indien die rekord nie 'n dokument is nie, kan insae in die versoekte formaat verkry word, waar moontlik [artikel 29(2)].
- Indien 'n persoon vra vir toegang in 'n spesifieke formaat, behoort die versoeker toegang verkry in die formaat wat hy/sy versoek het. Dit geld tensy deur dit te doen, onredelik met die bestuur van die openbare liggaam sou inmeng of die rekord sou beskadig of inbreuk sou maak op 'n kopiereg wat nie deur die Staat besit word nie. Indien, vir praktiese redes, toegang nie gegee kan word in die versoekte formaat nie, maar wel in 'n ander formaat, dan moet die fooi bereken word volgens die formaat waarop die versoeker die rekord in die eerste instansie versoek het. [artikel 29(3) and (4)].
- Indien, bykomend tot 'n skriftelike antwoord op die versoek vir die betrokke rekord, die versoeker van die besluit in kennis gestel wil word, op enige ander wyse, bv. telefonies, moet dit aangedui word [artikel 18(2)(e)].
- Indien 'n versoeker inligting namens iemand anders versoek, moet die hoedanigheid waarin die versoek gemaak word ook aangedui word [artikel 18(2)(f)].
- Indien 'n versoeker nie kan lees of skryf nie of gestremd is, dan kan hulle die rekord mondeling versoek. Die inligtingsbeampte moet dan die vorms namens so 'n versoeker voltooi en 'n afskrif aan hulle gee [artikel 18(3)].

Daar is twee tipes fooie wat betaling vereis ingevolge die Wet, naamlik die versoekfooi en die toegangsfooi [artikel 22]:

- 'n Versoeker wat toegang tot 'n rekord versoek wat persoonlike inligting aangaande daardie versoeker bevat, hoef nie die versoekfooi te betaal nie. Ander versoekers, wat nie persoonlike versoekers is nie, moet die vereiste versoekfooi betaal.
- Die inligtingsbeampte moet die versoeker (anders as 'n persoonlike versoeker) in kennis stel by wyse van kennisgewing, wat vereis dat die versoeker die voorgeskrewe fooi (indien enige) moet betaal, voor verdere verwerking van die versoek.
- Die versoekfooi betaalbaar aan openbare liggame is R35. Die versoeker mag inteme appél aanteken, waar toepaslik, of 'n aansoek aan die hof rig teen die tender of betaling van die versoekfooi.
- Nadat die inligtingsbeampte 'n besluit aangaande die versoek geneem het, moet die versoeker in kennis gestel word van sodanige besluit, op die wyse waarop die versoeker in kennis gestel wil word.
- Indien die versoek toegestaan word, dan moet 'n verdere toegangsfooi betaal word, vir die nasporing, voorbereiding en kopleering en vir enige tyd, wat die voorgeskrewe ure oorskry het, vir die nasporing en voorbereiding van die rekord vir openbaarmaking.

4. Dienste beskikbaar [Artikel 14(1)(f)]

(a) Aard van die dienste

Die dienste van die KVBA word skematies uitgebeeld in die diagram op die volgende bladsy.

DIENTE WAT DIE KVBA AAN DIE PUBLIEK VERSKAF

BEMIDDELINGSDEPARTEMENT

Kommissaris

- Versoenings
- Arbitrasies
- Fasilitering
- Voor-ontslag arbitrasie
- Versoen/Arb prosesse

GESKILVOORKOMINGS- DEPARTEMENT

- Werkswinkels oor toepaslike werkplekprosedures
- Effektiewe werkplek, vakbond, werkgever en KVBA saakkeuringsopleiding
- KVBA Beste Praktyk opleiding en riglyne
- Nasionale en provinsiale inethouer besprekingsforums
- Navorsing en inligting oor geskilvoorkomingstendense

INSTITUSIONELE ONTWIKKELINGSDEPARTEMENT

- Akkreditering en subsidiëring van bedingingsrade en privaatagentskappe
- Opleiding, fasiliteering en kontrolering van bedingingsrade en privaatagentskappe
- Toesighouding van stemming per stembriewe vir vakbonde en werkgewersorganisasies
- Afbakeningsgeskille
- Stigting van werkplekforums

DEPARTEMENT BEDRYFSWERKING EN INLIGTING

Navorseenheid

- Arbitrasietoekennings en geselekteerde Arbeidshof- en Arbeidsappèlhofuitsprake en beslissings van ander geskilbeslegtingforums
- Navorsingspublikasies
- CCMAII, inligtingstukke, vrae wat gereeld gevra word, ens

Biblioteek

- Arbeidsverwante publikasies en joernale
- Toegang tot elektroniese biblioteke

Kliëntediensentrum

- Kliëntediens

Saakbestuur Departement

- Gebruikersondersteuning en kliëntediens.

BEDRYFSWERKING

Saakbestuurdepartemente in al die nege Provinsies

Verleen bystand aan die publiek met arbeidsverwante inligting

Saakadministrasie

(b) Hoe om toegang tot hierdie dienste te verkry

Om toegang tot bogenoemde dienste by die KVBA te verkry, moet versoeke aan die toepaslike departement, soos hieronder aangedui, gerig word. Verwys na kontakbesonderhede [Artikel 14(1)(b)] vir besonderhede met betrekking tot die KVBA se provinsiale kantore.

KVBA Kliëntedienssentrum

Sandra Mathebula – Kliëntedienssentrum Bestuurder

E-Pos: sandram@ccma.org.za

Fisiese adres: CCMA House, Harrison straat 28, Johannesburg, 2001

Posadres: Privaatsak X94, Marshalltown, 2107

Telefoon: 0861 16 16 16

Faks: (011) 834 7351

Regs - en Arbitrasie departement

Eugene Van Zuydam – Nasionale Senior Kommissaris

E-Pos: eugenevz@ccma.org.za

Fisiese adres: CCMA House, Harrison straat 28, Johannesburg, 2001

Posadres: Privaatsak X94, Marshalltown, 2107

Telefoon: (011) 377 6650

Faks: (011) 834 7351

Geskilbeslegtingsdepartement

Jeremy Daphney – Nasionale Senior Kommissaris

E-Pos: jeremyd@ccma.org.za

Fisiese adres: CCMA House, Harrison straat 28, Johannesburg, 2001

Posadres: Privaatsak X94, Marshalltown, 2107

Telefoon: (011) 377 6650

Faks: (011) 834 7351

Bemiddelingsdepartement

Afzul Soobedar – Nasionale Senior Kommissaris

E-Pos: afzuls@ccma.org.za

Fisiese adres: CCMA House, Harrison straat 28, Johannesburg, 2001

Posadres: Privaatsak X94, Marshalltown, 2107

Telefoon: (011) 377 6650

Faks: (011) 834 7351

Departement Bedryfswerking

Nersan Govender & Ronald Bemickow – Algemene Bestuurders

E-Pos: nersang@ccma.org.za/ronaldb@ccma.org.za

Fisiese adres: CCMA House, Harrison straat 28, Johannesburg, 2001

Posadres: Privaatsak X94, Marshalltown, 2107

Telefoon: (011) 377 6650

Faks: (011) 834 7351

Department Korporatiewe Dienste

Itumeleng Masege – Korporatiewe Dienste Bestuurder

E-Pos: itumelengm@ccma.org.za

Fisiese adres: CCMA House, Harrisonstraat 28, Johannesburg, 2001

Posadres: Privaatsak X94, Marshalltown, 2107

Telefoon: (011) 377 6650

Faks: (011) 834 7351

Finansiële Department

Obed Sekgololo – Hoof Finansiële Offisier

E-Pos: obeds@ccma.org.za

Fisiese adres: CCMA House, Harrisonstraat 28, Johannesburg, 2001

Posadres: Privaatsak x94, Marshalltown, 2107

Telefoon: (011) 377 6650

Faks: (011) 834 7351

5. **Reëlings wat publike deelname toelaat [Artikel 14(1)(g)]**

Indien lede van die publiek enige navrae het of begaan is oor die KVBA en graag wil deelneem in die formulering van beleid, sal hulle deur die Direkteur aansoek moet doen of enige lid van die beheerliggaam moet kontak, binne wie se kiesafdeling so 'n persoon val, bv. indien 'n lid van die publiek aan 'n vakbond behoort, sal daardie persoon die saak na die kiesafdeling wat arbeid verteenwoordig moet verwys.

6. **Die remedies beskikbaar indien die bepalings van hierdie Wet nie nagekom word nie [artikel 14 (1) (h)]**

Die versoeker mag 'n interne appèl aanteken by die Direkteur van die KVBA (Inligtingsbeampte). Die versoeker mag appèl aanteken met betrekking tot:

- 'n Besluit om toegang tot 'n rekord te weier;
- Die fooi gehêf;
- 'n Besluit om die tydperk te verleng waarin die versoek oorweeg word; of
- Die liggaam weier om die rekord te lewer in die formaat wat hy/sy versoek het.

Die prosedure is soos volg:

- Daar sal van die versoeker vereis word om die relevante appèlvorm C te voltooi binne 60 dae.
- Na voltooiing van die vorm, moet die versoeker die vorm aan die inligtingsbeampte stuur.
- 'n Versoeker mag versoek om van die uitslag van die appèl in kennis gestel te word, op enige wyse, anders as 'n geskrewe antwoord, bv. per e-pos of telefonies.
- Die persone wat appèl aanteken moet hul kontakbesonderhede verstrek en daar kan van hulle vereis word om 'n appèlfooï te betaal. (Die fooï is nie betaalbaar indien private inligting aangevra word nie. Die huidige fooï is R35 vir 'n openbare liggaam e)
- Die inligtingsbeampte moet antwoord op die versoek, binne 10 werksdae verstrek en indien die versoek geweier was moet die inligtingsbeampte redes vir die weiering verstrek.

7. **Ander inligting, soos voorgeskryf Ingevolge die Wet [artikel 14(1)(l)]**

Daar is tans geen inligting beskikbaar van die Minister van Justisie en Grondwetlike Ontwikkeling, ingevolge artikel 92 wat hier geplaas moet word nie.

8. **Bywerking van die handleiding [artikel 14(2)]**

'n Openbare liggaam moet, indien nodig, sy handleiding, waarna verwys word in subartikel (1) van Artikel 14, bywerk en publiseer met tussenposes van nie meer as 'n jaar nie.

9. **Beskikbaarheid van die handleiding [Artikel 14(3)]**

Regulasie Nr R 187 van 15 Februarie 2002 bepaal in artikel 4(1) dat die handleiding van 'n openbare liggaam beskikbaar gemaak moet word op die volgende wyse:

- 'n Afskrif in elk van die drie amptelike tale moet beskikbaar gemaak word by elke plek van pliglewering soos gedefinieer in artikel 6 van die Wet op Pliglewering, 1997; die Suid-Afrikaanse Menseregtekommissie; en elke kantoor van daardie openbare liggaam.
- Die handleiding moet gepubliseer word, in drie van die amptelike tale, in die Staatskoerant.
- Die handleiding moet beskikbaar gemaak word op die webwerf, indien enige, van die openbare liggaam.

10. **Versoek aan die Minister van Justisie en Grondwetlike Ontwikkeling vir die saamstel van 'n enkele handleiding [artikel 14(4)(a) en artikel 14(4)(b)]**

Indien die werksaamhede van twee of meer openbare liggamme nou verwant is, mag die Minister, op versoek of uit eie beweging, bepaal dat die twee of meer liggamme slegs een handleiding opstel.

Die betrokke openbare liggamme moet die kostes vir die opstel en beskikbaarstelling van sodanige handleiding deel soos deur die Minister bepaal.

11. **Crystelling, deur die Minister van Justisie en Grondwetlike Ontwikkeling, van enige bepalings van artikel 14 vir 'n bepaalde tydperk [artikel 14(5)]**

Vir sekuriteits-, administratiewe - of finansiële redes, mag die Minister, op versoek of uit eie beweging, by wyse van kennisgewing in die Staatskoerant, enige openbare liggaam of kategorie van openbare liggame vrystel van enige bepaling van hierdie artikel vir sodanige tydperk wat die Minister goedvind.

B. VOORGESKREWE FOOIE VIR OPENBARE LIGGAME

DEEL II VAN KENNISGEWING 187 IN DIE STAATSKOERANT OP 15 FEBRUARIE 2002

FOOIE MET BETREKKING TOT OPENBARE LIGGAME

1. Die fooi vir 'n afskrif van die handleiding soos beoog in regulasie 5(c) is R0, 60 vir elke afskrif van 'n A4 grootte bladsy of 'n deel daarvan.
2. Die fooie vir afskrifte uiteengesit in regulasie 7(1a-e) en 7(3) (1a-e) is as volg:

Tipe afskrif versoek	Foole
Vir elke afskrif van 'n A4 grootte bladsy of 'n deel daarvan	R0, 60
Vir elke gedrukte afskrif van 'n A4-grootte bladsy of 'n deel daarvan wat op 'n rekenaar of in elektroniese- of masjien-leesbare formaat gehou word.	R0, 40
Vir 'n afskrif in rekenaar-leesbare formaat op stifie-skyf	R5, 00
Vir 'n afskrif in 'n rekenaar-leesbare formaat op kompaktskyf (CD)	R40, 00
Vir 'n transkripsie van visuele beelde, vir 'n A4 grootte bladsy of 'n deel daarvan daarvan	R22, 00
Vir 'n afskrif van visuele beelde	R60, 00
Vir transkripsie van 'n oudio rekord, vir 'n A4 grootte bladsy of 'n deel daarvan	R12, 00
Vir 'n afskrif van 'n oudio rekord	R17, 00

3. Die versoekfooi betaalbaar deur elke versoeker, anders as 'n persoonlike versoeker, verwys na in regulasie 7(2), is R35,00.
4. Die toegangsfooi betaalbaar deur 'n versoeker, verwys na in regulasie 7(3)(1) (f) is as volg:
 - Om die rekord na te spoor en voor te berei vir openbaarmaking, R15,00 per uur of 'n deel van 'n uur, uitsluitend die eerste uur, wat redelikerwys vereis word vir sodanige nasporing en voorbereiding.
5. Vir die doeleindes van artikel 22(2) van die Wet, is die volgende van toepassing:
 - Ses ure, as die ure wat oorskry moet word, voordat 'n deposito betaalbaar is, en
 - Een derde van die toegangsfooi is betaalbaar as 'n deposito deur die versoeker.
6. Die werklike posgeld is betaalbaar wanneer 'n afskrif van 'n rekord aan 'n versoeker gepos moet word.

C. VOOGESKREWE VORMS VIR TOEGANG TOT 'N REKORD VAN 'N OPENBARE LIGGAAM

BYLAE B VAN KENNISGEWING 187 IN DIE STAATSKOERANT OP 15 FEBRUARIE 2002

**VORM A
 VERSOEK VIR TOEGANG TOT REKORD VAN OPENBARE LIGGAAM
 [Artikel 18(1) van die Wet op die Bevordering van Toegang tot Inligting, 2000 (Wet Nr. 2 van 2000)]
 [Regulasie 2]**

VIR DEPARTEMENTELE GEBRUIK	
	Verwysingsnommer:
Versoek ontvang deur:	
(stipuleer rang, naam en van, van die inligtingsoffisier / adjunk-inligtingsoffisier) op (datum)	
by (plek)	
Versoekfooi (indien enige):	R.....
Deposito (indien enige):	R.....
Toegangsfooi:	R.....
..... Handtekening van die Inligtingsoffisier / Adjunk-Inligtingsoffisier	

A. BESONDERHEDE VAN OPENBARE LIGGAAM

Die Inligtingsoffisier / Adjunk-Inligtingsoffisier:

.....

.....

.....

.....

B. BESONDERHEDE VAN DIE PERSOON WAT TOEGANG TOT DIE REKORD VERSOEK

- (a) *Die besonderhede van die persoon wat toegang tot die rekord versoek moet hieronder aangeteken word.*
- (b) *Verstrek 'n adres en/of faksnommer in die Republiek waarheen die inligting gestuur moet word.*
- (c) *Bewys van die hoedanigheid waarin die versoek gemaak word, indien van toepassing, moet aangeheg word.*

Volle name en van:

Identiteitsnommer:

Posadres:

.....

Faksnommer:

Telefoon nommer:

E-Pos adres:

Hoedanigheid waarin versoek gemaak word, wanneer gemaak word namens 'n ander persoon:

C. BESONDERHEDE VAN PERSOON NAMENS WIE DIE VERSOEK GEMAAK WORD

Hierdie afdeling moet voltooi word slegs as 'n versoek vir inligting gemaak word namens 'n ander persoon.

Volle name en van:

Identiteitsnommer:

D. BESONDERHEDE VAN REKORD

- (a) *Verskaf volle besonderhede van die rekord waartoe toegang versoek word, insluitende die verwysingsnommer indien dit aan u bekend is, om te help dat die rekord gevind word.*
- (b) *Indien die spasio voorsien, onvoldoende is, gaan voort op 'n aparte folio en heg dit aan hierdie vorm. Die versoeker moet al die bykomende folios teken.*

Beskrywing van rekord of relevante deel van die rekord:

.....

Verwysingsnommer (indien beskikbaar):.....

Enige verdere besonderhede van rekord:

.....

E. FOOIE

- (a) *'n Versoek vir toegang tot 'n rekord, anders as 'n rekord wat persoonlike inligting oor uself bevat, sal slegs verwerk word nadat die versoekfooi betaal is.*
- (b) *U sal in kennis gestel word van die vereiste bedrag betaalbaar as versoekfooi.*
- (c) *Die bedrag betaalbaar vir toegang tot 'n rekord hang af van, die formaat waarin toegang tot 'n rekord vereis word en die redelike tydperk vereis vir die nasporing en voorbereiding van 'n rekord.*
- (d) *Indien u kwalifiseer vir vrystelling van die betaling van enige fooi, verklaar asseblief die rede daarvoor.*

Rede vir vrystelling van die betaling van fooie:

.....

F. FORMAAT VAN TOEGANG TOT REKORD

Indien u deur gestremdheid verhinder word om te lees, sien of luister na die rekord in die formaat van toegang waarvoor voorsiening gemaak word in 1 – 4 hieronder, verklaar u liggaamsgebrek en dui aan in watter formaat die rekord vereis word.

Liggaamsgebrek:

Formaat waarin die rekord vereis word:

**Merk die toepaslike blokkie met 'n X'.*

- (a) *U aanduiding van die vereiste formaat van toegang hang af van die formaat waarin die rekord beskikbaar is.*
- (b) *Toegang in die formaat versoek, mag geweer word in sekere omstandighede. In sodanige geval sal u in kennis gestel word indien toegang toegestaan word in 'n ander formaat.*
- (c) *Die fooi betaalbaar vir toegang tot die rekord, indien enige, sal gedeeltelik bepaal word deur die formaat waarin toegang versoek word.*

1. Indien die rekord in geskrewe of gedrukte formaat is:

- afskrif van rekord*
- inspeksie van rekord*

2. Indien die rekord bestaan uit visuele beelde:

Dit sluit in foto's, skyfies, video opnames, rekenaar-gegenereerde beelde, sketse, ens.

- kyk na beelde*
- afskrif van beelde*
- transkripsie van beelde*

3. Indien die rekord bestaan uit 'n opname van woorde of inligting wat gekopieer kan word:

- luister na die klankbaan (oudio kasset)*

transkripsie van die klankbaan (geskrewe of gedrukte dokument)*

4. Indien die rekord gehou word op 'n rekenaar of in 'n elektronies- of masjien-leesbare formaat:

gedrukte afskrif van rekord*

gedrukte afskrif van inligting ontleen aan die rekord*

afskrif in rekenaar-leesbare formaat (skyfie of kompakskyf)*

Indien u 'n afskrif of transkripsie van 'n rekord (hierbo) versoek, wil u hê dat die afskrif of transkripsie aan u gepos moet word. 'n Posfooi is betaalbaar.

Ja

Nee

Neem kennis dat indien die rekord nie beskikbaar is in die taal wat u verkies nie, mag toegang verleen word in die taal waarin die rekord beskikbaar is.

In watter taal sou u die rekord verkies?

G. KENNISGEWING VAN BESLUIT MET BETREKKING TOT DIE VERSOEK VIR TOEGANG

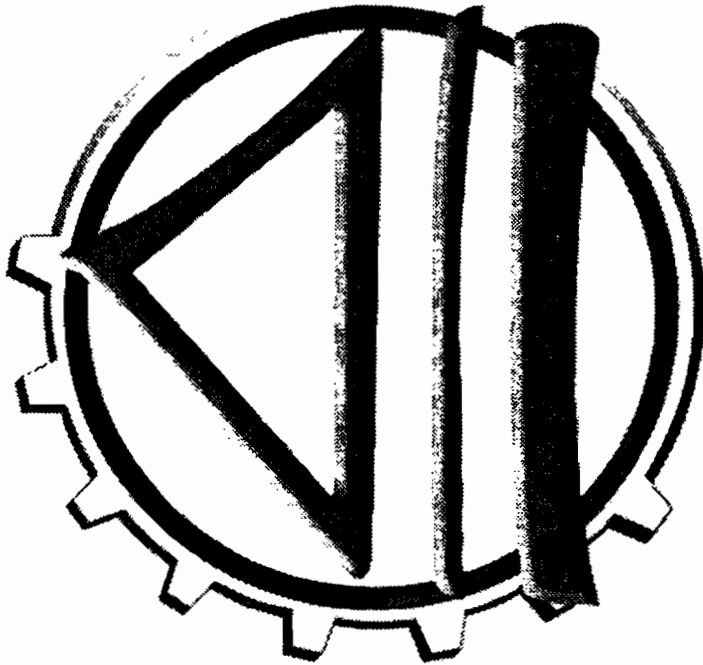
U sal skriftelik in kennis gestel word of u versoek goedgekeur of afgekeur is. Indien u daarvan in kennis gestel wil word op 'n ander wyse, moet u asseblief die wyse spesifiseer en die nodige besonderhede verskaf om voldoening aan u versoek te verseker.

Hoe sou u verkies om in kennis gestel te word van die besluit met betrekking tot u versoek vir toegang tot die rekord:

.....
.....

Geteken op hierdie dag van

HANDTEKENING VAN VERSOEKER / PERSOON NAMENS WIE VERSOEK GEMAAK WORD



CCMVA

COMMISSION FOR CONCILIATION, MEDIATION & ARBITRATION

IBHUKU LEMININGWANE EHAMBISANA NOMTHETHO OGQUGQUZELA UKUFINYELELA KULWAZI

ISIGABA 14 LEBHUKU LEMININGWANE YEKHOMISHANI EBHEKELE UKUBUYISANA, UKUXOLELANISA NOKULAMULA

OKUQUKETHWE

A. Imininingwane ngokwesigaba 14

1. Imisebenzi nokwakheka kweKhomishani yokubuyisana ukulamula nokuxolelanisa [Isigaba 14 (1) (a)].
 - (a) Iyini iCCMA
 - (b) Imisebenzi yeCCMA
 - (c) Umfanekiso wokwakheka kweCCMA

- (d) Uhlaka lweCCMA
2. Iminingwane yokuthintana neCCMA [iSigaba 14(1) (b)]
Isiphathi mandla sezokwazisa/lbamba likasiphathimandla kwezokwazisa kanye neminingwane yokuthintana nabo
 3. Ukufinyelelela ku marekhodi aphelelwe ICCMA [iSigaba 14(1)(d)]
 - (a) Ukuvezwa kolwazi okuyimfanelo [iSigaba 14 (1) (e)]
 - (b) Amarekhodi anokucelwa [iSigaba 14(1) (d)]
 - (c) Izinqubo zokufaka izicelo
 4. Izinsizakalo ezitholakayo [iSigaba 14 (1)(f)]
 - (a) Ubunjalo bezinsizakalo
 - (b) Umuntu ufinyelela kanjani kulezi zinsiza
 5. Izinhlalo ezivumela ukubamba iqhaza komphakathi [iSigaba 14(1)(g)]
 6. Amakhambi akhona abhekele izimo lapho loMthetho ungalandelwanga [iSigaba 14(1) (h)]
 7. Eminye imininingwane njengokuyalela koMthetho [iSigaba 14(1) (i)]
 8. Ukufakwa kwemininingwane emisha ebhukwini lemininingwane [iSigaba 14(2)]
 9. Ukutholakala kwebhuku lemininingwane [iSigaba 14(3)]
 10. Ukwethulwa kwesicelo kuNgqongqoshe wezoBulungiswa nokuthuthukiswa koMthetho-sisekelo ukuba kubhalwe imanual eyodwa (iSigaba 14(4) (a) and [iSigaba 14(4)(b)]
 11. Ukungathinteki kukaNgqongqoshe wezoBulungiswa nokuthuthukiswa koMthetho-sisekelo isigaba soMthetho esikhathini sithize esinqunywe [iSigaba 14 (5)]
- B. Inkokhelo emiselewe izinhloko zomphakathi
- C. Amafomu abekwe okufinyelela kumarekhodi ezinhloko zomphakathi

A. Imininingwane ngokweSigaba 14

1. Imisebenzi nokwakheka kweKhomishani yokuBuyisana ukuXolelanisa nokulamula [Isigaba 14 (1) (a)]

(a) Iyini iCCMA?

Ikhomishani yokubuyisana ukulamula nokuxolelanisa (iCCMA) iwuhlaka lokuxazulula ukungaboni ngaso linye olumiswe ngokuhambisana noMthetho woBudlelwano eMsebenzini, ongunombolo 66 ka 1995. Ikhomishane ayincikile kuMbuso, kumbe eqenjini lezombusazwe, linyunyana yabasebenzi, umqashi, Inhlango yabaqashi, umbimbi lwezinyunyani kumbe umbimbi lwezinhlangano zabaqashi.

UMgwamanda oWengamele iwona ongu-ngqo shishilizi wokwakhiwa kwezinqubo-migomo kuCCMA. Uhlaka olunxa-ntathu ke lwakheke kanje:

- Abathathu abamele umbuso;
- Abathathu abamele izinyunyana zabasebenzi;
- Abathathu abamele osomabhizinisi;
- Ushihlalo; (bonke ke abaqokwa u- NEDLAC); kanye noNqonqoshe ukubamba Ihovisi iminyaka emithathu.
- NoMlawuli kaKhomishana (CCMA) (yena eqokwa uMgwamanda oweNgamele).

Inhloso-mbono

Ukugqogqezela ubulungiswa emphakathini kanye nentuthuko yomnotho, ngokuhlanganyela nababambisene kwezomphakathi, ngokuguqula ubudlelwano emkhakheni wezabasebenzi. Lokhu kuzokwenzeka uma kwethulwa uhlelo lokuxazulula nokuvimbela izingxabano olungambi eqolo.

Isitatimende sezimpokophelo

Kuthina, buyigugu ubuchwepheshe, uboqotho nokwethulwa kwezinsiza kanye nokwabelana ngobuhlobo ngokwethembana.

Thina CCMA, sizithola sinesibopho sokusimamisa umphakathi wakithi owahluka-hlukene, obunjwa ukomela ulwazi futhi ozimaziswa ukuzithiba.

Emphakathini ke, sizibophezele ekwenzeni izinguqo kubudlelwano kwezabasebenzi ngokuxazulula izimo zokungaboni ngaso linye ngobulungiswa nangokwabelana ngolwazi lwethu kabanzi.

Emphakathini ke, siqhakambisa umqondo wokulingana, ubulungiswa kwezomphakathi kanye nokwabelana ngentuthuko nangempumelelo.

(b). Umsebenzi weCCMA

ICCMA :

- Idala isimo sokubuyisana lapho kunengxabano;
- Izokwehlulela lapho kungafinyelelwanga esivumelwaneni ngesixazululo;
- Izokusiza uhlelo lokusungulwa kwezigcawu ezindaweni okusebenza kanye nezigungu ezibhekela umthetho;

- Izokuqoqa isakaze ulwazi nezibalo okuphathelene nekwenzayo; kanye
- Nokucubungula izicelo zokwemukelwa nokuxhaswa ezifakwe yimiKhandlu yokuXoxisana kanye nezihlangano zangasese;
- Ukuvimbela izingxabano zingakanzeki;
- Indlela okufuneka ilandelewe odabeni lokudliliza.
- Imigomo nendlela yokuziphatha kwinoxiswano nokuxhazulula nenqubo kwikomidi lomkhandlu wezemisebenzi (isigaba 115(1)(A)).

ICCMA:

- Inkwengamela ukhetho lwezinyunyana nezihlangano zabaqashi;
- Inokuqeqesha futhi yeluleke mayelana: nokusungutwa kwezinhloko zokuxoxisana okuhlanganyele; ukwenziwa kwezinguquko ezindaweni zomsebenzi; izinhlelo zokubonisana; ukuphela komsebenzi; izinhlelo zokulinganiswa emsebenzini nezokuvimbela ukungaboni ngaso linye.

Uhlaka lokusebenza oluveza izikhala zemisebenzi yeCCMA

OKHOMISHANI BASEZIFUNDAZWENI ABAKHULU

Eastern Cape Provincial Office:	Fred Sauls
Free State:	Hlalele Molotsi
Gauteng (Johannesburg):	Ronal Bernickow
Gauteng (Tshwane):	Winnie Everett
Gauteng (Benoni):	Amause Mohlala (usabambile)
Kwazulu Natal Provincial Office:	Raj Shanker
Limpopo Provincial Office:	Plet Shai
Mpumalanga Provincial Office:	Mark Thys
Northern Cape:	Carmen Ward
North West Office:	Elias Hlongwane
East London:	Jean van Zuydam
Western Cape Provincial Office:	Nazeema Taladia

iv. Ukuhleleka nokwakheka kweCCMA

ICCMA inehhovisi likazwelonke, elise Gauteng, kanye namahhovisi angu 9 ezifundazweni. Yilelo nalelo hhovisi lasesifundazweni linoKhomishane oqokelwe ukubiza imihlangano futhi obhekela lesi sifundazwe noMbhafisi obhekele imisebenzi eyesekela. Yileso naleso sifundazwe sibuye sibe nawokhomishani ababhekela ukubuyisana nokwahlulela lapho kunokunagboni ngaso linye.

(d) Iminingwane yokuthintana [ISigaba 14 (1)(b)]**Ihhovisi elikhulu**

IKheli lendawo: CCMA House, 28 Harrison Street, Johannesburg, 2001
IKheli lokuposa: Private Bag X94, Marshalltown, 2107
Ucingo: (011) 377 6650
IFeksi: (011) 834 7351
I-website: www.ccma.org.za
I-E-mail: ho@ccma.org.za

IziPhathimandla zezoKwazisa ezifundazweni

Eastern Cape **Port Elizabeth:** Ukhomishani omkhulu wasesifundeni
IKheli lendawo: CCMA House, 107 Govan Mbeki Avenue, Port Elizabeth, 6001
IKheli lokuposa: Private Bag X 22500, Port Elizabeth, 6000
Ucingo: (041) 505 4300
IFeksi: (041) 586 4585/4410
I-Email: pe@ccma.org.za

Eastern Cape **East London:** Ukhomishani omkhulu wasesifundeni
IKheli lendawo: Cnr Church & Oxford Street, East London, 5201
IKheli lokuposa: Private Bag X9068, East London, 5200
Ucingo: (043) 743-0826
IFeksi: (043) 743 0810
I-Email: pe@ccma.org.za

Free State Ukhomishani omkhulu wasesifundeni
IKheli lendawo: NBS Building, Cnr Elizabeth and Westburger Streets, Bloemfontein, 9301
IKheli lokuposa: Private Bag X20705, Bloemfontein, 9300
Ucingo: (051) 411 1700
IFeksi: (051) 448 4468/9
I- E-mail: blm@ccma.org.za

Northern Cape Ukhomishani omkhulu wasesifundeni
IKheli lendawo: CCMA House, 3-13 Compound Street, Kimberley, 8301
IKheli lokuposa: Private Bag X6100, Kimberley, 8300
Ucingo: (053) 831 6780

- IFeksi: (053) 831 5947/8
I-E-mail: kmb@ccma.org.za
- Gauteng** **Johannesburg:** Ukhomishani omkhulu wasesifundeni
IKheli lendawo: CCMA House, 127 Fox Street, Johannesburg, 2001
IKheli lokuposa: Private Bag X 94, Marshalltown, 2107
Ucingo: (011) 220 5000
IFeksi: (011) 220 5101/2/3/4/5
I-E-mail: gauteng@ccma.org.za
- Gauteng** **Tshwane:** Ukhomishani omkhulu wasesifundeni
IKheli lendawo: Metro Park Building, 351 Schoeman Street, Pretoria, 0001
IKheli lokuposa: Private Bag X176, Pretoria 0001
Ucingo: (012) 317 7800
IFeksi: (012) 392 9701/2
I-E-mail: pta@ccma.org.za
- Gauteng** **Benoni:**
IKheli lendawo: CCMA Place, Cnr Woburn and Rothsay Street, Benoni
IKheli lokuposa: Private Bag x 23, Benoni 1500
Ucingo: (011) 845 9000
IFeksi: (011) 421 4723/4748
- KwaZulu Natal** **Durban:** Ukhomishani omkhulu wasesifundeni
IKheli lendawo: Embassy Building, 6th & 7th Floors, 199 Smith Street, Durban, 4001
IKheli lokuposa: Private Bag X54363, Durban, 4000
Ucingo: (031) 362-2300
IFeksi: (031) 368 7387/7407
I-E-mail: kzn@ccma.org.za
- KwaZulu Natal** **Pietermaritzburg:** Ukhomishani omkhulu wasesifundeni
IKheli lendawo: 3rd Floor Galtwey House Lane, Pietermaritzburg, 3201
IKheli lokuposa: PO Box 72, Pietermaritzburg, 3200
Ucingo: (033) 345 9271/49
IFeksi: (033) 345 9790
I-E-mail: kzn@ccma.org.za
- KwaZulu Natal** **Richard's Bay:** Ukhomishani omkhulu wasesifundeni
IKheli lendawo: 1st Floor ABSA Building, Lakeside Terrace, 7 Trinidad Park Area, Richards Bay, 3901
IKheli lokuposa: Private Bag X1026, Richards Bay, 3900
Ucingo: (035)789 4460/1515
IFeksi: (035) 789 7148
I-E-mail: kzn@ccma.org.za
- KwaZulu Natal** **Port Shepstone:** Ukhomishani omkhulu wasesifundeni
IKheli lendawo: The Chambers, 68 Nelson Mandela Road, Port Shepstone, 4240
IKheli lokuposa: Private Bag X849, Port Shepstone, 4240
Ucingo: (039) 684 1771/1773
IFeksi: (039) 684 1795
I-E-mail: kzn@ccma.org.za
- Kwazulu Natal** **Newcastle:** Ukhomishani omkhulu wasesifundeni
IKheli lendawo: RAMS TV Centre, 71 Scott Street, Newcastle 2940
Ucingo: (034) 312 5963
IFeksi: (034) 312 5964
I-E-mail: kzn@ccma.org.za
- Limpopo** Ukhomishani omkhulu wasesifundeni
IKheli lendawo: CCMA House, 104 Hans van Rensburg Street, Polokwane
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Ucingo: (015) 297 5010
IFeksi: (015) 297 1649

E-mail:	ptb@ccma.org.za
Mpumalanga	Ukhomishani omkhulu wasesifundeni
IKheli lendawo:	CCMA House, Diedericks Street, Witbank, 1035
IKheli lokuposa:	Private Bag X 7290, Witbank, 1035
Ucingo:	(013) 656 2800
IFeksi:	(013) 656 2885/6
E-mail:	wtb@ccma.org.za
North West	Ukhomishani omkhulu wasesifundeni
IKheli lendawo:	CCMA House, 47 Siddle Street, Klerksdorp, 2570
IKheli lokuposa:	Private Bag X5004, Klerksdorp, 2571
Ucingo:	(018) 462 0700
IFeksi:	(018) 462 4126/4053
E-mail:	kdp@ccma.org.za
North West	Rustenburg: Ukhomishani omkhulu wasesifundeni
IKheli lendawo:	Shop SG711B Sanlam Centre, 43-45 Boom Street, Rustenburg, 0299
IKheli lokuposa:	Private Bag X82104, Rustenburg, 0300
Ucingo:	(014) 597 0890
IFeksi:	(014) 538 2167
E-mail:	kdp@ccma.org.za
Western Cape	Ukhomishani omkhulu wasesifundeni
IKheli lendawo:	CCMA House, 78 Darling Street, Cape Town, 8001
IKheli lokuposa:	Private Bag X9167, Cape Town, 8000
Ucingo:	(021) 469- 0111
IFeksi:	(021) 465-7193/5/7, 465-7187/462-5006
E-mail:	ctn@ccma.org.za
Western Cape	George: Ukhomishani omkhulu wasesifundeni
IKheli lendawo:	11 Cathedral Square, 62 Cathedral Street, George
IKheli lokuposa:	Private Bag X6550, George 6530
Ucingo:	(044) 873 2895/6/7ss
IFeksi:	(044) 873 2906
E-mail:	ctn@ccma.org.za

3. Ukufinyelela kumarekhodi agcinwe yiCCMA [ISigaba 14 (1)(d)]**(a). Ukwazisa okungenamibandela [ISigaba 14(1)(e)]****IHHOVISI ELIKHULU KUZWELONKE****UMNYANGO OBHEKELE IZINHLELO ZOKUSEBENZA NOKWAZISA**

- Yonke imigomo nezinqubo

Umnyango wokucwaninga:

- Amaphepha okwazisa
- Iziqumo zikaCCMA ngamacala
- Ukwehlulela okukhethekile kwaseNkantolo yezabaSebenzi
- iCCMAIL
- Imigomo yokuziphatha
- Imibuzo evame ukubuzwa
- Imibhalo yocwaningo
- Imithetho yeCCMA
- Imininingwane yokuthintana nezikhungo zezabasebenzi
- Iziqumo ezifushanisiwe zaseNkantolo yezabaSebenzi
- Iziqumo ezithile zaseNkantolo yezabaSebenzi
- Iziqumo ezithathwe kwezinye izikhungo zokuxazulula izinkinga zabasebenzi
- Ulwazi ngezindaba eziphathelele noMthetho woBudlelwano eMsebenzini, uMthetho olawula izimo okusetshenzwa ngaphansi kwazo kanye noMthetho olawula ukulinganiswa emsebenzini.
- Amafomu okudlulisa udaba lwangxabano.

Umtapo wolwazi:

Umphakathi uvumelekile ukuthi usebenzise umtapo wezincwadi kodwa awunakho ukuziboleka. Kukhona lenhlobo yemibhalo kwaCCMA:

- Izincwadi
- Imibhalo ekhishwa ngezikhathi ezithize ezinqunyiwe/ AmaJournals

Isikhungo esishayelwa ucingo umphakathi uma unembuzo:

- Amafomu okudlulisa udaba lwangxabano
- Amaphepha okwazisa
- Imininingwane yokuthintana nezikhungo eziphathelele nezabasebenzi
- Imininingwane yokuthintana nemikhandlu yokuxoxisana
- Ulwazi oluqondene nezinga lodaba ngodaba okubhekenwe nalo
- Iziqumo zohlelo lok wehlulela
- Ulwazi ngezindaba eziphathelele noMthetho obhekele ubuDlelwano/Labour Relations Act eMsebenzini, uMthetho olawula izimo okusetshenzwa ngaphansi kwazo/Basic Conditions of Employment Act kanye noMthetho olawula ukulinganiswa emsebenzini/Employment Equity Act.

UMNYANGO WEZEZIMALI

- Yonke imigomo ephathelele nezezimali kanye nezinqubo
- Izitatimende zonyaka zezimali

UMNYANGO WEZEMISEBENZI

- Yonke imigomo yezemisebenzi kanye nezinqubo zokusebenza

UMNYANGO WEMITHOMBO YABASEBENZI

- Yonke imigomo nezinqubo ezilandelwayo lapho kusetshenzwa

UMNYANGO WEZEMFUNDO NOKUTHUTHUKISA ABASEBENZI

- Yonke imigomo nezinqubo eziphathelele nokuthuthukiswa kwabasebenzi.

UMNYANGO WEZOBUCHWEPHESHE BOLWAZI

- Yonke imigomo nezinqubo ezilandelwayo lap ho kusetshenzwa
- Imizuzu
- Umgangatho okumi kuwona umkhankaso
- Ukuhlela ngamasu okunobunyoningcwe
- Amazinga kwezokuphepha
- INggala-sizinda ye IT (LAN/WAN)
- Uhlelo lohlelo oluhambisa amakhompyutha
- Izigaba zezinhlobo zezinhlelo zokuhambisa amakhompyutha
- Ukukhetha icebo kanye namasu okwenza lokho

UMNYANGO WOKUVIMBELA IZIXAKA-XAKA

- Ama-bhuku emininigwane okusebenza ngempumelelo

UMNYANGO WOKWAKHA NOKUTHUTHUKISA INHLANGANO

- Uhla lwemikhandlu yokuxoxisana kanye nezinhlangano ezivumelekile

UMNYANGO WOMCWANINGIMABHUKU WANGAPHAKATHI

- Yonke imigomo emayelana nokuphathwa kwamabhuku

AMAHHOVISI ASEZIFUNDAZWENI

- Yonke imigomo nezinqubo njengalo kukhonjiwe ngenhla
- Onke amafomu okudlulisa udaba
- Amaphepha okwazisa

ii. AmaRekhodi anokucetwa (Isigaba 14(1) (d))

Incazelo nezigaba zamarekhodi agcinwe nguKhomishana:

UMNYANGO WEZOKUSEBENZA NOKWAZISA

- Izivumelwano nalaba bashicileli:
 1. Legal Information network
 2. Van Zyl Rudd
 3. Industrial Relations network
 4. Butterworths on line
 5. Butterworths CDs
 6. Juta Intranet
- Imibiko yanyanga zonke neyonyaka

UMNYANGO WEZEZIMALI

- Imibhalo yempahla ekhona
- Izitatimende zenyanga zezimali
- Isabelo zimali
- Amasu ahlelelwe ngobunyoningcwe
- Izibalo ngezimali
- Izethulo zikaMTEF

UMNYANGO WEZOKUSEBENZA

- Abasebenza ngezinkontileka
- amaThenda
- Izivumelwano zokuqashisa
- Izivumelwano zokuqashiselana

UMNYANGO WEZEMITHOMBO YABASEBENZI

- Amarekhodi aphathelene nokuqashwa kwabasebenzi
- Imininingwane yokuqeqeshwa
- Ukuhleleka kwamaholo
- Uhlelo lokulinganiswa l-Employment Equity plan
- Umsebenzi ohambisana noMthetho wokuT huthukiswa kwamaKhono/Skills Development Act

UBUCHWEPHESHE BEZAMAKHOMPYUTHA

- Imibiko ekhishiwe edinga ukudidiyelwa nokuhlanganiswa, njengalena:
- Imibiko ngemikhankaso ye IT
- Imibiko ngezivumelwano zabasiza ukubhekana nezifo eziye zihlasele amakhompyutha kumazinga ehluka-hlukene
- Imibiko ngokuthengwa kamakhompyutha neminye imishini kanye nezinhlelo ezisetshenziswa nama khompyutha
- Imibiko nge SLA – ekhishiwa yikhompyutha
- Imibiko ngohla lwemaphla ekhona
- Imibiko yezizinda zobuchwepheshe bamakhompyutha asetshenziswayo (servers)
- Imibiko ehleliwe nganoma yini (noma iluphi uhwazi oludingakalayo kunoma iyiphi inqolobane yohwazi kufanele itholakale ngokusebenzisa uhlelo lokubika lukaCrystal report kumbe olukhipha uhwazi ngoba luceliwe)

UMNYANGO OVIMBELA IZINXUSHU-NXUSHU

- Imininingwane yokuqeqeshwa

UMNYANGO WOKWAKHA NOKUTHUTHUKISA INHLANGANO

- Uhwazi ngezinkokhelo eziya kumikhandlu yokuxoxisana
- Imibhalo egunyaza ivumele ukusebenza
- Inhlanganisela yezivumelwano eziphakathi kwemikhandlu yokuxoxisana
- Izicelo zifakwe izinhlango zangasese
- Imibiko ephathelene nokwakhiwa nokuthuthukiswa kwenhlango

IZICELO ZASEZIFUNDAZWENI

- Iqoqo lwamacala – case files
- Amaminithi emihlangano yabasebenzi basezifundazweni
- Amaminithi emihlangano okhomishani basezifundazweni
- Izibalo ngamazinga okubonelelwana ngawo lapho kuvalwa udaba
- Ubungako nesibalo samacalo isifundazwe ngesifundazwe
- Izikhalo ngemikhakha eyehlukahlukene
- Izinqumo

iii. Inkambiso ngokufakwa kwezicelo

Umfaki – sicelo enganikwa imvume yokucubungula amarekhodi enhlangano yomphakathi uma enelisa lemigomo:

- Kufanele enelise izimfuno zenkambiso yoMthetho. Umceli kufanele ahambisane nemigomo ebekiwe mayelana nokucela / ukuthola amalungelo okuthola uhwazi/ amarekhodi; ne
- Ukufinyelela kulelorehodi akunganqatshelwa ngezaba zokwala ezibalwe kuMthetho.

Uhlobo lwesicelo:

- Umfaki sicelo kufanele asebenzise ifomu elikhishwe kwiGazethi likaHulumeni [ngokwesaziso sikaHulumeni R187- 15 February 2002] (iFomu A).
- Umfaki sicelo kufanele akhombise ukuthi ucela ikhophi yerekhodi kumbe ufuna ukuza azobona irekhodi mathupha emahhovisi enhlangano yomphakathi. Noma ke uma irekhodi lingabhalwanga ephepheni kumbe encwadini lingabukwa ngaleso simo elikuso elicelwe ngaso, uma kwenzeka [s 29(2)].
- Uma umuntu ecela ukufinyelela kurekhodi elisesimweni esingejwayelekile kufanele ukuba umfaki sicelo alithole lelerekhodi ngesimo lesi asicelile. Kodwa ke kungenzeke uma lokho kuzophazamisa ukusebenza kwaleyo nhlangano, kumbe lokho kungacekela phansi irekhodi, kumbe lokho kuphikisane nomthetho ovikela okubhaliwe okungesikhona okombuso. Uma kungenzeki ukuthi umfaki sicelo ayithole ikhophi ngaleso simo ayicelwe ngaso, kufanele inkokhelo ibhekwe ingabi ngaphezulu kwabezokuyikhokha esicelweni sakhe. [s 29(3) kanye no (4)].
- Uma, umfaki sicelo efisa ukuthi aphenulwe esicelweni sakhe ngokubhalelwa abuye mhlasi mpe ashayelwe ucingo, kufanele akuveze lokho [s 18(2)(e)].
- Uma, umfaki sicelo ecelela omunye lolwazi, kufanele azichaze ukuthi usifaka ngaliphi lesi sicelo [s 18(2)(f)].
- Uma, umfaki sicelo engakwazi ukufunda nokubhala, kumbe kukhona ukukhubazeka anakho, bangalicela irekhodi ngomlomo. Isiphathimandla sezoKwazisa ke sekungafanela simgwalisele ifomu lokufaka isicelo bese emnikeza ikhophi yefomu [s 18(3)].

Zimbili izinhlobo zenkokhelo ezinye zidingeke ngokomthetho, okuyinkokhelo yesicelo kanye nenkokhelo yokuthola iminingwane yerekhodi [s22]:

Umfaki sicelo ocela ukubona irekhodi elinininingwane yakhe akakhokhiswa. Kanti noma imuphi omunye umfaki sicelo ofuna iminingwane ngomunye umuntu, kufanele akhokhe njengokuyalela komthetho:

- Isiphathimandla sezoKwazisa kufanele sazise umfaki sicelo (ngaphandle kwalo ofuna iminininingwane ephathelene naye) ngesaziso, ecela kuleso saziso inkokhelo efanelekile, ngaphambi kokuba aqhubeke nodaba lwakhe.
- Inhlawulo yesicelo kuzinhlaka zikahulumeni iba nguR35. Umfaki sicelo unakho ukuthi afake isinxuso sangaphakathi, lapho kunesidingo futhi kufanelekile, kumbe asifake enkantolo lesi sikhali sokuthi angayikhokhi imali edingakalayo.
- Emveni kokuba isiphathimandla sezoKwazisa sesithathe isinqumo malungana nesicelo, kufanele aziswe umfaki sicelo ngaleso sinqumo ngendlela ebekade ecele ngayo umfaki sicelo.
- Uma samukelewe isicelo, kufanele ukuba umfaki sicelo akhokhe intela leyo yokucubungula nokucinga iminininingwane kwirekhodi, amalungiselelo, kanye nokwenziwa kwamakhophi, kanye nesikhathi esingahle seve kuleso esibekelwe lowo msebenzi wokulungisa irekhodi nokulungisela ukuba lembulelwe lowo odingayo.

2. Usizo olutholakala [iSigaba 14(1)(f)]

i. Uhlobo losizo

Usizo olutholakala kwaCCMA ziyakhonjiswa ngemiboniso kumfanekiso olandelayo.

IZINSIZAKALO U-CCMA AZIHLINZEKELA UMPHAKATHI

UMNYANGO OBHEKELE UKUSOMBULULWA KWENGXABANO

OKHOMISHANE:

- Izinhlelo zokubuyisana
- Ukwehlulela
- Izinhlelo zokugqugqezela
- Izinhlelo zangaphambi kokuphuthulwa kodaba
- Izinhlelo zokubuyisana noku xolelanisa

UMNYANGO OBHEKELE UKUVINJELWA KWENGXABANO

- amaWorkshop ngezinqubo ezifanelekile ezindaweni zemisebenzi
- Ukuqeqeshelwa okufanelekile malungana nendawo yokusebenzela, izinyunyana, abaqashi kanye nokuhlunga amacala eCCMA
- Imihlahla-ndlela eyiyo yokuqeqeshelwa ukusebenza ngokufanelekile kukaCCMA
- Amaforamu ezokhulumiswano kazwelonke

UMNYANGO WOKWAKHIWA NOKUTHUTHUKISA KWENHLANGANO

- Ukwemkelwa kanye nokuxhaswa kwemikhandlu yokuxoxisana namahhovisi angasese
- Ukuqeqesha, Izinhlelo zokuthuthukisa okwenziwayo kanye nemikhandlu eqaphileyo yokuxoxisana kanye namahhovisi angasese
- Ukubheka uhlelo lokhetho lwezinyunyana kanye nezinhlangano zabaqashi
- Izingxabano zemingcele
- Ukusungulwa kwezigcawu zasemsebenzini

UMNYANGO OBHEKELE IZINHLELO ZOMSEBENZI NOKWAZISA

UHLANGOTHI LWEZOCWANINGO:

- Izinqumo zohlelo lokwehlulela nezehlulelo ezithile zasenkantolo yezabaSebenzi
- Imibhalo yocwaningo
- iCCMAil, Amaphepha okwazisa,
- Imibuzo evamile, etc.

ISAKHIWO ESINGUMTAPO WEZINCWADI NOLWAZI:

- Imibhalo ephathelene nezabasebenzi
- Ukufinyelela kuzinqolobane zolwazi olusemakhompyutheni

ISIZINDA SIKACCMA ESISHAYELWA IZINGCINGO:

- Usizo kubantu

UKUSEBENZISEKA **IMINYANGO EYENGAMELE AMACALA KUZONA ZOYI 9 IZIFUNDAZWE**

- Ukusiza umphakathi ngeminingwane ephathelene nezabasebenzi
 - Ukwengamelelwa kwamacala

ii. Kufinyeleleka kanjani kulezi zinsizakalo

Ukuze ufinyelele kulezi zinsizakalo zikaCCMA, kufanele kuthunyelwe izicelo kuminyango njengalo kukhonjisiwe ngezansi:

Bheka imininingwane yokuthintana [iSigaba 14 (1) (b)] ukuze uthole izindlela zokuthintana namahhovisi kaCCMA asefizindaweni.

Isizinda esishayelwa izingcingo sika CCMA

USandra Mathebula – Umpahthi wesiKhungo esishayelwa izingcingo

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IFeksi: (011) 834 7351

UMnyango obhekele ukuSombululwa kweNgxabano

UEugene Van Zuydam – Ukhomishani oMkhulu kaZwelonke (Ibamba)

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UMnyango obhekele ukuVinjelwa kweNgxabano

UJeremy Daphney – Ukhomishani oMkhulu kaZwelonke

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IKheli lendawo: CCMA House, 28 Harrison Street, Johannesburg, 2001
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IFeksi: (011) 834 7351

UMnyango wezimail

UObed Sekgolo – Umphathi wezimaili

E-mail: Obeds@ccma.org.za
IKheli lendawo: CCMA House, 28 Harrison Street, Johannesburg, 2001
IKheli lokuposa: Private Bag X94, Marshalltown, 2107
Ucingo: (011) 377 6650
IFeksi: (011) 834 7351

UMphathi jikelele womkhandlu

UNersan Govender – Umphathi jikelele womkhandlu

E-Mail: Nersang@ccma.org.za
IKheli lendawo: CCMA House, 28 Harrison Street, Johannesburg, 2001
IKheli lokuposa: Private Bag X94, Marshalltown, 2107
Ucingo: (011) 377 6650
IFeksi: (011) 834 7351

URonald Bernickow – Umphathi jikelele womkhandlu

Email: Ronaldb@ccma.org.za
IKheli lendawo: CCMA House, 28 Harrison Street, Johannesburg, 2001
IKheli lokuposa: Private Bag X94, Marshalltown, 2107
Ucingo: (011) 377 6650
IFeksi: (011) 834 7351

Unyango wezomboni

Ultumeleng Masege – Umphathi jikelele wezomboni

Email: ltumelengm@ccma.org.za
IKheli lendawo: CCMA House, 28 Harrison Street, Johannesburg, 2001

IKheli lokuposa: Private Bag X94, Marshalltown, 2107
 Ucingo: (011) 377 6650
 IFeksi: (011) 834 7351

3. Ukuhlelela ukuthi umphakathi ubambe iqhaza 14(1) (g)

Uma amalungu omphakathi enemibuzo malungana noCCMA ekanti futhi afuna ukumbandakanyeka ekwakhiweni kwenqubo-mgomo, kufanele afake isicelo kuMqondisi kumbe athintane nanoma yiliphi ilungu lenhlangano yomphakathi esebenzisana noCCMA eliseduze nawo. Isibonelo, uma ilungu lomphakathi liyingxenywe yenyunyani, kungafanela ukuba lithintane nehhovisi elimele abasebenzi.

4. Amakhambi akhona abhekela ukungahambisani naloMthetho [Isigaba 14 (1) (h)]

Umfaki sicelo angadlulisa isikhalo asibhekise kuMqondisi kaCCMA (IsiPhathimandla sezoKwazisa)

Umfaki sicelo unokudlulisa udaba olumayelana:

- Nesinqumo sokunqatshelewa ukuba athole irekhodi elithize;
- Inkokhelo efunekayo;
- Isinqumo sokwelula isikhathi sokudingida isicelo; kumbe
- Inhlangano imenqabele ukumnikeza irekhodi ngesimo abesicelile.

Kuqhutshwa kanjena ke:

- Umfaki sikhulazo kufanele agcwalise uFomu C, zingakapheli izinsuku ezingu 60.
- Uma eseligcwalise waqeda ifomu lelo, umfaki sicelo kufanele alithumele kusiPhathimandla sezoKwazisa.
- Umfaki sicelo unelungelo lokucela ukwaziswa imiphumela ngenye indlela ngaphezu kokubhalelwa, njengokushayelwa ucingo nje kumbe ukuthunyelelwa i-Email.
- Odululisa udaba kufanele ahlinzeke imininingwane yokumthinta kanti angacelewa ukuba akhokhe imali yokudlulisa udaba. (ayikhokha imali uma engaceli imininingwane yangasese, kanti imali ekhokhwayo manjena ingu R35 kuzinhlaka zikahulumeni)
- IsiPhathimandla sezoKwazisa kufanele siphendule isicelo zingakapheli izinsuku ezingu 10 zokusebenza kanti uma isicelo sinqatshwe, kufanele ukuba isiPhathimandla sezoKwazisa sinikeze izizathu zalokho njengokusho koMthetho.

5. Eminye imininingwane njengokuyalela koMthetho [ISigaba 14(1)(i)]

Akukabi khona lutho oluqhamuka kuNgqongqoshe wezoBulungiswa nokuThuthukiswa koMthetho-sisekelo olungethulwa lapha, njengokulandela Isigaba 92.

6. Ukuvuselelwa kokubhalelwa kwi-bhuku lemininingwane [ISigaba 14(2)]

Uhlaka lukaHulumeni, kufanele, lapho kunesidingo, luvuselele futhi lushicilele iManual njengokulandela Isigatshana (1) sesigaba 14, izikhawu ezingezile onyakeni owodwa.

7. Ukutholakala kwe-manual [ISigaba 14(3)]

UMthetho-mgomo No. R. 187 ka 15 February 2002 uyalela kusigaba 4(1) ukuthi iManual yohlaka lukahulumeni kufanele itholakale ngendlela elandelayo:

amakhophi amathathu abhalwe ngezilimi ezintathu ezisemthethweni kufanele atholakale ezindaweni zokubeka uhwazi ezibalutwe umthetho njengalo zichazwe kusigaba 6 somthetho. Imali eyisibambiso seAct ka 1997; iKhomishani yamaLungelo esiNtu yaseNingizimu Afrika; kanye nawo onke amahhovisi alo luhlaka.

LeliBhuku lemininingwane kufanele ishicilelwe ngezilimi ezintathu kwezisemthethweni kuGazethi kaHulumeni.

Kufanele futhi itholakale nakuma-website, anoma iluphi uhlaka lukaHulumeni.

8. Isicelo esibhekiswe kuNgqongqoshe wezobulungiswa nokuThuthukiswa koMthetho-sisekelo sokuba kukhishwe kwiBhuku lemininingwane eyodwa [ISigaba 14(4)(a) nesiGaba 14(4)(b)]

Uma imisebenzi yezinhlaka zikahulumeni ezimbili nangaphezulu kubonakala sengathi ithi ayixhumane, uNgqongqoshe unakho ukuthi, ngokwakhe kumbe ngokwesicelo, anqume ukuthi zikhishelwe imanual eyodwa kuphela.

Lezo zinhlaka kufanele zabelane ngezindleko zokubhalwa nokukhishwa kwalelo bhuku lemininingwane njengokwesinqumo sikaNgqongqoshe.

9. Lapho uNgqongqoshe wezobulungiswa nokuThuthukiswa koMthetho-sisekelo egunyaza ukuthi kube khona izinhlaka ezikhishelwa ngaphandle kwesandla saIoMthetho isikhathi esinqunywe [ISigaba 14(5)]

Ngenxa yezizathu zokuphepha, ezezimali kumbe ngokuphathelene nomsebenzi, uNgqongqoshe unakho ukuthi, ngokwakhe kumbe ngokwasicelo, akhiphe isaziso kwiGazethi kaHulumeni, esikhiphela izinhlaka ezithize ngaphandle kwesandla salesi sigaba soMthetho isikhathi esizokunqunywa uye uNgqongqoshe.

3. Izimali ezinqunyelwe izinhlaka zikahulumeni**INGXENYE II YESAZISO 187 KUYI GAZETHI LIKAHULUMENI NGOMHLA KA 15 FEBRUARY 2002
IZIMALI EZIQONDENE NEZINHAKA ZIKAHULUMENI**

1. Imali ekhokhelwa ikhophi ye-manual njengokusho komthetho-mgomo 5(c) nguR0, 60 ngalelo nalelo khasi elisilinganiso salo singu A-4 kumbe ingxenye yalokho.
2. Imali yokubuye kukhiqizwe njengokulandisa komthetho-mgomo 7(1a- e) no 7(3) (1a-e) ikanjena:

Uhlubo lwekhophi eceliwe	Imali
Kuyona yonke ikhophi yomshini esilinganiso sayo kuyikhasi elingu A4 kumbe ingxenye yalokho	R0, 60
Kuyona yonke ikhophi ekhishwe ngomshini esilinganiso sayo kuyikhasi elingu A4 kumbe ingxenye yalokho esekhompuyutheni kumbe komunye umshini kumbe isesimweni sokufundeka ngomshini	R0, 40
Ikhophi efundeka ngekhompuyutha etholakala nge: Stiffy disc	R5, 00
Ikhophi efundeka ngekhompuyutha etholakala nge: Compact disc	R40, 00
Ukukhishelwa kwemifanekiso ifundeke, esilinganiso sayo kuyikhasi elingu A4 kumbe ingxenye yalokho	R22, 00
Ngekhophi yemifanekiso ebukwayo	R60, 00
Ukukhishelwa embhalweni kwerekhodi, esilinganiso sawo kuyikhasi elingu A4 kumbe ingxenye yalokho	R12, 00
Ngekhophi lerekhodi	R17, 00

3. Imali ekhokhelwa isicelo, ngaphandle kokuba uma umuntu ecela okuqondene naye, njengokusho komthetho-mgomo 7(2) ingu R35, 00.
4. Imali yokufinyelela kwerekhodi ekhokhwa umfaki sicelo okukhulunywa ngayo kumthetho-mgomo 7(3)(1) (f) imi kanjena:
 - (f) Ukucinga nokulungisa irekhodi ukuthi likhishwe, uR15,00 ngehora kumbe ingxenye yalo, kungabalwa ihora lokuqala, okudingekayo uma kuzokwezniwa loko cwaningo namalungiselelo.
 - (2) **Ngokwezinhloso zesigaba 22(2) somthetho, kuzokwenziwa lokhu okulandelayo:**
 - (a) kuzokweqiswa ngamahora ayisithupha ngaphambi kokuba kufuneka imali eyisibambiso; futhi
 - (b) ingxenye eyodwa kokuthathu yemali ekhokhelwa ukufinyelela kwerekhodi kufanele ikhokhwe njengesibambiso umfaki sicelo.
 - (3) Imali yokuposa ikhokhwa kuphela uma umfaki sicelo sekhophi lerekhodi ezoposelwa lokho akucelle.

4. Amafomu ayalelwe ukusetshenziselwa ukufinyelela kwi rekhodli elisolakeni lukahulumeni

ISENGEZO B KUSAZISO 187 KUGAZETHI LIKAHULUMENI LOMHLAKA 15 FEBRUARY 2002

UFORM A

ISICELO SOKUFINYELELA KUMAREKHODI OHLAKENI LUKAHULUMENI

(Isigaba 18(1) soMthetho oGqugquzela ukuqinisekisa ukufinyelela kumarekhodi olwazi i -Promotion of Access to Information Act, ka2000 (okungumthetho No. 2 ka 2000))

[Umthetho-mgomo 2]

KUSETSHENZISELWA UMNAYO

iReference number:

isicelo semukelwe ngu (shono isikhundla sakho, igama nesibongo isiphathimandla sezokwazisa/isekela lesiphathimandla sezokwazisa) on (date) at (place).

Imali yesicelo (uma ikhona): R

Imali eyisibambiso (uma ikhona): R

Imali yokufinyelela kwirekhodi: R

ISAYINI YESIPHATHIMANDLA SEZOKWAZISA/ISEKELA LESIPHATHIMANDLA SEZOKWAZISA

A. Imininingwane yohlaka lukahulumeni

Isiphathimandla sezokwazisa/isekela lesiphathimandla sezokwazisa:

B. Imininingwane yalowo ocela ukufinyelela kwi rekhodli*(a) Imininingwane yalowo ocela ukufinyelela kwi rekhodli kufanele ibhalwe ngaphansi.**(b) Nikeza ikheli kumbe /kanye nenombolo yeFeksi eSeRiphabhuliki lapho kungathunyelwa khona imininingwane.**(c) Ubufakazi besikhundla ofaka ngaso isicelo, uma lokho kufanelekile, kufanele bufakwe.*

Amagama aphelele nesibongo: Inombolo kamazisi: Ikheli lokuposa:

Inombolo yeFeksi: Inombolo yocingo: Ikheli le-email:

Isikhundla ocela ngaso imininingwane, uma lesi sicelo sifakelwa omunye umuntu:

C. Imininingwane yalowo ofakelwa isicelo*Lesi sigaba kufanele ukuba sigcwaliswe kuphela uma imininingwane ifunelwa omunye umuntu.*

Amagama aphelele nesibongo:

Inombolo kamazisi:

D. Imininingwane yerekhodli*(a) Ihlinzeka imininingwane egcwele yerekhodli okudingeka ukuthi kufinyelelwe kulo, lokho kubandakanya i- reference number uma uyazi, ukuze litholakale kalula.**(b) Uma lesi sikhalo esihlinzekiwe singenele, uyacelwa ukuthi ubhale kwelinye iphepha bese ulihlanganisa nalelifomu . Uma wenze njalo qinisekisa ukuthi yilelo khasi obhale kulo elingesiyo na Inxenye yefomu.*

1. Incazelo yerekhodi kumbe ingxenye efunekayo yalo:
2. iReference number, uma ikhona:
3. Eminye imininingwane yerekhodi:

E. Imali ekhokwayo

(a) Isicelo sokufinyelela kurekhodi, uma kungesilona irekhodi elineminingwane yomfal sicelo, sizokubhekwa kuphela emveni kokuba imali yesicelo isikhokhiwe.

(b) uzokwaziswa ngemali okufanele mawuyikhokhele isicelo.

(c) Imali ekhokhelwa ukufinyelela kwirekhodi ihambisana nesimo elifuneka ngaso irekhodi kanye nesikhathi esifanelekile esidingakalayo ukulifuna lelorekhodi nokullungiselela ukuba libukwe olcelile.

(d)Uma uvumelekile ukuthi ungakhokhi, uyacelwa ukuthi uchaze ukuthi kungani kufanele ungakhokhi.

Isizathu ongavunyelwa ngaso ukuba ungakhokhi:

F. Isimo odinga ngaso irekhodi

Uma uvimbelekile ngenxa yokukhubazeka ukuba ungafundi, ubuke, kumbe ulalele irekhodi ngezimo ezihlinzekwe ku 1 kuya ku 4 ngezansi, chaza uhlobo lwakho lokukhubazeka bese uyasho ukuthi ulifuna likusiphi isimo irekhodi.

Ukukhubazeka:	Isimo elidingakala ngaso irekhodi:
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Mark the appropriate box with an "X".

AMANOTHI:

- (a) Ukusho kwakho isimo odinga ngaso irekhodi sihambisana ke nesimo elitholakala ngaso irekhodi.
- (b) ukulithola ngesimo esicelwe kunganqatshelwa ngaphansi kweminye imibandela.uma lokho kwenzeka ke, uzokwaziswa uma uzolinkezw a nngesinye isimo.
- (c) Imali ekhokhelwa ukufinyelela kwirekhodi, uma ikhona, izokuhambisana nesimo okucelwa ngaso irekhodi.

1. Uma irekhodi ilotshiwe kumbe libhaliwe -

<input type="checkbox"/> Ikhophi yerekhodi*	<input type="checkbox"/> Ukuhlolwa kwerekhodi
---	---

2. Uma irekhodi linemifanekiso -

(lokhu kumbandakanya izithombe, ama-slides, ama-video aqoshiwe, imifanekiso eyenziwe ngekhompyutha, imidwebo, etc.)

<input type="checkbox"/> Uzokuyibuka imifanekiso	<input type="checkbox"/> Ufuna amakhophi e mifanekiso*	<input type="checkbox"/> Ikhishelwe embhalweni imifanekiso*
--	--	---

3. uma irekhodi linamazwi aqoshiwe kumbe lin olwazi olungakhishwa ngomsindo -

<input type="checkbox"/> Luzolalela okuqoshiwe (ikhasethi)	<input type="checkbox"/> Ukukhishelwa kumbhalo komucu* (umbhalo olotshiwe noma obhaliwe)
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4. uma irekhodi lisekhompyutheni kumbe komunye umshini kumbe lisesimweni sokufundeka ngomshini -

<input type="checkbox"/> Ufuna ikhophi ebhaliwe yerekhodi*	<input type="checkbox"/> Ikhophi yokukhishwe kwirekhodi*	<input type="checkbox"/> kwenziwe ikhophi engafundeka ngekhompyutha* (i-stiffy noma icompact disc)
--	--	---

<p>*Uma ubucele ikhophi kumbe ukukhishelwa kwerekhodi embhalweni (nengenla), ufisa ukuba leyokhophi uyiposelwe na? Uzokulikhokhela iposi.</p>	YEBO	CHA
<p><i>Qaphela ke ukuthi uma irekhodi lingatholakali ngolimi olicele ngako, ungase ulinikezwe ngolimi irekhodi olutholakala ngalo.</i></p>		
<p>Ufisa ukulithola ngaluphi ulimi irekhodi?</p>		

G. Isaziso ngesinqumo esiphathelene nesicelo sokuvunyelwa ukufinyelela

Uzokubhalelwa waziswe ukuthi isicelo sakho sivunyiwe kumbe siqatshiwe. Uma ufisa ukwaziswa ngenye indlela, uyacelwa ukuthi usho indlela ofuna ukwaziswa ngayo bese unikeza yonke imininingwane ehambisana nalokho ukuze kuhlangezwe nesicelo sakho.

Uthanda ukwaziswa kanjani ngesinqumo esiphathelene nesicelo sakho sokufinyelela kwirekhodi? _____

Sisayindwe ngosuku luka

ISAYINI YOMFAKI SICELO/KUMBE OFAKA ISICELO EGAMENI LAKHE: _____