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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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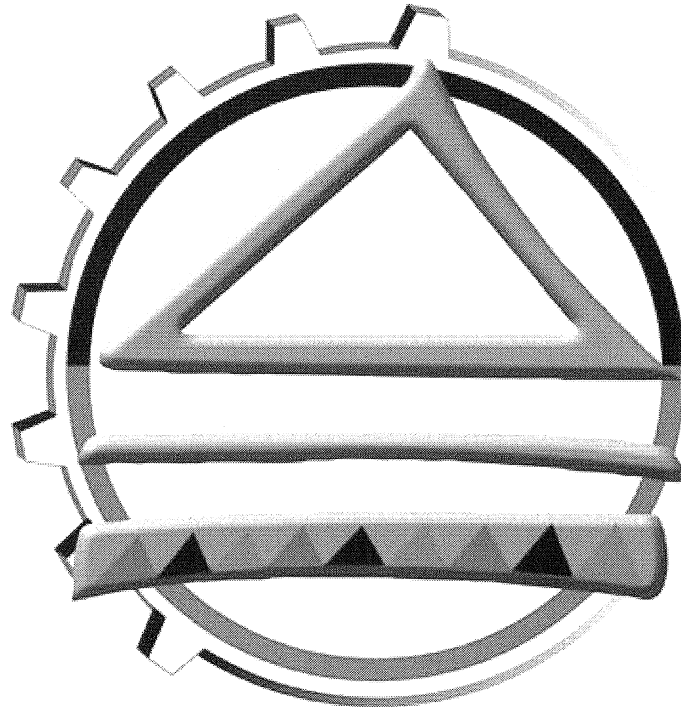
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**CCMA**

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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#### **B. PRESCRIBED FEES FOR THE PUBLIC BODIES**

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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**

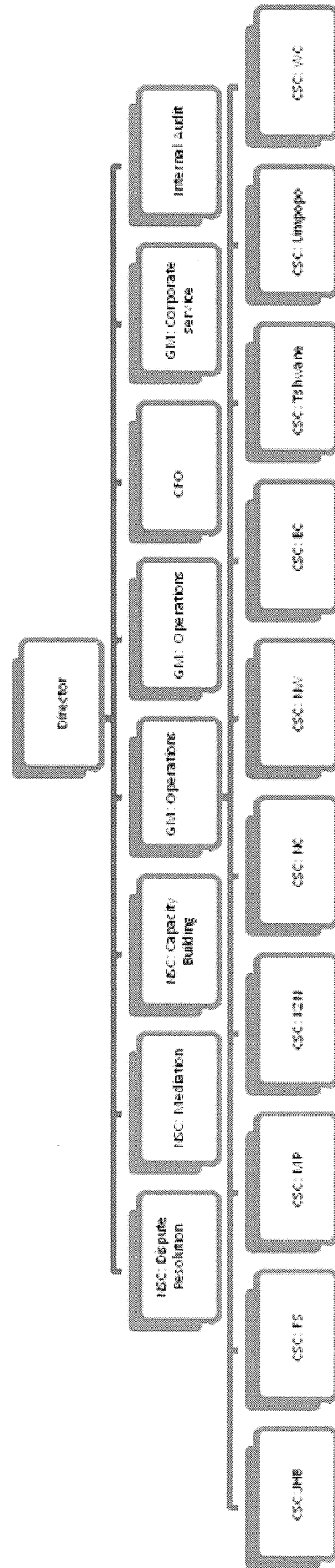
The CCMA will:

- 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:	Carmen Ward
Gauteng (Johannesburg):	Shawn Christiansen (Acting)
Gauteng (Tshwane):	Hlalele Molotsi
Gauteng (Benoni)	Arnause Mohlala
KwaZulu Natal Provincial Office:	Raj Shanker
Limpopo Provincial Office:	Piet Shai
East London:	Jean van Zuydam
Mpumalanga Provincial Office:	Nadia Sithole (Acting)
Northern Cape:	Hendrick Olifant (Acting)
North West Office:	Elias Hlongwane
Western Cape Provincial Office:	Nazeema Teladia

**(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.

**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](http://www.CCMA.org.za)  
 E-Mail: [ho@ccma.org.za](mailto: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) 509 1000  
 Fax: (041) 586 4410/4585  
 E-Mail: [pe@ccma.org.za](mailto:pe@ccma.org.za)

**Eastern Cape** **East London:** Convening Senior Commissioner  
 Physical Address: Rennies Building, Cnr. Church & Oxford Street, East London, 5201  
 Postal Address: Private Bag X 9068, East London, 5200  
 Telephone: (043) 711 5400  
 Fax: (043) 743 0810  
 E-Mail: [el@ccma.org.za](mailto:el@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) 411 1700  
 Fax: (051) 448 4468/9  
 E-Mail: [blm@ccma.org.za](mailto: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/ 0861 392 262  
 E-Mail: [johannesburg@ccma.org.za](mailto:johannesburg@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 9702/ 320 4633/04  
E-Mail: [pta@ccma.org.za](mailto: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 4723/48  
Email: [ekurhuleni@ccma.org.za](mailto:ekurhuleni@ccma.org.za)
- Kwazulu Natal** **Durban:** Convening Senior Commissioner  
Physical Address: Embassy Building, 6<sup>th</sup> & 7<sup>th</sup> 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](mailto:kzn@ccma.org.za)
- Kwazulu Natal** **Pietermaritzburg:** Convening Senior Commissioner  
Physical Address: 3<sup>rd</sup> Floor Gallwey House, Gallwey Lane, Pietermaritzburg, 3201  
Postal Address: Private Bag X72, Pietermaritzburg, 3200  
Telephone: (033)328 5000  
Fax: (033) 345 9790  
E-Mail: [kzn@ccma.org.za](mailto:kzn@ccma.org.za)
- Kwazulu Natal** **Richards Bay:** Convening Senior Commissioner  
Physical Address: 1<sup>st</sup> Floor ABSA Building, Lakeview Terrace, 7 Trinidad Park Area, Richards Bay, 3901  
Postal Address: Private Bag X1026, Richards Bay, 3900  
Telephone: (035)799 3300  
Fax: (035) 789 7148  
E-Mail: [kzn@ccma.org.za](mailto: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) 688 3700/3702  
Fax: (039) 684 1771  
Email: [kzn@ccma.org.za](mailto:kzn@ccma.org.za)
- Kwazulu Natal** **Newcastle:** Convening Senior Commissioner  
Physical Address: RAMS TV Centre, 71 Scott Street, Newcastle, 2940  
Telephone: (034) 328 2400  
Fax: (034) 312 5964  
Email: [kzn@ccma.org.za](mailto:kzn@ccma.org.za)
- Limpopo** Convening Senior Commissioner  
Physical Address: CCMA House, 104 Hans van Rensburg Street, Polokwane, 0699  
Postal Address: Private Bag X 9512, Polokwane, 0700  
Telephone: (015) 287 7400  
Fax: (015) 297 1649  
E-Mail: [ptb@ccma.org.za](mailto: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: [witb@ccma.org.za](mailto:witb@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) 487 4600  
 Fax: (018) 462 4126/4053  
 E-Mail: [kdb@ccma.org.za](mailto:kdb@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) 591 6400  
 Fax: (014) 592 5236  
 E-Mail: [kdb@ccma.org.za](mailto:kdb@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) 836 7300  
 Fax: (053) 831 5947/8  
 E-Mail: [kmb@ccma.org.za](mailto:kmb@ccma.org.za)
- Western Cape**      **Cape Town:** Convening Senior Commissioner  
 Physical Address: CCMA House, 78 Darling Street, Cape Town, 8001  
 Postal Address: Private Bag X9167, Cape Town, 8000  
 Telephone: (021) 469- 0111  
 Fax: (021) 465-7193/97/87/ 462 5006  
 E-Mail: [ctn@ccma.org.za](mailto:ctn@ccma.org.za)
- Western Cape**      **George:** Convening Senior Commissioner  
 Physical Address: 11 Cathedral Square 2, 62 Cathedral Street, George, 6529  
 Postal Address: Private Bag X6550, George 6530  
 Telephone: (044) 805 7700  
 Fax: (044) 873 2906  
 Email: [ctn@ccma.org.za](mailto: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-Dismisals
- 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](mailto: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 Department**

Eugene van Zuydam – National Senior Commissioner  
E-Mail: [eugenevz@ccma.org.za](mailto: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](mailto: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](mailto: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: [nersang@ccma.org.za](mailto:nersang@ccma.org.za)/[ronaldb@ccma.org.za](mailto: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](mailto: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**

Ntombi Boikutso - Chief Financial Officer  
E-Mail: [Ntombib@ccma.org.za](mailto:Ntombib@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:

<b>Type of copy requested</b>	<b>Fees</b>
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]

<b>FOR DEPARTMENTAL USE</b>	
	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 therefore.

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? .....

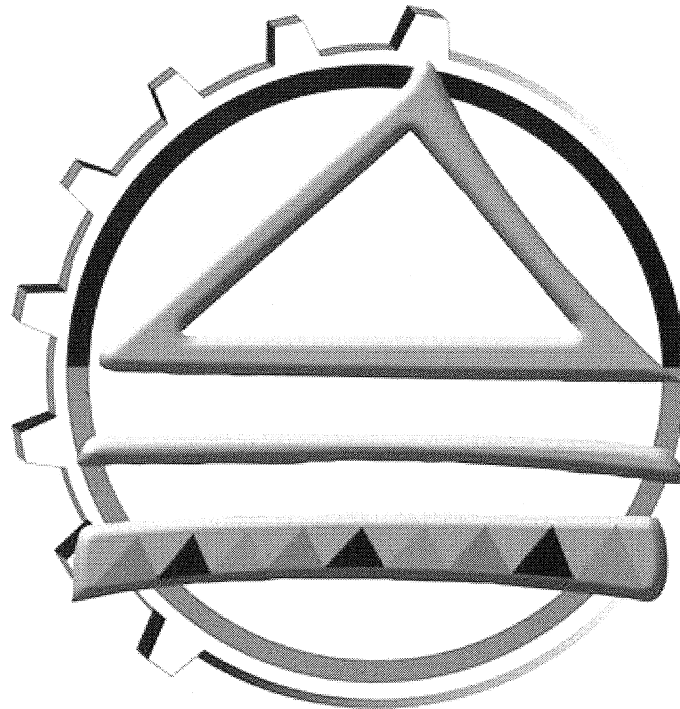
**G. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS**

*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. Reëlins wat publieke deelname toelaat [Artikel 14(1)(g)]
6. Die remedies beskikbaar indien die bepalings 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. Besikbaarheid 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 bepalings 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 versrei.

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

**(b) Wersaamhede van die KVBA**

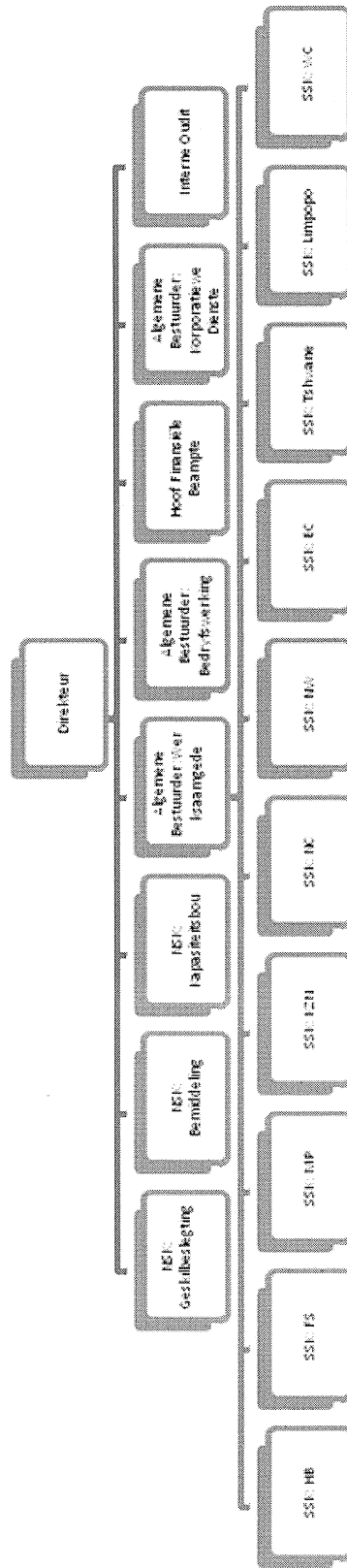
Die KVBA sal:

- 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;
- Aansoeke 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 bedingingsstrukture; herstrukturering van die werkplek, oorlegplegingsprosesse; beëindiging van dienskontrakte; gelyke geleentheidsprogramme en geskilvoorkoming.

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



**PROVINSIALE SAAMROEPENDE SENIOR KOMMISSARISSE**

Eastern Cape Provincial Office:	Fred Sauls
Free State:	Carmen Ward
Gauteng (Johannesburg):	Shawn Christiansen (Waarnemend)
Gauteng (Tshwane):	Hlalele Molotsi
Gauteng (Benoni)	Arnause Mohlala
KwaZulu Natal Provincial Office:	Raj Shanker
Limpopo Provincial Office:	Piet Shai
East London:	Jean van Zuydam
Mpumalanga Provincial Office:	Nadia Sithole (Waarnemend)
Northern Cape:	Hendrick Olifant (Waarnemend)
North West Office:	Elias Hlongwane
Western Cape Provincial Office:	Nazeema Teladia

**(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](http://www.CCMA.org.za)  
 E-Pos: [ho@ccma.org.za](mailto: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) 509 1000  
 Faks: (041) 586 4410/4585  
 E-Pos: [pe@ccma.org.za](mailto: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) 711 5400  
 Faks: (043) 743 0810  
 E-Pos: [pe@ccma.org.za](mailto: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](mailto: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 5101/2/3/4/5/ 0861 392 262  
 E-Pos: [johannesburg@ccma.org.za](mailto:johannesburg@ccma.org.za)



- Gauteng**  
Fisiese adres: Metro Park Gebou: Schoeman straat 351, Pretoria, 0001  
Posadres: Privaatsak 176, Pretoria, 0001  
Telefoon: (012) 317 7800  
Faks: (012) 392 9702/ 320 4633/04  
E-Pos: [pta@ccma.org.za](mailto:pta@ccma.org.za)
- Gauteng**  
Fisiese adres: CCMA Place, Cnr. Woburn en Rothsay straat, Benoni, 1501  
Posadres: Privaatsak X23, Benoni, 1500  
Telefoon: (011) 845 9000  
Faks: (011) 421 4723/48  
E-Pos: [ekurhuleni@ccma.org.za](mailto:ekurhuleni@ccma.org.za)
- Kwazulu Natal**  
Fisiese adres: **Durban:** Senior Saamroepende Kommissaris  
Embassy Gebou, 6<sup>de</sup> & 7<sup>de</sup> 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](mailto:kzn@ccma.org.za)
- Kwazulu Natal**  
Fisiese adres: **Pietermaritzburg:** Senior Saamroepende Kommissaris  
3<sup>de</sup> vloer Gallwey House, Gallwey Laan, Pietermaritzburg, 3201  
Posadres: Privaatsak X72, Pietermaritzburg, 3201  
Telefoon: (033)328 5000  
Faks: (033) 345 9790  
E-Pos: [kzn@ccma.org.za](mailto:kzn@ccma.org.za)
- Kwazulu Natal**  
Fisiese adres: **Richards Bay:** Senior Saamroepende Kommissaris  
1<sup>ste</sup> vloer, ABSA Gebou, Lakeside Terrace, 7 Trinidad Park Area, Richards Bay, 3900  
Posadres: Privaatsak X1026, Richards Bay 3900  
Telefoon: (035)799 3300  
Faks: (035) 789 7148  
E-Pos: [kzn@ccma.org.za](mailto: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) 688 3700/3702  
Faks: (039) 684 1795  
E-Pos: [kzn@ccma.org.za](mailto:kzn@ccma.org.za)
- KwaZulu Natal:**  
Fisiese adres: **Newcastle:** Senior Saamroepende Kommissaris  
RAMS TV Centre, 71 Scott straat, Newcastle, 2940  
Telefoon: 034) 328 2400  
Faks: (034) 312 5964  
E-Pos: [kzn@ccma.org.za](mailto: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) 287 7400  
Faks: (015) 297 1649  
E-Pos: [ptb@ccma.org.za](mailto:ptb@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: [wtb@ccma.org.za](mailto:wtb@ccma.org.za)

- Noordwes**                    **Klerksdorp:** Senior Saamroepende Kommissaris  
 Fisiese adres:                CCMA House, 47 Siddle straat, Klerksdorp, 2570  
 Posadres:                    Privaatsak X5004, Klerksdorp, 2570  
 Telefoon:                    (018) 487 4600  
 Faks:                         018) 462 4126/4053  
 E-Pos:                        [kdp@ccma.org.za](mailto:kdp@ccma.org.za)
- Noordwes**                    **Rustenburg:** Senior Saamroepende Kommissaris  
 Fisiese adres:                Winkel SG711B Sanlam Sentrum, 43-45 Boom Straat, Rustenburg, 0299  
 Posadres:                    Privaatsak X82104, Rustenburg, 0300  
 Telefoon:                    (014) 591 6400  
 Faks:                         (014) 592 5236  
 E-Pos:                        [kdp@ccma.org.za](mailto: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) 836 7300  
 Faks:                         (053) 831 5947/8  
 E-Pos:                        [kmb@ccma.org.zas](mailto:kmb@ccma.org.zas)
- Wes-Kaap**                    **Kaapstad:** Senior Saamroepende Kommissaris  
 Fisiese adres:                CCMA House, Darling straat 78, Kaapstad, 8001  
 Posadres:                    Privaatsak X9167, Kaapstad, 8000  
 Telefoon:                    (021) 469 0111  
 Faks:                         (021) 465-7193/97/87/ 462 5006  
 E-Pos:                        [ctn@ccma.org.za](mailto:ctn@ccma.org.za)
- Wes-Kaap**                    **George:** Senior Saamroepende Kommissaris  
 Fisiese adres:                11 Cathedral Square, Cathedral Straat 62, George  
 Posadres:                    Privaatsak X6550, George 6530  
 Telefoon:                    (044) 805 7700  
 Faks:                         (044) 873 2906  
 E-Pos:                        [ctn@ccma.org.za](mailto:ctn@ccma.org.za)

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

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

**Nasionale Hoofkantoor**

Departement Bedryfswerking en Inligting

- Alle beleidsdokumente en standaard bedryfsprosedures

Navorsingseenheid:

- Inligtingstukke
- KVBA arbitrasietoekennings
- Geselekteerde Arbeidshofbeslissings
- CCMAIL
- Goeie Praktykskodes
- Vrae wat gereeld gevra word
- Navorsingsdokumente
- KVBA Reëls
- Kontakbesonderhede van arbeidsverwante instansies
- Geselekteerde Arbeidshof en Arbeidsappèlhof opsommings
- Geselekteerde KVBA arbitrasietoekennings 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

**Inligtingstegnologie**

- Alle Inligtingstegnologie beleidsdokumente en standaard bedryfsprosedures
- Notules
- Status van projekte
- Strategiese beplanning
- Sekuriteitsstandaarde
- IT Infrastruktuur (LAN/WAN)
- Sageware matriks
- Uitgawes van sageware
- 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 kategorië vir rekords gehou deur die KVBA:

**Departement Bedryfswerking en Inligting**

- Kontrakte met uitgewersmaatskappye:
- Regsinligtingsnetwerk
- Van Zyl Rudd
- Idustriëleverhoudingsnetwerk
- 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 gegeneerde verslae
- Invetarisverslae
- Bedienerverslag
- Ad hoc verslae (enige inligting vereis, van enige databasisse, kan ontrek 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 versoekfooie en die toegangsfooie [artikel 22]:

- 'n Versoeker wat toegang tot 'n rekord versoek wat persoonlike inligting aangaande daardie versoeker bevat, hoef nie die versoekfooie te betaal nie. Ander versoekers, wat nie persoonlike versoekers is nie, moet die vereiste versoekfooie 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 fooie (indien enige) moet betaal, voor verdere verwerking van die versoek.
- Die versoekfooie 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 versoekfooie.
- 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 toegangsfooie betaal word, vir die nasporing, voorbereiding en kopieëring 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.

## DIENSTE WAT DIE KVBA AAN DIE PUBLIEK VERSKAF

<p><b>BEMIDDELINGSDEPARTEMENT</b></p> <p><b>Kommissaris</b></p> <ul style="list-style-type: none"> <li>• Versoenings</li> <li>• Arbitrasies</li> <li>• Fasilitering</li> <li>• Voor-ontslag arbitrasie</li> <li>• Versoen/Arb prosesse</li> </ul>	<p><b>GESKILVOORKOMINGS-DEPARTEMENT</b></p> <ul style="list-style-type: none"> <li>• Werkswinkels oor toepaslike werkplekprosedures</li> <li>• Effektiewe werkplek, vakbond, werkgewer en KVBA saakkeuringsopleiding</li> <li>• KVBA Beste Praktijk opleiding en riglyne</li> <li>• Nasionale en provinsiale insethouer besprekingsforums</li> <li>• Navorsing en inligting oor geskilvoorkomingstendense</li> </ul>	<p><b>INSTITUSIONELE ONTWIKKELINGSDEPARTEMENT</b></p> <ul style="list-style-type: none"> <li>• Akkreditering en subsidiëring van bedingingsrade en privaatagentskappe</li> <li>• Opleiding, fasiliteering en kontrolering van bedingingsrade en privaatagentskappe</li> <li>• Toesighouding van stemming per stembriewe vir vakbonde en werkgewersorganisasies</li> <li>• Afbakeningsgeskille</li> <li>• Stigting van werkplekforums</li> </ul>	<p><b>DEPARTEMENT BEDRYFSWERKING EN INLIGTING</b></p> <p><b>Navorseenheid</b></p> <ul style="list-style-type: none"> <li>• Arbitrasietoekennings en geselekteerde Arbeidshof- en Arbeidsappèlhofuitsprake en beslissings van ander geskilbeslegtingforums</li> <li>• Navorsingspublikasies</li> <li>• CCMAil, inligtingstukke, vrae wat gereeld gevra word, ens</li> </ul> <p><b>Biblioteek</b></p> <ul style="list-style-type: none"> <li>• Arbeidsverwante publikasies en joernale</li> <li>• Toegang tot elektroniese biblioteke</li> </ul> <p><b>Kliëntedienssentrum</b></p> <ul style="list-style-type: none"> <li>• Kliëntediens</li> </ul> <p><b>Saakbestuur Departement</b></p> <ul style="list-style-type: none"> <li>• Gebruikersondersteuning en kliëntediens.</li> </ul>
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**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

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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](mailto:eugenevz@ccma.org.za)

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Faks: (011) 834 7351

**Geskilbeslegtingsdepartement**

Jeremy Daphney – Nasionale Senior Kommissaris

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Telefoon: (011) 377 6650

Faks: (011) 834 7351

**Bemiddelingsdepartement**

Afzul Soobedaar – Nasionale Senior Kommissaris

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Posadres: Privaatsak X94, Marshalltown, 2107

Telefoon: (011) 377 6650

Faks: (011) 834 7351

**Departement Bedryfswerking**

Nersan Govender & Ronald Bernickow – Algemene Bestuurders

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Posadres: Privaatsak X94, Marshalltown, 2107

Telefoon: (011) 377 6650

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**Department Korporatiewe Dienste**

Itumeleng Masege – Korporatiewe Dienste Bestuurder

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Posadres: Privaatsak X94, Marshalltown, 2107

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**Finansiële Department**

Ntombi Boikutso – Hoof Finansiële Offisier

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Posadres: Privaatsak x94, Marshalltown, 2107

Telefoon: (011) 377 6650

Faks: (011) 834 7351

5. **Reëlings wat publieke 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 bepalinge 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 gehef;
- '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 appèlfooie te betaal. (Die fooie is nie betaalbaar indien private inligting aangevra word nie. Die huidige fooie is R35 vir 'n openbare liggame)
- 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 liggame nou verwant is, mag die Minister, op versoek of uit eie beweging, bepaal dat die twee of meer liggame slegs een handleiding opstel.

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

11. **Vrystelling, deur die Minister van Justisie en Grondwetlike Ontwikkeling, van enige bepalinge 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 foi 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:

<b>Tipe afskrif versoek</b>	<b>Fooie</b>
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 kompakskyf (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 versoekfooie betaalbaar deur elke versoeker, anders as 'n persoonlike versoeker, verwys na in regulasie 7(2), is R35,00.
4. Die toegangsfooie 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 toegangsfooie 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 FORMS 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.....

Toegangsfoto: 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 all 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 geweier 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? .....

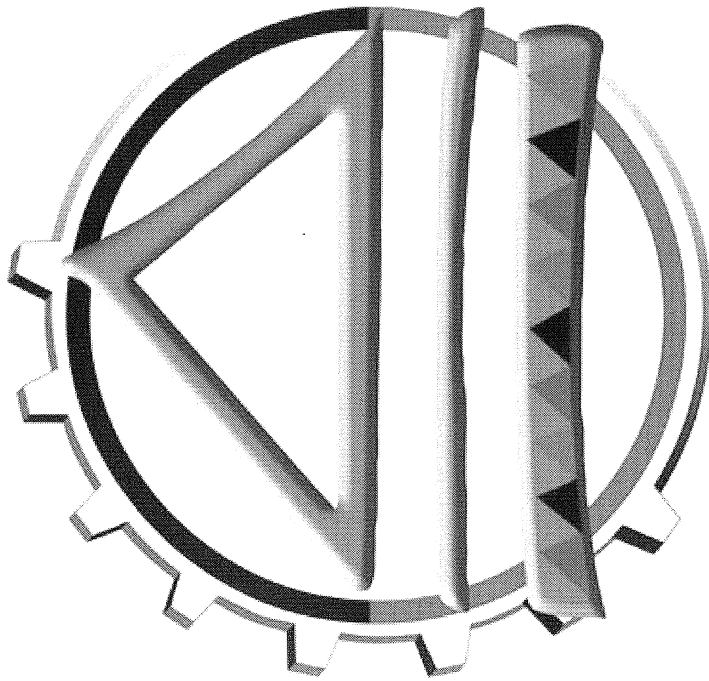
**G. KENNISGEWING VAN BESLUIT MET BETREKKING TOT DIE VERSOEK VIR TOEGANG**

*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. Iminingwane 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/bamba likasiphathimandla kwezokwazisa kanye neminingwane yokuthintana nabo
  3. Ukufinyelela kumarekhodi aphelelwe iCCMA [iSigaba 14(1)(d)]
    - (a) Ukuvezwa kolwazi okuyimifanelo [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. Izinhlelo ezivumelela ukubamba iqhaza komphakathi [iSigaba 14(1)(g)]
  6. Amakhambi akhona abhekele izimo lapho loMthetho ungalandelwanga [iSigaba 14(1) (h)]
  7. Eminye iminingwane njengokuyalela koMthetho [iSigaba 14(1) (i)]
  8. Ukufakwa kweminingwane emisha ebhukwini leminingwane [iSigaba 14(2)]
  9. Ukutholakala kwebhuku leminingwane [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 emiselwe izinhlaka zomphakathi
    - C. Amafomu abekiwe okufinyelela kumarekhodi ezinhlaka zomphakathi

**A. Iminingwane 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, inyunyana 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;
- Usihlalo; (bonke ke abaqokwa u- NEDLAC); kanye noNqonqoshe ukubamba ihovisi iminyaka emithathu.
- NoMlawuli kaKhomishana (CCMA) (yena eqokwa uMgwamanda oWengamele).

**Inhloso-mbono**

Ukugququzele ubulungiswa emphakathini kanye nenituthuko yomthotho, ngokuhlanyela 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, oburjiwa ukomela ulwazi futhi ozimaziswa ukuzithiba. Emphakathini ke, sizibophezele ekwenzeni izinguquko kubudlelwano kwezabasebenzi ngokuxazulula izimo zokungaboni ngaso linye ngobulungiswa nangokwabelana ngolwazi lwethu kabanzi. Emphakathini ke, siqhakambisa umqondo wokulingana, ubulungiswa kwezomphakathi kanye nokwabelana ngenituthuko nangempumelelo.

**(b). Umsebenzi weCCMA**

**ICCMA :**

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



- Ukuvimbela izingxabano zingakanzeki;
- Indlela okufuneka ilandelwe odabeni lokudliliza.
- Imigomo nendlela yokuziphatha kwinxoxiswano nokuxhazulula nenqubo kwikomidi lomkhandlu wezemisebenzi (isigaba 115(1)(A)).

**ICCMA:**

- Inokwengamela ukhetho lwezinyunyana nezinhlango zabaqashi;
- Inokuqeqesha futhi yeluleke mayelana: nokusungulwa kwezinhloko zokuxoxisana okuhlanganyele; ukwenziwa kwezinguquko ezindaweni zomsebenzi; izinhlelo zokubonisa; ukuphela komsebenzi; izinhlelo zokulinganiswa emsebenzini nezokuvimbela ukungaboni ngaso linye.

**Uhlaka lokusebenza oluvela izikhala zemisebenzi yeCCMA**



**OKHOMISHANI BASEZIFUNDAZWENI ABAKHULU**

Eastern Cape Provincial Office:	Fred Sauls
Free State:	Carmen Ward
Gauteng (Johannesburg):	Shawn Christiansen (Acting)
Gauteng (Tshwane):	Hlalele Molotsi
Gauteng (Benoni)	Arnause Mohlala
KwaZulu Natal Provincial Office:	Raj Shanker
Limpopo Provincial Office:	Piet Shai
East London:	Jean van Zuydam
Mpumalanga Provincial Office:	Nadia Sithole (Acting)
Northern Cape:	Hendrick Olifant (Acting)
North West Office:	Elias Hlongwane
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 leso sifundazwe noMbhali obhekele imisebenzi eyesekele. 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](http://www.ccma.org.za)  
 I-E-mail: [ho@ccma.org.za](mailto: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) 509 1000  
 IFeksi: (041) 586 4410/4585  
 I-Email: [pe@ccma.org.za](mailto: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) 711 5400  
 IFeksi: (043) 743 0810  
 I-Email: [pe@ccma.org.za](mailto: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](mailto: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) 836 7300

IFeksi: (053) 831 5947/8  
I-E-mail: [kmb@ccma.org.za](mailto: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/ 0861 392 262  
I-E-mail: [johannesburg@ccma.org.za](mailto:johannesburg@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 9702/ 320 4633/04  
I-E-mail: [pta@ccma.org.za](mailto: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 4723/48  
I-E-mail: [ekurhuleni@ccma.org.za](mailto:ekurhuleni@ccma.org.za)

**KwaZulu Natal** **Durban:** Ukhomishani omkhulu wasesifundeni  
IKheli lendawo: Embassy Building, 6<sup>th</sup> & 7<sup>th</sup> 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](mailto:kzn@ccma.org.za)

**KwaZulu Natal** **Pietermaritzburg:** Ukhomishani omkhulu wasesifundeni  
IKheli lendawo: 3<sup>rd</sup> Floor Gallwey House Lane, Pietermaritzburg, 3201  
IKheli lokuposa: PO Box 72, Pietermaritzburg, 3200  
Ucingo: (033)328 5000  
IFeksi: (033) 345 9790  
I-E-mail: [kzn@ccma.org.za](mailto:kzn@ccma.org.za)

**KwaZulu Natal** **Richard's Bay:** Ukhomishani omkhulu wasesifundeni  
IKheli lendawo: 1<sup>st</sup> 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](mailto: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) 688 3700/3702  
IFeksi: (039) 684 1771  
I-E-mail: [kzn@ccma.org.za](mailto:kzn@ccma.org.za)

**KwaZulu Natal** **Newcastle:** Ukhomishani omkhulu wasesifundeni  
IKheli lendawo: RAMS TV Centre, 71 Scott Street, Newcastle 2940  
Ucingo: (034) 328 2400  
IFeksi: (034) 312 5964  
I-E-mail: [kzn@ccma.org.za](mailto:kzn@ccma.org.za)

**Limpopo** Ukhomishani omkhulu wasesifundeni  
IKheli lendawo: CCMA House, 104 Hans van Rensburg Street, Polokwane  
IKheli lokuposa: Private Bag X 9512, Polokwane, 0700

Ucingo: (015) 287 7400  
IFeksi: (015) 297 1649  
E-mail: [ptb@ccma.org.za](mailto: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](mailto:wtb@ccma.org.za)

**North West** **Klerksdorp:** Ukhomishani omkhulu wasesifundeni  
IKheli lendawo: CCMA House, 47 Siddle Street, Klerksdorp, 2570  
IKheli lokuposa: Private Bag X5004, Klerksdorp, 2571  
Ucingo: (018) 487 4600  
IFeksi: (018) 462 4126/4053  
E-mail: [kdp@ccma.org.za](mailto: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) 592 5236  
IFeksi: (014) 592 5236  
E-mail: [kdb@ccma.org.za](mailto:kdb@ccma.org.za)

**Western Cape** **Cape Town:** 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) 465-7193/97/87/ 462 5006  
E-mail: [ctn@ccma.org.za](mailto: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) 805 7700  
IFeksi: (044) 873 2906  
E-mail: [ctn@ccma.org.za](mailto: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

**Umntyango 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 eziphatelene noMthetho woBudlelwano eMsebenzini, uMthetho olawula izimo okusetshenzwa ngaphansi kwazo kanye noMthetho olawula ukulinganiswa emsebenzini.
- Amafomu okudlulisa udaba lwengxabano.

**Umtapo wolwazi:**

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

- Izincwadi
- Imibhalo ekhishwa ngezikhathi ezithize ezinqunyiwe/ AmaJournals

**Isikhungo esishayelwa ucingo umphakathi uma unemibuzo:**

- Amafomu okudlulisa udaba lwengxabano
- Amaphepha okwazisa
- Imininingwane yokuthintana nezikhungo eziphatelene nezabasebenzi
- Imininingwane yokuthintana nemikhandlu yokuxoxisana
- Ulwazi oluqondene nezinga lodaba ngodaba okubhekenwe nalo
- Iziqumo zohlelo lokwehlulela
- Ulwazi ngezindaba eziphatelene 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 ephathelene 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 eziphathelene nokuthuthukiswa kwabasebenzi.

**UMNYANGO WEZOBUCHWEPHESHE BOLWAZI**

- Yonke imigomo nezinqubo ezilandelwayo lapho kusetshenzwa
- Imizuzu
- Umgangatho okumi kuwona umkhankaso
- Ukuhlela ngamasu okunobunyoningcwe
- Amazinga kwezokuphepha
- INgqala-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 amaformu okudlulisa udaba
- Amaphepha okwazisa

ii. AmaRekhodi anokucelwa (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 WEZIZIMALI**

- 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 aphaathelene nokuqashwa kwabasebenzi
- Imininingwane yokuqeqeshwa
- Ukuhleleka kwamaholo
- Uhlelo lokulinganiswa I-Employment Equity plan
- Umsebenzi ohambisana noMthetho wokuThuthukiswa 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 namakhompyutha
- Imibiko nge SLA – ekhishwa yikhompyutha
- Imibiko ngohla lwemaphla ekhona
- Imibiko yezizinda zobuchwepheshe bamakhompyutha asetshenziswayo (servers)
- Imibiko ehleliwe nganoma yini (noma iluphi ulwazi oludingakalayo kunoma iyiphi inqolobane yolwazi kufanele itholakale ngokusebenzisa uhlelo lokubika lukaCrystal report kumbe olukhipha ulwazi ngoba luceliwe)

**UMNYANGO OVIMBELA IZINXUSHU-NXUSHU**

- Imininingwane yokuqeqeshwa

**UMNYANGO WOKWAKHA NOKUTHUTHUKISA INHLANGANO**

- Ulwazi ngezinkokhelo eziya kumikhandlu yokuxoxisana
- Imibhalo egunyaza ivumele ukusebenza
- Inhlanganisela yezivumelwano eziphakathi kwemikhandlu yokuxoxisana
- Izicelo zifakwe izihlangano zangasese
- Imibiko ephaathelene nokwakhiwa nokuthuthukiswa kwenhlangano

**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. Unceli kufanele ahambisane nemigomo ebekiwe mayelana nokucela / ukuthola amalungelo okuthola ulwazi/ 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 lelorehodi 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 ayicele ngaso, kufanele inkokhelo ibhekwe ingabi ngaphezulu kwabezokuyikhokha esicelweni sakhe. [s 29(3) kanye no (4)].
- Uma, umfaki sicelo efisa ukuthi aphendulwe esicelweni sakhe ngokubhalelwa abuye mhlasiwe ashayelwe ucingo, kufanele akuveze lokho [s 18(2)(e)].
- Uma, umfaki sicelo ecelela omunye lololwazi, 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 kuzinhlobo zikahulumeni iba nguR35. Umfaki sicelo unakho ukuthi afake isinxuso sangaphakathi, lapho kunesidingo futhi kufanelekile, kumbe asifake enkantolo lesi sikhalo 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 samukelwe 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 olidingayo.

**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 zokugququzela
- Izinhlelo zangaphambi kokuphothulwa 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
- Imihlala-ndlela eyayo yokuqeqeshelwa ukusebenza ngokufanelekile kukaCCMA
- Amaforamu ezokhulumiswano kazwelonke

### UMNYANGO WOKWAKHIWA NOKUTHUTHUKISA KWENHLANGANO

- Ukwemukelwa 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 zasemisebenzini

### UMNYANGO OBHEKELE IZINHLELO ZOMISEBENZI NOKWAZISA

- #### UHLANGOTHI LWEZOCWANINGO:
- Iziqumo zohlelo lokwehlulela nezehlulelo ezithile zasenkantolo yezabaSebenzi
  - Imibhalo yocwaningo
  - iCCMAI, 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 ngemini ngwane ephathelene nezabasebenzi
- Ukwengamelwa 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 asefizfundazweni.

**Isizinda esishayelwa izingcingo sika CCMA**

USandra Mathebula – Umphathi wesiKhungo esishayelwa izingcingo

E-Mail: [Sandram@ccma.org.za](mailto:Sandram@ccma.org.za)

IKheli lendawo: CCMA House, 28 Harrison Street, Johannesburg, 2001

IKheli lokuposa: Private Bag X94, Marshalltown, 2107

Ucingo: 0861 16 16 16

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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UNtombi Boikutso – Umphathi wezimali

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**UMphathi jikelele womkhandlu**

UNersan Govender – Umphathi jikelele womkhandlu

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Ucingo: (011) 377 6650

IFeksi: (011) 834 7351

URonald Bernickow – Umphathi jikelele womkhandlu

Email: [Ronaldb@ccma.org.za](mailto: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 wezembali**

Ultumeleng Masege – Umphathi jikelele wezembali

Email: [ltumelengm@ccma.org.za](mailto: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 liyingxenye 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 sokunqatshelwa ukuba athole irekhodi elithize;
- Inkokhelo efunekayo;
- Isinqumo sokwelula isikhathi sokudingida isicelo; kumbe
- Inhlangano imenqabele ukumnikeza irekhodi ngesimo abesicelile.

**Kuqhutshwa kanjena ke:**

- Umfaki sikhaziso 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.
- Odlulisa udaba kufanele ahlinzeke imininingwane yokumthinta kanti angacelwa ukuba akhokhe imali yokudlulisa udaba. (ayikhokha lemali 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 sinqatshiwe, kufanele ukuba isiPhathimandla sezoKwazisa sinikeze izizathu zalokho njengokusho koMthetho.

**5. Eminye imininingwane njengokuyalela koMthetho [iSigaba 14(1)(l)]**

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

**6. Ukuvuselelwa kokubhalwe 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 ulwazi ezibalulwe 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 leminingwane njengokwesinqumo sikaNgqongqoshe.

**9. Lapho uNgqongqoshe wezobulungiswa nokuThuthukiswa koMthetho-sisekelo egunyaza ukuthi kube khona izinhlaka ezikhishelwa ngaphandle kwesandla saloMthetho isikhathi esinqunyiwe [iSigaba 14(5)]**

Ngenxa yezizathu zokuphepha, ezezimali kumbe ngokuphathelene nomsebenzi, uNgqongqoshe unakho ukuthi, ngokwakhe kumbe ngokwesicelo, 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 NEZINHLAKA 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:

Uhlobo lwekhophi eceliwe	Imali
Kuyona yonke ikhophi yomshini esilinganiso sayo kuyikhasi elingu A4 kumbe ingenye 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, osilinganiso 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 kwirekhodi 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 lolo 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 kwirekhodi kufanele ikhokhwe njengesibambiso umfaki sicelo.
  - (3) Imali yokuposa ikhokhwa kuphela uma umfaki sicelo sekhophi lerekhodi ezoposelwa lokho akuceliile.

4. Amafomu ayalelwe ukusetshenziselwa ukufinyelela kwi rekhodii elisohlakeni lukahulumeni**ISENGEZO B KUSAZISO 187 KUGAZETHI LIKAHULUMENI LOMHLAKA 15 FEBRUARY 2002****UFORM A****ISICELO SOKUFINYELELA KUMAREKHODI OHLAKENI LUKAHULUMENI**

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

**[Umthetho-mgomo 2]****KUSETSHENZISELWA UMNANGO**

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 rekhodi**

(a) *Imininingwane yalowo ocela ukufinyelela kwi rekhodi 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: Inombo 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 yerekhodi**

(a) *Ihlinzeka imininingwane egcwele yerekhodi 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 nalelo khasi obhale kulo elingesiyo na ingxenye 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 elinemininingwane yomfai 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 nokulilungiselela ukuba libukwe olicelile.
- (d) Uma uvumelekile ukuthi ungakhokhi, uyacelwa ukuthi uchaze ukuthi kungani kufanele ungakhokhi.

Isizathu ongavunyelwa ngaso ukuba ungakhokhi:

#### F. Isimo olidinga ngaso irekhodi

Uma uvimbelele 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:
<p>Mark the appropriate box with an "X".</p> <p><b>AMANOTHI:</b></p> <p>(a) Ukusho kwakho isimo odinga ngaso irekhodi sihambisana ke nesimo elitholakala ngaso irekhodi.</p> <p>(b) ukulithola ngesimo esiceliwe kunganqatshelwa ngaphansi kweminye imibandela. uma lokho kwenzeka ke, uzokwaziswa uma uzolinikezw a nngesinye isimo.</p> <p>(c) Imali ekhokhelwa ukufinyelela kwirekhodi, uma ikhona, izokuhambisana nesimo okucelwa ngaso irekhodi.</p>	
<b>1. Uma irekhodi lilotshiwe kumbe libhaliwe -</b>	
<input type="checkbox"/> Ikhophi yerekhodi*	<input type="checkbox"/> Ukuhlolwa kwerekhodi
<b>2. Uma irekhodi linemifanekiso -</b>	
(lokhu kumbandakanya izithombe, ama-slides, ama-video aqoshiwe, imifanekiso eyenziwe ngekhompyutha, imidwebho, etc.)	
<input type="checkbox"/> Uzokuyibuka imifanekiso	<input type="checkbox"/> Ufuna amakhophi emifanekiso*
<input type="checkbox"/> Ikhishelwe embhalweni imifanekiso*	
<b>3. uma irekhodi linamazwi aqoshiwe kumbe linolwazi olungakhishwa ngomsindo -</b>	
<input type="checkbox"/> Luzolalela okuqoshiwe (ikhasethi)	<input type="checkbox"/> Ukukhishelwa kumbhalo komucu* (umbhalo olotshiwe noma obhaliwe)
<b>4. uma irekhodi lisekhompyutheni kumbe komunye umshini kumbe lisesimweni sokufundeka ngomshini -</b>	
<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 (ngenhla), ufisa ukuba leyokhophi uyiposelwe na?</p> <p><b>Uzokulikhokhela iposi.</b></p>	YEBO	CHA
<p><i>Qaphela ke ukuthi uma irekhodi lingatholakali ngolimi olicele ngalo, ungase ulinikezwe ngolimi irekhodi olutholakala ngalo.</i></p>		
<p>Ufisa ukulithola ngaluphi ulimi irekhodi?</p>		

**G. Isaziso ngesinqumo esiphathelene nesicelo sokuvunyelwa ukufinyelela**

<p><i>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.</i></p>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Uthanda ukwaziswa kanjani ngesinqumo esiphathelene nesicelo sakho sokufinyelela kwirekhodi? \_\_\_\_\_

Sisayindwe ngosuku luka

\_\_\_\_\_

ISAYINI YOMFAKI SICELO/KUMBE OFAKA ISICELO EGAMENI LAKHE: \_\_\_\_\_





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