

**Vol. 665**

**20 November  
November 2020**

**No. 43913**



For purposes of reference, all Proclamations, Government Notices, General Notices and Board Notices published are included in the following table of contents which thus forms a weekly index. Let yourself be guided by the gazette numbers in the righthand column:

Alle Proklamasies, Goewermentskennisgewings, Algemene Kennisgewings en Raadskennisgewings gepubliseer, word vir verwysingsdoeleindes in die volgende Inhoudopgawe ingesluit wat dus weeklikse indeks voorstel. Laat uself deur die Koerantnommers in die regterhandse kolom lei:

### Weekly Index

### Weeklikse Indeks

No.	Page No.	Gazette No.
<b>PROCLAMATION</b>		
R.32 Special Investigating Units and Special Tribunals Act (74/1996) :Referral of matters to existing Special Investigating Unit: National Lotteries Commission, previously known as the National Lotteries Board .....	3	43885
<b>GOVERNMENT NOTICE</b>		
<b>Agriculture, Land Reform and Rural Development, Department of</b>		
1166 Land Reform (Labour Tenants) Act (3/1996) :Driepon Ptn 0 .....	21	43872
1167 Land Reform (Labour Tenants) Act (3/1996) :R/E of Portion 01 and 03 of the Farm Roodepoort 418 JS .....	23	43872
1168 Land Reform (Labour Tenants) Act (3/1996) :Portion 39 of the Farm Mooiplaas 242 JS .....	25	43872
1169 Land Reform (Labour Tenants) Act (3/1996) :Portion 0 (R/E) of the Farm De Roodekop 350 JS .....	27	43872
1170 Land Reform (Labour Tenants) Act (3/1996) :Portion 34 of the Farm Wovenkop No. 427IT .....	29	43872
1171 Restitution of Land Rights Act (22/1994) :General Notice in terms of Section 11A (2) of the Act .....	30	43872
1172 Restitution of Land Rights Act (22/1994) as amended :Portion 09 of the Farm 496 IT .....	32	43872
1173 Restitution of Land Rights Act (22/1994) as amended :Schoongelegen 695 LR .....	33	43872
R.1180 Fertilizers, Farm Feeds, Agricultural Remedies and Stock Remedies Act (36/1947) :Notice Detailing the Classes of Stock Remedies Relating to the proposed Draft Stock Remedy Regulations for Public Comments .....	14	43873
<b>Basic Education, Department of</b>		
1192 2021 School Governing Body Elections :Announcing the period for the 2021 School Governing Bodies Elections and the time for the assumption of duties for the newly elected School Governing Bodies .....	3	43889
1198 National Education Policy Act (27/1996) :Call for comments: Proposed 2022 School Calendar for Public Schools .....	3	43896

No.	Bladsy No.	Koerant No.
<b>PROKLAMASIES</b>		
R.32 Special Investigating Units and Special Tribunals Act (74/1996) :Referral of matters to existing Special Investigating Unit: National Lotteries Commission, previously known as the National Lotteries Board .....	6	43885
<b>GOEWERMENTSKENNISGEWINGS</b>		
<b>Landbou, Grondhervorming en Landelike Ontwikkeling, Departement van</b>		
1166 Land Reform (Labour Tenants) Act (3/1996) :Driepon Ptn 0 .....	21	43872
1167 Land Reform (Labour Tenants) Act (3/1996) :R/E of Portion 01 and 03 of the Farm Roodepoort 418 JS .....	23	43872
1168 Land Reform (Labour Tenants) Act (3/1996) :Portion 39 of the Farm Mooiplaas 242 JS .....	25	43872
1169 Land Reform (Labour Tenants) Act (3/1996) :Portion 0 (R/E) of the Farm De Roodekop 350 JS .....	27	43872
1170 Land Reform (Labour Tenants) Act (3/1996) :Portion 34 of the Farm Wovenkop No. 427IT .....	29	43872
1171 Restitution of Land Rights Act (22/1994) :General Notice in terms of Section 11A (2) of the Act .....	30	43872
1172 Restitution of Land Rights Act (22/1994) as amended :Portion 09 of the Farm 496 IT .....	32	43872
1173 Restitution of Land Rights Act (22/1994) as amended :Schoongelegen 695 LR .....	33	43872
R.1180 Fertilizers, Farm Feeds, Agricultural Remedies and Stock Remedies Act (36/1947) :Notice Detailing the Classes of Stock Remedies Relating to the proposed Draft Stock Remedy Regulations for Public Comments .....	14	43873
<b>Basiese Onderwys, Departement van</b>		
1192 2021 School Governing Body Elections :Announcing the period for the 2021 School Governing Bodies Elections and the time for the assumption of duties for the newly elected School Governing Bodies .....	3	43889
1198 National Education Policy Act (27/1996) :Call for comments: Proposed 2022 School Calendar for Public Schools .....	3	43896

No.	Page No.	Gazette No.	No.	Page No.	Gazette No.
<b>Co-operative Governance, Department of</b>			<b>Samewerkende Regering, Departement van</b>		
1199 Disaster Management Act (57/2002) :Amendment of Regulations issued in terms of Section 27 (2) .....	3	43897	1199 Disaster Management Act (57/2002) :Amendment of Regulations issued in terms of Section 27 (2) .....	3	43897
<b>Communications and Digital Technologies, Department of</b>			<b>Kommunikasie en Digitale Tegnologieë, Departement van</b>		
1174 Films and Publications Act (65/1996), as amended :Amended Films and Publications Tariff's Regulations, 2020 .....	34	43872	1174 Films and Publications Act (65/1996), as amended :Amended Films and Publications Tariff's Regulations, 2020 .....	34	43872
<b>Correctional Services, Department of</b>			<b>Korrektiewe Dienste, Departement van</b>		
1197 Disaster Management Act, 2002 :Measures to address, prevent and combat the spread of Covid-19 in all correctional centres and remand detention facilities in the Republic of South Africa .....	3	43894	1197 Disaster Management Act, 2002 :Measures to address, prevent and combat the spread of Covid-19 in all correctional centres and remand detention facilities in the Republic of South Africa .....	3	43894
<b>Employment and Labour, Department of</b>			<b>Indiensneming en Arbeid, Departement van</b>		
R.1181 Labour Relations Act, 1995 :Bargaining Council for the Contract Cleaning Services Industry (KwaZulu-Natal): Extension to Non-Parties of the Main Collective Amending Agreement .....	21	43873	R.1181 Labour Relations Act, 1995 :Bargaining Council for the Contract Cleaning Services Industry (KwaZulu-Natal): Extension to Non-Parties of the Main Collective Amending Agreement .....	21	43873
R.1196 Occupational Health and Safety Act (85/1993) :Asbestos Abatement Regulations, 2020 .....	3	43893	R.1196 Occupational Health and Safety Act (85/1993) :Asbestos Abatement Regulations, 2020 .....	3	43893
<b>Health, Department of</b>			<b>Gesondheid, Departement van</b>		
1175 Nursing Act (33/2005) :Details of persons against whom disciplinary action was taken in terms of the Nursing Act .....	45	43872	1175 Nursing Act (33/2005) :Details of persons against whom disciplinary action was taken in terms of the Nursing Act .....	45	43872
<b>Higher Education and Training, Department of</b>			<b>Hoër Onderwys en Opleiding, Departement van</b>		
1176 Higher Education Act (101/1997), as amended :Policy Framework for Internalisation of Higher Education in South Africa, 2019 .....	53	43872	1176 Higher Education Act (101/1997), as amended :Policy Framework for Internalisation of Higher Education in South Africa, 2019 .....	53	43872
1177 Continuing Education and Training Act (16/2006) :Call for public comments on the proposed changes to Technical and Vocational Education and Training (TVET) Colleges Programmes .....	54	43872	1177 Continuing Education and Training Act (16/2006) :Call for public comments on the proposed changes to Technical and Vocational Education and Training (TVET) Colleges Programmes .....	54	43872
<b>Justice and Constitutional Development, Department of</b>			<b>Justisie en Staatskundige Ontwikkeling, Departement van</b>		
R.1182 Prescribed Rate of Interest Act (55/1975) :Prescribed rate of Interest Act, 1975 .....	28	43873	R.1182 Wet op die Voorgeskrewe Rentekoers (55/1975) :Wet op die Voorgeskrewe Rentekoers, 1975 .....	28	43873
R.1193 Wet op Bevordering van Nasionale Eenheid en Versoening (34/1995) :Wysiging van regulasies betreffende bystand aan slagoffersn ten opsigte van Basiese Onderwys .....	3	43890	R.1193 Wet op Bevordering van Nasionale Eenheid en Versoening (34/1995) :Wysiging van regulasies betreffende bystand aan slagoffersn ten opsigte van Basiese Onderwys .....	12	43890
R.1194 Wet op die Bevordering van Nasionale Eenheid en Versoening, 1995 (Wet No. 34 van 1995) :Wysiging van Regulasies betreffende Bystand aan Slagoffers ten opsigte van Hoër Onderwys en Opleiding ....	3	43891	R.1194 Wet op die Bevordering van Nasionale Eenheid en Versoening, 1995 (Wet No. 34 van 1995) :Wysiging van Regulasies betreffende Bystand aan Slagoffers ten opsigte van Hoër Onderwys en Opleiding ....	11	43891
<b>Trade, Industry and Competition, Department of</b>			<b>Handel, Nywerheid en Kompetisie, Departement van</b>		
1178 Competition Act (89/1998), as amended :Notice in terms of section 10(7) of the Act: South African Sugar Association – conditional exemption was granted .....	60	43872	1178 Competition Act (89/1998), as amended :Notice in terms of section 10(7) of the Act: South African Sugar Association – conditional exemption was granted .....	60	43872

No.	Page No.	Gazette No.	No.	Page No.	Gazette No.
1190 Gauteng Gambling Act, 1995 :Application for a transfer of a bookmaker's licence .....	3	43887	1190 Gauteng Gambling Act, 1995 :Application for a transfer of a bookmaker's licence .....	3	43887
1191 Gauteng Gambling Act, 1995 :Application for a transfer of a bookmaker's Licence: Portapa (Pty) Ltd .....	3	43888	1191 Gauteng Gambling Act, 1995 :Application for a transfer of a bookmaker's Licence: Portapa (Pty) Ltd .....	3	43888
<b>Water and Sanitation, Department of</b>			<b>Water en Sanitasie, Departement van</b>		
1179 National Water Act (36/1998) :Determination of Classes of Water Resource ad Associated Resource Quality Objectives for the Berg Catchment.....	67	43872	1179 National Water Act (36/1998) :Determination of Classes of Water Resource ad Associated Resource Quality Objectives for the Berg Catchment.....	67	43872
<b>GENERAL NOTICE</b>			<b>ALGEMENE KENNISGEWINGS</b>		
<b>Agriculture, Land Reform and Rural Development, Department of</b>			<b>Landbou, Grondhervorming en Landelike Ontwikkeling, Departement van</b>		
623 Restitution of Land Rights Act (22/1994) :Various properties .....	246	43872	623 Restitution of Land Rights Act (22/1994) :Various properties .....	246	43872
<b>Employment and Labour, Department of</b>			<b>Indiensneming en Arbeid, Departement van</b>		
624 Labour Relations Act, 1995 :National Bargaining Council for the Road Freight and Logistics Industry: Extension to non-parties of the COVID-19 Personal Protective Equipment Main Collective Agreement.....	247	43872	624 Labour Relations Act, 1995 :National Bargaining Council for the Road Freight and Logistics Industry: Extension to non-parties of the COVID-19 Personal Protective Equipment Main Collective Agreement.....	247	43872
<b>Independent Communications Authority of South Africa</b>			<b>Onafhanklike Kommunikasie-owerheid van Suid-Afrika</b>		
625 Electronic Communications Act :Notice of public hearings: Inquiry into Subscription Television Broadcasting Services .....	268	43872	625 Electronic Communications Act :Notice of public hearings: Inquiry into Subscription Television Broadcasting Services .....	268	43872
637 Electronic Communications Act (36/2005) :Applications for the Transfer of Individual Electronic Communications Service and Individual Electronic Communications Network Service Licences from Maredi Tower and Infrastructure (Pty) Ltd to Thabure Towerco (Pty) Ltd; and Applications for the Transfer of Individual Electronic Communications Service and Individual Electronic Communications Network Service Licences by Olova Technologies (Pty) Ltd.....	3	43892	637 Electronic Communications Act (36/2005) :Applications for the Transfer of Individual Electronic Communications Service and Individual Electronic Communications Network Service Licences from Maredi Tower and Infrastructure (Pty) Ltd to Thabure Towerco (Pty) Ltd; and Applications for the Transfer of Individual Electronic Communications Service and Individual Electronic Communications Network Service Licences by Olova Technologies (Pty) Ltd.....	3	43892
<b>Legal Practice Council</b>			<b>Legal Practice Council</b>		
626 Legal Practice Act (28/2014) :Amendment to Rules 54.12 and 54.15.3.....	272	43872	626 Legal Practice Act (28/2014) :Amendment to Rules 54.12 and 54.15.3.....	272	43872
<b>Public Service and Administration, Department of</b>			<b>Staatsdiens en Administrasie, Departement van</b>		
627 Public Service Regulations, 2016 :Notice in terms of the Regulations: Amendment of X83 Application for Employment Form .	273	43872	627 Public Service Regulations, 2016 :Notice in terms of the Regulations: Amendment of X83 Application for Employment Form .	273	43872
<b>South African Reserve Bank</b>			<b>Suid-Afrikaanse Reserwebank</b>		
628 Currency and Exchanges Act (9/1933), as amended :Notice and Order of Forfeiture: Plan B Management (Pty) Limited.....	276	43872	628 Currency and Exchanges Act (9/1933), as amended :Notice and Order of Forfeiture: Plan B Management (Pty) Limited.....	276	43872
629 Co-operative Banks Act (40/2007) :Registration of Co-operative Bank-KSK Kooperatiewe Bank Beperk.....	277	43872	629 Co-operative Banks Act (40/2007) :Registration of Co-operative Bank-KSK Kooperatiewe Bank Beperk.....	277	43872
630 The Banks Act (94/1990) :Withdrawal of Authorisation granted in terms of Section 18A of the Banks Act to conduct the Business of a Bank by means of a Branch in the Republic of South Africa (Société Générale).....	277	43872	630 The Banks Act (94/1990) :Withdrawal of Authorisation granted in terms of Section 18A of the Banks Act to conduct the Business of a Bank by means of a Branch in the Republic of South Africa (Société Générale).....	277	43872

No.	Page No.	Gazette No.	No.	Page No.	Gazette No.
636 Currency and Exchanges Act (9/1933), as amended :Notice and Order of Forfeiture: Merisa Logistics (Pty) Limited.....	3	43886	636 Currency and Exchanges Act (9/1933), as amended :Notice and Order of Forfeiture: Merisa Logistics (Pty) Limited.....	3	43886
638 Currency and Exchanges Act, 1933(Act No. 9 of 1933), as amended :Notice and Order of Forfeiture: Trend Mania 1066 Close Corporation.....	3	43898	638 Currency and Exchanges Act, 1933(Act No. 9 of 1933), as amended :Notice and Order of Forfeiture: Trend Mania 1066 Close Corporation.....	3	43898
<b>Statistics South Africa</b>			<b>Statistieke Suid-Afrika</b>		
631 Statistics South Africa :Consumer Price Index: September 2020.....	277	43872	631 Statistics South Africa :Consumer Price Index: September 2020.....	277	43872
<b>Trade and Industry, Department of</b>			<b>Handel en Nywerheid, Departement van</b>		
633 Liquor Act, (27 /1989) :Notice of application for liquor licenses: Gauteng .....	41	43876	633 Drankwet, (27 /1989) :Kennisgewing van aansoeke om dranklisensies: Gauteng.....	41	43876
634 Liquor Act, (27 /1989) :Notice of applications for the removal of licenses: Limpopo	91	43876	634 Drankwet, (27 /1989) :Kennisgewing van aansoek om die verplasing van Lisensies: Limpopo.....	91	43876
<b>Trade, Industry and Competition, Department of</b>			<b>Handel, Nywerheid en Kompetisie, Departement van</b>		
632 International Trade Administration Commission :Investigation: Remedial action in the form of safeguard measure against increased imports of structural steel.....	278	43872	632 International Trade Administration Commission :Investigation: Remedial action in the form of safeguard measure against increased imports of structural steel.....	278	43872
<b>BOARD NOTICE</b>			<b>RAADSKENNISGEWINGS</b>		
133 Accounting Standards Board :Invitation to comment on Exposure Draft 186 on proposed IPSAS 5, borrowing costs – non-authoritative guidance .....	283	43872	133 Accounting Standards Board :Invitation to comment on Exposure Draft 186 on proposed IPSAS 5, borrowing costs – non-authoritative guidance .....	283	43872
134 Agricultural Produce Agents Act (12/1992) :Unclaimed monies payable to principals of Fresh Produce Agents.....	284	43872	134 Agricultural Produce Agents Act (12/1992) :Unclaimed monies payable to principals of Fresh Produce Agents.....	284	43872

## Contents

No.		Gazette No.	Page No.
<b>GOVERNMENT NOTICES • GOEWERMENTSKENNISGEWINGS</b>			
<b>Agriculture, Land Reform and Rural Development, Department of/ Landbou, Grondhervorming en Landelike Ontwikkeling, Departement van</b>			
1229	Agricultural Product Standards Act (119/1990): Standards and requirements regarding control of the export of table grapes: Amendment .....	43913	18
1229	Wet op Landbouproduktstandaarde (119/1990): Standaard en vereistes betreffende beheer oor die uitvoer van tafeldruie: Wysiging .....	43913	19
1230	Agricultural Product Standards Act (119/1990): Standards and requirements regarding control of the export of wheat: Amendment .....	43913	20
1231	Restitution of Land Rights Act (22/1994) as amended: Portion 2 of Farm 346, Frankfort, in the Buffalo City Metropolitan Municipality, Amathole District Municipality, Eastern Cape Province.....	43913	21
1232	Restitution of Land Rights Act (22/1994) as amended: Mawethu Victor Booi on behalf of Aaron Booi.....	43913	22
<b>Health, Department of/ Gesondheid, Departement van</b>			
1233	Medicines and Related Substances Act (101/1965): Amendment of Government Notice 514, published on 7 May 2020, Government Gazette 43294: Exclusion of Schedule 2, Schedule 3 and Schedule 4 substances from the Operation of certain Provisions of the Act.....	43913	23
<b>Home Affairs, Department of/ Binnelandse Sake, Departement van</b>			
1234	Refugee Act (130/1998): Publication of Amended Refugee Appeals Authority Rules .....	43913	25
<b>Mineral Resources and Energy, Department of/ Mineralebronne en Energie, Departement van</b>			
1235	Use of Official Languages Act (12/2012): National Nuclear Regulator Policy.....	43913	44
<b>South African Revenue Service/ Suid-Afrikaanse Inkomstediens</b>			
1236	Tax Administration Act (28/2011): Extension of deadline to file Country-by-Country returns in terms of section 25(7) of the Act .....	43913	89
1236	Wet op Belastingadministrasie (28/2011): Verlenging van spertyd om Land-vir-Land opgawes in te dien ingevolge artikel 25(7) van die Wet .....	43913	90
<b>Transport, Department of/ Vervoer, Departement van</b>			
1237	National Road Traffic Act (93/1996): Publication for comments of the Minimum Service Delivery Standard.....	43913	91

## GENERAL NOTICES • ALGEMENE KENNISGEWINGS

### Non-Governmental Organization/ Nie-Regeringsorganisasie

662	Veterinary and Para-Veterinary Professions Act (19/1982): Regulations Relating to Veterinary and Para-Veterinary Professions: Amendment .....	43913	104
-----	---	-------	-----

### Trade, Industry and Competition, Department of/ Handel, Nywerheid en Kompetisie, Departement van

663	International Trade Administration Commission of South Africa: Amendment to PPS guidelines .....	43913	106
664	Competition Act (89/1998): Competition Tribunal: Notification of decision to approve merger .....	43913	109

## BOARD NOTICES • RAADSKENNISGEWINGS

136	Auditing Profession Act (26/2005): Appointment of members to the board of the Independent Regulatory Board for Auditors.....	43913	110
137	National Council of Societies for the Prevention of Cruelty to Animals: Rules .....	43913	111

























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**GOVERNMENT NOTICES • GOEWERMENTSKENNISGEWINGS**

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**DEPARTMENT OF AGRICULTURE, LAND REFORM AND RURAL DEVELOPMENT****NO. 1229****20 NOVEMBER 2020**

AGRICULTURAL PRODUCT STANDARDS ACT, 1990 (ACT No. 119 OF 1990)

**STANDARDS AND REQUIREMENTS REGARDING CONTROL OF THE EXPORT OF TABLE GRAPES:  
AMENDMENT**

I, Billy Makhafola, appointed as Executive Officer in terms of section 2(1) of the Agricultural Product Standards Act, 1990 (Act No. 119 of 1990), hereby give notice under section 4(3) (c) of the said Act, that –

- (a) the standards and requirements regarding control of the export of Table grapes as stipulated in Government Notice No. R. 1983 of 23 August 1991 and promulgated in Government Notice No. 1266 of 9 October 1998, amended by Government Notices No. 1242 of 22 October 1999, No. 4147 of 3 November 2000, No. 1884 of 24 August 2001, No. 1711 of 13 September 2002, No. 1846 of 4 July 2003, No. 2237 of 15 October 2004, No. 1996 of 4 November 2005, No. 1495 of 27 October 2006, No. 1101 of 7 September 2007, No. 1069 of 5 September 2008, No. 1010 of 30 October 2009, No. 831 of 3 September 2010, No. 592 of 2 September 2011, No. 754 of 21 September 2012, No. 1010 of 11 October 2013, No. 622 of 30 September 2016 and No. 1265 of 23 November 2018 are hereby further amended; and
- (b) the standards and requirements mentioned in paragraph (a) –
  - (i) shall be available for inspection at the office of the Executive Officer: Agricultural Product Standards, Harvest house, 30 Hamilton Street, Arcadia, Pretoria;
  - (ii) may be obtained from the Executive Officer: Agricultural Product Standards, Department of Agriculture, Land Reform and Rural Development, Private Bag X343, Pretoria, 0001, Tel. (012) 319 6070 or Fax (012) 319 6265 or email: [TebogoC@Dalrrd.gov.za](mailto:TebogoC@Dalrrd.gov.za) on payment of the prescribed fees; and
  - (iii) shall come into operation seven days after publication of this notice.

**BILLY MAKHAFOLA****Executive Officer: Agricultural Product Standards**

**DEPARTEMENT VAN LANDBOU, GRONDHERVORMING EN LANDELIKE ONTWIKKELING****NO. 1229****20 NOVEMBER 2020**

WET OF LANDBOUPRODUKSTANDAARDE, 1990 (WET No. 119 VAN 1990)

**STANDAARDE EN VEREISTES BETREFFENDE BEHEER OOR DIE UITVOER VAN TAFELDRIUWE: WYSIGING**

Ek, Billy Makhafola, ingevolge artikel 2(1) van die Wet op Landbouprodukstandaarde, 1990 (Wet No. 119 van 1990), as Uitvoerende Beampte aangewys, gee hiermee kragtens artikel 4(3) (c) van die vermelde Wet, kennis dat –

- (a) standaarde en vereistes betreffende beheer oor die uitvoer van Tafeldriuwe soos gestipuleer in Goewermentskennisgewing No. R 1983 van 23 Augustus 1991 en afgekondig in Goewermentskennisgewing No. 1266 van 9 Oktober 1998, gewysig deur Goewermentskennisgewing No. 1242 van 22 Oktober 1999, No. 4147 van 3 November 2000, No. 1884 van 24 Augustus 2001, No. 1711 van 13 September 2002, No. 1846 van 4 Julie 2003, No. 2237 van 15 Oktober 2004, No. 1996 van 4 November 2005, No. 1495 van 27 Oktober 2006, No. 1101 van 7 September 2007, No. 1069 van 5 September 2008, No. 1010 van 30 Oktober 2009, No. 831 van 3 September 2010, No. 592 van 2 September 2011, No. 754 van 21 September 2012, No. 1010 van 11 Oktober 2013, No. 622 van 30 September 2016 en No. 1265 van 23 November 2018 word hiermee verder gewysig, en
- (b) die standaarde en vereistes in paragraaf (a) vermeld –
  - (i) ter insae beskikbaar is by die kantoor van die Uitvoerende Beampte: Landbouprodukstandaarde, Harvest house, Hamiltonstraat 30, Arcadia, Pretoria;
  - (ii) teen betaling van die voorgeskrewe bedrag vanaf die Uitvoerende Beampte Landbouprodukstandaarde, Departement van Landbou, Grondhervorming en Landelike Ontwikkeling, Privaatsak X343, Pretoria, 0001, Tel. (012) 319 6070 of Faks (012) 319 6265 of e-pos [TeboqoC@Dalrrd.gov.za](mailto:TeboqoC@Dalrrd.gov.za) of vanaf verkrygbaar is; en
  - (iii) sewe dae na publikasie van hierdie kennisgewing in werking tree.

**BILLY MAKHAFOLA****Uitvoerende Beampte: Landbouprodukstandaarde**

**DEPARTMENT OF AGRICULTURE, LAND REFORM AND RURAL DEVELOPMENT****NO. 1230****20 NOVEMBER 2020****AGRICULTURAL PRODUCT STANDARDS ACT NO.119 OF 1990****STANDARDS AND REQUIREMENTS REGARDING CONTROL OF THE EXPORT  
OF WHEAT: AMENDMENT**

I, Billy Malose Makhafola, appointed as Executive Officer in terms of section 2(1) of the Agricultural Product Standards Act No. 119 of 1990, hereby give notice under section 4(3) (c) of the said Act, that –

- (a) the standards and requirements regarding control of the export wheat as stipulated in Government Notice No. R. 1983 of 23 August 1991 and promulgated by Government Notice No. 332 of 15 March 2002 and amended by Government Notices No. 295 of 27 February 2004 and No. 1072 of 23 September 2016 are hereby further amended; and
- (b) the standards and requirements mentioned in paragraph (a) –
  - (i) shall be available for inspection at the Office of the Executive Officer: Agricultural Product Standards, Harvest House, 30 Hamilton Street, Arcadia, Pretoria;
  - (ii) may be obtained from the Executive Officer: Agricultural Product Standards, Department of Agriculture, Forestry and Fisheries, Private Bag X 343, Pretoria, 0001, Tel. (012) 319 6171 or Fax (012) 319 6265 or Email: [VictorMa@dalrrd.gov.za](mailto:VictorMa@dalrrd.gov.za) on payment of the prescribed fees or from the website <http://www.dalrrd.gov.za>; and
  - (iii) shall come into operation seven days (7) after the publication of this notice.

**B.M MAKHAFOLA****Executive Officer: Agricultural Product Standards**

## DEPARTMENT OF AGRICULTURE, LAND REFORM AND RURAL DEVELOPMENT

NO. 1231

20 NOVEMBER 2020

**GENERAL NOTICE IN TERMS OF THE RESTITUTION OF LAND RIGHTS ACT,  
1994 (ACT NO.22 OF 1994)**

Notice is hereby given in terms of section 11 (1) of the Restitution of Land Rights Act, 1994 (Act No.22 of 1994 as amended) that a claim for restitution of land rights on:

REFERENCE : 6/2/2/92/0/0/60

CLAIMANT : Kriemon Adalbert Hermann Kietsman

PROPERTY DESCRIPTION: Portion 2 of Farm 346 Frankfort, in the Buffalo City Metropolitan Municipality, Amathole District Municipality, Eastern Cape Province

EXTENT OF LAND : 308.4051 Hectares

TITLE DEED : N/A

DATE CLAIM SUBMITTED : 20 February 1995

CURRENT OWNER : Department of Agriculture , Land Reform and Rural Development

Has been submitted to the Regional Land Claims Commissioner for the Eastern Cape and that the Commission on Restitution of Land Rights will investigate the claim in terms of the provisions of the Act in due course.

Any person who has an interest in the above-mentioned land is hereby invited to submit, within fourteen (14) days from the publication of this notice, any comments/information to:

**Office of the Regional Land Claims Commissioner : Eastern Cape**  
**Department of Rural Development and Land Reform**  
**PO Box 1375**  
**East London**  
**5200**  
**Tel : 043 700 6000**  
**Fax : 043 743 3687**



**Mr. L.H. Maphutha**  
**Regional Land Claims Commissioner**

## DEPARTMENT OF AGRICULTURE, LAND REFORM AND RURAL DEVELOPMENT

NO. 1232

20 NOVEMBER 2020

**GENERAL NOTICE IN TERMS OF THE RESTITUTION OF LAND RIGHTS ACT,  
1994 (ACT NO.22 OF 1994)**

Notice is hereby given in terms of section 11 (1) of the Restitution of Land Rights Act, 1994 (Act No.22 of 1994 as amended) that a claim for restitution of land rights on:

REFERENCE : 6/2/2/D/968/0/0/8

CLAIMANT : Mawethu Victor Booi on behalf of Aaron Booi

PROPERTY DESCRIPTION	Extent in hectares
Building Lot No. 217 Location 2, Zagwityi Administrative area	0.03
Building Lot No. 523 Location 2, Zagwityi Administrative area	3,4757

**All properties are situated in Butterworth, Mnquma Local Municipality, Amathole District Municipality Eastern Cape Province.**

TITLE DEED : N/A


DATE CLAIM SUBMITTED : 22 December 1998

CURRENT OWNER : Department of Agriculture , Land Reform  
and Rural Development

Has been submitted to the Regional Land Claims Commissioner for the Eastern Cape and that the Commission on Restitution of Land Rights will investigate the claim in terms of the provisions of the Act in due course.

Any person who has an interest in the above-mentioned land is hereby invited to submit, within fourteen (14) days from the publication of this notice, any comments/information to:

**Office of the Regional Land Claims Commissioner : Eastern Cape  
Department of Rural Development and Land Reform  
PO Box 1375  
East London  
5200  
Tel : 043 700 6000  
Fax : 043 743 3687**

  
**Mr. L.H. Maphutha  
Regional Land Claims Commissioner**

## DEPARTMENT OF HEALTH

NO. 1233

20 NOVEMBER 2020

**AMENDMENT OF GOVERNMENT NOTICE 514, PUBLISHED ON 07 MAY 2020, GOVERNMENT GAZETTE 43294: EXCLUSION OF SCHEDULE 2, SCHEDULE 3 AND SCHEDULE 4 SUBSTANCES FROM THE OPERATION OF CERTAIN PROVISIONS OF THE MEDICINES AND RELATED SUBSTANCES ACT, 1965 (ACT No. 101 OF 1965)**

## NOTE

**[** Words in bold type in square brackets indicate omissions from the notice published on 30 April 2020.  
\_\_\_\_\_ Words underlined with a solid line indicate insertions in the notice published on 30 April 2020.

I, Dr Zwelini Lawrence Mkhize, the Minister of Health, in terms of section 36(1) of the Medicines and Related Substances Act, 1965 (Act 101 of 1965) (the Act), and on the recommendation of the South African Health Products Regulatory Authority (the Authority) hereby exclude Schedule 2, Schedule 3 and Schedule 4 substances from the requirement in section 22A(6)(f) of the Act that such substances may be dispensed for no longer than six months.

Provided that Schedule 2, Schedule 3 and Schedule 4 substances may not be dispensed for a period longer than twelve (12) months from the date of issue of a prescription issued by an authorised prescriber, in accordance with regulation 33 of the General Regulations made in terms of the Act (the Regulations), where the date of issue of the prescription is:

- (a) up to six (6) months before the date of publication of this notice, in which case additional repeats may be issued for a period not exceeding six months, and in accordance with the original prescription in order to ensure that therapy is not disrupted, **[if the person dispensing the prescription is satisfied that an authorised prescriber initiated the therapy, with the intention that the therapy be continued,]** and that the intention to continue such therapy is confirmed by the initial prescriber or another authorised prescriber designated to provide care to the patient and such confirmation is documented, and that the particulars of such sale are recorded in a prescription book or permanent record in terms of regulation 35 of the Regulations, or
- (b) on or six (6) months after the date of publication of this notice, and the authorised prescriber who issued the prescription, has indicated thereon the number of times it may be dispensed (but not longer than 12 months).

And provided:

Further that the prescribing and dispensing of prescriptions is done in accordance with the ethical rules, code of conduct and practice guidelines provided by the applicable regulatory body.

This Notice is effective immediately for a period not exceeding 18 months from the date of signature of the original Notice, GNR. 514, published on 07 May 2020, Government Gazette 43294.



DR ZWELINI LAWRENCE MKHIZE, MP

MINISTER OF HEALTH

DATE 06/10/2020



## DEPARTMENT OF HOME AFFAIRS

NO. 1234

20 NOVEMBER 2020

## GENERAL EXPLANATORY NOTE:

[ ] Words in bold type in square brackets indicate omissions from existing enactments.

\_\_\_\_\_ Words underlined with a solid line indicate insertions in existing enactments.

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## AMENDED REFUGEE APPEALS AUTHORITY OF SOUTH AFRICA RULES

To amend the Refugee Appeals Authority of South Africa Rules, 2013 (hereinafter referred to as the principal Rules), so as to amend, insert and delete certain provisions and to provide for an appeal process that is fair, efficient, with integrity, adaptable and to provide for matters connected therewith.

**B**E IT ENACTED by the Refugee Appeals Authority of South Africa as follows: ---

### Amendment of rule 1 of the principal Rules

1. Rule 1 of the principal Rules is hereby amended—
  - (a) by the substitution for the definition of “Appeal Board” of the following definition:

**[“Appeal Board”]** Refugee Appeals Authority of South Africa means **[Refugee Appeal Board]** “Refugee Appeals Authority” as established in terms of section **[12]** 8A(1) of the Act;
  - (b) by the substitution for the definition of “Appeal” of the following definition:

“Appeal” means any appeal directed to the **[Appeal Board]** “Refugee Appeals Authority of South Africa” in terms of section **[26(1)]** 24B(1) of the Act;
  - (c) by the substitution for the definition of “Appellant” of the following definition:

“Appellant” means an asylum seeker who has lodged an appeal in accordance with section **[26(1)]** 24B(1) of the Act;
  - (d) by the substitution for the definition of “Chairperson” of the following definition:

“Chairperson” means a member of the **[“Appeal Board”]** “Refugee Appeals Authority” designated by the Minister of Home Affairs as Chairperson of the **[Appeal Board]** Refugee Appeals Authority of South Africa;
  - (e) by the substitution for the definition of “Hearing” or “Hear” of the following definition:

**[“Hearing” or “Hear”]** determination means **[either]** an appeal hearing or the consideration of evidence on paper pertaining to the appeal;

- (f) by insertion of the word "Member" as a legally qualified adjudicator appointed by the Minister of Home Affairs and designated in terms of section 8B(i)(b) of the Act;
- (g) by insertion of the description of the word "Registrar" as an official designated as such by the Chairperson of the Refugee Appeals Authority of South Africa.

#### **Amendment of rule 2 of the principal Rules**

##### **Timeframes**

- 2. sub-rule 1(a) is hereby amended:
  - (a) a day means [a calendar including Saturdays, Sundays and public holidays] a working day excluding Saturdays, Sundays and public holidays; and
  - (b) Deletion of sub-rule 2(b).

#### **Amendment of rule 3 of the principal Rules**

##### **Authority of the [Appeal Board] Refugee Appeals Authority of South Africa and General Powers**

- 3. Rule 3 of the principal Rules is hereby amended--
  - (a) by the substitution for rule 3 of the following:
 

"3. Authority of the [Appeal Board] Refugee Appeals Authority of South Africa and General Powers."
  - (b) by the substitution for sub-rule 1 of the following sub-rule:
 

"1. In exercising its authority pursuant to section [14] 8C of the Act, the [Appeal Board] Refugee Appeals Authority of South Africa may";
  - (c) by the substitution for sub-rule (1b)
 

convene [as often as necessary] for meetings as required by the chairperson with minimum of two meetings per annum;
  - (d) by the substitution for sub-rule 1(d) of the following sub-rule:
 

"1(d) at any time request any party to the appeal to furnish any particulars which [appear to] may be [requisite] relevant for the determination of an appeal; thereupon that party shall direct the particulars to the [Appeal Board] Refugee Appeals Authority of South Africa within a period [determined by the Appeal Board] agreed by the parties, which may not be longer than 30 days, failing which the matter will be finalized unless agreed otherwise";
  - (e) by the substitution for sub-rule 1(e) of the following sub-rule:
 

"1(e) postpone the hearing for any material evidence or representations [of] for the consideration of an appeal to such date as the [Appeal Board] Refugee Appeals Authority of South Africa may determine; and"
  - (f) by the substitution for sub-rule 2 of the following sub-rule:
 

"2. If for any reason the Chairperson of the [Appeal Board] Refugee Appeals Authority of South Africa is unavailable to convene or attend any meeting of the [Appeal Board] Refugee Appeals Authority South Africa, the Chairperson may designate one of the members of the [Appeal Board] Refugee Appeals Authority of South Africa to act as presiding officer."
  - (g) by the substitution for sub-rule 3 of the following sub-rule:
 

"3. In the event of the [Appeal Board] Refugee Appeals Authority of South Africa setting aside the decision of a Refugee Status Determination Officer, the matter may be referred back to the Refugee Status Determination Officer for determination." (deletion of sub-rule 2 and 3) The decision to refer the matter

back to the RSDO shall be accompanied by reasons and the appellant shall be afforded the opportunity object, which objection must be considered.

#### **Amendment of rule 4 of the principal Rules Lodging an Appeal**

4. Rule 4 of the principal Rules is hereby amended—

(a) by the substitution for sub-rule 1 of the following sub-rules:

"1. An appeal in terms of section [26] 24B of the Act shall be lodged [in person] within [30] 10 days. [of receipt by the asylum seeker of the letter of rejection by the Refugee Status Determination Officer.] Such appeal may be lodged in person with the Refugee Appeals Authority of South Africa or at the Refugee Reception Office where the letter of rejection was issued by the Refugee Status Determination Officer or by email to an email address designated by the Refugee Appeals Authority of South Africa for that purpose in the practice note.

"2. The notice of appeal shall be in the form RAA(01) as prescribed [by Form RAB(01)] in the Regulations and shall include:-

"4. The designated Appeal Clerk shall submit the notice of appeal together with copies of [relevant documentation] the relevant file to the [Appeal Board] Refugee Appeals Authority of South Africa within 10 days after the notice of appeal is lodged.

(b) by the substitution for sub-rule 5 and by the insertion of sub-rule (a), (b), and (c) of the following sub-rule:

"5(a) Where good cause is shown the [Appeal Board] Refugee Appeals Authority of South Africa may condone [any] non-compliance with the 10 day period provided in Rule 4(1). The Refugee Appeals Authority of South Africa will determine condonation together with the appeal"

"5(b) Where an appellant lodges a notice of appeal after the expiry of the period stipulated in Rule 4, the Appellant must serve an affidavit with the notice of appeal showing good cause for the delay, supported by documentary evidence where appropriate."

"5(c) The designated Appeal Clerk must submit the documents referred in sub-rule 5(b) to the Refugee Appeals Authority of South Africa within 10 days of receipt."

#### **Amendment of Rule 5 of the principal Rules**

##### **Service of Documents**

5. Rule 5 of the principal Rules is hereby amended—

(a) by the substitution for sub-rule 1 of the following sub-rules:

"1. The [Appeal Board] Refugee Appeals Authority of South Africa may serve and accept service of any document in a manner it deems fit."

"2. Where any party serves a document on another party, a copy of that document shall also be filed with the Registrar of the [Appeal Board] Refugee Appeals Authority of South Africa;"

"3. A party must serve all documents [on the Appeal Board] arising out or relating to an appeal on the Refugee Appeals Authority, specific details of which will be provided in the practice note as follows:

**[(b) All other documents arising out or relating to an appeal must be served as follows:]**

- (i) personally on the Registrar of the **[Appeal Board]** Refugees Appeals Authority of South Africa; or
- (ii) by facsimile to the Registrar of the **[Appeal Board]** Refugee Appeals Authority of South Africa; or
- (iii) by sending a copy of the document by registered post to the Registrar of the **[Appeal Board]** Refugee Appeals Authority of South Africa
- (iv) by email to the Registrar

“4. The **[Appeal Board]** Refugee Appeals Authority of South Africa may accept proof of service of any document in a manner it deems fit.”

**Repeal of Rule 6 of the principal Rules**

**Late Notice of Appeal – Condonation**

6. Rule 6 of the principal Rules is hereby repealed.

**Amendment of Rule 7 of the principal Rules**

**Parties to the Appeal**

7. Rule 7 of the principal Rules is hereby amended—

- (a) by the substitution for sub-rule 1 of the following sub-rule:  
“1. The Appellant and the **[Department of Home Affairs]** Refugee Status Determination Officer are parties to the appeal.”
- (b) by the substitution for sub-rule 2 of the following sub-rule:  
“2. If any party intends submitting heads of argument, **[the] they [parties]** must **[submit] do so [heads of argument]** within **[5] 3** days prior to the hearing;”
- (c) by repealing sub-rule 3 of the Rule.

**Amendment of Rule 8 of the principal Rules**

**Change in Address**

8. Rule 8 of the principal Rules is hereby amended—

- (a) by the substitution for the sub-rule:  
“1. The Appellant must **[serve a notice on]** notify the Registrar of the **[Appeal Board]** Refugee Appeals Authority of South Africa of any change in his or her address or personal contact details provided in the Notice of Appeal, within 30 days of knowing such change.”
- (b) by the insertion of the following sub-rule:  
“2. The address and personal details contemplated in sub-rule 1 is, for the purposes of these Rules, deemed to be the address to which the service of processes or correspondence may be made.”

**Amendment of Rule 9 of the principal Rules****Right to Legal Representation**

9. Rule 9 of the principal Rules is hereby amended—

(a) by the substitution for sub-rule 1 of the following sub-rule:

“1. The appellant is entitled to legal representation at no expense to the **[Appeal Board] Refugee Appeals Authority of South Africa.**”

(b) by repealing sub-rule 3 of the rule.

(c) by the substitution for sub-rule 4 of the following sub-rule:

“4. Representation referred to in Rule 9(2) **[and (3)]** must be duly authorized by the Appellant by way of a Power of Attorney as prescribed in Form **[RAB(02)] RAA(02).**”

**Amendment of Rule 10 of the principal Rules****Notification of Appeal [Hearing] Determination**

10. Rule 10 of the principal Rules is hereby amended—

(a) by deletion of the word Appeal in the heading of Rule 10:

“1. The word appeal in the heading of Rule 10 is hereby deleted.”

(b) by the substitution for sub-rule 1 of the following sub-rule:

“2. Where the **[Appeal Board] Refugee Appeals Authority of South Africa** decides to conduct a hearing or make a determination on paper, it **[shall]** will serve written notice on the Appellant at least 30 days prior to the scheduled hearing. Such notice shall contain the date, time and venue for the hearing as prescribed in Form **[RAB(03)] RAA(03) attached to the Rules.**”

(c) by the insertion of sub-rule 3

“3. The parties may, by agreement, waive the time periods contemplated in sub-rule 10(1).”

**Amendment of Rule 11 of the principal Rules****Postponement of a Hearing**

11. Rule 11 of the principal Rules is hereby amended—

(a) by the substitution for sub-rule 1 of the following sub-rule:

“1. The **[Appeal Board] Refugee Appeals Authority of South Africa** may grant an application for the postponement of a hearing upon being satisfied that there is good cause for the postponement requested.”

“2. The **[Appeal Board] Refugee Appeals Authority of South Africa** may also postpone the hearing on its own accord.”

“3. Where a hearing is postponed, the **[Appeal Board] Refugee Appeals Authority of South Africa** shall **[give notice]** notify the Appellant either orally or in writing **[to the Appellant]** of such postponement **[time, date and venue of the postponed hearing].**”

(b) by insertion of the following sub-rules to Rule 11:

“4. Application for postponement of an appeal hearing must be done in person by the appellant and if he or she is represented, by his/her representative on the

date of the scheduled hearing before the appointed member or members concerned"

5. If the appellant or his/her representative is unable to appear on the date scheduled for the appeal hearing, the written application for postponement must be submitted to the registrar 5 days prior to the hearing date, if possible."

"6. Failure to comply with any provision of the Rules relating to postponement may result in the member or members concerned determining the appeal on paper."

#### **Amendment of Rule 12 of the principal Rules**

##### **Non-appearance of Appellant**

12. Rule 12 of the principal Rules is hereby amended—

(a) by the substitution for sub-rule 1 of the following sub-rule:

"1. Where an Appellant is duly served with a Notice of Hearing in terms of Rule 10 but fails to attend the hearing and has neither notified the [Appeal Board] Refugee Appeals Authority of South Africa nor given any satisfactory explanation for such failure, the [Appeal Board] Refugee Appeals Authority of South Africa [will] may [determine] consider the appeal on paper subject to Rule 12(2)."

(b) by the insertion of the following sub-rules to Rule 12

"2. Where an appellant fails to attend a hearing as set out in Rule 12(1), the appellant may within 30 days of the scheduled hearing provide and serve in terms of Rule 5 the Refugee Appeals Authority of South Africa with reasons for no-appearance in writing."

"3. In exercising its discretion whether or not to grant a hearing of the appeal, the Refugee Appeals Authority of South Africa shall give due consideration to the reasons for failure to appear as scheduled."

"4. Where a member decides to make a determination on paper, the appellant must be provided with a notification of his/her decision and be given an opportunity to provide an additional affidavit within 10 days"

"5. The affidavit referred above may contain additional information for the member to consider before finalizing the matter."

#### **Amendment of Rule 13 of the principal Rules**

##### **Conduct of Proceedings at Hearings**

13. Rule 13 of the principal Rules is hereby amended—

(a) by the substitution for sub-rule 1 of the following sub-rules:

"1. The [Appeal Board] Refugee Appeals Authority of South Africa shall conduct its proceedings in a manner appropriate for the purposes of determining the appeal before it and in line with the practice notes developed for this purpose."

"2. An appeal determination will take the form of a hearing in person, as part of the inquisitorial process."

"3. The [Appeal Board] Refugee Appeals Authority of South Africa will [may] require any party or any witness to give evidence [on] under oath or [under] affirmation."

"4. The Chairperson may designate one or more members of the **[Appeal Board]** Refugee Appeals Authority of South Africa to hear and determine any appeal lodged."

#### Insertion of Rule 13A of the principal Rules

##### Determination on paper

13. Rule 13A of the principal Rules is hereby inserted—

"1. A member may determine a matter on paper provided there is sufficient information on the file to make a determination."

"2. Where a member decides to conduct a paper determination the Registrar will serve a written notice on the appellant in the Form of RAA(05) to the last confirmed contact details or on the appellant's file. Within 30 days of receipt of such notice the appellant will have a right to submit a supplementary affidavit."

"3. Prior to making a final determination on paper the appellant will be afforded an opportunity to submit an affidavit explaining whether he/she objects to a determination on paper and provide reasons for such objection. In the affidavit the appellant may include additional information for a member's consideration."

#### Amendment of Rule 14 of the principal Rules

##### **[Closed] Confidential Proceedings**

14. Rule 14 of the principal Rules is hereby amended—

(a) by the substitution for sub-rule 1 of the following sub-rule:

"1. The proceedings **[hearings]** of the **[Appeal Board]** Refugee Appeals Authority of South Africa are confidential and are only open to parties to the proceedings **[will not be open to the public.]** The **[Appeal Board]** Refugee Appeals Authority of South Africa may on application or on its own accord allow any persons to attend a hearing."

"2. Where such persons are permitted to attend the hearing in terms of Rule 14(1) above, the **[Appeal Board]** Refugee Appeals Authority of South Africa may nonetheless exclude any person behaving in a manner likely to interfere with the proper conduct of the proceedings."

(b) by insertion of the following sub-rule;

"3. Where an application is made to attend confidential proceedings in terms of section 21(5) of the Act, such an application must be heard prior to the hearing of the appeal. A decision in this regard must be rendered within 10 days of the application."

#### Amendment of Rule 15 of the principal Rules

##### **Subpoena of Witnesses**

15. Rule 15 of the principal Rules is hereby amended—

(a) by the substitution for sub-rule 1 of the following sub-rule:

"1. The **[Appeal Board]** Refugee Appeals Authority of South Africa may either of its own volition or on the request of any party to the appeal, subject to the approval of the **[Appeal Board]** Refugee Appeals Authority of South Africa,

subpoena any person to serve as a witness at a hearing of the **[Appeal Board]** Refugee Appeals Authority of South Africa at such time and place as may be specified in the subpoena which shall be issued in Form **[RAB(4)]** RAA(4) attached to the Rules."

- (b) by the substitution for sub-rule 2 of the following sub-rule:  
"2. The **[Appeal Board]** Refugee Appeals Authority of South Africa may require a witness to answer any questions and/or to provide and any relevant documentation related to an appeal."
- (c) by the substitution for sub-rule 3 of the following sub-rule:  
"3. No person shall be required to travel more than 50 kilometres from his or her place of residence in obedience to a subpoena unless the party at the request of which the subpoena is issued, pays the reasonable expenses of such attendance as determined by the **[Appeal Board]** Refugee Appeals Authority of South Africa."
- (d) by the substitution for sub-rule 4 of the following sub-rule:  
"4. Service of any such subpoena issued shall be effected by a member of the South African Police Services, the Sheriff of the Court or in a manner determined by the **[Appeal Board]** Refugee Appeals Authority of South Africa."

#### **Amendment of Rule 16 of the principal Rules**

##### **Consolidated Proceedings [Hearings]**

16. Rule 16 of the principal Rules is hereby amended—

- (a) by the substitution for the rule of the following rule:  
"1. The **[Appeal Board]** Refugee Appeals Authority of South Africa may, **[after consultation with the parties, decide]** make a ruling in terms of the practice note that two or more appeals be determined [heard] together where it appears to the **[Appeal Board]** Refugee Appeals Authority of South Africa that-
- (3) for some reason it is practical and **[appropriate]** efficient to proceed with two or more appeals under this rule.

#### **Amendment of Rule 17 of the principal Rules**

##### **Record of Decisions and Reasons**

17. Rule 17 of the principal Rules is hereby amended—

- (a) by the substitution for the rule of the following rule:  
"1. The **[Appeal Board]** Refugee Appeals Authority of South Africa shall record the decision of any appeal. The Registrar is to update the system in order for the decision to be served by the Department of Home Affairs."

#### **Amendment of Rule 18 of the principal Rules**

##### **Cancellation of Appeal**

18. Rule 18 of the principal rules is hereby amended

- (a) by the substitution for the rule of the following rule:  
"1. An appeal is deemed cancelled if the Appellant **[gives notice of withdrawal or cancellation of his]** gives notice in the form of an affidavit to the Refugee Appeals Authority of South Africa or to a designated Refugee Appeals Authority



of South Africa official, in writing of his/her cancellation of [his] the appeal. [to the Appeal Board and/or the designated Appeal Clerk.]

- (b) by the insertion of sub-rule 2

"2. Such notification must be accompanied by the Appellant's affidavit, together with the Appellant's asylum permit, travel ticket or travel document (passport)."

- (c) by the insertion of sub-rule 3

"3. Refugee Appeals Authority South Africa will issue the appellant with a letter signed by a member confirming the decision of the Refugee Status Determination Officer and the Registrar shall update the system accordingly"

## **Amendment of Rule 19 of the principal Rules**

### **Review of Decisions**

19. Rule 19 of the principal rules is hereby amended

- (a) by the substitution for the rule of the following rule:

"1. Where the [Appeal Board] Refugee Appeals Authority of South Africa has conveyed its appeal decision to the Appellant, the [Appeal Board] Refugee Appeals Authority of South Africa shall be functus officio."

- (b) by the insertion of the following sub-rule;

"2. The Refugee Appeals Authority of South Africa may on application re-hear an appeal after a decision has been issued under the following circumstances:

(i) where the party fails to appear for a scheduled hearing and complies with the provisions of Rule 12.

(ii) where judicial review has been instituted and a settlement agreement has been reached as per a decision of the High Court.

## **Amendment of Rule 20 of the principal Rules**

### **Correction of Errors**

20. Rule 20 of the principal rules is hereby amended

- (a) by the substitution for the rule of the following rule:

"1. Clerical errors in any decision, or errors from any omission, may at any time be corrected and any correction made hereto, or to a record of the decision, shall be deemed to be part of the decision or record and a written notice of it shall be given as soon as practicable to the parties if the [Appeal Board] Refugee Appeals Authority of South Africa deems it necessary."

## **Amendment of Rule 21 of the principal Rules**

### **General**

21. Rule 21 of the principal rules is hereby amended

- (a) by the substitution for the rule of the following sub-rules:

"1. An Appellant or his/her legal representative may request copies of all relevant documents, transcripts or the contents of the file on payment of a fee determined by the **[Appeal Board]** Refugee Appeals Authority of South Africa."

(b) by repealing sub-rule 2

"2. Sub-rule 2 of the principal Rules is hereby repealed

(c) by the insertion of sub-rule 3

"3. Refugee Appeals Authority of South Africa's Practice Notes issued by Refugee Appeals Authority of South Africa from time to time will fully set out the conduct of its proceedings."

#### **Amendment of Rule 23 of the principal Rules**

##### **Citation and Commencement**

22. Rule 23 of the principal rules is hereby amended

(a) by the substitution for the rule of the following rule:

"1. These Rules may be cited as the **[Refugee Appeal Board]** Refugee Appeals Authority of South Africa Rules, 2013 as amended and shall come into operation on **[6 December 2013]** publication.



FORM [RAB] RAA (01)

IN THE [REFUGEE APPEAL BOARD] REFUGEE APPEALS AUTHORITY

FILE REF NO: \_\_\_\_\_

In the matter between:

Appellant

and

Respondent

---

**NOTICE OF APPEAL**

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PLEASE TAKE NOTICE that \_\_\_\_\_ (the appellant) intends to appeal the decision of the Refugee Status Determination Officer (RSDO) rejecting his/her application for refugee status for an order in the following terms:

- 1.
- 2.
- 3.

TAKE NOTICE FURTHER that the affidavit of the appellant, annexed hereto, which sets out reasons for this appeal, will be used herein.

DATED at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

\_\_\_\_\_  
APPELLANT

TO: THE REGISTRAR  
[REFUGEE APPEAL BOARD] REFUGEE APPEALS AUTHORITY

AND

TO: RESPONDENT

**APPEAL AGAINST A DECISION BY THE REFUGEE STATUS DETERMINATION OFFICER (RSDO)**

File Ref No \_\_\_\_\_

\_\_\_\_\_  
(Appellant)

and

\_\_\_\_\_  
(Respondent)**AFFIDAVIT**

I, the undersigned,

do hereby make oath and say:

**1. Background**

1.1 Date of birth: \_\_\_\_\_

1.2 Gender: \_\_\_\_\_

1.3 Nationality: \_\_\_\_\_

1.4 Marital status: \_\_\_\_\_

1.5 Tel/cell no: \_\_\_\_\_

1.6 Postal and Physical address (number and street, suburb, city and province) \_\_\_\_\_  
\_\_\_\_\_

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DEPONENT

Signed and sworn before me at \_\_\_\_\_ on this \_\_\_\_\_ day  
of \_\_\_\_\_ 20\_\_\_\_ the deponent having acknowledged that he knows and understands the  
contents of this affidavit, has no objection to taking the prescribed oath and considers the oath to be binding  
on his/her conscience.

**Power of Attorney in respect of an appeal to the [Refugee Appeal Board] REFUGEE APPEALS  
AUTHORITY**

## POWER OF ATTORNEY

2. \_\_\_\_\_

FORM [RAB] RAA (03)

Republic of South Africa

**[REFUGEE APPEAL BOARD] REFUGEE APPEALS AUTHORITY**7<sup>th</sup> Floor, 266 City Centre Building, Pretorius Street, Pretoria

Private Bag X500, Pretoria. 0001

Tel: +27 12 316 9800 (International) 012 316 9800 (Local)

Fax: +27 12 323 1038 (international) 012 323 1038 (Local)

Email: [rab@dha.gov.za](mailto:rab@dha.gov.za)

Address all correspondence to the Registrar

**NOTICE OF HEARING****APPELLANT:****FILE NO.:**

You have lodged an appeal against the decision of the RSDO rejecting your asylum application. The **[Refugee Appeal Board] Refugee Appeals Authority** will hear your appeal as follows:

**DAY:****TIME:****PLACE:**

If you are unable to speak English, you must bring a competent interpreter with you. You are also entitled to be accompanied by a legal representative of your choice. Both the interpreter and the legal representative will be at your own expense.

If you have applied for condonation for the late filing of the Notice of Appeal, the Refugee Appeals Authority may hear your condonation application.

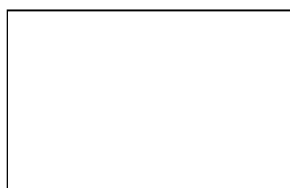
If you fail to appear for your appeal hearing on the date and place referred to herein, the **[Refugee Appeal Board] Refugee Appeals Authority** will determine your appeal on paper in terms of Rule 12 of the **[Refugee Appeal Board] Refugee Appeals Authority** rules.

.....  
**For [Refugee Appeal Board] Refugee Appeals Authority**

**ACKNOWLEDGEMENT**

I, the named Appellant, hereby acknowledge that I have received and understood the above Notice. I will attend the hearing as scheduled.

**Date:**.....**Signature:**.....**Name:**.....



**Left Hand Thumb Print**



FORM RAA (04)

Republic of South Africa

**REFUGEE APPEALS AUTHORITY**7<sup>th</sup> Floor, City Centre Building, 266 Pretorius Street, Pretoria

Private Bag X500, Pretoria. 0001

Tel: +27 12 316 9800 (International) 012 316 9800 (Local)

Fax: +27 12 323 1038 (international) 012 323 1038 (Local)

Email: [rab@dha.gov.za](mailto:rab@dha.gov.za)

Address all correspondence to the Registrar

**NOTICE OF APPEAL DETERMINATION ON PAPER****APPELLANT:****FILE NO:**

You have lodged an appeal against the decision of the Refugee Status Determination Officer (RSDO) rejecting your asylum application. This Notice serves to advise that the Refugee Appeals Authority intends making a determination on paper in respect of your appeal based on the information on your file. Prior to the Refugee Appeals Authority making a final determination on paper, you are given an opportunity to supplement your appeal by submitting an affidavit to the Refugee Appeals Authority. In the affidavit you need to explain whether you object to the determination on paper, and if you do object, you must provide full reasons for such objection. You may also include in the affidavit, additional information that you would like the Refugee Appeals Authority to take into consideration when making its final determination. The affidavit must be submitted to the Registrar of the Refugee Appeals Authority, within thirty (30) days of receipt by you of this Notice. You must serve the affidavit on the Registrar either in person at 7<sup>th</sup> Floor, City Centre Building, 266 Pretorius Street, Pretoria, or via email at [rab@dha.gov.za](mailto:rab@dha.gov.za) or otherwise in accordance with the remaining provisions of Rule 5.

The last day for you to submit your affidavit to the Registrar in terms of the thirty-day period is **(DATE):**.....

If you are unable to speak English, you have the right to have a competent interpreter assist you with interpretation to complete the affidavit. If you are unable yourself to secure the services of an interpreter to assist you, you must inform the Registrar either via telephone at +27 12 3169800, or via email at [rab@dha.gov.za](mailto:rab@dha.gov.za) at least ten (10) days before the expiry of the thirty (30) day period, in which instance the Registrar will assist you in finding an interpreter to assist you with the affidavit. Should you secure the services of an interpreter yourself, it will be at your own expense.

You also have the right to have a legal representative of your choice to help you with the drawing up of the affidavit, at your own expense.

If you fail to submit an affidavit within the thirty-day period, The Refugees Appeal Authority will proceed to make a determination on paper in terms of Rule 12 of the Refugee Appeals Authority Rules.

.....  
**REGISTRAR: For** Refugee Appeals Authority

**ACKNOWLEDGEMENT**

I, the above-named Appellant, hereby acknowledge that I have received and understood the above Notice.

**Date:**.....

**Signature:**.....

**Name.....**



**Left Hand Thumb Print**

FORM [RAB] RAA (05)

Republic of South Africa

**[REFUGEE APPEAL BOARD] REFUGEE APPEALS AUTHORITY**7<sup>th</sup> Floor, 266 City Centre Building, Pretorius Street, Pretoria

Private Bag X500, Pretoria. 0001

Tel: +27 12 316 9800 (International) 012 316 9800 (Local)

Fax: +27 12 323 1038 (international) 012 323 1038 (Local)

Email: [rab@dha.gov.za](mailto:rab@dha.gov.za)

Address all correspondence to the Registrar

**WITNESS SUBPOENA**

TO:

Name: .....

Address .....

You are hereby required to appear in person before the [Refugee Appeal Board] Refugee Appeals Authority on the.....day of.....20.....at

(time).....(venue).....

to render evidence in the appeal of.....  
.....and to bring with you all documents in your possession relating to this appeal.

You are required to give evidence during the appeal and to remain present until excused by the [Appeal Board] Refugee Appeals Authority.

If your above-mentioned address changes before the proceedings are finalized or before you are officially excused as a witness, you must inform the [Appeal Board] Refugee Appeals Authority thereof.

.....  
REFUGEE APPEALS AUTHORITY

p.p. [REFUGEE APPEAL BOARD]

I, .....hereby acknowledge receipt of the above subpoena.

Signature:.....

Date:.....

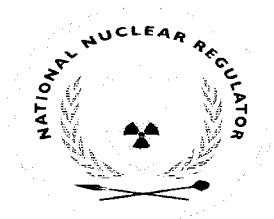
Name: .....

NB: Any person who fails to comply with this subpoena will in terms of section 37 of the Refugees Act, No 130 of 1998 be guilty of an offence and liable on conviction to a fine or to imprisonment for a period not exceeding five years, or to both a fine and such imprisonment.

DEPARTMENT OF MINERAL RESOURCES AND ENERGY

NO. 1235

20 NOVEMBER 2020



# POLICY

## OFFICIAL LANGUAGE

POL-CSR-005

Rev 0

November 2016



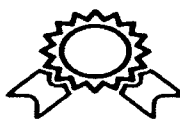
safety & security



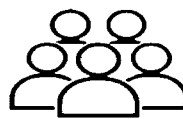
integrity



value our people



excellence



teamwork



openness &  
transparency

Non-Restricted

POL-001(00)

Information Management

Rev0

REVISION HISTORY			
Rev no.	Supersedes	Nature of revision	Date approved
0	None	New Policy	26/04/2017

DOCUMENT REGISTRATION	
Office or department of owner	Communications and Stakeholder Relations
Designation of owner	Manager CSR
NNR file no.	

POL-Q/NA/000

National Nuclear Regulator

Rev 0

## DOCUMENT HIERARCHY AND PROCESS MODEL

Figure 1: Location of the Policy in the NNR Document Hierarchy

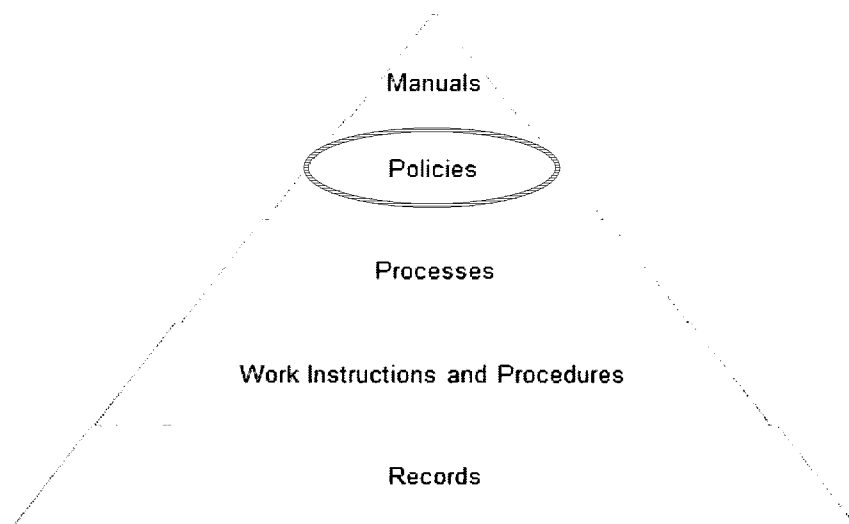


Figure 2: Location of the Policy in the Process Model

NNR PROCESS MODEL				
Management Processes	Strategy, Governance and Organisational Performance Management	Project Management	Manage Communications, Stakeholders and Interfaces	Change Management
	Risk Management	Establish and Manage the Management System	Management of Internal and Statutory Audits	
Core Processes	Develop Regulatory Documents	Reviews and Assessments	Enforcement	Compliance Assurance
Support Processes	Manage Finances and Financial Services	Human Resource Management	Provide Legal and Internal Regulatory Compliance Services	Manage Facilities, Resources and Physical Security
	Manage Information and Communications Technology	Provide for Occupational Health and Safety	Manage Knowledge and Information	Research and Development

POL-OW19001

POLICY ON DATA PROTECTION

Rev0

**TABLE OF CONTENTS**

1. Introduction .....	5
2. PURPOSE .....	5
3. Scope .....	5
4. Definitions and Abbreviations .....	5
4.1 Definitions .....	5
4.2 Abbreviations .....	6
5. Policy Authority .....	6
6. Policy Statement.....	6
7. REVIEW .....	10
8. RESPONSIBILITY .....	10
9. COMPLAINTS .....	10

POL-07/11/00

National Nuclear Regulator

Rev 0

## 1. INTRODUCTION

The National Nuclear Regulator (NNR) is a public entity which is established and governed in terms of Section 3 of the National Nuclear Regulator Act, (Act No 47 of 1999) to provide for the protection of persons, property and the environment against nuclear damage through the establishment of safety standards and regulatory practices.

In accordance with the Use of Languages Act, 2012, 4(1), the NNR as a state owned entity, has developed a proposed Language Policy regarding the use of official languages for government purposes that it will adopt after a public consultation process.

## 2. PURPOSE

The purpose of this policy is to comply with section 4(1) of the Use of Official Languages Act, 2012 (Act No. 12 of 2012).

## 3. SCOPE

This policy is applicable to all employees of the NNR and documents published and printed by the regulator.

## 4. DEFINITIONS AND ABBREVIATIONS

### 4.1 Definitions

**Act:** The Use of Official Languages Act, 2012 (Act No. 12 of 2012)

**Constitution:** The Constitution of the Republic of South Africa, 1996

**Corporate Communications:** Corporate communications is a management function dedicated to the dissemination of information to key constituencies and the execution of corporate strategy including the development of messages for a variety of purposes for inside and outside the organisation.

**PanSALB:** The Pan South African Language Board, established in terms of the Pan South African Language Board Act, 1995 (Act No. 59 of 1995)



POL-00000001

National Nuclear Regulator

Rev 0

## 4.2 Abbreviations

ARMCOM	Audit and Risk Management Committee
CEO	Chief Executive Officer
CSR	Communications and Stakeholder Relations
EXCO	Executive Committee
NEHAWU	National Health Education & Allied Workers Union
NNR	National Nuclear Regulator
PAIA	Promotion of Access to Information Act
POL	Policy
TDC	Transformation and Development Committee

## 5. POLICY AUTHORITY

This Language policy is issued under the authority, and pursuant to the provisions of Section 4 of the Use of Official Languages Act, 2012 (Act No. 12 of 2012) and is based on the Use of Official Languages Regulations, 2013, the National Language Policy Framework, 2003 and provisions of the National Nuclear Regulator Act, (Act No 47 of 1999). All these documents are ultimately intended to give effect to section 6 of the Constitution of the Republic of South Africa, 1996.

## 6. POLICY STATEMENT

This policy describes details of the NNRs compliance to relevant requirements of section 4 of the Use of Official Languages Act, 2012 (Act No. 12 of 2012) .

### 6.1 Nature of the NNR

The National Nuclear Regulator (NNR) is a public entity which is established and governed in terms of Section 3 of the National Nuclear Regulator Act, (Act No 47 of 1999) to provide for the protection of persons, property and the environment against nuclear damage through the establishment of safety standards and regulatory practices.

POL-07/11/00

Nuclear Energy Act

Rev 0

**6.2 In terms of Section 7 of the NNR Act, the functions of the regulator are outlined as follows;**

- (1) The Regulator may, subject to this Act, for the purpose of achieving its objects—
- (a) grant or amend nuclear authorisations;
  - (b) hire, purchase or otherwise acquire any movable and immovable property and proprietary right, and rent or dispose of property so acquired, but may not acquire or dispose of immovable property without the prior approval of the Minister, granted with the agreement of the Minister of Finance;
  - (c) collaborate with any other body or institution or establish and control facilities for the collection and dissemination of scientific and technical information, in connection with any matter regarding nuclear energy falling within the objects of the Regulator;
  - (d) collaborate with any educational, scientific or other body, a government or institution in connection with the provision of instruction for, or the training of, persons required by the Regulator;
  - (e) provide, on such conditions as the Regulator thinks fit, financial or other assistance in connection with the training of persons in so far as in the board's opinion it is necessary to ensure that a sufficient number of trained persons are available to enable the Regulator to perform its functions;
  - (f) insure itself against any loss, damage, risk or liability which it may suffer or incur;
  - (g) advise the Minister on matters associated with any action or condition which—
    - (i) is capable of causing nuclear damage;
    - (ii) the Minister refers to the Regulator; or
    - (iii) the Regulator thinks necessary to advise the Minister on;
  - (h) for purposes of this Act, act as the national competent authority in connection with the International Atomic Energy Agency's Regulations for the Safe Transport of Radioactive Material;
  - (i) conclude contracts, enter into agreements or perform any act, whether in the Republic or elsewhere, whereby its objects are carried into effect or which is calculated, directly or indirectly, to enhance the value of the services which the Regulator renders towards the achievement of its objects or which may be prescribed;
  - (j) produce and submit to the Minister an annual public report on the health and safety related to workers, the public and the environment associated with all sites including, but not limited to, the prescribed contents.

POL-2019/001

National Information System

Rev 6

(2) The Minister must table in Parliament the annual public report submitted to him or her in terms of subsection (1)(j) within 14 days after it is so submitted if Parliament is then in ordinary session or, if Parliament is not then in ordinary session, within 14 days after the commencement of its next ordinary session.

(3) The functions of the Regulator must be performed by the Chief Executive Officer, as directed by the board, except where otherwise specified in this Act.

The NNR recognises this policy as part of a process towards multilingualism. While the NNR is in favour of encouraging linguistic diversity, it must be noted that this is not its core business, and financial constraints will mean that it will have to find a balance between the language preferences and needs of its target audiences (internally and externally).

### 6.3 Official languages of the NNR

South Africa is a multilingual country with approximately 25 different languages spoken, of which 11 have been granted official status in terms of Section 6 of the Constitution (Act No. 108 of 1996), on the grounds that their usage includes 98% of the total population. The official languages are: isiNdebele, isiXhosa, isiZulu and isiSwati (referred to as the Nguni language group); Sesotho, Sepedi and Setswana (referred to as the Sotho languages group); Tshivenda, Xitsonga, English and Afrikaans.

Due to the global nature of nuclear safety and security regulation, and since English is the primary business language used internationally and in the South African Parliament, the NNR, selects English as one of the four (4) official languages used by the NNR. Based on the preferences of the local public it serves, the NNR also adopts isiXhosa, isiZulu and Afrikaans as its official languages for purposes of this policy. Based on the preferences of the local public it serves, the NNR also adopts isiXhosa, isiZulu and Afrikaans as its official languages for purposes of this policy.

The NNR Promotion of Access to Information Manual has been translated into four (4) official languages.

In respect of indigenous knowledge systems conferences and workshops arranged by the NNR, simultaneous interpreting services are generally beyond the NNR's budget. Speakers are therefore encouraged to give an executive summary in English and their main address in their language of choice, or vice versa.

POL-07/11/00

National Language Service

Rev 0

Members of the public and international counterparts whose language of choice is South African Sign Language or another language that is not one of the selected official languages will be accommodated as far as possible on an ad hoc basis. Requests for translations into and out of these languages will be sent to the National Language Service.

#### 6.4 Use of official languages by the NNR

6.1 The table below depicts how the NNR plans to use the selected official languages

#	Description	Language(s)
1.	Internal Communication	English
2.	Inter- and intra- governmental communication	English
3.	Online communication (website, social media, intranet)	English PAIA requests, Complaints registered and Enquiries via the website will be answered in the official language preferred by the requestor.
4.	Corporate Publications <ul style="list-style-type: none"> <li>Annual Reports</li> <li>Convention on Nuclear Safety Report</li> <li>South African national report on the compliance to obligations under the joint convention on safety of spent fuel management and on the safety of radioactive waste management</li> </ul>	English
5.	Communication with members of the public (official and written communication)	English isiXhosa, isiZulu Afrikaans (any other preferred language/s by the target audience) (consideration to the usage, practicality and expense)
6.	Communication with members of the public (oral communication)	English; and (any other preferred language/s by the target audience) (consideration to the usage, practicality and expense)
7.	Public Hearings and Information sharing sessions	English; and (any other preferred language/s by the target audience) (consideration to the usage, practicality and expense)

POL-ENV/001

Language Policy

Rev 6

8.	Public Safety Information Forums	English; and (any other preferred language/s by the forum)
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## 6.5 Access to the NNR Language Policy by members of the public

6.5.1 The NNR Language Policy will be available in English, isiZulu, isiXhosa and Afrikaans on the NNR website and in hard copy format.

6.5.2 Requests for a hard copy of the Language Policy may be made to NNR in writing, telephonically or in person. Copies of the Policy can either be collected by the requestor or sent to them.

6.5.3 People making telephonic requests will in the first instance be referred to the NNR website, but can be provided with a hard copy on request.

## 7. REVIEW

This policy will be reviewed whenever deemed necessary or as the need arises within five (5) years.

## 8. RESPONSIBILITY

Employees found in violation of this policy shall be subject to disciplinary action by the disciplinary committee in accordance with relevant NNR policies.

## 9. COMPLAINTS

9.1 Any person (either a NNR staff member or a member of the public) who is dissatisfied with NNR's use of official languages may lodge a complaint which will be dealt with in terms of Regulation 2(2) and 2(3) of the Use of Official Languages Regulations.

9.2 Alternatively complaints can also be addressed directly to the NNR CEO;

- either delivered by hand to the NNR, or sent by e-mail to the NNR CEO or sent by registered post to the NNR's postal address and lodged within 3 months of the complaint arising

9.3 Contact information

Postal Address: PO Box 7016, Centurion, 0046

Physical Address: Eco Glades Office Park, Eco Glades 2, Block G, Witch Hazel Avenue  
Highveld Ext 75, Eco Park, Centurion, 0157

Telephone: +27 (0) 12 674 7187, Fax: +27 (0) 12 663 5513 Email: enquiry@nnr.co.za

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ISIXHOSA

Rev 0

ISIXHOSA  
**UMGAQO-SISEKO**  
ULWIMI OLUSEMTHETHWENI  
POL-CSR-005

POL-001(00)

POL-001(00)

Rev0

**ITHEYIBHULI YEZIQULATHO**

1. INTSHAYELELO.....	13
2. INJONGO.....	13
3. ITHUBA.....	13
4. IINGCACISO NEZIFINYEZO.....	13
4.1 lingcaciso.....	13
4.2 Imifinyezo.....	14
5. IGUNYA LOMGAQO-SISEKO.....	14
6. INGXELO YOMGAQO-SISEKO.....	14
7. UHLOLO.....	19
8. UXANDUVA.....	19
9. IZIKHALAZO.....	19

POL-07/11/00

POL-07/11/00

Rev 0

## 9. INTSHAYELELO

Umlawuli weNyukliya weSizwe (NNR) ngumbutho karhulumente osekwe yaye olawulwa ngokwemigaqo weCandelo lesi-3 loMthetho woMlawuli weNyukliya weSizwe, (Umthetho wama-47 ka-1999) onikeza ukhuseleko lwabantu, nokusingqongileyo ngokuchasene nomonakalo wenyukliya ngokusekwa kwemiqathango yokhuseleko nezenzo zomthetho.

Ngokuhambisana noMthetho wokuSetyenziswa kweLwimi, 2012, 4(1), i-NNR njengombutho olawulwa ngurhulumente, uye wavelisa umgaqo-nkqubo woLwimi ocetyeswayo ngokuphathelele ukusetyenziswa kweLwimi ezisemthethweni ngeenjongo zikarhulumente wokuba uza kusetyenziswa emva kwenkqubo yokuithethathethana noluntu.

## 10. INJONGO

Injongo yalo mgaqo-nkqubo kukuthobela icandelo 4(1) loMthetho wokuSetyenziswa kweLwimi Ezisemthethweni, ka-2012 (Umthetho we-12 ka-2012).

## 11. ITHUBA

Lo mgaqo-nkqubo usebenza kubo bonke abasebenzi be-NNR nakumaxwebhu apapashwe aza aprintwa ngumlawuli.

## 12. IINGCACISO NEZIFINYEZO

### 4.3 Iingcaciso

**Umthetho:** Umthetho wokuSetyenziswa kweLwimi Ezisemthethweni, ka-2012 (Umthetho we-12 ka-2012).

**Umgqo-siseko:** UMgaqosiseko weRiphabhliki yoMzantsi Afrika, 996

**Unxibelelwano Lwequmrhu:** Unxibelelwano lwequmrhu ngumsebenzi wolawulo omiselwe usasazo lolwazi kwiqela labavoti ababalulekileyo nokuphunyezwa kwendlela yokusebenza yequmrhu kuquka nophuhliso lwemiyalezo yeenjongo ezahlukahlukeneyo zangaphakathi nangaphandle kombutho.

**I-PanSALB:** Ibhodi yoLwimi lwaseMzantsi Afrika, ngokwemiqathango yoMthetho weBhodi yoLwimi lwaseMzantsi Afrika, 1995 (Umthetho wama-59 ka-1995)





POL-07/11/00

POL-07/11/00

Rev 0

## 6.2 Ngokwemiqathango ekwiCandelo lesi-7 loMthetho we-NNR, imisebenzi yomlawuli ichazwe ngokulandelayo;

(1) Umlawuli unako, ngokuxhomekeke kulo Mthetho, ngenjongo yokuphumeza iinjongo zawo—

(a) anikeze okanye alungise izigunyaziso zenyukliya;

(b) aqashe, athenge okanye kungenjalo afumane nayiphi na ipropati eshukumayo nengashukumiyo nelungelo lomnini, arente okanye alahle ipropati efunyenwe njalo, kodwa akanako ukufumana okanye alahle ipropati engashukumiyo ngaphandle kwemvume efunyenwe kwangaphambili yoMphathiswa, inikezwe ngesivumelwano soMphathiswa sezeMali;

(c) isebenzisane nalo naliphi na elinye imisele ize ilawule amaziko okuqokelela nokusasazwa kolwazi lwezenzululwazi nezobugcisa, ngokunxulumene nawuphi na umbandela ophathelele amandla enyukliya owa phakathi kwiinjongo zoMlawuli;

(d) isebenzisane nawo nawuphi na umbutho wezemfundo, ezenzululwazi okanye omnye, urhulumente okanye umbutho ngokunxulumene nokubonelelwa komyalelo, okanye uqeqesho, lwabantu abafunwa nguMlawuli;

(e) anikeze, kwiimeko apho uMlawuli abona kufanelekile, oncedo lwezemali okanye olunye ngokunxulumene noqeqesho lwabantu ukuza kuthi ga ngoku ngokwembono yebhodi kubalulekile ukuqinisekisa ukuba inani elaneleyo labantu abaqeqeshiweyo bayafumaneka ukuze uMlawuli akwazi ukwenza imisebenzi yakhe;

(f) azenzele i-inshorensi ngokuchasene nelahleko, umngcipheko okanye ityala esenokuba kulo okanye ilubangele;

(g) acebise uMphathiswa kwimiba enxulumene naso nasiphi na isenzo okanye imeko—

(i) esenokubangela umonakalo wenyukliya;

(ii) uMphathiswa ayidlulisela kuMlawuli; okanye

(iii) apho uMlawuli acinga ukuba kubalulekile ukucebisa uMphathiswa kuyo;

(h) apho ngeenjongo zalo Mthetho, asebenza njengegunya elifanelekileyo lesizwe ngokunxulumene nemiGaqo yeArhente Yamandla eAthom Yelizwe jikelele Yokuthunyelwa Ngokukhuselekileyo Izinto Eneemitha ezibangwa kukuqhekeka kweeathom;

(i) equkumbela izivumelwano, angene kwizivumelwano okanye enze nasiphi na isenzo, enoba kwiRiphabliki okanye kwenye indawo, apho iinjongo zakho ziphunyezwayo okanye ibaliwe, okanye ngokuthe ngqo okanye ngokungathanga ngqo, ukwandisa ixabiso leenkongo ezo uMlawuli azenzayo ukuze kuphunyezwe iinjongo zayo okanye ezisenokucaciswa;

POL-00000000

POL-00000000

Rev 0

(j) avelise aze afake kuMphathiswa ingxelo yoluntu yonyaka ngezempilo nokhuseleko oluphathelele abasebenzi, uluntu nemeko esingqongileyo ngokunxulumene nazo zonke iziza kuquka, kodwa kungaphelelwanga, kwiziqukatho ezichaziweyo.

(2) UMphathiswa kufuneka athi thaca ePalamente ingxelo yoluntu yonyaka afakwe kuye ngokwemiqathango yecandelo elingaphantsi (1)(j) kungekapheli iintsuku ezili-14 emva kokuba ifakiwe ukuba iPalamente ikwiseshoni eqhelekileyo okanye, ukuba iPalamente ayikho kwiseshoni eqhelekileyo, kungekapheli iintsuku ezili-14 emva kokuqalisa kweseshoni yayo eqhelekileyo elandelayo.

(3) Imisebenzi yoMlawuli kufuneka yenziwe liGosa leNtloko yeSigqeba, njengoko eyalelwe yibhodi, ngaphandle kwaxa kuchazwe kulo Mthetho.

I-NNR iyawugqala lo mgaqo-siseko njengoyinxalenye yenkqubo yokufaka isandla kwiilwimi ezininzi. Ngoxa i-NNR iluxhasa ukhuthazo lweelwimi ezahlukeneyo, kufuneka kuqatshelwe ukuba ayinomsebenzi wayo uphambili, yaye nezinyino zezemali ziza kuthetha ukuthi iza kufuneka ifune ukulingana phakathi kokhetho lolwimi neemfuno zabantu ejolise kubo (ngaphakathi nangaphandle).

### 6.3 Iilwimi ezisemthethweni ze-NNR

UMzantsi Afrika lilizwe elineelwimi ezininzi apho kuthethwa malunga neelwimi ezinga-25 ezahlukeneyo, kuzo zili-11 ezinikwe ubume obusemthethweni ngokwemiqathango yeCandelo lesi-6 loMgaqo-siseko (Umthetho we-108 ka-1996), phantsi kweegaqo yokuba ukusetyenziswa kwazo kuquka i-98% yalo lonke uluntu. Iilwimi ezisemthethweni zezi: isiNdebele, isiXhosa, isiZulu nesiSwati (ekubhekiselwa kuzo njengeqela leelwimi lesiNguni); isiSuthu, iSepedi neSetswana (ekubhekiselwa kuzo njengeqela leelwimi zesiSuthu); isiTshivenda, isiXitsonga, isiNgesi nesiBhulu.

Ngenxa yohlobo lwehlabathi lokhuseleko lwenyukliya nemigaqo yokhuseleko, yaye ekubeni isiNgesi ilelona lwimi lwezoshishino luphambili olusetyenziswayo ehlabathini jikelele nakwiPalamente yaseMzantsi Afrika, i-NNR ikhetha isiNgesi njengenye yeelwimi ezine (4) ezisemthethweni ezisetyenziswa yi-NNR. Ngokusekelwe kukhetho loluntu lwasekuhlaleni, i-NNR kananjalo isebenzisa isiXhosa, isiZulu nesiBhulu njengeelwimi ezisemthethweni zayo ngeenjongo zolo mgaqo-siseko. Ngokusekelwe kukhetho loluntu lwasekuhlaleni, i-NNR kananjalo isebenzisa isiXhosa, isiZulu nesiBhulu njengeelwimi ezisemthethweni zayo ngeenjongo zolo mgaqo-siseko.

POL-07/11/00

POL-07/11/00

Rev 0

INcwadi ye-NNR yokuKhuthazwa koFikelelo kuLwazi iye yaguqulelwa kwiilimi ezisemthethweni ezine (4).

Ngokuphathelele iinkomfa zeenkqubo zolwazi olwahlukahlukeneyo neentlanganiso zengxoxo ezilungelelaniswe yi-NNR, iinkonzo zokutolika ezenzeka ngaxeshanye ngokuqhelekileyo zidla ngokuba ngaphaya kwebhajethi ye-NNR. Ngoko ke izithethi zikhuthazwa ukuba zinikeze ushwankathelo lolawulo ngesiNgesi yaye intetho yazo ephambili ngolwimi ezilukhethayo, okanye ngokuphendulelekileyo.

Amalungu kawonkewonke namanye amalungu ehlabathi jikelele ukhetho lwawo lolwimi iluLwimi Lwezandla lwaseMzantsi Afrika okanye olunye ulwimi olungelulo olunye lweelwimi ezisemthethweni ezikhethiweyo aza kulungiselelwa kangangoko kunokwenzeka ngokuyimfuneko. Izicelo zoguqulelo magama ukuya kwezi lwimi nokusuka kuzo ziza kuthunyelwa kwiNkonzo yoLwimi lweSizwe.

#### 6.4 Ukusetyenziswa kweelwimi ezisemthethweni yi-NNR

6.1 Itheyibhuli engezantsi ibonisa indlela i-NNR eceba ukusebenzisa ngayo iilwimi ezisemthethweni ezikhethiweyo

#	Ingcaciso	Iilwimi
1.	Unxibelelwano Lwagaphakathi	IsiNgesi
2.	Unxibelelwano lwagaphakathi noluphakathi kukarhulumente.	IsiNgesi
3.	Unxibelelwano olukwi-intanethi (iwebhsayithi, imidiya yoluntu, inetwekhi yabucala)	IsiNgesi Izicelo ze-PAIA, Izikhalazo ezibhaliswe kunye Nemibuzo kusetyenziswa iwebhsayithi ziza kuphendulwa ngolwimi olusemthethweni olukhethwe ngumntu ofake isicelo.
4.	Iimpapasho Zoshishino <ul style="list-style-type: none"> <li>• Iingxelo Zonyaka</li> <li>• Iindibano ngeNgxelo Yokhuseleko Lwenyukliya</li> <li>• Iingxelo yesizwe yoMzantsi Afrika ngokuthotyelwa kweembopheleleko phantsi kwendibano ehlanganisiweyo ngokhuseleko lolawulo lwamafutha asetyenzisiweyo nangokhuseleko</li> </ul>	IsiNgesi

POL-001/001

POL-001/001

Row 6

	lolawulo lwenkunkuma yeemitha ebangwa kukuqhekeka kweeatom	
5.	Unxibelelwano kunye namalungu kawonkewonke (unxibelelwano olusemthethweni nolubhaliweyo)	IsiNgesi isiXhosa, IsiZulu IsiBhulu (nalo aluphi na u(ii)lwimi olukhethwa luluntu ekujoliswe kulo) (kufuneka kunikelwe ingqalelo kusetyenziso, ukusebenziseka neendleko)
6.	Unxibelelwano kunye namalungu kawonkewonke (unxibelelwano lomlomo)	IsiNgesi; yaye (nalo aluphi na u(ii)lwimi olukhethwa luluntu ekujoliswe kulo) (kufuneka kunikelwe ingqalelo kusetyenziso, ukusebenziseka neendleko)
7.	Ukuchotshelwa kwamatyalo Oluntu Neeseshoni zokwabelana ngolwazi	IsiNgesi; yaye (nalo aluphi na u(ii)lwimi olukhethwa luluntu ekujoliswe kulo) (kufuneka kunikelwe ingqalelo kusetyenziso, ukusebenziseka neendleko)
8.	Ukhuseleko Loluntu Namaqumrhu Olwazi	IsiNgesi; yaye (nalo aluphi na u(ii)lwimi olukhethwa liqumrhu)

## 6.5 Ufikelelo kuMgaqo-siseko woLwimi we-NNR ngamalungu oluntu

6.5.1 Umgaqo-siseko woLwimi we-NNR uza kufumaneka ngesiNgesi, isiZulu, isiXhosa nesiBhulu kwiwebhsayithi ye-NNR nangohlobo lwekopi eqinileyo.

6.5.2 Izicelo zekopi eqinileyo yoMgaqo-siseko yoLwimi zisenokwenziwa ngembalelwano zithunyelwe kwa-NNR,

ngefowuni okanye ngobuqu. Iikopi zoMgaqo-siseko zisenokulandwa ngumntu ofake isicelo okanye zithunyelwe kuye.

6.5.3 Abantu abanza izielo ngefowuni okokuqala baza kuthunyelwa kwiwebhsayithi ye-NNR, kodwa banako ukunikwa ikopi eqinileyo xa beyicela.

POL-07/11/000

POL-07/11/000

Rev 0

## 15. UHLOLO

Lo mgaqo-siseko uza kuhlolwa nanini na kuyimfuneko okanye njengoko kuphakama imfuneko kungekapheli iminyaka emihlanu (5).

## 16. UXANDUVA

Abaqeshwa abafunyenwe besophula lo mgaqo-siseko baza kuchophela isohlwayo sekomiti yesohlwayo ngokuhambisana nemigaqo-siseko ye-NNR efanelekileyo.

## 9. IZIKHALAZO

9.1 Nabani na (enoba lilungu labasebenzi be-NNR okanye ilungu likawonkewonke) onganelisekanga kukusebenzisa kwabaka-NNR iilwimi ezisemthethweni usenokufaka isikhalazo esiza kusingathwa ngokuhambisana nemiqathango yomGaqo 2(2) kunye 2(3) yemiGaqo yokuSetyenziswa kweeLwimi Ezisemthethweni.

9.2 Kungenjalo izikhalazo zinako ukuthunyelwa ngokuthe ngqo kwi-CEO ye-NNR;

- zisenokuziswa ngesandla e-NNR, okanye zithunyelwe ngeimeyile kwi-CEO yase-NNR okanye zithunyelwe ngeposi ebhalisiweyo kwidilesi yeposi yakwa-NNR yaye zifakwe zingekapheli iinyanga ezi-3 zokuphakama kwesikhalazo

POL-CSR-005

Rev 6

**AFRIKAANS  
BELEID  
AMPTELIKE TAAL  
POL-CSR-005**

**INHOUDSOPGAWE**

1. INLEIDING.....	23
2. DOEL.....	23
3. OMVANG.....	23
4. DEFINISIES EN AFKORTINGS.....	23
5. BELEIDSGESAG.....	24
6. BELEIDSVERKLARING.....	24
7. HERSIENING.....	28
8. VERANTWOORDELIKHEID.....	28
9. KLAGTES.....	28



## 1. INLEIDING

Die Nasionale Kernreguleerder (NKR) is 'n publieke entiteit wat ingestel en beheer word ingevolge Artikel 3 van die Wet op die Nasionale Kernreguleerder (Wet no. 47 van 1999) om voorsiening te maak vir die beskerming van persone, eiendom en die omgewing teen kernskade deur die daarstelling van veiligheidstandaarde en regulatoriese praktyke.

Kragtens die Wet op die Gebruik van Amptelike Tale, 2012, 4(1), het die NKR as 'n staatsbeheerde entiteit 'n voorgestelde taalbeleid ontwikkel rakende die gebruik van amptelike tale vir regeringsdoeleindes wat hy later ná 'n openbare konsultasieproses sal aanneem.

## 2. DOEL

Die doel van hierdie beleid is om te voldoen aan Artikel 4(1) van die Wet op die Gebruik van Amptelike Tale, 2012 (Wet No. 12 van 2012).

## 3. OMVANG

Hierdie beleid is van toepassing op alle werknemers van die NKR en dokumente wat deur die reguleerder gepubliseer en gedruk word.

## 4. DEFINISIES EN AFKORTINGS

### 4.1 Definisies

**Wet:** Die Wet op die Gebruik van Amptelike Tale, 2012 (Wet No. 12 van 2012)

**Grondwet:** Die Grondwet van die Republiek van Suid-Afrika, 1996

**Korporatiewe kommunikasie:** Korporatiewe kommunikasie is 'n bestuursfunksie wat gerig is op die verspreiding van inligting aan sleutelbelanghebbendes en die uitvoering van korporatiewe strategieë insluitende die ontwikkeling van boodskappe vir 'n verskeidenheid doeleindes, binne en buite die organisasie.

**Pansat:** Die Pan-Suid-Afrikaanse Taalraad, ingestel ingevolge die Wet op die Pan-Suid-Afrikaanse Taalraad, 1995 (Wet No. 59 van 1995)

## 4.2 Afkortings

ARMCOM	Oudit- en risikobestuurskomitee
CSR	Kommunikasie en belanghebbende-verhoudinge
EXCO	Uitvoerende komitee
HUB	Hoof- uitvoerende beampte
NEHAWU	<i>Nasionale Onderwys-, Gesondheid- en Verwante Werkersvakbond</i>
NKR	Nasionale Kernreguleerder
POL	Beleid
TDC	Transformasie- en Ontwikkelingskomitee
WBTI	Wet op die bevordering van toegang tot inligting

## 5. BELEIDSGESAG

Hierdie Taalbeleid word uitgereik onder die gesag en ingevolge die voorsienings van Artikel 4 van die Wet op die Gebruik van Amptelike Tale, 2012 (Wet No. 12 van 2012) en is gebaseer op die Regulasies van die Wet op die Gebruik van Amptelike Tale, 2012, die Nasionale Taalbeleidsraamwerk, 2003, en voorsienings van die Wet op die Nasionale Kernreguleerder, (Wet No. 47 van 1999). Al hierdie dokumente is uiteindelik bedoel om uitvoering te gee aan Artikel 6 van die Grondwet van die Republiek van Suid-Afrika, 1996.

## 6. BELEIDSVERKLARING

Hierdie beleid beskryf besonderhede van die NKR se voldoening aan toepaslike vereistes van Artikel 4 van die Wet op die Gebruik van Amptelike Tale, 2012 (Wet No. 12 van 2012).

### 6.1 Aard van die NKR

Die Nasionale Kernreguleerder (NKR) is 'n publieke entiteit wat ingestel en beheer word ingevolge Artikel 3 van die Wet op die Nasionale Kernreguleerder (Wet no. 47 van 1999) om voorsiening te maak vir die beskerming van persone, eiendom en die omgewing teen kernskade deur die daarstelling van veiligheidstandaarde en regulatoriese praktyke.

**6.2 In terme van Artikel 7 van die NKR-wet, word die werksaamhede van die reguleerder soos volg uiteengesit;**

- (1) Die Reguleerder mag, behoudens hierdie Wet, ten einde sy oogmerke te bereik— (a)
- (a) kernmagtigings toestaan of wysig;
  - (b) enige roerende en onroerende eiendom en vermoënsreg huur, koop of andersins verkry en eiendom aldus verkry, verhuur of daaroor beskik, maar onroerende eiendom mag nie sonder voorafgaande magtiging van die Minister, verleen met die instemming van die Minister van Finansies, verkry of oor beskik word nie;
  - (c) met enige ander liggaam of instelling saamwerk of beheermaatreëls instel vir die insameling en verspreiding van wetenskaplike en tegniese inligting ten opsigte van enige aangeleentheid rakende kernenergie wat binne die bestek van die oogmerke van die Reguleerder val;
  - (d) met enige opvoedkundige, wetenskaplike of ander liggaam, 'n regering of instelling saamwerk ten opsigte van die voorsiening van onderrig aan of die opleiding van persone deur die Reguleerder benodig;
  - (e) finansiële of ander bystand op die voorwaardes wat die Reguleerder goedgevind verleen ten opsigte van die opleiding van persone wat na die mening van die raad nodig is om te verseker dat 'n voldoende aantal opgeleide persone beskikbaar is om die Reguleerder in staat te stel om sy werksaamhede uit te oefen;
  - (f) homself verseker teen enige verlies, skade, risiko of aanspreeklikheid wat hy mag ly of oploop;
  - (g) die Minister adviseer oor aangeleenthede wat verband hou met enige handeling of toestand wat—
    - i) kernskade kan veroorsaak;
    - (ii) die Minister na die Reguleerder verwys; of
    - (iii) die Reguleerder meen nodig is om die Minister oor te adviseer;
  - (h) vir doeleindes van hierdie Wet, as die nasionale bevoegde owerheidsliggaam in verband met die Regulاسies vir die Veilige Vervoer van Radioaktiewe Materiaal van die Internasionale Atoomenergie-agentskap optree;
  - (i) kontrakte sluit, ooreenkomste aangaan of enige handeling verrig, hetsy in die Republiek of elders, waardeur uitvoering aan sy oogmerke gegee word of wat daarop bereken is om regstreeks of onregstreeks die waarde van die dienste wat die Reguleerder ter bereiking van sy oogmerke lewer, te verhoog of wat voorgeskryf word;

(j) 'n jaarlikse openbare verslag oor die gesondheid en veiligheid van werkers, die publiek en die omgewing verbonde aan alle terreine insluitende, maar nie beperk tot, die voorgeskrewe inhoud opstel en aan die Minister voorlê.

(2) Die Minister moet die jaarlikse openbare verslag aan hom voorgelê ingevolge subartikel (1)(j) in die Parlement ter tafel lê, binne 14 dae nadat dit voorgelê is indien die Parlement dan in sitting is, of indien die Parlement nie in sitting is nie, binne 14 dae na die aanvang van die volgende gewone sessie.

(3) Behalwe waar andersins in hierdie Wet bepaal, word die werksaamhede van die Reguleerder soos deur die raad voorgeskryf, deur die hoof- uitvoerende beampte verrig.

Die NKR erken hierdie beleid as deel van 'n proses om meertaligheid te bewerkstellig. Terwyl die NKR daarvan ten gunste is om taaldiversiteit aan te moedig, moet daarop gelet word dat dit nie sy kernbesigheid is nie, en finansiële beperkinge sal beteken dat dit 'n balans sal moet vind tussen die taalvoorkeure en -behoefte van sy teikengehoor (intern en ektern).

### 6.3 Amptelike tale van die NKR

Suid-Afrika is 'n meertalige land met ongeveer 25 verskillende gesproke tale, waarvan 11 amptelike status toegeken is in terme van Artikel 6 van die Grondwet (Wet No. 108 van 1996), op grond van die feit dat daardie tale deur 98% van die totale bevolking gebruik word. Die amptelike tale is: isiNdebele, isiXhoso, isiZulu en isiSwati (na verwys as die Nguni-taalgroep); Sesotho, Sepedi en Setswana (na verwys as die Sotho-taalgroep); Tshivenda, Xitsonga, Engels en Afrikaans.

Vanweë die internasionale aard van kernveiligheidsregulering, en aangesien Engels die hoofbesigheidstaal is wat internasionaal en in die Suid-Afrikaanse Parlement gebruik word, kies die NKR Engels as een van die vier (4) amptelike tale wat deur die NKR gebruik word. Op grond van die voorkeure van die plaaslike publiek wat hy bedien, neem die NKR ook isiXhosa, isiZulu en Afrikaans as sy amptelike tale aan vir doeleindes van hierdie beleid.

Die NKR se Handleiding vir die bevordering van toegang tot inligting is in vier (4) amptelik tale vertaal.

Ten opsigte van inheemse kennisstelselkonferensies en -werkwinkels wat deur die NKR word, is gelyktydige tolkdienste gewoonlik buite die NKR se begroting. Sprekers word dus

aangemoedig om 'n samevatting in Engels te gee en hul hooftoespraak in die taal van hul keuse, of omgekeerd.

Vir lede van die publiek en internasionale teenhangers wie se taal van keuse Suid-Afrikaanse Gebaretaal is of 'n ander taal wat nie een van die gekose amptelike tale is nie, sal daar sover as moontlik voorsiening gemaak word op 'n ad hoc-basis. Versoeke om vertalings van en na hierdie tale sal tot die Nasionale Taaldiens gerig word.

#### 6.4 Gebruik van amptelike tale by die NKR

6.1 Die tabel hieronder gee 'n voorstelling van hoe die NKR beoog om die gekose amptelike tale te gebruik

#	Beskrywing	Taal/tale
1.	Interne kommunikasie	Engels
2.	Inter- en intra-regeringskommunikasie	Engels
3.	Aanlyn kommunikasie (webwerf, sosiale media, intranet)	Engels WBTI-versoeke, klagtes geregistreer en navrae via die webwerf sal beantwoord word in die amptelike taal wat deur die aanvrager verkies word.
4.	Korporatiewe publikasies <ul style="list-style-type: none"> <li>• Jaarverslae</li> <li>• Konvensie oor kernveiligheidsverslag</li> <li>• Suid-Afrikaanse nasionale verslag oor die nakoming van verpligtinge ingevolge die gesamentlike konvensie oor die veiligheid van verbruikte brandstofbestuur en oor die veiligheid van radioaktiewe afvalbestuur</li> </ul>	Engels
5.	Kommunikasie met lede van die publiek (amptelike en geskrewe kommunikasie)	Engels isiXhosa isiZulu Afrikaans (enige ander voorkeurtal/-tale van die teikengehoor) (met inagneming van die gebruik, praktiese aspekte en koste)
6.	Kommunikasie met lede van die publiek (mondelinge kommunikasie)	Engels; en (enige ander voorkeurtal/-tale van die teikengehoor) (met inagneming van die gebruik, praktiese aspekte en koste)
7.	Openbare verhore en sessies vir die deel van inligting	Engels; en (enige ander voorkeurtal/-tale van die teikengehoor) (met inagneming van die gebruik, praktiese aspekte en koste)

8.	Inligtingsforums vir openbare veiligheid	Engels; en (enige ander voorkeurtale/-tale van die forum)
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### **6.5 Toegang tot die NKR-taalbeleid deur lede van die publiek**

6.5.1 Die NKR-taalbeleid sal in Engels, isiZulu, isiXhosa en Afrikaans op die NKR-webwerf en in gedrukte formaat beskikbaar wees.

6.5.2 Versoeke om 'n gedrukte weergawe van die Taalbeleid mag skriftelik, telefonies of persoonlik aan die NKR gerig word. Afskrifte van die Beleid kan óf deur die aanvrager afgehaal word of na hom gestuur word.

6.5.3 Diegene wat telefoniese versoeke doen, sal eers na die NKR-webwerf verwys word, maar kan op aanvraag 'n gedrukte weergawe ontvang.

## **7. HERSIENING**

Hierdie beleid sal hersien word wanneer dit nodig geag word of indien die behoefte binne vyf (5) jaar ontstaan.

## **8. VERANTWOORDELIKHEID**

Werknemers wat hierdie beleid skend, sal aan tugstappe deur die tugkomitee onderwerp word in ooreenstemming met relevante NKR-beleide.

### **4.1 9. KLAGTES**

9.1 Enige persoon (hetsy 'n NKR-personeellid of 'n lid van die publiek) wat ontevrede is met die NKR se gebruik van amptelike tale kan 'n klag indien wat behandel sal word in terme van Regulasie 2(2) en 2(3) van die Regulasies vir die Gebruik van Amptelike Tale.

9.2 Alternatiewelik kan klagtes ook direk aan die NKR se HUB gerig word;

- óf per hand by die NKR afgelewer, of per e-pos aan die NKR se HUB gestuur of per geregistreerde pos gestuur na die NKR se posadres en ingedien binne 3 maande nadat die klag ontstaan het

Amended Bill

Page 6

ISIZULU  
**INQUBOMGOMO**  
**YOLIMI OLUSEMTHETHWENI**  
POL-CSR-005

Mpendulo

Isithetho

Rev 0

**ITHEBULA LOKUQUKETHWE**

1. ISETHULO.....	31
2. INJONGO.....	31
3. AMAZWIBELA.....	31
4. IZINCAZELO NOKUFUSHANISWA KWAMAGAMA.....	31
5. AMAGUNYA ENQUBOMGOMO.....	32
6. ISITATIMENDE SENQUBOMGOMO.....	32
7. UKUBUYEKEZA.....	36
8. UMSEBENZI OSEMAHLOMBE.....	37
9. IZIKHALAZO.....	37



## 1. ISETHULO

I-National Nuclear Regulator (NNR) yinhlangothi yomphakathi esungulelwe futhi elawulwa ngokuhambisana ne-Sigaba 3 se-National Nuclear Regulator Act, (Act No 47 ka-1999) ukuze kuvikelwe abantu, impahla nendawo ekulinyazweni yinyukliya ngokuthi kusungulwe imithetho yokuphepha nemikhuba emihle yokulawula.

Ngokuhambisana ne-Use of Languages Act, 2012, 4(1), i-NNR njengenhlangothi yombuso, iye yasungula iNqubomgomo Yolimi ephakanyiswayo mayelana nokusetshenziswa kwezilimi ezisemthethweni ngezinjongo zakwahulumeni eyobe seyamukelwa ngemva kokuxoxisana nomphakathi.

## 2. INJONGO

Injongo yale nqubomgomo wukuba kuhanjisiwane nesigaba 4(1) se-Use of Official Languages Act, 2012 (Act No. 12 ka-2012).

## 3. AMAZWIBELA

Le nqubomgomo isebenza kubo bonke abasebenzi be-NNR nakumadokhumenti anyatheliswa futhi akhishwa ngumqondisi.

## 4. IZINCAZELO NOKUFUSHANISWA KWAMAGAMA

### 4.1 Izincazelo

**Umthetho (Act):** I-Use of Official Languages Act, 2012 (Act No. 12 ka-2012)

**Umthetho-sisekelo:** UMthetho-sisekelo WaseNingizimu Afrika (The Constitution of the Republic of South Africa, 1996)

**I-Corporate Communications:** I-Corporate communications yindlela yokuphatha eyenzelwe ngokuqondile ukuhambisa ulwazi kulabo abangabavoti abasemqoka nokuba kwenziwe izinto ezihleliwe kuhlenganise nokuba kwenziwe imilayezo ngezinjongo ezihlukahlukene ngaphakathi nangaphandle kwayo inhlangothi.

**I-PanSALB:** I-Pan South African Language Board, eyasungulwa ngokuvumelana ne-Pan South African Language Board Act, 1995 (Act No. 59 ka-1995)

## 4.2 Ukufushaniswa Kwamagama

ARMCOM	Audit and Risk Management Committee
CEO	Chief Executive Officer
CSR	Communications and Stakeholder Relations
EXCO	Executive Committee
NEHAWU	National Health Education & Allied Workers Union
NNR	National Nuclear Regulator
PAIA	Promotion of Access to Information Act
POL	Policy
TDC	Transformation and Development Committee

## 5. AMAGUNYA ENQUBOMGOMO

INqubomgomo Yolimi ikhishwa ngaphansi kwegunya, futhi ivumenala nalokho okushiwo eSigabeNi 4 se-Use of Official Languages Act, 2012 (Act No.12 ka-2012) futhi isekelwe ku-Use of Official Languages Regulations, 2013, i-National Language Policy Framework, 2003 namalungiselelo e-National Nuclear Regulator Act, (Act No 47 ka-1999). Wonke la madokhumentu ekugcineni ahloselwe ukwenza kusebenze isigaba 6 soMthetho-sisekelo WaseNingizimu Afrika, 1996.

## 6. ISITATIMENDE SENQUBOMGOMO

Le nqubomgomo ichaza imininingwane yokunamathela ezimfunweni ezisebenzayo ze-NNR zesigaba 4 se-Use of Official Languages Act, 2012 (Act No. 12 ka-2012) .

### 6.1 Isimo se-NNR

I-National Nuclear Regulator (NNR) yinhlangano yomphakathi esungulelwe futhi elawulwa ngokuhambisana neSigaba 3 se-National Nuclear Regulator Act, (Act No 47 ka-1999) ukuze kuvikelwe abantu, impahla nendawo ekulinyazweni yinyukliya ngokuthi kusungulwe imithetho yokuphepha nemikhuba emihle yokulawula.

## **6.2 Ngokuhambisana neSigaba 7 se-NNR Act, imisebenzi yomqondisi ibekwe ngale ndlela;**

(1) UMqondisi angase, kuye ngalo Mthetho, ngenjongo yokufinyelela imigomo yayo—

- (a) anikeze noma achibiyele ukugunyaza ngenyukliya;
- (b) aqashe, athenge noma-ke athole noma iyiphi impahla ethuthekayo nengathutheki kanye nelungelo lobunikazi, futhi aqashe noma ahlukane nempahla etholakele, kodwa ngeke athole noma ahlukane nempahla engathutheki ngaphandle kokuba aqale athole imvume kaNgqongqoshe, enikezwa imvume nguNgqongqoshe Wezezimali;
- (c) abambisane nabanye noma nenye inhlangothi noma asungule futhi alawule izakhiwo ukuze kuqoqwe futhi kukhishwe ulwazi lwezesayensi nezethekhnoloji, ngokuhambisana nanoma yiluphi udaba olumayelana ne-eneji yenyukliya engena ngaphansi kwemigomo yoMqondisi;
- (d) abambisane nanoma iyiphi inhlangothi yezemfundo, yezesayensi noma elinye ithimba, uhulumeni noma inhlangothi ngokuqondene nelungiselelo lesiyazelo sokuqeqesha abantu abadingwa nguMqondisi;
- (e) ukunikeza, ezimweni kuye ngokucabanga kukaMqondisi ukuthi yikuphi okufanelekayo, usizo lwezezimali noma olunye ngokuqondene nokuqeqeshwa kwabantu ngokombono webhodi, kubalulekile ukuqinisekisa ukuthi kunenani elanele labantu eliqeqeshiwe elizokwenza ukuba uMqondisi akwazi ukwenza imisebenzi yakhe;
- (f) ukuzikhava ngomshuwalense uma kuba khona ukulahlekelwa, ukulimala, ingozi noma izindleko ezingase zibe khona noma zidaleke;
- (g) ukweluleka uNgqongqoshe ezindabeni ezihlobene nanoma yisiphi isenzo noma isimo—
  - (i) esingase sidale umonakalo wenyukliya;
  - (ii) uNgqongqoshe usho uMqondisi; noma
  - (iii) uMqondisi ubona kudingeka ukweluleka uNgqongqoshe;
- (h) ngezinjongo zalo Mthetho, abe njengegunya likazwelonke elinekhono ngokuqondene ne-International Atomic Energy Agency's Regulations for the Safe Transport of Radioactive Material;
- (i) asebenze ngokuphuthula amakhontrakthi, enze izivumelwano noma enze noma yisiphi isenzo, kungaba se-Republic noma kwenye indawo, lapho imigomo yayo yenziwa noma ihlaziye, ngokuqondile noma ngokungaqondile, ukuze kuthuthukiswe izinga lezinsiza ezinikezwa nguMqondisi ukuze kufezuke imigomo noma okungase kushiwo;
- (j) enze futhi ahambise kuNgqongqoshe umbiko womphakathi wonyaka maqondana nempilo nokuphepha okuqondene nabasebenzi, umphakathi kanye nendawo ehlobene nawo wonke amasayithi, kuhlanganise, kodwa hhayi lokho kuphela, nokuqokethwe okushiwo.

(2) UNgqongqoshe kumelwe ethule phambi kwePhalamende umbiko womphakathi wonyaka olethwe kuye ngokusho kwesigatshana (1)(j) phakathi nezinsuku ezingu-14 wethuliwe uma iPhalamende lisemhlanganweni walo ovamile noma, uma iPhalamende lingekho emhlanganweni ovamile, phakathi nezinsuku ezingu-14 kwemva kokuqala komhlangano walo ovamile olandelayo.

(3) Imisebenzi yoMqondisi kufanele yenziwe ngu-Chief Executive Officer, ngokwesiqondiso sebhodi, ngaphandle uma lo Mthetho usho okuhlukile.

I-NNR ibheka le nqubomgomo njengengxenye yenqubo yokuba kusetshenziswe izilimi eziningi. Yize i-NNR ihambisana nokukhuthazwa kokuba khona nokusetshenziswa kwezilimi ezihlukahlukene, kumelwe kuphawulwe ukuthi lona akuwona umsebenzi wayo oyinhloko, futhi ukulinganiselwa ngokwezimali kuyosho ukuthi kufanele ilinganisele kahle phakathi kwezilimi esithanda ukuzisebenzisa kanye nesidingo sabantu (ngaphakathi nangaphandle).

### 6.3 Izilimi ezisemthethweni Ze-NNR

INingizimu Afrika yizwe elinabantu abakhuluma izilimi eziningi futhi kukhulunywa cishe izilimi ezingu-25 ezingefani, kanti kulezo ezingu-11 ziye zanikwa igunya lokubai yizilimi ezisemthethweni ngokuhambisanana neSigaba 6 soMthetho-sisekelo (Act No. 108 ka-1996), inqobo uma ukusetshenziswa kwazo kuhlenganisa u-98% wengqikithi yabantu bonke. Izilimi ezisemthethweni yilezi: isiNdebele, isiXhosa, isiZulu nesiSwati (ezibizwa ngokuthi iqembu lezilimi zesiNguni); isiSuthu, isiPedi nesiTswana (ezibizwa ngokuthi yiqembu lezilimi zesiSotho); isiVenda, isiTsonga, isiNgisi nesiBhunu.

Ngenxa yesimo semithetho yokuphepha nokulondeka komhlaba wonke kwenyukliya, futhi njengoba isiNgisi kuyilona limi olusetshenziswa ngokuyinhloko kwezamabhizinisi emhlabeni wonke nasePhalamende laseNingizimu Afrika, i-NNR, ikhetha isiNgisi njengolunye lwezilimi ezisemthethweni ezine (4) ezisetshenziswa yi-NNR. Ngokwalokho okuthandwa umphakathi wendawo okuyiwona ewusebenzelayo, i-NNR yamukela nesiXhosa, isiZulu nesiBhunu njengezilimi zayo ezisemthethweni ngokwezinjongo zale nqubomgomo. Ngokwalokho okuthandwa umphakathi wendawo okuyiwona ewusebenzelayo, i-NNR yamukela nesiXhosa, isiZulu nesiBhunu njengezilimi zayo ezisemthethweni ngokwezinjongo zale nqubomgomo

I-NNR Promotion of Access to Information Manual iye yahunyuswa ngezilimi ezine (4) ezisemthethweni.

Ngokuqondene nezingqungquthela zezimiso zolwazi lwezomdabu ezihlelwa yi-NNR, izinsiza zokutolika ngokuhambisana nesikhulumi kanyekanye (simultaneous interpreting) ngokuvamile azize zangena kusabelo-mali se-NNR. Ngakho-ke, izikhulumi zikhuthazwa ukuba zethule ingqikithi eyinhloko ngesiNgisi bese inkulumo iyonke ziyibeke ngolimi eziluthandayo, kube ngokufananayo nangesinye isimo.

Amalungu omphakathi kanye nozakwethu abavela kwamanye amazwe abakhetha uLimi Lwezandla LwaseNingizimu Afrika (South African Sign Language) noma olunye ulimi olungabaliwe kulezi ezikhethwe njengezilimi ezisemthethweni bazocatshangelwa kuye ngezimo ngalezo zikhathi. Izicelo zokuba kuhunyushwe kulezi zilimi noma kususelwa kuzo zizothunyelwa ku-National Language Service.

#### 6.4 I-NNR isebenzisa izilimi ezisemthethweni

6.1 Ithebula elingezansi libonisa indlela i-NNR ehlela ukusebenzisa ngayo izilimi ezikhethiwe ezisemthethweni

#	Incazelo	Ulimi (Izilimi)
1.	Ukuxhumana Ngaphakathi	isiNgisi
2.	Ukuxhumana ngaphakathi kuhulumeni	isiNgisi
3.	Ukuxhumana ezingosini ze-inthanethi (iwebhusayithi, i-social media, i-intranet)	isiNgisi Izicelo ze-PAIA, iZikhalazo ezibhalisiwe neMibuzo elethwe ngewebhusayithi kuzophendulwa ngolimi olusemthethweni olucelwe yilowo ocelile.
4.	Okunyathelisiwe Yinhlangothi <ul style="list-style-type: none"> <li>Imibiko Yaminyaka Yonke</li> <li>Ingqungquthela Ngombiko Wenjukliya Wokuphepha</li> <li>Umbiko kazwelonke waseNingizimu Afrika mayelana nokunamathela ezibophweni ngaphansi kokubambisana endabeni yokuphepha kokulawulwa kwe-fuel esetshenziwe kanye nokuphepha kwe-radioactive waste management</li> </ul>	isiNgisi

Rev 0

5.	Ukuxhumana namalungu omphakathi (ukuxhumana okusemthethweni nokubhaliwe)	isiNgisi isiXhosa, isiZulu, isiBhunu (noma yiluphi olunye ulimi/izilimi ezikhethwa abantu umlayezo oya kubo) (ukucabangela ukusebenzisa, ukusebenziseka kanye nezindleko)
6.	Ukuxhumana namalungu omphakathi (ukuxhumana ngomlomo)	IsiNgisi; kanye (noma yiluphi olunye ulimi/izilimi ezikhethwa abantu umlayezo oya kubo) (ukucabangela ukusebenzisa, ukusebenziseka kanye nezindleko)
7.	Imihlangano Yomphakathi nemihlangano yokwabelana ngoLwazi	IsiNgisi; kanye (noma yiluphi olunye ulimi/izilimi ezikhethwa abantu umlayezo oya kubo) (ukucabangela ukusebenzisa, ukusebenziseka kanye nezindleko)
8.	Izigcawu Zolwazi Lokuphepha Komphakathi	IsiNgisi; kanye (noma yiluphi olunye ulimi/izilimi olukhethwa yisigcawu)

## 6.5 Ukutholwa KweNqubomgomo Yolimi Ye-NNR ngamalungu omphakathi

6.5.1 INqubomgomo Yolimi Ye-NNR (NNR Language Policy) izotholakala ngesiNgisi, ngesiZulu, ngesiXhosa nangesiBhunu kuwebhusayithi ye-NNR nangefomethi yokubhalwe ephepheni.

6.5.2 Izicelo zekhophi ebhalwe ephepheni yeNqubomgomo Yolimi (Language Policy) zingase zifakwe ngokubhalela i-NNR, ngocingo noma ngokuthi umuthi eze mathupha. Amakhophi eNqubomgomo angase alandwe yilowo owacelayo noma athunyelwe kuye.

6.5.3 Abantu abashaya ucingo bewacela bazoqale bayiswe kuwebhusayithi ye-NNR, kodwa bangayinikwa ikhophi yephepha uma beyicela.

## 7. UKUBUYEKEZA

Le nqubomgomo izobuyekezwa noma nini uma kubonakala kunesidingo noma kuye ngokuphakama kwesidingo phakathi neminyaka emihlanu (5).

## 8. UMSEBENZI OSEMAHLOMBE

Abasebenzi abatholwa bephula le nqubomgomo bazothathelwa izinyathelo zokuqondisa izigwegwe yikomiti lezokuqondisa izigwegwe kuye ngezinqubomgomo ezisebenzayo ze-NNR.

## 9. IZIKHALAZO

9.1 Noma ubani (kungaba yilungu labasebenzi le-NNR noma ilungu lomphakathi) onganelisekile ngokusetshenziswa kwezilimi ezisemthethweni ze-NNR angafaka isikhalazo esizodingidwa ngokuhambisana neZiqondiso 2(2) no-2(3) ze-Use of Official Languages Regulations.

9.2 Noma futhi izikhalazo zingase ziyiswe ku-CEO we-NNR;

- ziyiswe ngesandla e-NNR, noma zithunyelwe nge-imeyili ku-CEO ye-NNR, noma ngeposi elibhalisiwe ekhelini leposi le-NNR futhi zifakwe phakathi nezinyanga ezingu-3 zokuphakama kwesikhalazo.

POL-OWA/000

Rev 0

SETSWANA  
PHOLISI  
**PUO YA SEMMUSO**  
POL-CSR-005



POL-001(00)

LINAANE LA DITENG

Rev0

**LENAANE LA DITENG**

1. <u>MATSENO</u> .....	40
2. <u>BOIKAELELO</u> .....	40
3. <u>MALEBA</u> .....	40
4. <u>DITLHALOSO LE DIKHUTSHWAFATSO</u> .....	40
4.1 <u>Ditlhaloso</u> .....	40
4.2 <u>Dikhutshwafatso</u> .....	41
5. <u>BOLAODI JWA PHOLISI</u> .....	41
6. <u>TLHALOSO YA PHOLISI</u> .....	41
7. <u>TSHEKATSHEKO</u> .....	45
8. <u>BOIKARABELO</u> .....	45
9. <u>DINGONGOREGO</u> .....	46

POL-07/11/000

Rev 0

## 1. MATSENSO

The National Nuclear Regulator (NNR) ke setheo sa puso se se tihomilweng le go laolwa go ya ka melawana ya Karolo 3 ya Molao wa National Nuclear Regulator, (Molao Nom 47 wa 1999) go tlamela ka tshireletso ya batho, dithoto le tikologo mo tshenyong ya nyutlelia ka go tlhongwa ga melao ya pabalesego le ditsamaiso tsa melawana.

Go tsamaisana le Molao wa Tiriso ya Dipuo, 2012, 4(1), NNR jaaka setheo sa puso, e dirile Pholisi ya Puo e e tshitshinngwang malebana le tiriso ya dipuo tsa semmuso e e tlaa dirisiwang ke puso e e tlaa e latelang morago ga go buisana le setšhaba.

## 2. BOIKAELELO

Boikaelelo jwa pholisi e ke go tsamaisana le karolo 4(1) ya Molao wa Tiriso ya Dipuo tsa Semmuso, 2012 (Molao Nom. 12 wa 2012).

## 3. MALEBA

Pholisi e e maleba go bathapiwa botlhe ba NNR mme ditokomane di phasaladiwa le go gatisiwa ke bolaodi.

## 4. DITLHALOSO LE DIKHUTSHWAFATSO

### 4.1. Ditlhaloso

**Molao:** Molao wa Tiriso ya Dipuo tsa Semmuso, 2012 (Molao Nom. 12 wa 2012)

**Molaotheo:** Molaotheo wa Rephaboliki ya Aforikaborwa, 1996

**Tlhaeletsano ya Kgwebo:** Tlhaeletsano ya kgwebo ke boikarabelo jwa balaodi jo bo itebagantseng le go fa dikgaolothopho tsa konokono tshedimosetso le go tswelatsa leano la ditlamo go akaretsa go kwala melaetsa ka maikaelelo a a farologaneng mo teng le kafa ntle ga mokgatlho.

**PanSALB:** Lekgotla la Dipuodintsi la Aforikaborwa, le le tihomilweng go ya ka melawana ya Molao wa Lekgotla la Dipuodintsi la Aforikaborwa, 1995 (Molao Nom. 59 wa 1995)

POL-2019(00)

National Nuclear Regulator

Page 6

## 4.2. Dikhutshwafatso

ARMCOM	Audit and Risk Management Committee (Komiti ya Boruni le Taolo ya Kotsi)
CEO	Chief Executive Officer (Mokhuduthamaga Mogolo)
CSR	Communications and Stakeholder Relations (Tlhaeletsano le Dikamano le Banaleseabe)
EXCO	Executive Committee (Komiti ya Khuduthamaga)
NEHAWU	National Health Education & Allied Workers Union
NNR	National Nuclear Regulator (Bolaodi jwa Nyutlelia jwa Bosetšhaba)
PAIA	Promotion of Access to Information Act (Molao wa Tsweletso ya go Fitlhelela Tshedimosetso)
POL	Policy (Pholisi)
TDC	Transformation and Development Committee (Komiti ya Diphetogo le Ditlhabololo)

## 5. BOLAODI JWA PHOLISI

Pholisi e ya puo e ntshiwa kafa tlase ga bolaodi, mme e latela maemo a a beilweng a Karolo 4 ya Molao wa Tiriso ya Dipuo tsa Semmuso, 2012 (Molao Nom. 12 wa 2012) mme e theilwe mo Melawaneng ya Tiriso ya Dipuo tsa Semmuso, 2013, Motheo wa Pholisi ya Puo wa Bosetšhaba (National Language Policy Framework), 2003 le maemo a a beilweng a National Nuclear Regulator Act, (Molao Nom 47 wa 1999). Kwa bofelong boikaelelo jwa ditokomane tse tsotlhe ke go dira gore karolo 6 ya Molaotheo wa Rephaboliki ya Aforikaborwa, 1996, e dire.

## 6. TLHALOSO YA PHOLISI

Pholisi e e tlhalosa dintlha tsa go tsamaisana ga NNR le ditlhokego tse di maleba tsa karolo 4 ya Molao wa Tiriso ya Dipuo tsa Semmuso, (Molao Nom. 12 wa 2012).

### 6.1 Tiholego ya NNR

National Nuclear Regulator (NNR) ke setheo sa puso se se tlhomilweng le go laolwa go ya ka melawana ya Karolo 3 ya Molao wa National Nuclear Regulator, (Molao Nom 47 wa 1999) go tlamela ka tshireletso ya batho, dithoto le tikologo mo tshenyong ya nyutlelia ka go tlhongwa ga melao ya pabalesego le ditsamaiso tsa melawana.

POL-07/11/00

Rev 0

**6.2 Go ya ka melawana ya Karolo 7 ya Molao wa NNR, maikarabelo a bolaodi a tthalosiwa ka tsela e e latelang;**

- (1) Bolaodi, go ya ka Molao o, ka boikaelelo jwa go fitlhelela maikaelelo a jone, bo ka—
- a) ntsha kgotsa go fetola ditetla tsa nyutlelia;
  - b) hira, reka kgotsa a bona ka tsela nngwe dithoto tse di sutang le tse di sa suteng le tetla ya tshwanelo ya gore ke mong, le go hirisa kgotsa go rekisa dithoto tse di bonweng jalo, mme bo ka se bone kgotsa go rekisa dithoto tse di sa suteng ntle le go bona tetla ya Tona pele, e e ntshitsweng ka tetla ya Tona ya Matlotlo;
  - c) dirisana le mokgatlho ope o mongwe kgotsa setheo kgotsa jwa tlhoma le go laola mafelo a go kgobokanya le go phatlalatsa tshedimosetso ya saense le ya sethekeniki, go tsamaisana le kgang epe e e mabapi le maatla a nyutlelia e e welang mo maikaelelong a Bolaodi;
  - d) dirisana le mokgatlho ope wa thuto, saense, kgotsa ope o mongwe, puso kgotsa setheo malebana le thuto ya, kgotsa go katisiwa ga, batho ba ba tlhokiwang ke Bolaodi;
  - e) fa, mo maemong a Bolaodi bo akanyang go siame, thuso ya tšhelete kgotsa thuso e nngwe mabapi le go katisiwa ga batho ba go ya ka maikutlo a boto go tlhokegang gore ba katisiwe go netefatsa gore palo e e lekaneng ya batho ba ba katisitsweng ba teng go kgontsha Bolaodi go diragatsa maikarabelo a jone;
  - f) tsaya inšorensense ya tatlhegelo, tshenyegelo, kotsi kgotsa molato o bo ka lebanang le one kgotsa go o rwala;
  - g) itsise Tona dikgang tse di amanang le kgato epe kgotsa boemo jo—
    - (i) bo ka kgonang go baka tshenyo ya nyutlelia;
    - (ii) Tona e bo lebisang go Bolaodi; kgotsa
    - (iii) Bolaodi bo akanyang gore go tlhokega go itsise Tona ka jone;
  - h) go ya ka boikaelelo jwa Molao o, a dire e le molaodi yo o tshwanetseng wa bosetšhaba mabapi le Melawana ya Mokgatlho wa Boditšhabatšhaba wa Maatla a Atomo wa Thwalo e e Babalesegileng ya Dire tse di Radioactive (International Atomic Energy Agency's Regulations for the Safe Transport of Radioactive Material);
  - i) dira dikonteraka, a tsena mo ditumalanong kgotsa a dira tiro epe, e ka tswa e le mo teng ga Rephaboliki kgotsa go sele, mo maikaelelo a jone a diragadiwang kgotsa ka tsela nngwe go akanngwang gore a tokafatsa boleng jwa ditirelo tse Bolaodi bo di direlang go fitlhelela maikaelelo a jone kgotsa tse ba laetsweng gore ba di dire;

POL-00000000

www.parliament.gov.za

Page 6

- j) dira le go romelela Tona pego ya setšhaba ya ngwaga le ngwaga ka ga boitekanelo le pabalesego tse di amanang le badiri, setšhaba le tikologo e e amanang le mafelo otlhe, go akaretsa, mme go sa lekanyediwa go, diteng tse di tlhomilweng.

(2) Tona o tshwanetse go begela Palamente pego ya setšhaba ya ngwaga le ngwaga e a e romeletsweng go ya ka karolwana (1)(j) mo malatsing a le 14 fa e sena go romelwa jalo fa ka nako eo Palamente e kopana ka mokgwa o o tlwaelegileng kgotsa, fa ka nako eo Palamente e sa kopana ka mokgwa o o tlwaelegileng, mo malatsing a le 14 fa e sena go simolola go kopana ka mokgwa o o tlwaelegileng.

(3) Maikarabelo a Bolaodi a tshwanetse go dirwa ke Mokhuduthamaga Mogolo, jaaka a kaelwa ke boto, ntle le fa go totobaditswe ka tsela e sele mo Molaong o.

NNR e tsaya pholisi e e le karolo ya thulaganyo ya tiriso ya dipuo tse dintsi. Le fa NNR e rotloetsa tiriso ya dipuo tse di farologaneng, go tshwanetse ga tlhokomelwa gore se ga se kgwebo ya yone ya konokono, mme mathata a ditšhelete a tlaa raya gore e tlaa tshwanelwa ke go lekalekanya magareng ga dipuo tse di tlhophiwang le ditlhoko tsa babadi (ka fa gare le ka fa ntle).

### 6.3 Dipuo tsa semmuso tsa NNR

Aforikaborwa ke naga ya dipuo tse dintsi e e nang le dipuo tse di ka tshwarang 25 tse di farologaneng tse di buiwang, tse 11 ya tsone e filweng maemo a semmuso go ya ka Karolo 6 ya Molaotheo (Molao Nom. 108 wa 1996), ka mabaka a gore tiriso ya tsone e akaretsa 98% ya palo ya baagi botlhe. Dipuo tsa semmuso ke: Sendebele, Sexhosa, Sezulu le Seswati (tse di bidiwang dipuo tsa setlhopha sa SeNguni); Sesotho, Sepedi le Setswana (tse di bidiwang dipuo tsa setlhopha sa Sesotho); Sevenda, Setsonga, Seesemane le Seaforikanse.

Ka ntlha ya tlholego ya molawana wa pabalesego le tshireletso ya nyutlelia, le ka gonne Seesemane e le puo ya konokono mo go tsa kgwebo e e dirisiwang boditšhabatšhaba le mo Palamenteng ya Aforikaborwa, NNR, e tlhopha Seesemane jaaka nngwe ya dipuo tse nne (4) tsa semmuso tse di dirisiwang ke NNR. Ka ntlha ya se se tlhophiwang ke setšhaba se ba se direlang, NNR gape e dirisa Sexhosa, Sezulu le Seaforikanse jaaka dipuo tsa yone tsa semmuso ka maikaelelo a pholisi e.

Bukana ya NNR ya Tsweletso ya go Fitlhelela Tshedimosetso e fetoletswe mo dipuong tse nne (4) tsa semmuso.

POL-07/11/000

Rev 0

Mabapi le dikhonferense le diwekeshopo tsa kitso ya dilo tsa setso tse di rulaganngwang ke NNR, ka kakaretso NNR ga e na tšhelete ya go duelela ditirelo tsa go toloka. Ka jalo dibui di rotloedwa go dira tshobokanyo ka Seesemane le dintlha tsa tsone tsa setlhogo ka puo e ba e ratang, kgotsa di dire tshobokanyo ka puo e ba e ratang le dintlha tsa tsone tsa setlhogo ka Seesemane.

Maloko a setšhaba le ba boditšhabatšhaba ba puo e ba e tlhophang e leng Puo ya Diatla ya Aforikaborwa kgotsa puo e nngwe e e seng nngwe ya dipuo tsa semmuso tse di tlhophilweng a tlaa thusiwa go ya bokgakaleng jo bo kgonegang go ya ka seemo sa bone se se totobetseng. Dikopo tsa gore go fetoletse mo dipuong tse le go tswa mo go tsone di tlaa romelwa go Tirelo ya Dipuo ya Setšhaba.

#### 6.4 Tiriso ya dipuo tsa semmuso ke NNR

6.1 Lenaneo le le fa tlase le bontsha kafa NNR e ikaeletseng go dirisa dipuo tsa semmuso tse di tlhophilweng

#	Tlhaloso	Puo/Dipuo
1.	Tlhaeletsano ya Kafa Gare	Seesemane
2.	Tlhaeletsano magareng ga mafapha a puso le kafa gare ga one	Seesemane
3.	Tlhaeletsano ya inthanete (webosaete, social media, interanete)	Seesemane Dikopo tsa PAIA, Dingongorego le Dipatlisiso tse di romelwang ka webosaete di tlaa arabiwa ka puo ya semmuso e e tlhophiwang ke mokopi.
4.	Diphasalatso tsa Kgwebo <ul style="list-style-type: none"> <li>Dipego tsa Ngwaga le Ngwaga</li> <li>Tumalano ya Pego ya Pabalesego ya Nyutlelia</li> <li>Pego ya Aforikaborwa ya bosetšhaba ya tsamaisano le maikarabelo mo tumalanong ya taolo e e babalesegileng ya leokwane le le dirisitsweng le taolo e e babalesegileng ya pabalesego matlakala a radioactive</li> </ul>	Seesemane

POL-001(00)

Environmental

Page 6

5.	Tlhaeletsano le maloko a setšhaba (tlhaeletsano ya semmuso le e e kwadilweng)	Seesemane Sexhosa, Sezulu Seaforikanse (puo/dipuo tse dingwe tse di tlhophiwang ke babadi) (go akanngwa ka tiriso, mosola le ditshenyegelo)
6.	Tlhaeletsano le maloko a setšhaba (tlhaeletsano ya molomo)	Seesemane; le (puo/dipuo tse dingwe tse di tlhophiwang ke babadi) (go akanngwa ka tiriso, mosola le ditshenyegelo)
7.	Ditheetso sa Maikutlo a Setšhaba le dikopano tsa go abelana Tshedimosetso	Seesemane; le (puo/dipuo tse dingwe tse di tlhophiwang ke babadi) (go akanngwa ka tiriso, mosola le ditshenyegelo)
8.	Dikokoano tsa Tshedimosetso ya Pabalesego ya Setšhaba	Seesemane; le (puo/dipuo tse dingwe tse di tlhophiwang ke kokoano)

## 6.5 Go fitlhelela Pholisi ya Puo ya NNR ke maloko a setšhaba

6.5.1 Pholisi ya Puo ya NNR e tlaa nna teng ka Seesemane, Sezulu, Sexhosa le Seaforikanse mo webosaeteng ya NNR le e e gatisitsweng mo pampiring.

6.5.2 Dikopo tsa dikhopi tse di gatisitsweng mo pampiring tsa Pholisi ya Puo di ka romelwa go NNR ka mokwalo, ka mogala, kgotsa ka sebele. Dikhopi tsa Pholisi di ka tsewa ke mokopi wa tsone kgotsa tsa romelwa kwa go ene.

6.5.3 Batho ba ba dirang dikopo ka mogala ba tlaa romelwa kwa webosaeteng ya NNR lekgetlho la ntlha, mme ba ka fiwa dikhophi tse di gatisitsweng mo pampiring fa ba di kopa.

## 7. TSHEKATSHEKO

Pholisi e e tlaa sekasekiwa nako nngwe le nngwe fa go tsewa go tlhokega kgotsa fa go tlhokega mo dingwageng tse tlhano (5).

## 8. BOIKARABELO

Bathapiwa ba ba fitlhelwang ba tlola molao wa pholisi e ba tlaa kgalemiwa ke komiti ya kgalemo go tsamaisana le dipholisi tse di maleba tsa NNR.

POL-07/11/00

Rev 0

## 9. DINGONGOREGO

9.1 Motho ope (e ka tswa e le leloko la badiramongo ba NNR kgotsa leloko la setšhaba) yo o sa kgotsofaleleng tiriso ya NNR ya dipuo tsa semmuso a ka tsenya ngongorego e go tlaa lebaganwang le yone go ya ka Molawana 2(2) le 2(3) wa Melawana ya Tiriso ya Dipuo tsa Semmuso.

9.2 Gape dingongorego di ka lebišwa ka tšhamalalo go Mokhuduthamaga Mogolo wa NNR;

- di ka isiwa ka seatla kwa NNR, kgotsa tsa romelwa ka imeile go Mokhuduthamaga Mogolo wa NNR kgotsa tsa romelwa ka poso e e kwadisitsweng kwa atereseng ya poso ya NNR mme tsa tsenngwa mo dikgweding tse 3 tsa go nna teng ga ngongorego



**SOUTH AFRICAN REVENUE SERVICE**

NO. 1236

20 NOVEMBER 2020

**EXTENSION OF DEADLINE TO FILE COUNTRY BY COUNTRY RETURNS IN TERMS OF SECTION 25(7) OF THE TAX ADMINISTRATION ACT, 2011 (ACT NO. 28 OF 2011)**

In terms of section 25(7) of the Tax Administration Act, 2011, I, Edward Christian Kieswetter, Commissioner for the South African Revenue Service, hereby extend the deadline to file the Country-by-Country Reports under Notice No. 1117 published in Government Gazette No. 41186 dated 20 October 2017, for Reporting Fiscal Years commencing before 1 March 2020 as follows:

- With regards to a person required to file by 31 December 2020 or 31 January 2021, the deadline is extended to 28 February 2021; and
- With regards to a person required to file by 28 February 2021, the deadline is extended to 31 March 2021.

**EC KIESWETTER****COMMISSIONER FOR THE SOUTH AFRICAN REVENUE SERVICE**

**SUID-AFRIKAANSE INKOMSTEDIENS**

NO. 1236

20 NOVEMBER 2020

**VERLENGING VAN SPERTYD OM LAND-VIR-LAND OPGAWES IN TE DIEN  
INGEVOLGE ARTIKEL 25(7) VAN DIE WET OP BELASTINGADMINISTRASIE,  
2011 (WET NO. 28 VAN 2011)**

Ingevolge artikel 25(7) van die Wet op Belastingadministrasie, 2011, verleng ek, Edward Christian Kieswetter, Kommissaris vir die Suid-Afrikaanse Inkomstediens, hierby die spertyd om 'n Land-vir-Land verslag in te dien, ingevolge Kennisgewing No. 1117 op 20 Oktober 2017 in Staatskoerant No. 41186 gepubliseer, ten opsigte van Verslagdoenings- Fiskale Jare wat voor 1 Maart 2020 begin het, as volg:

- Ten opsigte van 'n persoon wat teen 31 Desember 2020 of 31 Januarie 2021 moet indien, word die spertyd tot 28 Februarie 2021 verleng; en
- Ten opsigte van 'n persoon wat teen 28 Februarie 2021 moet indien, word die spertyd tot 31 Maart 2021 verleng.

**EC KIESWETTER****KOMMISSARIS: SUID-AFRIKAANSE INKOMSTEDIENS**

## DEPARTMENT OF TRANSPORT

NO. 1237

20 NOVEMBER 2020

NATIONAL ROAD TRAFFIC ACT, 1996 (ACT NO. 93 OF 1996)

**PUBLICATION FOR COMMENTS OF THE MINIMUM SERVICE DELIVERY  
STANDARD**

The Minister of Transport, hereby publishes the above draft Minimum Service Delivery Standard for comments. All Interested persons are called upon to lodge their written inputs, comments or objections within four (4) weeks from the date of publication of this Notice in the Government Gazette to the Director-General, Department of Transport for the attention of:

Mr Ngwako Thoka  
Department of Transport  
Private Bag X193  
**PRETORIA**  
0001

E-Mail: [Thokan@dot.gov.za](mailto:Thokan@dot.gov.za)  
Tel: (012) 309 3764

Ms Laetitia Botma  
Department of Transport  
Private Bag X193  
**PRETORIA**  
0001

E-Mail: [BotmaL@dot.gov.za](mailto:BotmaL@dot.gov.za)  
Tel: (012) 309 3763

## MINIMUM SERVICE DELIVERY STANDARD (MSDS)

### 1. PURPOSE

The purpose of this document is to set a standard for Driving Licence Testing Centres (DLTCs), Vehicle Testing Stations (VTSs) and Registering Authorities (RAs) herein after referred to as Client Contact Centres, for service delivery.

The specific focus will be to prescribe and set the minimum standards and requirements for service delivery to the Client at Client Contact Centres as it relates to, inter alia, the issuance and acquisition of learners' and driving licences, roadworthy certificates, the registration and licensing of motor vehicles.

This standard aims to standardize operational practices across all the Client Contact Centres and shall be implemented and rendered in compliance with the applicable ***Batho Pele Principles*** and standards as listed below:

- 1.1 **Consultation:** Citizens should be consulted about the level and quality of public services they receive and wherever possible, should be given a choice about the services that are offered;
- 1.2 **Service Standards:** Citizens should be told what level and quality of public service they will receive so that they are aware of what to expect;
- 1.3 **Access:** All citizens should have equal access to the services to which they are entitled;
- 1.4 **Courtesy:** Citizens should be treated with courtesy and consideration;
- 1.5 **Information:** Citizens should be given full, accurate information about the public services they are entitled to receive;
- 1.6 **Openness and Transparency:** Citizens should be told how national and provincial departments are run, how much they cost, and who is in charge;
- 1.7 **Redress:** If the promised standard of service is not delivered, citizens should be offered an apology, a full explanation and a speedy and effective remedy; and when complaints are made, citizens should receive a sympathetic, positive response;
- 1.8 **Value for money:** Public services should be provided economically and efficiently in order to give citizens the best possible value for money

Furthermore, such services must be guided by and comply with the provisions of National Road Traffic Act, 1996 (Act No. 93 of 1996) and regulations and any other relevant legislation.

## 2. LIST OF DEFINITIONS

**“Access control”** means selective restriction of access to a place or other resource in terms of functions to be performed

**“Adequate space”** means enough space for all Clients queuing for a service in compliance with the Occupational Health and Safety Legislation.

**“Adequate security”** means all measures taken by the management of the Centre to protect the Centre and shall include physical security, access control, alarm system and security guard, and may include closed circuit television.

**“Client Contact Centre”** means Driving Licence Testing Centres (DLTCs), Vehicle Testing Stations (VTSS) and Registering Authorities (RAs) appointed in terms of the National Road Traffic Act and its Regulations.

**“Client”** means a person utilising the Driving Licence Testing Centres (DLTCs), Vehicle Testing Stations (VTSS) and Registering Authorities (RAs) services to comply with the requirements in terms of applicable national and provincial road traffic legislation.

**“Ergonomical office furniture”** means designed for the workplace intended to maximise productivity by minimising operator fatigue and discomfort to both staff and Clients.

**“Good lighting”** means as determined by SANS 10400.

**“Relevant Legislation”** means any legislation relating to the functions performed at Driving Licence Testing Centres (DLTCs), Vehicle Testing Stations (VTSS) and Registering Authorities (RAs).

**“Service Delivery Charter”** means the Charter as annexed as Annexure A of this Standard.

## 3. SCOPE

The scope of this standard is to set minimum service standards for Client Contact Centres and to address the challenges experienced by Clients in accessing and obtaining services rendered by Client Contact Centres. These challenges include but are not limited to

**3.1 Queue Management:** Long queues at Client Contact Centres impact on service delivery to Clients and leads to immense frustration.

**3.2 Location and Accessibility:** Lack of clear signage leads to Client Contact Centres not being easily located and accessible to Clients. Also most of the Contact Centres do not have proper signage in place both to get to the Centres and in the Centres and the Client is not effectively directed to where they need to go.

**3.3 Business Office hours:** Although, most of the Client Contact Centres open and close on time, there are those that experience disruptions to their normal

operational hours and the Client is not warned ahead of time of the untimely closing of the centre.

**3.4 Access to information and complaints management:** Clients do not have access to relevant information regarding the service that they require, resulting in numerous complaints that are poorly attended to which leads to frustration.

**3.5 Accountability:** Service Level Agreements are not in place where applicable leading to Client Contact Centres not effectively being held accountable for service delivery.

#### **4. SIGNAGE TO AND IN THE FACILITY**

Clients should be able to easily find the Client Contact Centre for their required service. Once entering the Centres the client should be able to easily find the appropriate service points.

##### **4.1 Road and Directional signage**

**4.1.1 Road Signage:** The Client Contact Centres shall have clear road signage indicating where the applicable Centre is located.

**4.1.2 Directional signage:** Upon entering the facility clear directional and service signage should be in place to indicate to the client where to park and proceed to each required service.

##### **4.2 Service point queue signage**

Service point queue signage must:

**4.2.1** Be erected overhead to the front of the queue; and

**4.2.2** Clearly depict the service in English and one other official language dominant in that area.

##### **4.3 Information signage**

Information signage must be:

**4.3.1** Clearly displayed;

**4.3.2** Legible, easily understandable; and

**4.3.3** Clearly depict the service in English and one other official language dominant in that area.

#### **5. SAFETY AND SECURITY**

Client Contact Centres shall ensure that staff, clients and state assets at the Client Contact Centres are safe and protected at all times.

##### **5.1 Access control to public areas**

There must be adequate security in all public areas including but not limited to security guards, alarms and burglar proofing.

## **5.2 Access control to restricted areas**

**5.2.1** Restricted areas must be clearly demarcated. Access to these areas must be controlled.

**5.2.2** Client Contact Centres shall ensure that access control measures are in place to secure where applicable

**5.2.1.1** Filing and storage rooms

**5.2.1.2** Server rooms

**5.2.1.3** Cashiers workstations

**5.2.1.4** Strong rooms

**5.2.3** All state equipment and stock including NaTIS equipment and face value documents shall be secured against loss and or damage.

## **5.3 Safety**

All Customer Care Centres must ensure compliance with Occupational Health and Safety legislated requirements.

**5.3.1** Health and safety instructions must be displayed

**5.3.2** Fire extinguishers serviced and available

**5.3.3** Revenue collected and banked daily

**5.3.4** Strong room/Safe available for safeguarding of face value document and revenue collected

## **6 PARKING**

**6.1** Customer Contact Centres shall have adequate Client parking available.

**6.2** Parking for Clients with disabilities must be provided and clearly marked.

## **7 FORMS**

**7.1** Client Contact Centres shall have all the forms relevant to the function of the Centre available to the Clients.

**7.2** Forms shall be sorted, clearly marked and provided to clients free of charge.

**7.3** Client Contact Centres shall also accept printed forms from the Departments website.

**7.4** Client Contact Centres shall provide an area for the completion of the forms.

- 7.5** There must be staff available to help the Client to complete the applicable forms for the appropriate transaction. In the smaller facilities this function can be performed by frontline staff provided that such staff adequately addresses all queries without jeopardising the normal transaction flow.

- 7.76** Client contact centre must maintain a minimum stock level as determined by the province to ensure uninterrupted service delivery.

## **8. QUEUES**

### **8.1 Adequate space for queuing**

- 8.1.1** There must be adequate space inside and outside the centre for seating and queuing.

- 8.1.2** Should clients be required to queue outside the centre, there should be adequate covering to provide shade and protection from the weather elements.

-

### **8.2 Queue Management**

Client Contact Centres shall monitor and control the queues to ensure that Clients are in the correct queue and advised of all the requirements for their appropriate transaction.

### **8.3 Average waiting times**

Services must be performed within the times as specified in the Service Delivery Charter attached as Annexure A.

### **8.4 Client care for the physically challenged and senior citizens**

Preferential care should be given to clients with disabilities, physical restrictions (permanent or temporary) and senior citizens.

## **9. DEDICATED CUSTOMER SERVICE DESK**

- 9.1** There should be a dedicated Client service desk that is staffed all the time. The staff should be adequately trained to handle all queries directed to the Client Contact Centre.
- 9.2** This requirement is not mandatory in small contact centres provided that the frontline staff adequately addresses all queries without jeopardising the normal transaction flow.

## **10. WORKING OFFICE EQUIPMENT**

The Client Contact Centres shall have:

- 10.1** Office equipment including telephone and or PABX systems, computers, fax machines, photo copying machines and air-conditioning in working order.



- 10.2 Ergonomical office furniture for staff and Clients that are clean and in good working order.

## 11. WAITING AREA

The waiting area should be in compliance with Occupational Health and Safety Standards, be clean and have:

- 11.1 Effective Ventilation
- 11.2 Good Lighting
- 11.3 Access to free fresh drinking water.

## 12. ABLUTION FACILITIES

The ablution facilities must have clear signage and must:

- 12.1 Be provided onsite for Clients and staff;
- 12.2 Be clean and comply with Occupational Health and Safety Standards;
- 12.3 Be accessible to Clients and staff with disabilities and cater to their needs;
- 12.4 Have sanitary bins, toilet paper, running water, soap and hand drying facilities; and

**NOTE:** All of the above must be provided free of charge by the Client Contact Centre

## 13. STAFF

Client Contact Centres shall provide sufficient and competent staff, including supervisory staff, to deliver the Services, and shall ensure that —

- 13.1 All NaTIS users attend and complete the Department's compulsory NaTIS training and refresher training.
- 13.2 No NaTIS access is granted to staff who have not completed the training and/or refresher training;
- 13.3 The duties of all staff are clearly defined and staff are familiar with same in order to promote clear division of duties;
- 13.4 All staff is appropriately trained for the position they are appointed in.
- 13.5 The Department is advised in writing of staff changes, including, but not limited to new appointments, resignations, suspensions, dismissals or reassignments;

**13.6** Staff strictly conform with all applicable laws and policies and instructions issued from time to time by the Department and the Public Service Commission's Code of Conduct for Public servants.

**13.7** All staff shall at all times clearly display name tags as provided by the Client Contact Centre.

#### **14. BUSINESS OFFICE HOURS**

**14.1** The Client Contact Centre shall be open during business office hours as stipulated in the Service Delivery Charter attached as Annexure A.

**14.2** Services must be performed continuously and only be suspended as a result of an event beyond the control of the Client Contact Centre.

#### **15. COMMUNICATION TO THE CLIENT**

##### **15.1 Information on display**

Client Contact Centres shall have on display

**15.1.1** The Service Delivery Charter as contained in Annexure A

**15.1.2** the Batho Pele principles

**15.1.3** Anti-Fraud and Corruption Hotline number

##### **15.2 Notifications to the Client**

Client Contact Centres shall upon receipt of the driving licence card, update the NaTIS and notify the Clients to collect the driving licence card.

#### **16. COMPLAINTS MANAGEMENT PROCESS**

**16.1** Client Contact Centres shall have a complaints management process in place.

**16.2** The complaints management process must include but not limited to:

**16.2.1** Registering of complaints in a complaints register:

**16.2.2** Acknowledgement of receipt of complaints within 3 working days:

**16.2.3** Complaints Investigation Process: and

**16.2.4** Feedback on progress

**16.3** The Client Contact Centre shall have available:

**16.3.1** Monthly statistics on complaints received, resolved, escalated.

**16.3.2** Monthly statistics on feedback to applicants.

**16.4 Client service survey**

**16.4.1** Client Contact Centres shall conduct Client satisfaction surveys at least once every 6 months.

**16.4.2** All Clients should be encouraged to complete the Client service questionnaire supplied to rate the level of service provided by the Client Contact Centre.

**16.4.3** Questionnaires can be submitted by placement in a suggestion box, mail, email, facsimile or by hand delivery.

**16.4.4** Client Contact Centres must process the questionnaires and report the outcome to the relevant province

**17. SERVICE LEVEL AGREEMENT**

**17.1** Client Contact Centres shall enter into a service level agreement with the relevant province that is in line with the Minimum Service Level Agreement to be published by the Minister in the Gazette.

**Annexure A**  
**Service Delivery Charter**

## SERVICE DELIVERY CHARTER VEHICLE TESTING STATION

### BUSINESS OFFICE HOURS

MONDAY TO FRIDAY: \_\_\_\_\_

SATURDAYS: \_\_\_\_\_

### *Our Services are:*

Application for Roadworthiness

Motor Cycle R

Bus R

Heavy motor vehicle R

Other vehicles R

Testing and retesting of motor vehicle R

Certification of Roadworthiness R

Identifying motor vehicle particulars that need to  
be updated and recommended to the  
appropriate Registering Authority

NOTE: All application forms are provided free of  
charge and also available on [www.enatis.com](http://www.enatis.com) .  
Selling of these forms must be reported.

DISCLAIMER: Lead times as prescribed are  
subject to all requirements being met by the Client  
and minimum test times per vehicle.

### WHO IS IN CHARGE

MANAGEMENT REPRESENTATIVE:.....

COMPLAINTS / COMPLIMENTS MECHANISM

### TEL NUMBERS

MANAGEMENT

REPRESENTATIVE:.....

PROVINCIAL NUMBER:.....

NATIONAL NUMBER:.....

## LEAD TIMES

All services will be rendered in accordance to  
BATHO PELE principles. The service delivery  
standard is available at [www.transport.gov.za](http://www.transport.gov.za)  
or [www.enatis.com](http://www.enatis.com).

## ENSURE SAFE MOTOR VEHICLES



Department  
Transport  
REPUBLIC OF SOUTH AFRICA

## SERVICE DELIVERY CHARTER DRIVING LICENCE TESTING CENTRE

### BUSINESS OFFICE HOURS

MONDAY TO FRIDAY: \_\_\_\_\_

SATURDAYS: \_\_\_\_\_

CLOSED ON PUBLIC HOLIDAYS

#### Our Services are:

Application for a Learner's Licence Test R  
Testing of learner drivers R  
Issuing of learner driving licence R  
Duplicate / Replacement of Learner's Licence R  
Application for Driving Licence Test R  
Testing of drivers R  
Issuing of Driving Licence and Driving Licence Card R  
Renewal / Replacement of Driving Licence Card R  
New application for Professional Driving Licence Permit (PrDP) R  
Renewal of PrDP R  
Temporary Driving Licence R  
Conversion of Foreign Driving Licence R  
Eye Testing for all the above processes R  
Updating Personal Particulars R  
Address verification R  
Application for Instructor's Certificate R  
Testing of Instructors R  
Issuing Instructor's Certificate R  
Issuing duplicate Instructor's Certificates R  
Verification of Driving Licence particulars R

NOTE: All application forms are provided free of charge and are available online at [www.enatis.com](http://www.enatis.com). Selling of these forms must be reported.

If you are renewing your driving licence card and will not be able to collect your card in person be sure to:

- Nominate a person to collect on your behalf
- Apply for a temporary driving licence

DISCLAIMER: Lead times as prescribed are subject to all requirements being met by the Client.

### WHO IS IN CHARGE

MANAGEMENT REPRESENTATIVE:.....

### COMPLAINTS / COMPLIMENTS MECHANISM

#### TEL NUMBERS

#### MANAGEMENT

REPRESENTATIVE:.....

PROVINCIAL NUMBER:.....

NATIONAL NUMBER:.....

### LEAD TIMES

Appointment Lead Times for learner's licence testing within \_\_ weeks

Appointment Lead Times for driving licence testing within \_\_ weeks.

All other services to be rendered within \_\_ minutes of arrival.

All services will be rendered in accordance to BATHO PELE principles. The service delivery standard is available at [www.transport.gov.za](http://www.transport.gov.za) or [www.enatis.com](http://www.enatis.com)

**IMPROVED SERVICES TO THE PEOPLE**



Department  
Transport  
REPUBLIC OF SOUTH AFRICA

# SERVICE DELIVERY CHARTER REGISTERING AUTHORITY

## BUSINESS OFFICE HOURS

MONDAY TO FRIDAY: \_\_\_\_\_

SATURDAYS: \_\_\_\_\_

CLOSED ON PUBLIC HOLIDAYS

### Our Services are:

- Registration of motor vehicle (MV)
- Deregistration of motor vehicle (MV)
- Licensing of motor vehicle
- Notice of change of ownership
- Application for Temporary Permit
- Application for Special Permit
- Application for Personalised Number Plate (where applicable)
- Duplicate Registration Certificate (S)
- Application for Motor Trade Number
- Updating of personal particulars
- Updating Address particulars
- Application for Special Classification into Licence Fees (S)
- Updating of MV particulars
- Application for Traffic Register Number Certificate (where applicable) (S)
- Referral of Motor Vehicle for SA Police Clearance
- Introduction of motor vehicles (S)
- Exporting of MV
- Application for registration as Manufacturer, Importer and Builder (where applicable)
- Application for registration as Manufacturer of Number plates, Manufacturer of blank plates, Embosser, supplier of reflective sheeting. (where applicable)

Fees are determined per vehicle type as published.

Note that the total fees payable may be subject to any outstanding motor vehicle registration, licensing and other fees.

NOTE: All application forms are provided free of charge and are available online at [www.enatis.com](http://www.enatis.com). Selling of these forms must be reported to the National Department.

**DISCLAIMER:** Lead times as prescribed are subject to all requirements being met by the Client.

**WHO IS THE  
OFFICIAL IN CHARGE:**.....

**COMPLAINTS / COMPLIMENTS MECHANISM  
TEL NUMBERS**

**OFFICIAL IN CHARGE:**.....

**PROVINCIAL NUMBER:**.....

**NATIONAL NUMBER:**.....

## LEAD TIMES

NOTE: Bulk services will be rendered within \_\_\_\_\_ days (if applicable).

NOTE: Services marked (S) are regarded as sensitive transactions and will require investigation and more time to conclude)

NOTE: Queueing for services other than bulk and sensitive transactions should not be longer than \_\_\_\_ minutes.

All services will be rendered in accordance to BATHO PELE principles. The service delivery standard is available at [www.transport.gov.za](http://www.transport.gov.za) or [www.enatis.com](http://www.enatis.com)

**PROMOTING ROAD SAFETY**



Department  
Transport  
REPUBLIC OF SOUTH AFRICA

# GENERAL NOTICES • ALGEMENE KENNISGEWINGS

## NON-GOVERNMENTAL ORGANIZATION

### NOTICE 662 OF 2020

#### VETERINARY AND PARA-VETERINARY PROFESSIONS ACT, 1982 (ACT NO. 19 OF 1982)

#### REGULATIONS RELATING TO VETERINARY AND PARA-VETERINARY PROFESSIONS: AMENDMENT

#### SCHEDULE

#### Definition

#### 1.

In this Schedule "the Regulations" means the regulations published by Government Notice No. R.2085 of 1 October 1982, as amended by the regulations published by Government Notices Nos. R.1994 of 11 September 1987 (as corrected by Government Notice No. R.2199 of 2 October 1987), R.397 of 4 March 1988, R.1067 of 17 May 1991, R.11 of 3 January 1992, R.976 of 27 March 1992, R.1477 of 23 September 1994, R.47 of 20 January 1995, R.701 of 12 May 1995, R.1401 of 15 September 1995, R.561 of 1 April 1996, R.256 of 14 February 1997, R.257 of 14 February 1997, R.96 of 16 January 1998, R.501 of 1 April 1998, R.751 of 5 June 1998, R.374 of 26 March 1999, R.422 of 1 April 1999, R.618 of 23 June 2000, R.734 of 17 August 2001, R.324 of 22 March 2002, R.562 of 2 May 2003, R.275 of 5 March 2004 (as amended by Government Notice No. R.568 of 7 May 2004), R.343 of 15 April 2005, R.249 of 24 March 2006, R.322 of 20 April 2007, R.487 of 30 April 2008, R.655 of 12 June 2009, R.659 of 30 July 2010 and R.810 of 12 October 2012, R.30 of 30 August 2014, R.638, R.305 of 25 April 2014, R.389 of 15 May 2015, Notice 408 of 2016, 15 July 2016, Notice 564 of 4 August 2017, Notice 642 of 19 October 2018, Notice 389 of 19 July 2019

#### Substitution of Table 1 of the Regulations

#### 2.

The following Table is hereby substituted for Table 1 of the Regulations.

TABLE 1  
FEES PAYABLE

PURPOSE	AMOUNT
1 Registration of a student [R.22]	*R 156.00
2.1 Registration of a natural person	
(a) to practice a veterinary profession	*R 2478.00 for the first registration and *R 7929.00 for registration of a person whose registration was previously terminated
(b) to practice a veterinary specialist profession	*R 2478.00 for the first registration and *R 7929.00 for a person whose registration was previously terminated.
(c) to practice a para-veterinary profession	*R 811.00 for the first registration and *R3172.00 for the registration of a person whose registration was previously terminated.
2.2 Registration of a juristic person [R.23]	*R 2478.00
3. Maintenance of registration of a student [R.24.1]	*R 156.00
4. Maintenance of registration of	



(a) a person practising a veterinary profession	*R 4404.00
(b) a person practising a para veterinary profession	*R 1348.00
(c) a person practising as a pensioner [R.24.2]	*R 397 00
5. Alteration of	
(a) registration of a person practising a veterinary profession	*R 94.00
(b) speciality of a veterinary specialist	*R 94.00
(c) registration of a person practising a para-veterinary profession [R.25]	*R 94.00
6. Entry of- particulars of a degree, diploma or certificate in a register [R.26]	*R 239.00
7.	
7.1 Examination determined by the Council for registration purposes as a Veterinarian	
(a) Non-refundable application fee	*R 470.00
(b) Examination Fee Including Application Fee	*R 31 126.00
7.2 Examination determined by the Council for registration purposes as a Para Veterinarian	
(a) Non-refundable application fee	*R 470.00
(b) Examination Fee Including Application Fee	*R 15 536.00
[Section 20 (5) (c)]	
8. Deferment (Continuing Professional Development)	*R1143.00
9. Routine inspections	*R 4 638.00

\* VAT included

**DEPARTMENT OF TRADE, INDUSTRY AND COMPETITION  
NOTICE 663 OF 2020**

**International Trade Administration Commission of South Africa**

The Minister issued a directive in Government Gazette No. 43501 on 3 July 2020, instructing the International Trade Administration Commission of South Africa (ITAC) to investigate whether the Price Preference System (PPS) on the exportation of scrap metal is achieving the objectives of the Policy. ITAC conducted an investigation, requested public comments and implemented initial amendments to the PPS Guidelines in Notice 532 of 2020, published in Government Gazette No. 43765 on 2 October 2020. Information received during the above-mentioned investigation and information provided in the public comments indicated that further amendments are required to ensure that the PPS is strengthened. Public comments are herewith invited on the further proposed amendments to the PPS.

**Proposed amendments to the PPS Policy Guidelines published in Government Gazette No. 43765, Notice 532 of 2020 on 2 October 2020 on the exportation of ferrous and non-ferrous waste and scrap metal.**

**Amended Export Control Guidelines on the Exportation of Ferrous and Non-Ferrous Waste and Scrap**

The above-mentioned guidelines are herewith amended as follows:

1. By the insertion of the following paragraph as a new paragraph after paragraph 4.2, following the words "...domestic consuming industry."

Scrap metal ISRI grades that are non-specific as to scrap metal content specification and where it is recommended in the ISRI Specifications, for example, that scrap metal be sold by analysis, sample, recovery basis or the like, and where a particular reference to minimum percentage content (for example copper scrap ISRI: Druid: Insulated Copper Wire Scrap) is also not specified in the ISRI Specifications, a valid offer can be made at a minimum of 3% of the content of the metal in question (i.e. 3% copper content in the above-mentioned example). Should the content of the metal in question of a specific ISRI grade be more than 3%, a valid offer can be made on an analysis, sample or recovery basis.

2. By the amendment of the percentage of copper LME full price of the copper ISRI grade Druid in the Red metal Table contained in paragraph 4.3 from "33.0" to "3.0 or analysis, sample or recovery basis".

3. By the substitution of paragraph 4.4 with the following paragraph:

- 4.4 When a valid offer is submitted in terms of the PPS and the scrap metal as reflected in the application is purchased in terms of the PPS by a local consumer, it must be transported and delivered to the consumer's scrap metal processing premises by the seller, for the seller's account.

4. By the substitution of paragraph 4.5 with the following paragraph and table:

- 4.5. Notwithstanding the above, the price preference price for all ISRI grades of aluminium waste and scrap as listed here-under, will be calculated by using the London Metal Exchange index price (LME full price) as an international benchmark average price. From the average price achieved and based on the average exchange rate during the previous day, week, two weeks, month or quarter, where applicable, for the different types and grades of aluminium waste and scrap, an amount of 25% will be deducted to reflect the price at which the different grades of aluminium waste and scrap must be offered for sale to the domestic consuming industry.

Aluminium ISRI Grades	Percentage of Aluminium LME full price
Taint Tabor	73.50%
Toto / Tutu / Tata / Tread	93.50%
Telic / Teens	63.50%
Taboo / Tough / Tooth	75.50%
Tabloid / Tablet	95.50%
Tense / Trump / Twist	75.50%
Tale	49.50%
Tally	59.50%
Tall	95.50%
Talc	43.50%
Talcred	58.50%
Taldon	63.50%
Taldork / Taldack	63.50%
Take	73.50%
Tarry A	74.50%
Tarry B	73.50%
Tarry C	65.00%
Tepid	<b>Analysis/Sample/Recovery Basis</b>
Tooth	80.00%
Twitch	74.00%
Tweak / Twire	<b>Analysis/Sample/Recovery Basis</b>
Troma	85.50%
Talon / Taste / Tann / Tassel	87.50%

Twang	Analysis/Sample/Recovery basis
Trill	Analysis/Sample/Recovery Basis
Thigh	Analysis/Sample/Recovery Basis
Thirl	Analysis/Sample/Recovery Basis
Thorn	Analysis/Sample/Recovery Basis
Twirl	Analysis/Sample/Recovery Basis
Terse / Tetra / Tesla	54.50%
Zorba	53.50%
Throb	60.50%

Aluminium Scrap Metal Table

5. By the deletion of paragraph 4.10 and amending the number of paragraph “4.11” to “4.10”.

6. By the insertion of the following paragraphs after paragraph 8.19:

8.20. Scrap metal export permit applications that are submitted to ITAC and circulated may not be withdrawn by the applicant unless the scrap metal applied for in the application is sold by the applicant to a local consumer for local consumption. If after the requisite circulation period, no offer to purchase is made, ITAC will process the application as per its normal administrative practice.

8.21 Scrap metal, which is authorised by ITAC for exportation by virtue of an export permit, must be exported as breakbulk cargo and not as containerised cargo.

7. These amendments to the PPS Guidelines will come into effect on the date of publication thereof in the Government Gazette.

Interested parties are hereby invited to comment on the proposed amendments to the Price Preference System (PPS) Policy Guidelines published in Government Gazette No. 43765, Notice 532 of 2020 on 2 October 2020 on the exportation of ferrous and non-ferrous waste and scrap metal.

### Enquiries

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Ms Eleanor Graaff: [egraaff@itac.org.za](mailto:egraaff@itac.org.za)

**Publication period**

Comments must be submitted within a period of 2 weeks from the publication of this notice to any of the above-mentioned e-mail addresses.

**DEPARTMENT OF TRADE, INDUSTRY AND COMPETITION****NOTICE 664 OF 2020****COMPETITION TRIBUNAL****NOTIFICATION OF DECISION TO APPROVE MERGER**

The Competition Tribunal gives notice in terms of rules 34(b)(ii) and 35(5)(b)(ii) of the "Rules for the conduct of proceedings in the Competition Tribunal" as published in Government Gazette No. 22025 of 01 February 2001 that it approved the following mergers:

Case No.	Acquiring Firm	Target Firm	Date of Order	Decision
LM087Aug20	Foschini Retail Group (Pty) Ltd	The Assets and Business Conducted by Edcon Ltd	23/09/2020	Approved Subject to Conditions
LM082Aug20	K2020211444 (South Africa) (Pty) Ltd	Barrie Cline Clothing (Pty) Ltd	12/10/2020	Approved Subject to Conditions
LM070Jul20	Isuzu Motors Ltd	UD Trucks Corporation	20/10/2020	Approved
LM121Sep20	Grindrod Property Holdings Ltd	SA Corporate Real Estate (SACREL)	20/10/2020	Approved
LM137Oct20	K2020704995 (South Africa) (Pty) Ltd	Comair Ltd	30/10/2020	Approved Subject to Conditions
SM148Jul18	IRL (South Africa) Resources Investments (Pty) Ltd	Mapochs Mine (Pty) Ltd	26/10/2020	Approved Subject to Conditions

The Chairperson  
Competition Tribunal

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**BOARD NOTICES • RAADSKENNISGEWINGS**

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**BOARD NOTICE 136 OF 2020**

Building 2 Greenstone Hill Office Park Emerald Boulevard Modderfontein  
**PO Box 8237 Greenstone 1616 Johannesburg South Africa**  
Tel 087 940 8800 Fax 087 940 8873 E-mail [board@irba.co.za](mailto:board@irba.co.za)  
Docex DX008 Edenvale Internet [www.irba.co.za](http://www.irba.co.za)

**APPOINTMENT OF MEMBERS TO THE BOARD OF THE INDEPENDENT REGULATORY BOARD  
FOR AUDITORS**

Notice is hereby given in accordance with the provisions of Section 11(7) of the Auditing Profession Act, No 26 of 2005, that the Minister of Finance appointed the following persons as Board members of the IRBA:

Effective 24 June 2020:

1. Mr Mohamad I Motala (re-appointment)
2. Mr Madoda A Petros (re-appointment)
3. Ms Martie J Janse van Rensburg (re-appointment)
4. Prof Nirupa Padia
5. Ms Thembeke Semane
6. Ms Jesmane Boggenpoel
7. Ms Nombulelo Gumata

Effective 1 October 2020:

8. Mr Zunaid Vally
9. Mr Craig Barrett

In accordance with the provisions of Section 12(1) of the APA, the appointments are effective for two years renewable once.

Jenitha John  
**Chief Executive Officer**

## BOARD NOTICE 137 OF 2020

**NATIONAL COUNCIL OF SOCIETIES FOR THE PREVENTION OF CRUELTY TO ANIMALS****R U L E S****1     AMMEND RULE 6.30**

The committee of every Society shall ensure that a provision is inserted in all future employment contracts of general managers, as a pre-requisite to their employment, the necessity for them to attend an Inspectors' Training Course and to qualify as an inspector within 12 months of their signature of their contract of employment. This rule comes into effect 60 days after being gazetted.

**2     AMMEND RULE 6.17**

All Inspectors are required to attend a Refresher Course every 5 years and pass the appropriate examination.

**3     NEW RULE TO BE NUMBERED 3.10**

All Societies, regardless of income status or size, are required to comply with all the provisions contained in national legislation. This includes, but is not restricted to, the following:

South African Revenue Services (SARS)

- (a) All Societies are required to deduct PAYE from staff salaries and wages (where this is applicable) and forward payment to SARS before the 7<sup>th</sup> day of each month.
- (b) Biannual returns also need to be submitted to SARS.
- (c) VAT registered Societies are required to submit either a monthly or bi-monthly return (dependent on registration) to SARS by the 24<sup>th</sup> of the month.
- (d) Form IRP5 / Form IT3 (a) tax certificates must be submitted for all employees.

Unemployment Insurance Fund

All Societies are required to forward deductions from staff salaries and wages for the Unemployment Insurance Fund to the Department of Labour every month.

Minimum Wages

All Societies are to adhere to the minimum wage schedules laid down by the Department of Labour.

Workmen's Compensation Fund

All Societies are required to register with the Workmen's Compensation Fund and submit an annual return of earnings to the Workmen's Compensation Commissioner.