



Ensuring an accessible and trusted
financial sector ombud system

UMKHANDLU WOMXAZULULI

UMTHETHO WOKUKHUTHAZWA KOKUTHOLAKALA KOLWAZI, WESI-2 WEZI- 2000, NJENGOBA UCHIBIYELWE

UMHLAHLANDLELA WE-PAIA

Lo Mhlahlandlela ulungiselelwe ngokwesigaba 14 SOMTHETHO WESI-2 WEZI-2000 WOKUTHOLAKALA KOLWAZI ("PAIA") NJENGOBA UCHIBIYELWE.

Usuku lokuchibiyelwa:[kuNtulikazi wezi-2024]

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1. Izincazelo

- 1.1. "Isikhulu Lesikhulu Solwazi" kuchaza iNhloko Yezokusebenza yoMkhandlu we-Ombud, okuwumuntu oqokiwe obhekele ukusiza Isikhulu Sezolwazi ngesicelo se-PAIA.
- 1.2. **"Umthetho we-FSR" usho uMthetho Wokulawulwa Komkhakha Wezezimali, wesi-9 wezi-2017.**
- 1.3. "Isikhulu Esibhekele Ulwazi" endabeni yoMkhandlu woMxazululi nguMxazululi Omkhulu.
- 1.4. "UMlawuli woLwazi" chazwa uMlawuli woLwazi osungulwe ngokwesigaba 39 soMthetho Wokuvikeleka Komuntu Siqu, wezi-2013.
- 1.5. "I-PAIA" ichaza uMthetho Wokukhuthaza Ukutholakala Kolwazi, wesi-2 wezi-2000 njengoba uchibiyelwe, futhi ihlanganisa noma yimuphi umthethonqubo owenziwe futhi osebenzayo ngokwesigaba 92.
- 1.6. "Ulwazi Lomuntu Siqu" luchaza ulwazi oluphathelene nomuntu wemvelo obonakalayo, okuhlanganisa kodwa kungagcini nje: -
 - (a) Ulwazi oluhlobene nohlanga, ubulili, ukukhulelwa, isimo somshado, ubuzwe noma imvelaphi yomphakathi, umbala wesikhumba, ukukhetha ubulili, ubudala, impilo yomzimba noma yengqondo, inhlalakahle, ukukhubazeka, inkolo, inkolelo kanembeza, isiko, ulimi noma ukuzaleka komuntu;
 - (b) Ulwazi oluhlobene nemfundo noma umlando wezokwelashwa, umlando wobugebengu noma wokuqashwa komuntu noma ulwazi oluhlobene nokuthengiselana kwezezimali umuntu aye wabandakanyeka kukho;
 - (c) Noma iyiphi inombolo kamazisi, uphawu noma enye into enikezwe umuntu;
 - (d) Ikheli, amaqophelo eminwe noma uhlobo lwegazi lomuntu;

- (e) Imibono yomuntu, imibono noma okuthandwa umuntu, ngaphandle kwalapho imayelana nomunye umuntu noma mayelana nesiphakamiso sesibonelelo, i-awodi noma umklomelo okufanele wenziwe komunye umuntu;
- (f) Izincwadi ezithunyelwa ngumuntu eziyimfihlo ngokusobala noma ezinye izincwadi ezingadalula okuqukethwe yincwadi yokuqala;
- (g) Umuvo noma imibono yomunye umuntu ngomuntu thize;
- (h) Izimvo noma imibono yomunye umuntu mayelana nesiphakamiso sesibonelelo, awodi noma umklomelo okufanele unikezwe umuntu, kodwa kungafaki igama lomunye umuntu lapho livela khona umuvo noma imibono yomunye umuntu; futhi
- (i) Igama lomuntu lapho livela khona nolunye ulwazi lomuntu siqu oluhlobene nomuntu noma lapho ukudalulwa kwegama ngokwalo kuzoveza ulwazi mayelana nomuntu, kodwa ayifaki ulwazi mayelana nomuntu oseneminyaka engaphezu kwama-20 (amashumi amabili) afa.

1.7. “I-POPIA” isho uMthetho Wokuvikelwa Kolwazi Lomuntu Siqu, wesi-3 wezi-2013.

1.8. “Irekhodi” maqondana noMkhandlu womxazululi lisho noma yiluphi ulwazi olugciniwe:

- (a) Kungakahathaliseki uhlobo noma indlela olugciniwe ngayo
- (b) ngaphansi koMkhandlu womxazululi;
- (c) Noma lasungulwa nguMkhandlu womxazululili noma cha.

1.9. “Isicelo sokufinyelela” sisho isicelo sokufinyelela irekhodi loMkhandlu woMxazululi ngokwesigaba 11 se-PAIA.

2. Inhloso yomhlahlandlela

2.1. I-PAIA idinga ukuthi zonke izinhlobo zikahulumeni nezizimele eNingizimu Afrika zibe nebhukwana lokuchazela umphakathi ukuthi ungawathola kanjani amarekhodi agcinwe yinhlangano.

2.2. Lo mhlahlandlela unikeza ulwazi oluvumela umphakathi ukuba wazi ukuthi:

- Imaphi amarekhodi uMkhandlu we-Ombud onawo, nokuthi ungawafinyelela kanjani.
- Imaphi amarekhodi adinga isicelo esisemthethweni se-PAIA futhi yimaphi amarekhodi atholakalayo ngaphandle kwesicelo esisemthethweni
- Inqubo kanye neminingwane yokuxhumana ezosetshenziswa ukufinyelela amarekhodi.
- Izizathu lapho uMkhandlu woMxazululi ungenqaba ukufinyelela kumarekhodi, kanye nezixazululo ezikhona mayelana nezicelo zokufinyelela amarekhodi.
- Izinsizakalo zomphakathi zoMkhandlu woMxazululi ezitholakalayo nokuthi zifinyeleleka kanjani.
- Incazelo yamarekhodi oMkhandlu woMxazululi atholakalayo ngokuhambisana nanoma yimuphi omunye umthetho.
- Incazelo yesiqondiso yoMlawuli woLwazi wokuthi isetshenziswa kanjani i-PAIA, nokuthi ungayifinyelela kanjani.
- Kungani futhi kunini lapho uMkhandlu woMxazululi uzocubungula ulwazi lomuntu siqu, kanye nezinhlobo zolwazi lomuntu siqu kanye nencazelo yezigaba zezihloko zeminingwane ezithintekayo.
- Abazothola noma izigaba zabazothola ulwazi lomuntu siqu olunganikezwa kubo.
- Ukuthi uMkhandlu woMxazululi uhlela kanjani ukudlulisa noma ukucubungula ulwazi lomuntu siqu ngaphandle kweNingizimu

Afrika kanye nabamukeli bolwazi lomuntu siqu olunganikezwa kubo.

- Ukuthi uMkhandlu woMxazululi unazo yini izinyathelo zokuqikekelwa kwezokuphepha ezifanele zokuqinisekisa ukugcinwa kwemfihlo, ubuqotho kanye nokutholakala kolwazi lomuntu siqu olucubungulayo.

3. Ukusungulwa koMkhandlu womxazululi kanye nomsebenzisesekelo wawo

- 3.1. UMkhandlu woMxazululi usungulwe ngaphansi kwesigaba sama-175 soMthetho Wokulawulwa Komkhakha Wezezimali wesi-9 wezi-2017. Inhloso yoMkhandlu woMxazululi ukusiza ekuqinisekiseni ukuthi amakhasimende ezezimali ayakwazi ukufinyelela, futhi ayakwazi ukusebenzisa izindleko ezingabizi kakhulu, ezisebenzayo, ezizimele nezinobulungiswa ezihlukile zokuxazulula izikhalo mayelana nezikhungo zezezimali maqondana nemikhiqizo yezezimali, izinsizakalo zezezimali, kanye izinsiza ezihlinzekwa yingqalasizinda yemakethe (isigaba 176 soMthetho we-FSR).
- 3.2. UMkhandlu woMxazululi awuzisingatheli izikhalo zamakhasimende ngokwawo, kodwa wengamela zonke izinhlelo zomxazululi womkhakha wezezimali, empeleni Usebenza njengesiphathimandla esilawulayo somxazululi. UMkhandlu woMxazululi uzosiza abamangali ekuboneni ukuthi yimuphi umxazululi obhekene nokulalela izikhalo zabo ezimeni lapho umkhalha ophathe ungacacile.
- 3.3. UMkhandlu woMxazululi ulawula izinhlelo zomxazululi zemboni ezaziwayo kanye nezinhlelo ezisemthethweni zomxazululi.
- 3.4. UMkhandlu woMxazululi uphinde ube uhlaka lukazwelonke olusohlwini ngaphansi kweSheduli 3A yoMthetho Wokuphathwa Kwezimali Zomphakathi, we-1999 ("PFMA").

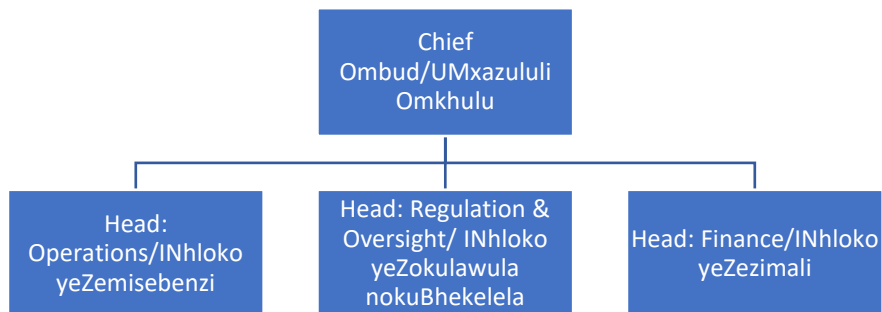
4. Isakhiwo kanye nomsebenzi woMkhandlu woMxazululi

4.1. Isakhiwo nokubusa

UMkhandlu woMxazululi ulawulwa yiBhodi Labaqondisi, eliqokwe uNgqongqoshe Wezezimali ngokwesigaba 180 soMthetho we-FSR. Ibhodi lisekelwa yiKomidi Lokucwaninga Amabhuku Nezingozi kanye neKomidi Lemihlo Nezabasebenzi.

Imisebenzi yoMkhandlu woMxazululi kanye nokuphathwa kwawo kwansuku zonke kwenziwa uMxazululi Omkhulu WoMkhandlu, osebenza njengoMphathi Omkhulu futhi oqokwa nguNgqongqoshe Wezezimali (bheka isigaba 188 soMthetho we-FSR).

Isakhiwo soMkhandlu woMxazululi simi kanje:



4.2. Imisebenzi

Imisebenzi eyinhloko yoMkhandlu woMxazululi ngokwesigaba 177 soMthetho we-FSR, ngamafuphi, uku:

- Ukubona izinhlelo zomxazululi wemboni;
- Ukukhuthaza ukusebenzisana nokuxhumana phakathi kwezinhlelo zomxazululi;
- Ukulwela ukuvikela ukuzimela nokungachemi kwezinhlelo zomxazululi;
- Ukuthuthukisa ukuqwashisa umphakathi ngezinhlelo zomxazululi;
- Ukwenza lula ukufinyelela kwamakhasimende ezezimali ezinhlelweni zomxazululi;

- Ukumemezela izinhlelo zomxazululi;
- Ukuxazulula ukugqagqana kwegunya phakathi kwezinhlelo zomxazululi;
- Ukuqapha ukusebenza kwezinhlelo zomxazululi, okuhlanganisa nokuhambisana kwazo nemithetho yemboni yezezimali;
- Sekela ukufakwa kwezimali; futhi
- Yenza eminye imisebenzi enikezwe yona ngokomthetho, noma njengoba kudingekile ukuze kuzuzwe inhloso yayo.

UMkhandlu womxazululi kufanele wenze imisebenzi yawo ngaphandle kokwesaba, ukuchema noma ukubandlulula.

5. Imininingwane yokuxhumana ukuze uthole ulwazi loMkhandlu woMxazululi

5.1. Isikhulu Esiphezulu Solwazi:

Igama	Leanne Jackson
Isikhundla	UMxazululi Omkhulu
Ikheli Lendawo	Ground Floor Mac Mac Building Maxwell Office Park Magwa Crescent Midrand 2090
Ucingo	012 051 3400
Imeyili	admin@ombudcouncil.org.za

5.2. Iphini lisikhulu esiphezulu:

Igama	Siphiwe Dube
Isikhundla	Head of Operations
Ikheli Lendawo	Ground Floor Mac Mac Building

Maxwell Office Park
Magwa Crescent
Midrand
2090

Ucingo
Imeyili

012 051 3400
admin@ombudcouncil.org.za

6. Isixazululo esibhekene nomthetho noma ukwehluleka ukwenza okuthile koMkhandlu woMxazululi

- 6.1. Noma yimuphi umuntu onesikhalazo ngesenzo soMkhandlu woMxazululi ngokuhambisana noMthetho we-PAIA, noma ukwehluleka ukwenza kanjalo, angafaka isikhalazo kuMlawuli Wezolwazi ngokuhambisana nesigaba 77A se-PAIA. Lokhu kubandakanya izikhalazo mayelana: Nokwenqaba koMkhandlu woMxazululi ukunikeza ukufinyelela kumarekhodi aceliwe; imali yokufinyelela ekhokhiswa uMkhandlu woMxazululi; ukunwetshwa kwesikhathi esithathiwe ukuze kufinyelelwe irekhodi; noma uhlobo ukufinyelela okunikezwa ngalo.
- 6.2. Isikhalo kufanele sifakwe phansi kuMlawuli Wolwazi, ngefomu elinqunyiwe, zingakapheli izinsuku ezinga-180 zesinqumo soMkhandlu ka-Ombud isikhalazo esiphathelene naso. Isikhalazo kufanele siveze ukuthi isinqumo soMkhandlu woMxazululi besingahambisani ne-PAIA.
- 6.3. Uma le nqubo yesikhalazo isisebenziswe ngokugcwelw, umuntu ofake isikhalazo kwezinye izimo angafaka isicelo enkantolo ukuze athole usizo olufanele ngaphansi kwesigaba sama-82 se-PAIA.

7. Isiqondiso esichaza ngokusebenzisa i-PAIA nokuthi ungafinyelela kanjani kumhlahlandlela

7.1. UMlawuli woLwazi, ngokwesigaba 10(1) se-PAIA, wenza kubekhona umhlahlandlela wokuthi isetshenziswa kanjani i-PAIA. Umhlahlandlela utholakala ngazo zonke izilimi ezisemthethweni zaseNingizimu Afrika futhi ungatholakala ngalezi zindlela ezilandelayo:

- Emahhovisi Okulawula Ulwazi;
- Ngesicelo esivela Kumxazululi Information Officer (bheka imininingwane yokuxhumana ngaphansi kwesigaba 5);
- Kusukela kusizindalwazi soMlawuli Wolwazi ku-<https://www.justice.gov.za/inforeg>)

7.2. Umhlahlandlela uqukethe ulwazi oluqondakala kalula kulokhu okulandelayo:

- Izinhloso ze-POPIA kanye ne-PAIA;
- Amakheli kanye nemininingwane yokuxhumana Yezikhulu Zolwazi kanye namaPhini Ezikhulu Zolwazi zezinhlangano zikahulumeni nezizimele;
- Ungawathola kanjani amarekhodi ezinhlangano zikahulumeni noma ezizimele;
- Indlela kanye nendlela yesicelo sokuthola irekhodi lebandla lomphakathi kanye nokufinyelela irekhodi lebandla elizimele;
- Usizo olutholakala kuSikhulu Sezokwazisa senhlangano yomphakathi ngokwe-PAIA kanye ne-POPIA;
- Usizo olutholakala kuMlawuli ngokwe-PAIA kanye ne-POPIA;
- Izixazululo ezingokomthetho ezitholakalayo zokwephulwa kwe-POPIA kanye ne-PAIA, okuhlanganisa indlela yokufaka isikhalazo sangaphakathi, isikhalazo kuMlawuli, kanye nesicelo enkantolo esiphikisa isinqumo seSikhulu soLwazi senhlangano yomphakathi, isinqumo sokudluliswa kwecala kwangaphakathi

noma isinqumo soMlawuli noma isinqumo senhloko yenhlangano ezimele;

- Izibopho zezinhlangano zikahulumeni nezizimele zokuhlanganisa imanuwali ye-PAIA (njengaleli), kanye nendlela yokuthola imanyuwali;
- Izidingo zokudalulwa ngokuzithandela (okuzenzakalelayo) kwamanye amarekhodi;
- Izimali ezikhokhwayo zezicelo zokufinyelela kumarekhodi; futhi
- Imithethonqubo eyenziwe ngaphansi kwe-PAIA.

8. Izihloko nezigaba zamarekhodi agcinwe uMkhandlu Womxazululi

8.1. UMkhandlu woMxazululi unezinhlobo ezimbalwa zamarekhodi, njengoba ebekwe kuThebula elingezansi:

Ithebula 1: Amarekhodi oMkhandlu woMxazululi

Isihloko	Uhlobo lwerekhodi
Isu, ukuhlela nokusebenza	• Izinhlelo zamasu • Izinhlelo zokusebenza zonyaka • Imibiko esemthethweni ngokwe-PFMA neminye imiyalelo
Ukubusa	• Amaminithi eBhodi kanye neKomidi • Izinqubomgomo Ezigunyazwe Ibhodi • Izinhlelo nezinhloko zokulawula ubungozi • Amarekhodi ocwaningomabhuku • Amarekhodi abaqondisi • Izinqumo ezikhethekile/ Izinqumo eziphasisiwe emihlanganweni yeBhodi kanye neyeKomidi
Ezezimali kanye nokuthengwa kwempahla	• Amarekhodi ezimali, izitatimende zezimali, isabelomali kanye neziphakamiso zentela • Amathenda akhangisiwe futhi anikezwayo • Amarekhodi osonkontileka • Amarekhodi Ebhange

	• Imininingwane yasebhange nama-akhawunti asebhange • Izitatimende zasebhange • Amarejista Empahla • Izinqubomgomo nezinqubo • Ama-invoice • Amarekhodi intela
Imisebenzi	• Ukuqashisa, amalayisensi nezinye izinkontileka • Izinhlelo zokusebenza kanye nezinqubo ezihlobene ne-IT • Ukuxhumana kwangaphakathi • Imibhalo esalungiswa yokusebenza • Uhlu lwabahlinzeki • Izivumelwano zabahlinzeki • Ilayisensi yobuchwepeshe (yesofthiwe) •
Ihhovisi lezabasebenzi	• Amarekhodi abasebenzi • Izinkontileka zokuqashwa • Amarekhodi okuqasha • Amarekhodi okuphatha ukusebenza • Amarekhodi emihloko namaholo • Ikhefu, ukuqeqeshwa, ukuqondiswa kwezigwegwe, namanye amarekhodi obudlelwano bokuqashwa • Amarekhodi osizo lwezokwelapha • Amarekhodi esikhwama sempesheni • Izincwadi zokuqeqesha namarekhodi
Amarekhodi esikimu somxazululi	• Imithetho ebusayo yezinhlelo zomxazululi kanye nemibhalo yokubonisana ehlobene • Amarekhodi okuqashelwa kwesu • Ukuhlolwa kwendawo kanye namanye amarekhodi okugada • Imibiko kanye nokuthunyelwe ngumxazululi wezikimu • Amaminithi namarekhodi emihlangano esemthethweni neminye enezinhlelo zomxazululi

	• Ukuxhumana okujwayelekile nomxazululi ngezinhlelo zokufeza igunya lethu elisemthethweni
Imisebenzi yokulawula (ukwenza imithetho).	• Imithetho yoMkhandlu womxazululi kanye nemibhalo yokubonisana
Ukuxhumana nababambe iqhaza	• Amarekhodi okuxoxisana nababambiqhaza, okuhlanganisa noMnyango Wezezimali Kazwelonke, ezinye iziphathimandla ezilawulayo, izinhlangano zezimboni, izikhungo zezezimali, njll. • Amarekhodi ahlobene nemfundo yabathengi kanye nemisebenzi yokuqwashisa
Amarekhodi ekhasimende	• Amarekhodi ezikhalo mayelana nezinhlelo zomxazululi ezivela kumalungu omphakathi kanye nezincwadi ezihlobene nazo • Izicelo ezivela emphakathini zosizo ukuhlonza izikimu zomxazululi ezifanele kanye nokuxhumana okuhlobene.

8.2. Ukufinyelela kunoma yimaphi amarekhodi abalwe ngenhla, ngaphandle uma esohlwini ngaphansi kwesigaba 9 ngezansi njengatholakala ngokuzenzakalelayo, kufanele kucelwe ngenqubo ye-PAIA echazwe esingabeni se-10 ngezansi.

9. Amarekhodi atholakala ngokuzenzakalelayo ngaphandle kokufaka isicelo ukuwathola ngokwe-PAIA

9.1. Amarekhodi abekwe kuThebula elingezansi angatholakala kusizindalwazi soMkhandlu woMxazululi¹ <https://www.ombudcouncil.org.za> noma ngokuthumela isicelo se-imeyili ku-admin@ombudcouncil.org.za njengoba kukhonjisiwe kwiThebulani.¹

¹ Kusukela ngosuku lokuphuthulwa kwalomhlahlandlela, isizindalwazi soMkhandlu woMxazululi sisathuthukiswa. Amarekhodi amaningana akhonjiswe njengatholakala uma eceliwe azophinde atholakale kusizindalwazi.

Ithebula 2: Amarekhodi oMkhandlu woMxazululi atholakala ngokuzenzakalelayo

Isihloko	Uhlobo lwerekhodi	Ithebula 2: Amarekhodi oMkhandlu woMxazululi atholakala ngokuzenzakalelayo	Isizindalwazi
Isu, ukuhlela nokusebenza	Lokhu okulandelayo, uma kushicilelwe njengoba kudingeka ku-PFMA yonyaka wezimali wezi-2023/24 kuya phambili.² - Izinhlelo zamasu - Izinhlelo zokusebenza zonyaka - Imibiko yona		✓ ✓ ✓
Ukubusa	- Amagama abaqondisi kanye nokwakheka kweBhodi namaKomidi - Lomhlahlandlela we-PAIA - Isitatimende Sobumfihlo se-POPIA - Uhlaka lokulawula		✓ ✓ ✓ ✓
Ezezimali kanye nokuthengwa kwempahla	- Isabelomali esishicilelwe kanye neziphakamiso zentela - Amathenda akhangisiwe futhi anikezwayo - Amarekhodi osonkontileka	✓ ✓	✓
Ihhovisi lezabasebenzi	- Izikhala zomsebenzi ezikhangisiwe - Idizayini yenhlangano	✓	✓
Amarekhodi esikimu somxazululi	Amagama, imininingwane yokuxhumana kanye nezixhumanisi		✓

² UMkhandlu woMxazululi ufakwe ohlwini ngaphansi kwe-PFMA njengenhlango yomphakathi yeSheduli 3A kusukela ngonyaka wezimali wezi-2023/24. Amarekhodi okukhulunywe ngawo ngaphansi kwaloliphuzu yilawo adingeka ukuthi ahanjise ePhalamende ngokuhambisana ne-PFMA

	zesizindalwazi zezinhlelo zomxazululi • Imithetho ebusayo yezinhlelo zomxazululi kanye nemibhalo yokubonisana eshicilelwe ehlobene • Izitifiketi zokuqashelwa kwesu kanye izimo		✓ ✓
Imisebenzi yokulawula (ukwenza imithetho).	• Imithetho yoMkhandlu womxazululi kanye nemibhalo yokubonisana		✓
Okunye	• Ukukhishwa kwezokusakaza • imibhalo yokubonisana eshicilelwe		✓ ✓

10. Inqubo yokwenza isicelo se-PAIA esisemthethweni sokufinyelela olwazini kanye nezimali ezikhokhwayo

Inqubo:

10.1. Noma yisiphi isicelo sokutholakala kolwazi esingaboniswa ngengesitholakala ngokuzenzakalelayo eThebuleni ngaphansi kwesigaba 9, kufanele sicele ngokusemthethweni ngokwenqubo ehlinzekwe ku-PAIA

10.2. Ngokuhambisana nesigaba 18 se-PAIA isicelo sokutholakala kolwazi kufanele senziwe ngefomu elinqunyiwe, njengoba liqukethwe kuSithasiselo "A".

10.3. Isithasiselo A kufanele siqondiswe futhi sihanjisiwe kwiSikhulu Esibhekele Ulwazi, Isekela Lesikhulu Solwazi ngesandla noma nge-

imeyili, kusetshenziswa imininingwane yokuxhumana ebekwe esigabeni 5 ngenhla.

10.4. Umfakisiselo kufanele anikezele ngemininingwane eyanele ukuze okungenani iSikhulu Esibhekele Ulwazi/ Isekela Lesikhulu Esibhekele Ulwazi sikwazi ukuhlonza irekhodi. Ifomu elinqunyiwe kufanele ligcwaliswe ngemininingwane eyanele ukuze okungenani iSikhulu Esibhekele Ulwazi/ Isekela Lesikhulu Esibhekele Ulwazi sikwazi ukuhlonza:

- Umfakisiselo;
- Uhlobo kanye nemininingwane yerekhodi eliceliwe;
- kanye Nefomu nendlela yokufinyelela eceliwe.

10.5. Uma umfakisiselo, ngenxa yokungakwazi ukufunda nokubhala noma ukukhubazeka, engakwazi ukwenza isicelo sokufinyelela ngokuhambisana nenqubo engenhla, isicelo singenziwa ngomlomo. ISikhulu Esibhekele Ulwazi/ Isekela Lesikhulu Solwazi bazosiza ofake isicelo ukugcwalisa ifomu elinqunyiwe egameni lalowo mfakisiselo futhi bsamnike ikhophi yefomu eligcwalisiwe.

Izindleko:

10.6. Umfakisiselo uzokwaziswa ngemali enqunyiwe ekhokhwayo, uma ikhona, kanye nendlela yokukhokha kuMkhandlu woMxazululi, ngaphambi kokuba isicelo solwazi siqhutshekwe nokusetshenzwa. Umfakisiselo ngeke a akhokhe imali yokufinyelela kuMkhandlu woMxazululi uma:

- Umfakisiselo ngumuntu ongashadile umholo wakhe wonyakangemva kokubanjwa kwemali okuvunyelwe, njenge-PAYE ne-UIF, ibe ngaphansi kuka-R14 712.00 (izinkulungwane eziyishumi nane namakhulu ayisikhombisa neshumi nambili) ngonyaka; noma

- Umfakisisicelo ushadile futhi iholo lakhe elihlanganisiwe ngemva kokubanjwa okuvunyelwe, njenge-PAYE ne-UIF, lingaphansi kwama-R27 192.00 ngonyaka.

11. Imibandela yokwenqaba ukufinyelela kumarekhodi

- 11.1. Iqiniso lokuthi irekhodi lisohlwini lweThebula esigabeni 8 njengoba ligcinwe uMkhandlu woMxazululi akusho ukuthi uMkhandlu woMxazululi uyokwenza noma kufanele wenze irekhodi litholakale.
- 11.2. Amanye amarekhodi angase abe ngaphansi kwezizathu zokwenqatshwa ezihlinzekwe esigabeni 33 kuya ku-46 se-PAIA. Sicela ubheke i-PAIA ukuze uthole imininingwane egcwele yalezi zizathu zokwenqaba, ezifingqiwe ngezansi ukuze kube lula ukubhekisela kuzo.
- 11.3. UMkhandlu woMxazululi kufanele, kuncike kwezinye izimo ezihlongozwe ku-PAIA, wenqabele ukufinyelela kumarekhodi lapho, ngokufingqiwe:
 - Ukudalula kuzobandakanya ukudalulwa okungenangqondo kolwazi lomuntu siqu mayelana nomuntu wesithathu, okuhlanganisa nomuntu oshonile. Lesi sizathu sokwenqaba asisebenzi kumarekhodi athile aphantelene nezikhulu zezinhlango zikahulumeni;
 - Irekhodi liqukethe izimfihlo zohwebo noma olunye ulwazi lwezezimali, lwezohwebo, lwesayensi noma lobuchwepheshe lomuntu wesithathu olungase lubangele ukulimala kwezohwebo noma kwezezimali uma kudalulwa; noma ulwazi luhlinzekwe ngokuthenjwa ngumuntu wesithathu futhi ukudalulwa kungabenza baqhudlane noma baxoxisane;
 - Ukudalula kuzohlanganisa isenzo sokwephulwa kwesibopho sokwethembeka esikweletwa inkampani yangaphandle ngokwesivumelwano;

- Ukudalula kungabeka engozini impilo noma ukuphepha ngokomzimba komuntu;
- Ukudalula akuvumelekile ngaphansi koMthetho Wenqubo Yobugebengu;
- Irekhodi lingaphansi kwelungelo elingokomthetho, ngaphandle uma ilungelo lihoxiswa;
- Ukwenqaba ukufinyelela kuyadingeka ukuze kuvikelwe ulwazi locwaningo lomuntu wesithathu;

11.4. UMkhandlu woMxazululi unganqabele ukufinyelela kumarekhodi lapho, ngokufingqiwe:

- Ulwazi luhlinzekwe ngokuthenjwa umuntu wesithathu, futhi ukudalulwa kuzophazamisa ukuhlinzekwa kwesikhathi esizayo kwalolo lwazi noma ulwazi oluvela kulowo mthombo, futhi kungokwesithakazelo somphakathi ukuthi ukuhlinzekwa kolwazi kufanele kuqhubeke;
- Ukudalula kungase kuphazamise ukuphepha kwezakhiwo, ingqalasizinda, izinhlelo, izinto zokuthutha, noma enye impahla;
- Irekhodi elimayelana nezindlela zokubhekana nokwepulwa komthetho, noma nokushushiswa okuthile noma uphenyo lokwepulwa komthetho, futhi ukudalulwa kungalimaza ukusebenza kwalezo zinqubo;
- Ukudalula kungase kuphazamise ukuvikela kweNingizimu Afrika, ukuphepha noma ubudlelwano bamazwe ngamazwe;
- Ukudalula kungase kubeke engozini izithakaselo zezomnotho zaseNingizimu Afrika noma inhlalakahle yezezimali;
- Irekhodi liqukethe izimfihlo zohwebo noma olunye ulwazi lwezezimali, lwezohwebo, lwesayensi noma lobuchwepheshe loMbuso noma inhlangothi yomphakathi olungalimaza ezohwebo noma izintshisekelo zezezimali zeMbuso noma uhlaka zomphakathi uma zidalulwa; noma ulwazi lapho ukudalulwa kungase kubeke inhlangothi yomphakathi kusimo

esingesihle sokuncintisana noma sokuxoxisana; noma wuhlelo lwekhompyutha oluphethwe nguHulumeni noma inhlango yomphakathi;

- Ukwenqaba ukufinyelela kuyadingeka ukuze kuvikelwe ulwazi locwaningo lwenhlango yomphakathi;
- Irekhodi liqukethe umbono, iseluleko, umbiko, izincomo, noma ukubonisana noma amarekhodi omhlango, ngenjongo yokusiza ekwakhiweni kwenqubomgomo noma ukuthatha isinqumo ekusebenziseni imisebenzi esemthethweni; futhi ukudalula kungase kuphazamise izinqubo zezingxoxo phakathi noma phakathi kwezinhlangano zomphakathi, noma kuphazamise impumelelo yenqubomgomo;
- Ukudalula kungase kubeke engcupheni ukuphumelela kokuhlolwa, ukuviviyi noma izinqubo zokucwaningo mabhuku zenhlangano yomphakathi;
- Irekhodi liqukethe izinto zokuhlola ezinikezwe ngokuthenjwa ngefihlo;
- Irekhodi liqukethe uhlaka lokuqala, lokusebenza noma olunye uhlaka lwesikhulu senhlangano yomphakathi;
- Isicelo sibonakala siwubala noma sihlukumeza;
- Umsebenzi ohilelekile ekucubunguleni isicelo uzophambukisa izinsiza zoMkhandlu woMxazululi ngendlela engafanele futhi engenangqondo.

11.5. Izizathu zokwenqaba ezibekwe ezigabeni 11.3 kanye no-11.4 azisebenzi uma ukudalulwa okuceliwe kuzodalula ubufakazi bokwephulwa okukhulu noma ukwehluleka ukuhambisana nomthetho, noma ingozi eseduze noma enkulu yokuphepha komphakathi noma ingozi yemvelo; kanye nentshisekelo yomphakathi ekudaluleni ngokusobala idlula umonakalo ohlongozwe kwisizathu sokwenqaba esithintekayo.

12. Izinsizakalo umphakathini ongazithola kuMkhandlu woMxazululi

- 12.1. UMkhandlu woMxazululi awubhekani ngqo nezikhalo zamakhasimende ezezimali ngezikhungo zezezimali njengoba ingenawo amandla okulawula ukuziphatha kwezikhungo zezimali. Lezi zikhalazo kufanele zihanjiswa ohlelweni olusebenzayo loMxazululi waloyomhlinzeki. Akuyona indawo yoMkhandlu woMxazululi ukuhileleka, noma ubuyekeze noma ucubungule kabusha umphumela wanoma yiziphi izikhalo ezithile ezisingathwa yizinhlelo zomxazululi. Lokhu kuzobe kungqubuzana nomsebenzi wethu wokuvikela ukuzimela nokungakhethi koMkhandlu.
- 12.2. Amandla oMkhandlu woMxazululi asebenzisa amandla ngaphansi koMthetho we-FSR asenza sikwazi ukuthatha izinyathelo ezihlukahlukene zokulawula- okuhl lizenzo ezithile zingase futhi zenziwe lapho uhlelo lomxazululi lwephule imithetho yalo yokuphatha ngendlela ebonakalayo. Ngakho-ke uMkhandlu woMxazululi uzobhekana nombuzo mayelana nohlelo lomxazululi olukhomba ukuthi lolu hlobo lokwephulwa kwenzekile noma kungenzeka kwenzeke.
- 12.3. UMkhandlu woMxazululi uzophinde usize amakhasimende ezezimali ukuthi ahlonze uhlelo olufanele lomxazululi ukubhekana nezikhalazo zabo ngezikhungo zezezimali.
- 12.4. Lezi zinsizakalo ezingenhla zingacelwa ngokuthumela i-imeyili ku- enquiries@ombudcouncil.org.za noma ngokugcwalisa isizinda somlayezo nge-inthanethi kusizindalwazi sethu. Ukuze uthole ulwazi olwengeziwe mayelana negunya loMkhandlu woMxazululi sicela ubheke isizindalwazi sethu (<https://www.ombudcouncil.org.za>).

13. Ukuzibandakanya komphakathi ekwakhiweni kweNqubomgomo noma esebenziseni noma ekwenzeni imisebenzi yoMkhandlu woMxazululi NgokoMthetho we-FSR

UMkhandlu we-Ombud unikezwe amandla okwenza amathuluzi okulawula abophezelayo anesihloko esithi Imithetho Yomkhandlu woMxazululi. Kudingeka futhi ukuthi sigunyaze imithetho elawulayo yezinhlelo wezimboni zomxazululi. Kuzo zombili izimo, uMkhandlu woMxazululi kufanele ushicilele okusalungiswa kwale mithetho ukuze umphakathi uphawule ngayo kusizindalwazi sethu ngaphambi kokuba siphothulwe. Ukwengeza, uMthetho we-FSR udinga ukuthi uMkhandlu woMxazululi ushicilele izabelomali zawo, izimali ezikhokhwayo kanye neziphakamiso zezinkokhiso zonyaka wezimali ngamunye kusizindalwazi sawo ukuze umphakathi uphawule ngawo. Lezi zinyathelo zivumela umphakathi ukuba ubambe iqhaza kunqubomgomo yokulawula yoMkhandlu woMxazululi kanye nezinhlelo zokuxhasa ngezimali

14. Inhloso Yokucubungula ulwazi lomuntu siqu

14.1. I-POPIA ihlinzeka ngokuthi ulwazi lomuntu siqu lusetshenziswe ngokusemthethwenikuphela nangendlela ezwakalayo engaphuli ubumfihlo besihloko solwazi. Uhlobo lolwazi lomuntu siqu uMkhandlu woMxazululi ongazicubungula kuzoncika enhlosweni eqoqelwa yona, futhi sizocubungula ulwazi ngaleyo nhloso kuphela.

14.2. UMkhandlu woMxazululi unegunya lokusiza ekuqinisekiseni ukuthi amakhasimende ezezimali ayakwazi ukufinyelela, futhi ayakwazi ukusebenzisa izindlela ezingabizi kakhulu, ezisebenzayo, ezizimele, nezinobulungiswa ezihlukile zokuxazulula izikhalo ngezikhungo zezezimali maqondana nemikhiqizo nemisebenzi yezezimali. UMkhandlu woMxazululi unegunya lokubheka, ukuphoqelesa, kanye namandla okulawula

maqondana nezikhalazo ezisemthethweni nezimboni. Ukufeza leli gunya, uMkhandlu woMxazululi kufanele uqoqe ulwazi lomuntu siqu kuwe ngqo futhi lungaqoqwa ngokungaqondile kweminye imithombo yangaphandle ngezinhloso zokufeza igunya nemisebenzi yoMkhandlu woMxazululi. Ukuze kwengamele ngempumelelo uhlelo lomxazululi wezezimali, sidinga ulwazi mayelana nokusebenza kwezinsiza zom nokuthi zisebenzisana kanjani nezikhungo zezezimali kanye namakhasimende ezezimali ekusingatheni izikhalazo zamakhasimende.

14.3. UMkhandlu woMxazululi ungaqoqa ulwazi lomuntu siqu emithonjeni eminingana, njengale:

- Izinhlelo zoMxazululi
- Abalawuli bomkhakha wezezimali nezinye izinhlangano zikahulumeni
- Ezokusakaza
- Izikhungo zokugcinwa komthetho
- Amalungu omphakathi
- Abashayi amakhwela
- Abahlinzeki bethu bezinsizakalo
- Ama-ejensi okuqinisekisa

14.4. Siqoqa ulwazi lomuntu siqu ngezizathu ezimbalwa, kuhlenganisa nalezi ezilandelayo:

- Uma uyisikimu ngaphansi komxazululi, noma isikhulu sesikimu somxazululi noma isisebenzi, ukuze ucubungule isicelo sakho sokuqashelwa, ugunyaze imithetho yakho ebusayo, noma uqondise ukuziphatha kwakho nokuthobela imithetho yomkhakha wezezimali ngokwegunya lethu.
- Uma uyikhasimende lezezimali, ukuze uphenye okukukhathazayo mayelana nendlela isikimu somxazululi esisingathe ngayo isikhalazo sakho, noma ukukuthumele ohlelweni olufanele lomxazululi noma enye indawo lapho udinga khona usizo ekuxazululeni isikhalazo.
- Ukuqapha izizathu nezimbangela zezikhalo ngezikhungo zezezimali.

- Ukuthola ukwephulwa okungenzeka komxazululi noma izinhlelo zomxazululi zemithetho yomkhakha wezezimali ehlobene nezikimu zomxazululi.
- Lapho ungumnikezeli wethu wezinsiza noma ongase ube umhlinzeki wezinsiza, ukuphatha ubudlelwano bethu nawe, sicabangele ithenda evela kuwe, noma sikukhokhele ngezinsinza zakho.
- Lapho uyisisebenzi sethu, ukuphatha ubudlelwano bokuqashwa nawe.
- Ukucubungula isicelo sakho lapho ufake isicelo somsebenzi kithi.
- Lapho uyilungu lanoma yiziphi izinhlelo zethu zokuphatha, ukuze ulawule indima yakho yokuphatha.
- Lapho ungumnikezeli wezinsiza zezokusakaza noma umnikezeli wezinsiza zezokusakaza ongaba khona, ukuze ulawule ukusebenzelana kwethu nawe

14.5 Unelungelo lokusicela ukuthi sibuyekeze, silungise noma sisuse imininingwane yakho siqu. Sizodinga ikhophi yomazisi wakho (-ID) ukuze siqinisekise ubuwena ngaphambi kokwenza izinguquko kulwazi lomuntu siqu esingabanalo ngawe.

15. Incazelo yezigaba Zezihloko Zemininingwane kanye nolwazi noma izigaba zolwazi oluhlobene nakho

Izigaba zezihloko zemininingwane uMkhandlu woMxazululi ocubungula ulwazi lomuntu siqu ngazo;

Abasebenzi

Abahlinzeki

Umphakathi ovamile

Ezokusakaza

Siqoqa futhi sicubungule izigaba ezilandelayo eziphelele zolwazi lomuntu siqu.

- Izinombolo zokuhlonza (inombolo yesisebenzi; izinombolo zokubhaliswa kwenkampani; izinombolo zikamazisi),
- Imininingwane yokuxhumana efana namakheli e-imeyili, amakheli okuhlala, izinombolo zocingo.
- Amagama, isibongo, isimo somshado, ubuzwe, ubudala, isimo sempilo yomzimba, isimo sempilo yengqondo, inhlalakahle, isimo sokukhubazeka, ulimi, usuku lokuzalwa.
- Ulwazi lwebhayomethrikhi njengokunyathelisa iminwe, ikakhulukazi ezinhlelweni zethu zokuqashwa
- Ulwazi ngohlanga lwakho, ubuzwe noma imvelaphi yenhlalo, irekhodi lobugebengu.
- Ulwazi lwezemfundo, lwezokwelapha, lwezezimali, lomsebenzi
- Ulwazi lokusebenzisa isizindalwazi lungase luqoqwe kusetshenziswa “i-cookie” esivumela ukuthi siqoqe ulwazi olujwayelekile lokusebenzisa kwesivakashi se-inthanethi.

Olunye lwalolu lwazi maningi amathuba okuthi lusetshenziselwe izinhloso zokuqashwa noma izinhloso zokuthola umhlinzeki wezinsiza, kodwa olunye lungase lusetshenzwe uma luhambisana nesikhalazo sekhasimende lezezimali ohlelweni loMxazululi noma ngokumelene nesikhungo sezezimali.

16. Abamukeli noma izigaba zabamukeli ulwazi lomuntu siqu olunganikezwa kubo

Kuya ngohlobo lwemininingwane, uMkhandlu woMxazululi ungahlinzeka ngolwazi noma amarekhodi kulezi zigaba ezilandelayo zabamukeli.

Iziphathimandla eZilawulayo

Izikhungo zokugcinwa komthetho

Ama-ejensi okuqinisekisa

Izinhlelo zoMxazululi

Imishuwalensi yezokwelapha

Isikhwama sempesheni

Izikhulu zentela

Ezokusakaza

17. Ukugeleza kwemingcele okuhleliwe kolwazi lomuntu siqu

UMkhandlu woMxazululi awuhlelile ukudlulisa ulwazi lomuntu siqu ngaphandle kweNingizimu Afrika, kodwa singenza kanjalo ukuze sivikele noma silondoloze imininingwane noma ngezizathu zobuchwepheshe kanye nokuqwashisa ngokujwayelekile ngezinkundla zokuxhumana. Uma kunjalo, uMkhandlu woMxazululi uzothatha izinyathelo ezinjengokwazi, ukudlulisa imininingwane emazweni anemithetho yobumfihlo neminingwane efana neyaseNingizimu Afrika. Sizokwenza, uma kunesidingo, sibuyekeze futhi sishicilele le Nqubomgomo minyaka yonke.

18. Izinyathelo zokuphepha zokuvikela imininingwane yomuntu

- 18.1. UMkhandlu woMxazululi unezinyathelo zokuphepha ezifanele zokuqinisekisa ukugcinwa kuyimfihlo, ubuqotho kanye nokutholakala kolwazi lomuntu siqu esilucubungulayo. Lokhu kufaka phakathi ukuvinjelwa kokusongelwa kokuvikelwa kwe-imeyili okunogaxekile, uhlelo olungayilungele ikhompuyutha kanye nokuvikela okuthuthukile kokusongela; ukuvikelwa kobugebengu bokweba imininingwane ebucayi nokuzenza ongeyena; ukubethela kwe-imeyili; ukufaka komlando ngobuchwepheshe. zinyathelo zokuphepha ezengeziwe zihlanganisa izinqubo ezibonakalayo, zezebuchwepeshe nezokusebenza ukuze kuvikelwe futhi kuvikelwe ulwazi futhi kuncishiswe ubungozi bokulahlekelwa, ukusetshenziswa kabi, nokufinyelela okungagunyaziwe, ukudalulwa, ukuguqulwa, noma ukucekelwa phansi.
- 18.2. UMkhandlu woMxazululi utholakala e-Mac Mac Building, Maxwell Office Park, Magwa Crescent, Midrand, 2198. Izindawo zokungena ku lamahhovisi zilawulwa unogada amahora angama-24 ezintubeni ezimbili

zokungena kanye nangesistimu ye-biometric. Ukufinyelela esitezi esiphansi kulawulwa ngekhadi lokufinyelela kanye nohlelo lokulawula ukungena kwe-biometric.

19. Ukutholakala kwalomhlahlandlela

19.1. Ikhophi yalo mhlahlandlela iyatholakala

- Kusizindalwazi soMkhandlu woMxazululi
<https://www.ombudcouncil.org.za>
- Uma ucelwa nge-imeyili ku- admin@ombudcouncil.org.za
- KuMlawuli Wezolwazi ngesicelo,

19.2. Umhlahlandlela utholakala ngezilimi ezintathu ezilandelayo ezisemthethweni:

- IsiNgisi (English)
- *[ukuhunyushelwa ezilimini ezimbili ezengeziwe kuzohlelwa uma ibhukwana selihloliwe nguMlawuli Wolwazi.]*

20. Ukubuyekeza komhlahlandlela

20.1. UMkhandlu woMxazululi, uma kunesidingo, uzobuyekeza futhi ushicilele leli bhukwana minyaka yonke.

Ikhishwe ngu:

Ombud Council

Usuku: 3 kuNtulikazi

[KuNtulikazi wezi-2024

Isithasiselo "A" - ifomi lesicelo

Ifomi 2
ISICELO SOKUFINYELELA UKUREKHODA/ULWAZI

[Umthethonqubo 7]

Qhaphela:

1. Ubufakazi bokuthi ungubani kumele bunamathiselwe ngumfakisicelo.
2. Uma izicelo ezenziwe egameni lomunye umuntu, ubufakazi balokho kugunyazwa kufanele bufakwe kuleli fomu.

KU: The Information Officer

Imeyili

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Ifeksi

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Faka uphawu "X"

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Isicelo senziwe yimi siqu

--

Isicelo senziwe egameni lami

IMINININGWANE YOMUNTU SIQU	
Amagama aphelele	
Inombolo kamazisi	
Igunya okwenziwa ngalo isicelo (uma senziwa egameni lomunye umuntu)	
Ikheli leposi	
Ikheli lesakhiwo	
Ikheli le-imeyili	

Izinombolo zokuxhumana	Icingo		Ifeksi	
	Umakhalekhwukwini			
Amagama aphelele omuntu isicelo esenziwa egameni lakhe (uma kufanele)				
Inombolo kamazisi				
Ikheli leposi				
Ikheli lesakhiwo				
Ikheli le-imeyili				
Izinombolo zokuxhumana	Ucingo		Ifeksi	
	Umakhalekhwukwini			
IMININGWANE YEREKHODI ECELIWE Nikeza imininingwane egcwele yerekhodi okuceliwe ukufinyelela kulo, kuhlenganisa nenombolo yereferensi uma uyazi, ukuze irekhodi litholakale. (Uma isikhala esinikeziwe singenele, sicela uqhubeke ekhasini elihlukile bese ulinamathisela kuleli fomu Konke okwengeziwe amakhasi kufanele asayinwe)				
Incazelo yerekhodi noma ingxenye efanele yerekhodi				
Inombolo yereferensi, uma ikhona				
Okunye okuphatheleni nerekhodi				

UHLOBO LWEREKHODI (Faka "X" ebhokisini olikhethayo)	
Irekhodi libhalwe phansi noma liphrintiwe	
Irekhodi liqukethe izithombe ezibonakalayo (lokhu kuhlenganisa izithombe, amaslayidi, ukuqoshwa kwevidiyo, izithombe ezikhiqizwe ngekhompuyutha, imidwebo, njll.	
Irekhodi liqukethe amagama aqoshiwe noma ulwazi olungase lube kukhiqizwa kabusha ngomsindo	
Irekhodi ligcinwe kukhompuyutha noma ngezobuchwepheshe, noma umshini ifomu efundekayo	
IFOMU LOKUTHOLA ULWAZA (Faka "X" ebhokisini olikhethayo)	
Ikhophi ephrintiwe yerekhodi (okuhlenganisa namakhophi anoma yiziphi izithombe ezibonakalayo, okulotshiweyo kanye nolwazi olugcinwe kukhompuyutha noma ngendlela yobuchwepheshe noma efundeka ngomshini	
Okulotshiweyo okubhaliwe noma okuphrintiwe kwezithombe ezibonakalayo (lokhu kuhlenganisa izithombe, amaslayidi, amavidiyo aqoshiwe, izithombe ezikhiqizwe ngekhompuyutha, imidwebo njll.)	
Ukulotshwa komsindo ozwakalayo(idokhumenti ebhaliwe noma ephrintiwe)	
Ikhophi yerekhodi ku-flash drive (kufaka phakathi izithombe ezibonakalayo kanye nemisindo	
Ikhophi yerekhodi ku-compact disc drive (kuhlenganise yezithombe ezingcinwe ngobuchwepeshe kanye nemisindo	
Ikhophi yerekhodi eligcinwe kusigcinimniningwane sezobuchwepheshe	
INDLELA YOKUTHOLA ULWAZI (Faka "X" ebhokisini olikhethayo)	
Ukuhlolwa komuntu siqu kwerekhodi ekhelini elibhalisiwe loMkhandlu woMxazululi (okuhlenganisa nokulalela amagama aqoshiwe, ulwazi olungaphinde lukhiqizwe ngomsindo, noma ulwazi olugcinwe kukhompuyutha noma ifomu le-elektronikhi noma elifundeka ngomshini)	
Isinza yeposi	
Isinza yeposi ekhelini lomgwaqo	
Isinza ye-courier ekhelini lomgwaqo	
Ifeksi yolwazi ngefomethi ebhaliwe noma ephrintiwe (kuhlenganise okulotshiweyo)	

I-imeyili yolwazi (okuhlanganisa namaculo uma kungenzeka)		
eligcinwe kusigcinimniningwane sezobuchwepheshe		
Ulimi oluncanyelwayo (qaphela ukuthi uma irekhodi lingatholakali ngolimi oluthandayo, ukutholakala kunganikezwa ngolimi irekhodi elitholakalayo).		
IMININGWANE YELUNGELO LOKUSETSHENZISWA NOMA UKUVIKELELWA (Uma isikhala esinikeziwe singenele, sicela uqhubeke ekhasini elihlukile bese ulinamathisela kuleli fomu Umfakisicelo kufanele asayine wonke amakhasi engeziwe).		
Khomba ukuthi yiliphi ilungelo okufanele lisetshenziswe noma livikelwe		
Chaza ukuthi kungani irekhodi eliceliwe lidingeka ukuze kusetshenziswe noma kuvikelwe ulwazi ilungelo okukhulunywe ngalo ngenhla		
IZINDLEKO		
a. Imali yesicelo kufanele ikhokhwe ngaphambi kokuthi isicelo sicutshungulwe. b. Uzokwaziswa ngenani lemali yokufinyelela okufanele ikhokhwe. c. Imali ekhokhwayo yokuthola irekhodi incike ohlotsheni oludingeka ngalo kanye nesikhathi esidingekayo sokucinga nokulungisa irekhodi. d. Uma ufaneleka ukukhululwa ekukhokhweni kwanoma iyiphi imali, sicela usho isizathu salokho ukukhululwa.		
Isizathu		

Uzokwaziswa ngokubhaliwe ukuthi isicelo sakho sivunyiwe noma singatshiwe futhi uma sivunyiwe, izindleko eziphathelele nesicelo sakho, uma zikhona. Sicela ubonise indlela oyithandayo yokuxhumana:

Ikheli leposi	Ifeksi	ukuxhumana ngezobuchwepheshe (please specify)

Isayinwe e_____ ngalolusuku_____ enyangeni
_____ wezi-20_____

Isiginesha yomfakisicelo/umuntu isicelo esenziwe egameni lakhe Signature or
requester / person on whose behalf the request is made

OKWEHHOVISI KUPHELA/FOR OFFICIAL USE

Inombolo yereferensi	
Isicelo sitholwe ngu: (Izinga, Igama kanye Nesibongo Sesikhulu Solwazi)	
Usuku lwesicelo	
Izindleko zesicelo	
iDiphozithi (uma ikhona)	

Isiginesha kaMlawuli woLwazi /Signature of Information Officer

Isithasiselo "B" - Izindleko

Izimali ezikhokhwayo maqondana Nezinhlaka Zomphakathi

inombolo	Incazelo	Izindleko
1.	Imali yesicelo ekhokhwa yiwo wonke umfakisicelo	R100.00
2.	Ikhophi yekhasi elingusayizi we-A4	R1.50 ikhasi ngalinye
3.	Ikhophi ephrintiwe yekhasi elingusayizi we-A4	R1.50 ikhasi ngalinye
4.	Ukuze uthole ikhophi efomini elifundekayo ngekhompuyutha ku: (i) I-flash drive (ezohlinzekwa ngumfakisicelo) (ii) I-Compact disk • Uma kuhlinzekwe ngumfakisicelo • Uma kuhlinzekwe kumfakisicelo	R40.00 R40.00 R60.00
5.	Ukusesha nokulungisa irekhodi ukuze lidalulwe ihora ngalinye noma ingxenye yalo, ngaphandle kwehora lokuqala, elidingekayo ngokunengqondo kulokho kusesha nokulungiselela. Ukuze ungeqi isamba sezindleko:	R100.00 R300.00
6.	Idiphazithi, uma ukucubungula kudlula amahora ayisi-6	Ingxenye eyodwa kwezintathu yenani ngalinye isicelo sibalwa ngokwemibandela 2 kuya ku-8.
7.	Iposi, i-imeyili nanoma iyiphi enye indlela yokuthumela yezobuchwepheshe	Izindleko uma zikhona

Izimali ezikhokhwayo maqondana Nezinhlaka/nhlangano Ezizimele

inombolo	Incazelo	Izindleko
1.	Imali yesicelo ekhokhwa yiwo wonke umfakisicelo	R140.00
2.	Ikhophi yekhasi elingusayizi we-A4	R2.00 ikhasi ngalinye
3.	Ikhophi ephrintiwe yekhasi elingusayizi we-A4	R2.00 ikhasi ngalinye
4.	Ukuze uthole ikhophi efomini elifundekayo ngekhompuyutha ku: (i) I-flash drive (ezohlinzekwa ngumfakisicelo) (ii) I-Compact disk • Uma kuhlinzekwe ngumfakisicelo • Uma kuhlinzekwe kumfakisicelo	R40.00 R40.00 R60.00
5.	Okulotshiweyo kwezithombe ezibukwayo nge-A4 ngalinye	Service to be outsourced, will depend on the quotation from the service provider
6.	Ikhophi yezithombe ezibonakalayo	
7.	Okulotshiweyo kususelwa kwimisindo, A4 ikhasi ngalinye	R24.00
8.	Ukusesha nokulungisa irekhodi ukuze lidalulwe ihora ngalinye noma ingxenye yalo, ngaphandle kwehora lokuqala, elidingekayo ngokunengqondo kulokho kusesha nokulungiselela. Ukuze ungeqi isamba sezindleko:	R145.00 R435.00
9.	Idiphazithi, uma ukucubungula kudlula amahora ayisi-6	Ingxenye eyodwa kwezintathu yenani ngalinye isicelo

		sibalwa ngokwemibandela 2 kuya ku-8.
10.	Iposi, i-imeyili nanoma iyiphi enye indlela yokuthumela yezobuchwepheshe	Izindleko uma zikhona