



**URhulumente
weNtshona Koloni**

EzoLimo

**Incwadi yokukhuthazwa koFikelelo kwiiNcukacha,
2017 equlunqwe ngokwemiqathango yecandelo 14
loMthetho iPromotion of Access to Information Act,
2000 yeSebe lezoLimo**

URhulumente weNtshona Koloni Ezolimo

2017

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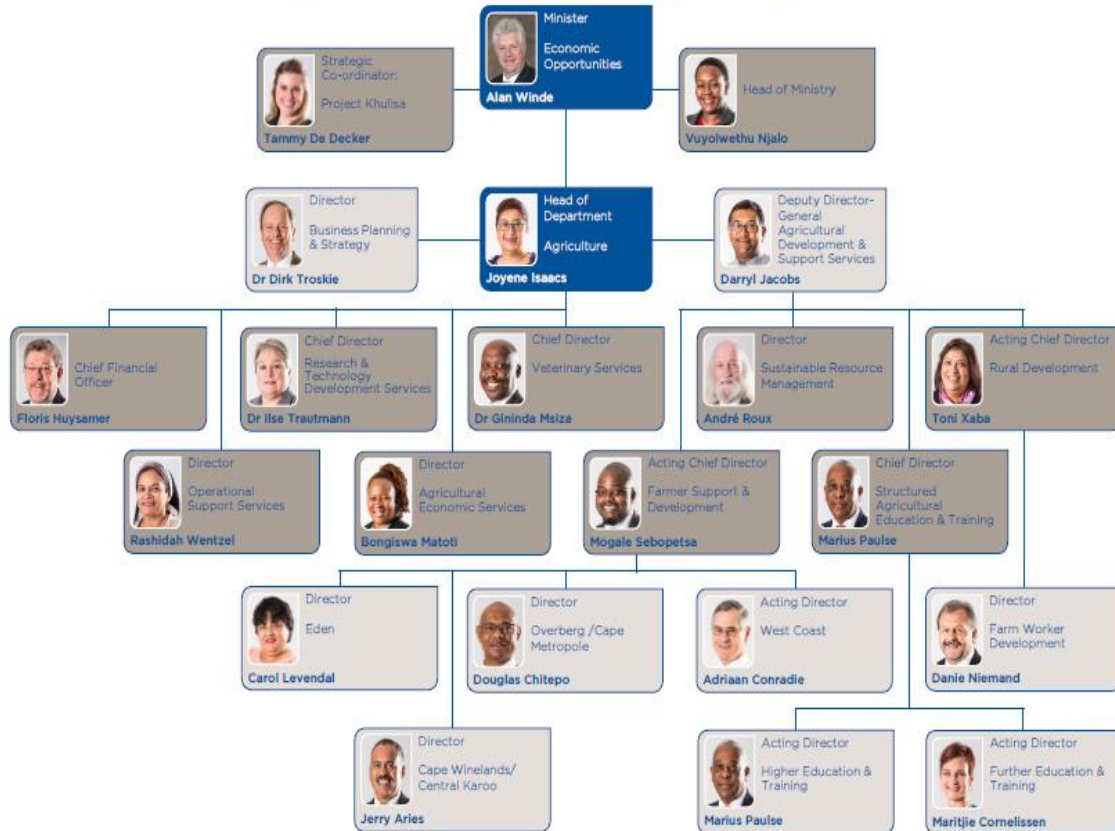
1 INTSHAYELELO

- 1.1 UMgaqo-siseko woMzantsi Afrika, 1996 (uMgaqo-siseko) ubonelela ngelungelo lokufikelela kuzo naziphi na iinkcukacha ezigcinwe nguMbuso, elinemida ethile efanelekileyo, elibandakanya ukukhuselwa kweenkcukacha eziyimfihlelo.
- 1.2 INkundla yoMgaqo-siseko ayikutoliki ukuba nelungelo lofikelelo kwiinkcukacha njengelungelo lokufumana ufikelelo kwiinkcukacha zokwenza okanye zokukhusela ilungelo kuphela, koko nokuqinisekisa ukuba kukho ulawulo oluvulelekileyo noluthathela kulo uxanduva kuyo yonke imigangatho karhulumente.
- 1.3 ICandelo 32(1)(a) nele-(2) loMgaqo-siseko lifundeka ngolu hlobo:
- “(1) Wonk’ ubani unelungelo lokufumana –*
- (a) nayiphi na ingcombolo ekurhulumente; kunye*
- (b) nayo nayiphi na ingcombolo ekomnye umntu, efunekayo ukuze umntu akwazi ukusebenzisa okanye ukhusela amalungelo.*
- (2) Makuwiswe umthetho wepalamente wezwelonke ngenjongo yokufezekisa eli lungelo, kwaye loo mthetho unokutsho amanyathelo afanelekileyo amakathatyathwe okwnza lula umthwalo omayela nolawulo nezimali othwelwe ngurhulumente.”*
- 1.4 Isiphumo soku kuchazwe ngentla saba kukumiselwa koMthetho woKhuthazo loFikelelo kwiiNkcukacha, 2000 (PAIA). Injongo yePAIA kukumilisela ukusebenza ngendlela engafihlisiyo nokuthathan uxanduva kwamaqumrhu karhulumente nawabucala ngokunjalo nokuxhobisa nokufundisa abantu baseMzantsi Afrika ngamalungelo abo.
- 1.5 Le ncwadi iqulunqwe ngokwemiqathango yecandelo 14 le-PAIA ethi iSebe loPhuhliso loQoqosho noKhenketho kufuneka libe nayo incwadi eyibeka phantsi ngokucacileyo, phakathi kwezinye izinto, ubume beSebe nemisebenzi, kubandakanya iirekhodi neenkonzco, nokunika uncedo kwinkqubo emayilandelwe ukuze iirekhodi neenkonzco zifikeleleke.

2 UBUME BESEBE LEZOLIMO ukususela kumhla wokuQala kweyoMdumba kweyoKwindla 2017

- icandelo 14 (1)(a))

Organisational Organogram



3 IMISEBENZI YESEBE

3.3 ULawulo lweNkqubo (INkqubo 1)

3.1.1 IOfisi yoMphathiswa: Ukumisa imigqaliselo nezikhokelo zezopolitiko ukuze kwaneziswe iimfuno zabaxhamli beenkonzo. (Ukulungiselela ukusebenza kakuhle kwe-ofisi yoMPHATHISWA.)

3.1.2 Abaphathi abakhulu: Ukuguqula imigaqo-nkqubo nezinto ezingundoqo ukuba zibe ziinkqubo-qhinga zonikezelo lweenkonzo olufezekileyo nokulawula, ukubeka esweni nokuqinisekisa intsebenzo egqibeleleyo.

Injongo yeNkqubo-qhinga:

Ukulawula imisebenzi yeSebe nokomeleza ulungelelwano phakathi kwamanqanaba karhulumente omathathu.

3.1.3 Iinkonzo eziManyanisiweyo: Ukulungelelanisa okanye ukunika inxaso efanelekileyo kwezinye iinkqubo eziphathelene nolawulo lwezabasebenzi nophuhliso lwabasebenzi, ukumenteyinwa kwenkxaso yamaziko nezibonelelo, iinkonzo zerejistri kunye nokhuselo nokhuseleko.

Injongo yeNkqubo-qhinga:

Izibonelelo neendawo zokuhlala ezimenteyinwa ngokugqibeleleyo ukuxhasa uhanjiso lweenkonzo olufezekileyo.

Ukuphumeza isicwangciso-qhinga sophuhliso lwabasebenzi ukuqwalasela umba wezakhono nezakhono ezifunekayo eSebeni nakwezolimo jikelele.

Ukuqinisekisa ukuba umsebenzi uyaqhuba nokuba kuye kwakho uphazamiseko ngenxa yeentlekele okanye ezinye iintlobo zeziphazamiso.

Ufezekiso olugqibeleleyo lolondolozo lwamandla kwiSebe liphela.

3.1.4 ULawulo lweMali: Ukunika inxaso efezekileyo (kubandakanya ukubek' esweni nolawulo) ngokuphathelene nohlahlo-lwabiwo-mali, ucwangciso-mali, ii-asethi ezinokufuduswa, inkonzo yezithuthi, ubonelelo nentengo kunye nezekhompnyutha.

Injongo yeNkqubo-qhinga:

Ulawulo olulungileyo oluqinisekiswa ngolawulo lwezimali olufezekileyo kunye neenkqubo neesistimu zolawulo ngokweemfuno zohanjiso lweenkonzo zeSebe.

3.1.5 Iinkonzo zoNxibelelwano: Ukugxila kunxibelelwano lwangaphakathi nolwangaphandle lwesebe ngeenkonzoz zamajelo eendaba okubhaliweyo, okuthethwayo, okubonwa ngamehlo kunye ne-elektronikhi ngokunjalo nokumaketha kunye neentengiso zesebe.

Injongo yeNkqubo-qhinga :

Ukunika ingcaciso efezekileyo ngemisebenzi eyenziwa liSebe.

3.4 ULawulo lweZixhobo oluZinzileyo (Inkqubo 2)

Inkqubo: I-SRM ineenkono zokuxhasa onke amafama asePhondweni, yaye kubethelelwa ekumenteyineni nasekuphuculeni ezi zesikho zendalo ngokuphumeza iiprojekhthi, ukulandelwa kwemigaqo namaphulo onxibelelwano. Kwimizamo yalo yokuqinisekisa uzinzo kwezolimo, ligxile kumangenelelo ezifama. Iimpembelelo zemozulu ziza kuvakala kwi-SRM kuqala kunye neenguqu kwiindlela zokuxhasa amafama eziya kulinyanzela ukuba lihlale lithe qwa, liyila izinto.

Injongo yeNkqubo-qhinga:

Injongo yale Nkqubo kukunika inkxaso kumafama ukuqinisekisa uphuhliso oluzinzileyo nolawulo lwezixhobo nezibonelelo zolimo.

3.2.1 liNkonzo zeeNjineli: Ukubonelela ngenkxaso yezokunjiniyela (ucwangciso, uphuhliso, ukubeka esweni novavanyo) kwithekhnoloji yonkcenkcesho, iimatshini, ixabiso, iziseko zeefama, ulawulo lolondolozo lwezixhobo nezibonelelo nezixhobo.

Injongo yeNkqubo-qhinga 1:

Ukuphucula usetyenziso lomhlaba namanzi ngokugqibeleleyo nangokuzinzileyo eNtshona Koloni.

Injongo yeNkqubo-qhinga 2:

Ukunika inkonzo yokunjiniyela ukwandisa imveliso nokuhlola ukuba ukufama oku kungenzeka na..

3.2.2 LandCare: Ukukhuthaza usetyenziso nolawulo lwezibonelelo zendalo zolimo.

Injongo yeNkqubo-qhinga:

Ukukhuthaza ulondolozo lwezibonelelo zendalo.

3.2.3 ULawulo loSetyenziso loMhlaba: Ukukhuthaza uphunyezo losetyenziso nolawulo lwezibonelelo zendalo zolimo ngokulandela imiqathango yosetyenziso lomhlaba (uMthetho 43 ka-1983 noMthetho 70 ka-1970).

Injongo yeNkqubo-qhinga:

Ukunika izimvo ngezicelo zokwahlula nokumisela umhlaba wolimo.

3.2.4 ULawulo loMngcipheko weeNtlekele: Ukunika inkxaso kwiiklayenti ephathelene nezolawulo lomngcipheko weentlekele kwezolimo.

Injongo yeNkqubo-qhinga:

Ukubonelela ngenkonzo yolawulo lweentlekele kwiiklayenti zethu, phambi nasemva kokwenzeka kwazo.

3.5 Ukuxhaswa nokuPhuhliswa kwamafama (Inkqubo 3)

Injongo yeNkqubo kukunika amafama inkxaso ngokumisela iinkqubo zophuhliso kwezolimo.

3.3.1 Umiselo noPhuhliso lwamafama: Ukuququzelela, ukuyondelelanisa nokunika amafama amafama asakhasayo nathengisayo ngophuhliso oluzinzileyo phakathi kwamaphulo eenguqu kwezolimo.

Injongo yeNkqubo-qhinga:

Inkqubo yokubuyiselwa komhlaba ngenkxaso yezolimo.

3.3.2 liNkonzo zoLwandiso neeNgcebiso: Ukwandisa nokunika iingcebiso kumafama.

Injongo yeNkqubo-qhinga:

Ukuqinisekisa ukuba amafama anamashishini anempumelelo ngokwandisa imveliso ukuze athengisele abemi belizwe athengise naphesheya.

3.3.3 Ukhuseleko lokutya: Ukuxhasa, ukucebisa nokuyondelelanisa uphunyezo lwentsika yokuqala ye--Integrated Food Security Strategy of South Africa (IFSS-SA).

Injongo yeNkqubo-qhinga:

Ukuququzelela ukuqinisekisa ukuba abantu bafumana ukutya okundidi zahlukeneyo ngexabiso elifikelelekayo.

3.3.4 Casidra SOC Ltd: Ukuxhasa iSebe ngeprojekthi yophunyezo nolawulo lweefama zesizwe.

Injongo yeNkqubo-qhinga:

Ukuxhasa iSebe ngolawulo lweprojekthi neefama zesizwe.

3.6 liNkonzo zonyango lwezilwanyana (Inkqubo 4)

Injongo yenkqubo kukubonelela ngeenkonzo zonyango lwezilwanyana:

Injongo yeNkqubo-qhinga: Injongo yeNkqubo kukubonelela iiklayenti ngeenkonzo zonyango lwezilwanyana ngaloo ndlela kube kuqinisekiswa impilo entle yezilwanyana, ukhuseleko lwemveliso yezilwanyana nentlaontle yabantu baeMzantsi Afrika.

3.4.1 Impilo yezilwanyana

Injongo yeNkqubo-qhinga:

Ukubonwa, ukuthintelwa nokulawulwa okanye ukutshitshiswa kwezifo zezilwanyana.

3.4.2 Ukuthunyelwa kwemveliso kwamanye amazwe

Injongo yeNkqubo-qhinga:

Ukwenza imeko yokuqinisekiswa kwezilwanyana ezisuka kwiPhondo leNtshona Koloni neemveliso zazo ilunge/ifaneleke.

3.4.3 Impilo nonyango lwezilwanyana

Injongo yeNkqubo-qhinga:

Ukufezekisa indima yogunyaziso lomthetho ngokuphumeza uMthetho iMeat Safety Act (uMthetho 40 ka-2000), uMthetho i-Animal Diseases Act (uMthetho 35 ka-1984) neminye imithetho echaphazelekayo.

3.4.4 Iinkonzo zelaboratri zezilwanyana

Injongo yeNkqubo-qhinga:

Ukubonelela ngenkonzo efezekileyo nefanelekileyo yokuxilonga izilwanyana.

3.7 Iinkonzo zoPhando noPhuhliso lweThekhnoloji (INKqubo 5)

Injongo yeNkqubo kukubonelela ngeenkonzo zophando nezihamba ngokweemfuno, uphuhliso nogqithiso lwethekhnoloji ezineempembelelo kwiinjongo zophuhliso.

Injongo yeNkqubo-qhinga:

Ukunabisa iindlela zokufikelela kwamafama neeklayenti kwiinkcukacha zeziphumo zophando nokuphucula amalinge onxibelelwano olutheknikhali eSebe.

Injongo yeenkqutyana yiyo le ngezantsi:

3.5.1 Uphando:

Ukuququzelela, ukwenza nokuyondelelanisa uphando kunye nokuthatha inxaxheba kwiiprojekththi zophuhliso ezichaphazela iindawo ezininzi.

Injongo yeNkqubo-qhinga:

- Ukwenza uphando ngezolimo nophuhliso lwethekhnoloji
- Ukwandisa iindlela zokunciphisa nokulungelelanisa utshintsho lwemozulu ukulungiselela amafama
 - Ukubonisana namahlakani entsebenziswano ukuze kuvunyelwano ngezona mfuno zingundoqo zilungele uphando.

3.5.2 Iinkonzo zoweliso lweThekhnoloji:

Ukusasaza iinkcukacha ezingophando nophuhliso lwethekhnoloji kwiiklayenti.

Injongo yeNkqubo-qhinga:

Ukwandisa iindlela zokufikeleleka kweenkcukacha zesayensi nezitheknikhali ezingeendlela zokuvelisa kwezolimo kumafama nakwiiklayenti.

3.5.3 INkonzo yeNkxaso ngeZibonelelo: ukubonelela nokumenteyina izibonelelo ezisetyenziswayo emsebenzi wophando neminye imisebenzi, oko kukuthi, iifama ezisetyenziselwa uphando.

Injongo yeNkqubo-qhinga:

Ukwandisa inkxaso kwizibonelelo zeefama kumsebenzi wophando neenkono zesebe.

3.8 Iinkonzo zoQoqosho kwezolimo (Inkqubo 6)

Injongo yeNkqubo kukunikezela inkxaso efanelekileyo yoqoqosho kwezolimo ngethuba ngelixhasa uphuhliso oluzinzileyo kwezolimo noshishino ukwandisa ukukhula kqoqosho.

Injongo yenkqutyana yile ilandelayo:

3.6.1 Uphuhliso neNkxaso kwezolimo noShishino:

Ukubonelela ngenkxaso kushishino lwezolimo ngophuhliso loosomashishini, iinkono zokumaketha, ixabiso, imveliso nezixhobo zezoqoqosho.

Injongo yeNkqubo-qhinga:

Ukubonelela amahlakani entsebenziswano ngeengcebiso ngezozoqoqosho kwezolimo.

3.6.2 Inkxaso yezoqoqosho: Ukubonelela ngeenkukacha nolwazi ngezozoqoqosho namanani ngokusebenza kwehlelo lezolimo ukuze izigqibo ezithathwayo nezicwangciso ezeziwayo zisekelwe phezu kolwazi olugqibeleleyo.

Injongo yeNkqubo-qhinga:

Iindlela zokuzuzisa iinkukacha nolwazi ezisetyenzisa ukuxhasa ukuthathwa kwezigqibo.

3.9 Imfundo noQeqesho kwezolimo ngendlela ecwangcisiweyo (Inkqubo 7)

Injongo yeNkqubo kukumisela nokucwangcisa imfundo noqeqesho kwezolimo kubo bonke abathathi-nxaxheba kwizinto ezidibene nolimo ngokuhambelana neSicwangciso-qhinga seMfundo noQeqesho sezolimo ukuze limiselwe ngolwazi, libe nempumelelo yaye likwazi ukumelana nabanye abakwakweli candelo jikelele.

Injongo yenkqutyana yile ilandelayo: **3.7.1 Imfundo ePhakamileyo noQeqesho (HET):**

Ukubonelela ngemfundo ephakamileyo noqeqesho NQF inqanaba 5 nakumphi na umntu owanezisa iimfundo kwizifundo kwicandelo lezolimo namanye asondeleyo.

Injongo yeNkqubo-qhinga:

Ukubonelela ngemfundo ephakamileyo noqeqesho NQF inqanaba 5 nakumphi na umntu ozanezisayo iimfundo zezifundo kwicandelo lezolimo namanye amacandelo asondeleyo.

3.7.2 Imfundo ePhakamileyo noQeqesho (FET): Ukubonelela ngoqeqesho kwi-NQF inqanaba 1 ukuya ku-4 ngeenkqubo zemfundo noqeqesho ezicwangcisiweyo ze-FET kubo bonke abathathi-nxaxheba kwicandelo lezolimo. Iinkqubo-qhinga zicwangciswe ngokwenkqutyana nganye.

Imfundo ePhakamileyo noQeqesho:

Ukubonelela ngoqeqesho kwi-NQF inqanaba 1 ukuya ku-4 ngeenkqubo zemfundo noqeqesho ezicwangcisiweyo ze-FET kubo bonke abathathi-nxaxheba kwicandelo lezolimo..

3.8 UPuhliso lwaMaphandle (INKqubo 8)

Injongo yeNkqubo kukucwangcisa iinkqubo zophuhliso ngokusebenzisana namahlakani entsebenziswano emaphandleni.

Injongo yenkqutyana yile ilandelayo:

3.8.1 Ucwangciso loPuhliso lwaMaphandle:

Ukuyila, ukucwangcisa nokubeka esweni upuhliso kumaphandle athile (iisayithi ze-CRDP) kuwo omathathu amanqanaba karhulumente ukuze kuqwalaselwe iimfuno ezikhonjiweyo.

Injongo yeNkqubo-qhinga:

Ukucwangcisa ngempumelelo uphunyezo lwe-CRDP kazwelonke kwiindawo ezisemaphandleni ezikhethiweyo eNtshona Koloni.

3.8.2 Intsebenziswano noluntu:

Ukubonisana nabahlali ngezinto ezingundoqo kubo nokumisela imibutho yasekuhlaleni (ezimeleyo, njlnjl) nokuyinika inkxaso.

Injongo yeNkqubo-qhinga:

Ukuqinisekisa ukubandakanywa komntu wonke namalinge ophuhliso, njengenxalenye ye-CRDP, kwiindawo ezisemaphandleni ezikhethiweyo eziseNtshona Koloni.

3.8.3 Ukuphuhliswa koMsebenzi wasefama:

Ukuphucula indlela ababonwa ngayo abasebenzi kunye neemeko abasebenza phantsi kwazo bona neentsapho zabo ngokusungula amaphulo oqeqesho nophuhuiso, ngaloo ndlela kuphuculwa umgangatho wobomi babo.

Injongo yeNkqubo-qhinga:

Ukuphucula indlela ababonwa ngayo abasebenzi kunye neemeko abasebenza phantsi kwazo bona neentsapho zabo ngokusungula amaphulo oqeqesho nophuhuiso, ngaloo ndlela kuphuculwa umgangatho wobomi babo.

4 IINKCUKACHA ZOQHAGAMSEHWANO ZEGOSA LEENKCUKACHA NESEKELA-GOSA

NEENKCUKACHA – icandelo 14(1)(b)

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IINKCUKACHA ZOQHAGAMSEHWANO ZESEKELA-GOSA LENGCACISO: ICANDELO 14(1)(B)

Nksz Joyene Isaacs

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ISIKHOKELO SEKHOMISHONI YAMALUNGELO OLUNTU – icandelo 14(1)(c)

5.1.1 Ikhomishoni yaMalungelo oLuntu ihlala ihlaziya yaye ikhupha isikhokelo esiqulunqileyo isiqulunqe ngokwemiqathango yecandelo 10 lePAIA elazisa abantu ngezi zinto:

- okuqulethwe nguMthetho iPromotion of Access to Information Act (PAIA) nokuba bangawaxhamla njani amalungelo abo ngokwale mithetho mibini.
- iinkcukacha zoqhagamshelwano zegosa leenkukacha nesekele-gosa leenkukacha (ukuba likho) ngawo onke amaqumrhu karhulumente alungiselelwe uluntu kunye noncedo abangabanika lona abantu;
- indlela yokufikelela kumaziko oluntu; kunye
- namanyathelo omthetho alandelwayo ukulungisa izinto ukuba kuthe kwakho intsilelo ekulandeleni umthetho ngokwePAIA

5.1.2 Yonke imibuzo malunga nokuba singafumaneka phi nanjani esi sikhokelo mababhekiswe apha:

IOfisi yeKhomishoni yaMalungelo oLuntu	
Inombolo yomnxeba	+27 11 877 3900
Ifeksi	+27 11 403 0684
Idilesi ye-imeyili	PAIA@sahrc.org.za
Idilesi yeposi	Iyunithi yePAIA: Promotion of Access to Information Private Bag 2700 Houghton 2041
Isitalato	South African Human Rights Commission 33 Hoofd Street Braamfontein 2017 JOHANNESBURG
Iwebhusayithi	www.sahrc.org.za

5.1.3 **Isihlomelo A** sale ncwadi sikwanazo neenkukacha zendlela yokufikelela kwiirekhodi zeSebe, inkqubo yalo yokubhena, okanye ukwenza isicelo senkundla ukuchasa izigqibo zeGosa leNgcaciso okanye zeSekela-gosa leNgcaciso, ngokombandela lowo.

5 IINKUKACHA NGOMTHETHO IPROMOTION OF ACCESS TO INFORMATION ACT, 2002

5.3 IZIHLOKO NEENDIDI ZEEREKHODI ZESEBE – icandelo 14(1)(d)

ISebe ligcina iirekhodi zezi zihloko neendidi zilandelayo:

Iindidi nezihloko	Kufuneka isicelo kule nkqubo
<ul style="list-style-type: none"> • Iiplani zeefayili • Irejista yezinto ezingenayo neziphumayo • Irejista yeefayili • Izivumelwano zenqanaba lenkonzo • Iingxelo zophicotho-zincwadi • Iivawutsha zentlawulo • Iifayili zemivuzo 	Inkqubo 1

<ul style="list-style-type: none"> • Irejista yee-asethi • Amabango e-S&T • liOdolo • lirisithi • li-Invoyisi • linkcazo-mali neengxelo • BAS (Basic Accounting Systems) • likowuti • Imizuzu yeentlanganiso zekomiti yeethenda • Izivumelwano zethenda • Ukumenteyinwa kweefayili: izibonelelo ze-IT • Uluhlu lwabanikezeli benkonzo • Ingxelo zovavanyo lweethenda • Izicelo: i-imeyili • Ubume beSebe 	
<ul style="list-style-type: none"> • lifayile zeeProjekti zeeNkonzo zoBunjini ezinikezelwayo (kuzo zozithandathu izithili) • lifayile zeprojekti zeprojekti zeLandCare (kwizithili zozithandathu) • Ubungqina (APP) • Ukufunda usengqeshweni • UNcedo lwentlekele olunikezelweyo • Izicelo zolwahlulo kunye/okanye ukucandwa ngokutsha komhlaba wolimo • IIBhidi • Imizuzu yeKomiti yoLungelelwaniso kuManzi ezoLimo • Amacandelo ombutho • Uluhlu lwabasebenzi • Izivumelwano zokusebenza • Ingxelo zovavanyo lomsebenzi • Irejista yeefayile • Irejista yempahla • Amabango eS & T • likowuti • Imizuzu yeKomiti yoNxibelelwano lwaManzi yePhondo • IKomiti yeQhinga lokuNikezelwa kwaManzi kwi-WC • Iiprojekti zokufunda ngamanzi 	Inkqubo 2
<ul style="list-style-type: none"> • IiFayile yeeProjekthi zeNkqubo (kuzo zozithandathu izithili) • Ubungqina (APP) • IiNtlanganiso zoLwabiwo lweProjekti yeSebe (DPAC) • IiFayile zeMpahla • IiNtlanganiso zeKomiti yoLwabiwo lweMpahla yeProjekti • iSmart Pen / iFayile ye-Xcallibre • iManstrat • INkqubo yeNkxaso eBanzi yezoLimo (CASP) • Ukwandiswa kweNkqubo yoVuselelo ngokutsha (ERP) 	Inkqubo 3

<ul style="list-style-type: none"> • Ilima Letsema • IKhomishoni yeNkonzo kaRhulumente • Ukwenziwa kwamalinge • Ukuncedwa ngonamava • IQela loMsebenzi lamaSebe ngoKhuseleko loKutya • IKomiti yePhondo yoQuquzelelo lokuBuyiselwa koMhlaba • IKomiti yeMinikelo yePhondo (DRDLR) • Casidra 	
<ul style="list-style-type: none"> • linkcukacha zabathengi • lingxelo zelebhu • lziphumo zophando • liNgxelo ze-Ephidemiyo • Ukufayilisha (Ukugcinwa kweerekhodi kubandakanywa iifayile zabasebenzi) • Uluhlu lwezilarha zokuxhela ezibhalisiweyo • Uluhlu lwabahloli abagunyazisiweyo benyama • Uluhlu lwezityalo zeSterilisation • Uluhlu lwezilarha zokuxhela ezamkelweyo zilungiselelwe uthengiso lwezikhumba neemfele kumazwe angaphandle • Uluhlu lweevenkile ezikwinqanaba eliphakathi lezikhumba neemfele zokuthunyelwa kwamanye amazwe • INgxelo yoNyaka yeMpilo yeZilwanyana • lingxelo ngokuqhambuka kwezifo zezilwanyana • Ingxelo yokubalwa kwezilwanyana • IziCwangciso zokunokwenzeka kwizifo zezilwanyana noMgangathoneenkqubo • lingxelo ngezifo zezilwanyana eziboniweyo • lingxelo ngothintlo lwezifo zezilwanyana nokugonywa • linkcukacha zeerekhodi zokuthunyelwa nentengo kwamanye amazwe 	<p style="text-align: center;">Inkqubo 4</p>
<ul style="list-style-type: none"> • liprojekti zophando • Ubungqina (APP) • Ukufayilisha ngokubanzi (Ukugcinwa kwerekhodi iifayile zabasebenzi, ezeselula, njl.njl) • Imizuzu yeentlanganiso zabasebenzi • lirekhodi ngomhlaba, amanzi, izityalo nezilwanyana nokuhlalelwa kokutya kwezilwanyana • lintlanganiso zekomiti yophando lweSebe • Izicelo zomsebenzi zololongo lwefama • Ukumenteyinwa koluhlu lokumiliselwa nokuphunyezwa kweeprojekti liSebe lezoThutho neMisebenzi yoLuntu • lingxelo, iinkcukacha zamanani • 	<p style="text-align: center;">Inkqubo 5</p>
<ul style="list-style-type: none"> • limvavanyo zoBuyiselo loMhlaba • limvavanyo zamafama asakhasayo • limvavanyo zamafama antsundu • Ukuthengwa kweenkcukacha zolwazi 	<p style="text-align: center;">Inkqubo 6</p>

<p>ezihlawulelwayo rhoqo ngenyanga</p> <ul style="list-style-type: none"> • linkcukacha zeQuantec • linkcukacha zeechnofresh 	
<ul style="list-style-type: none"> • lirekhodi zabamkelweyo/ abathweswe izidanga • lifayile zentlawulo yeLogis • lifayile zekhefu • lifayile zeebhasari • Amaphepha eemviwo • Amaphepha eempedulo zeemviwo • lifayile zobudlelwane engqeshweni • lifayile zeeHostele • Inkcukacha zamanani abafundi • lifayile zabafundi • lifayile ngemiba enxulumene nabafundi • Izivumelwano zeethenda • Iziphumo zeemviwo • Ingcaciso ngokutyisa • Iingxelo zemali • lifayile zee-invoyisi namabango • lifayile zoLawulo lwamaZiko <ul style="list-style-type: none"> • Amabango e-S & T • Irejista yee-asethi • Imoto zikarhulumente • Imizuzu yeentlanganiso zabasebenzi • Imizuzu yeeNtlanganiso zooSihlalo bamaSebe • Iintlanganiso zamanqaku • IProspekththasi • Inkqubo yokuzivavanya • Ukuvavanywa kweSifundo • lifayile zezifundo zethuba elifutshane • lifayile zeekowuti • Imidlalo nolonwabo lwabafundi • Ifayile yokwenzakala engqeshweni • Intengiso • IiThusong, imiboniso nemiboniso yeengcaciso ngamakhondo omsebenzi 	<p style="text-align: center;">Inkqubo 7</p>

<ul style="list-style-type: none"> • Ifayile zeNkqubo yeProjekti (onke amawodi eCRDP asebenzayo) • Ubungqina (APP) • IiNtlanganiso zoLwabiwo lweProjekti yeSebe (DPAC) • Iintlanganiso zeKomiti yoQuquzelelo lwamaSebe • PSO 11: Iintlanganiso zeqela lokuSebenza lesi-4 • Casidra • Iinkcukacha zeeklayenti • Izicwangciso zoshishino • Isivumelwano senqanaba lenkonzo • Iingxelo • Iintlawulo • Irejista yempahla S & T Claims • Ifayile ye-invoyisi namabango • Uweliselo lweentlawulo • Ukhuphiswano lomsebenzi wasefama wonyaka • Indibano yengxoxo yabasebenzi basefama (kwiSizwe nakwiPhondo) • Irejista yokuthunyelwa komsebenzi wasefama • Transfer payments • Farm Worker of the Year Competitions • Farm Worker Summits (National and Provincial) • Farm Worker Referral Register • Imizuzu yeentlanganiso zabasebenzi • Ifayile zeprojekti yeNkqubo (kuzo zozi-6 izithili) • Ubungqina (APP) • IiNtlanganiso zoLwabiwo lweProjekti yeSebe (DPAC) • Ifayile zeentlawulo zeLogis • Ifayile zobudlelwane engqeshweni • Ingcaciso yokutyisa • Iingxelo zemali • Iingxelo zenyanga • Iingxelo zekota • Ifayile ye-invoyisi namabango • Ifayile zoLawulo lweZibonelelo • Amabango e-S&T • Irejista yee-asethi • Izithuthi zikarhulumente 	<p>Inkqubo 8</p>
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**5.4 IIREKHODI ZESEBE EZIFUMANEKA NGOKUZENZEKELAYO KUNGADANGA KWAFAKWA
SICELO – icandelo 14 (1)(e)**

INGCACISO NGEENDIDI ZEEREKHODI EZIFUMANEKA NGOKUZENZEKELA NGOKWEMIQATHANGO 15(1)(A)(III)	
<p>(a) Iibhrowutsha ngezihloko ezinxulumene nezolimo</p> <p>(b) Upapasho, iiphamflethi, Amaphetshana eendaba, iiphowusta</p> <p>(c) Yonke ingcaciso ikwi-webhusayithi</p>	<p>likopi zezi rekhodi zifumaneka simahla kule dilesi: Agriculture Branch, Private Bag X1, Muldersvlei Road, Elsenburg</p> <p>Le ngcaciso ilandelayo iyafumaneka kwiwebhusayithi (www.elsenburg.com):</p> <ul style="list-style-type: none"> – Malunga neSebe – Imisitho – Amajelo eendaba – iRediyo Elsenburg – Ikhalenda yemisitho – Iinkonzo – Uphuhliso lophando – Amaziko ophuhliso lwezolimo – Amaxwebhu engcaciso – Iziko loQeqesho iElsenburg

Ezi ngxelo zilandelayo ziyafumaneka ukuba ubani angazihlola ngokwemiqathango yecandelo 15(1)(a)(i) yaye ngokwemiqathango yecandelo 15(1)(a)(ii) zingakotshwa. Amaxwebhu aphawulwe ngeasterikhi afumaneka simahla ngokwemiqathango yecandelo 15(1)(a)(iii) kwiwebhusayithi ethi: www.elsenburg.com

Ingcaciso ngeendidi zeerekhodi ezifumaneka ngokuzenzekela ngokwemiqathango 15(1)(a)	Indlela ekufikelelwa ngayo kwicandelo leerekhodi zecandelo 15(1)(b)
<p>(a) IiNgxelo zoNyaka *</p> <p>(b) IZicwangciso-qhinga zeMinyaka emihlanu (5) *</p> <p>(c) Ubume beSeme *</p> <p>(d) IiNgxelo eziya kubemi *</p> <p>(e) ITshatha yoHanjiso lweeNkonzo *</p>	<p>Iyafumaneka kwiwebhusayithi yeSebe: www.elsenburg.com</p>

5.4.1 IINKONZO EZIBONELELWA ULUNTU LISEBE – icandelo 14(1)(f)

ISebe lezoLimo lineeklayenti zangaphakathi nezangaphandle.

liklayenti zangaphakathi zibandakanya iNkonzo neSebe lezoLimo, abaphathi abakhulu beSebe, amanye amacandelo namacandelwana olawulo eSebe (umz. abaphandi-lwazi, amagosa axandileyo nabasebenzi abangabaqeqeshi).

liklayenti zangaphandle zibandakanya amafama (abalimi namanye amaqumrhu), abahlali basemaphandleni, abathengi beemveliso zolimo, amanye amasebe karhulumente, iiprocesa, abarhwebi nabathengisi bezinto bezilimo nemfuyo, amaziko ezimali, abarhwebi abangamahlakani baphesheya, imibutho/amaqumrhu angekho phantsi kolawulo lukarhulumene, amaziko oqeqesho emfundo ephakamileyo, abanye abalimi, abacwangcisi bedolophu, abacebisi, abasebenzi basezifama, abalimi bemimandla yeedolophu, oogqirha bezilwanyana abazimeleyo, amaqumrhu olondolozo lwendalo, iithrasti zophando, iibhodi zomthetho, abafundi noomasipala.

ISebe libonelela ngeenkono ezicelwe ziiklayenti okanye ngokuzithengisa ebantwini ngqo, ngeemini zeendibano zamafama, iiseshini zolwandiso nange-intanethi. Kufuneka zisetyenziswe ngokugqibeleleyo iindlela-ndlela zokulithengisa iSebe nokuhambisa iinkono ngokufezekileyo ukwanezisa iimfuno zabathengi kodwa ke oko kwenziwe kugqaliwe ukuba imali iyavuma na yaye bakho na nabantu bokuwenza umsebenzi lowo. Kambe kufuneka kugqalwe ukuba kwisithuba seenkonzo kusetyenzwa ngokwahlukileyo – phakathi komthengisi nomthengi, iklayenti ithembele kwiingcebiso zomthengisi, yona iklayenti ibe ikhetha unxibelelwano ngqo nesebe.

Ikopi yeTshatha yeeNkonzo iqhotyoshelwe njengeSihlomelo B yaye oyifunayo angayifumana kule linki ingezantsi:

<http://www.elsenburg.com/resource-library/official-publications>

Iinkonzo ezibonelelwa liSebe lezoLimo	Ufikelela njani kwezi nkonzo
<p>ISebe lezoLimo lineeklayenti zangaphakathi nezangaphandle.</p> <p>liklayenti zangaphakathi zibandakanya iNkonzo neSebe lezoLimo, abaphathi abakhulu beSebe, amanye amacandelo namacandelwana olawulo eSebe (umz. abaphandi-lwazi, amagosa axandileyo nabasebenzi abangabaqeqeshi).</p> <p>liklayenti zangaphandle zibandakanya</p>	<p>Nantsi iwebhusayithi weSEBE LEZOLIMO</p> <p>https://www.westerncape.gov.za</p> <p>Lifumane kule phothali iSebe lezoLimo</p> <p>http://www.elsenburg.com</p>

amafama (abalimi namanye amaqumrhu), abahlali basemaphandleni, abathengi beemveliso zolimo, amanye amasebe karhulumente, iiprosesa, abarhwebi nabathengisi bezinto bezilimo nemfuyo, amaziko ezimali, abarhwebi abangamahlakani baphesheya, imibutho/amaqumrhu angekho phantsi kolawulo lukarhulumene, amaziko oqeqesho emfundo ephakamileyo, abanye abalimi, abacwangcisi bedolophu, abacebisi, abasebenzi basezifama, abalimi bemimandla yeedolophu, oogqirha bezilwanyana abazimeleyo, amaqumrhu olondolozo lwendalo, iithrasti zophando, iibhodi zomthetho, abafundi noomasipala. ISebe libonelela ngeenkonzong ezicelwe ziiklayenti okanye ngokuzithengisa ebantwini ngqo, ngeemini zeendibano zamafama, iiseshini zolwandiso nange-intanethi. Kufuneka zisetyenziswe ngokugqibeleleyo iindlela-ndlela zokulithengisa iSebe nokuhambisa iinkonzong ngokufezekileyo ukwanezisa iimfuno zabathengi kodwa ke oko kwenziwe kugqaliwe ukuba imali iyavuma na yaye bakho na nabantu bokuwenza umsebenzi lowo. Kambe kufuneka kugqalwe ukuba kwisithuba seenkonzo kusetyenzwa ngokwahlukileyo – phakathi komthengisi nomthengi, iklayenti ithembele kwiingcebiso zomthengisi, yona iklayenti ibe ikhetha unxibelelwano ngqo nesebe.

Zonke iinkonzong zingafumaneka ngokuqhagamshelana neSebe apha:

Inombolo yomnxeba: 021-8085111

/

021-8085111

IFEKSI: 021- 8085120

Iwebhusayithi:

<http://www.elsenburg.com>

**5.4.2 AMALUNGISELELO ENTATHO-NXAXHEBA YOLUNTU NGEENGCEBISO OKANYE
NGOKUMELWA KWIMISEBENZI YOKUQULUNQA UMGAQO-NKQUBO OKANYE
YOKUSEBENZA – icandelo 14(1)(g)**

Imigaqo-nkqubo yePhondo enoempembelelo zangaphandle iza kufuna intatho-nxaxheba yoluntu yaye loo nkqubo iya kuhamba ngokwendlela ecwangcisiweyo yaza yavunywa nguMphathiswa ngokwemeko nemeko.

**5.5 IINDLELA EZIKHOYO ZOKULUNGISA IZINTO NGOKWEMITHETHO OKANYE INTSILELO EKWENZENI
KWESEBE NGOKUFANELEKILEYO - icandelo 14(1)(h)**

Umthetho osebenzayo kweli Sebe (njengoko ubekiwe kwiSicwangciso sokuSebenza soNyaka seSebe¹) ungabonelela ngenkqubo yangaphakathi yophononongo okanye yokubhena. Ukuba akukho sisombululo sifumanekayo ngokwale nkqubo okanye akukho malungiselelo wambi ezenziweyo ngenkqubo le, kungabhenelwa enkundleni ukuba inike umyalelo ofanelekileyo.

Ukuba kukho imibuzo, izikhalazo okanye izimvo malunga nohanjiso lweenkonzo zeSebe lezoLimo makwenziwe ngolu hlobo:

Iimeyili: info@elsenburg.com

Yiza eziofisini zethu : Muldersvlei Rd, Elsenburg, eStellenbosch

Sitsalele apha: 021 808 5111; (ngoMvulo - ngoLwesihlanu 08:00 kusasa – 4.30 malanga

6 7 UFIKELELO NOKUFUMANEKA KWALE NCWADI – Icandelo 14(3)

7.1 Incwadi le ifumaneka ngesiNgesi yaye phakathi kwentsimbi ye-8 kusasa neye-4.30 malanga ngoMvulo ukuya kutsho ngoLwesihlanu (ngaphandle kwangeeholide) umntu angeza kuyijonga eofisini yeSekela-gosa leNgcaciso uNksz J Isaacs kwiSebe lezoLimo leNtshona Koloni eMuldersvlei Road, e-Elsenburg.

7.2 Ubani ofuna ukuzifundela incwadi le angayifumana kule webhusayithi:

<http://www.elsenburg.com>

¹ Ifumaneka kule dilesi ithi <https://www.westerncape.gov.za/documents/plans/2016>

ISIHLOMELO A:

ISIKHOKELO NGOFIKELELO KWIIREKHODI NGOKUNGAZENZEKELIYO

1 UKUGCWALISWA KWEFOMU YESICELO, INTLAWULO YEMIRHUMO neFOMU YOFIKELELO – icandelo 18, 19, 22, 29 nelama-31.

1.1 Ifomu yesicelo

- Kufuneka kugcwaliswe ifomu yesicelo efanelekileyo (eqhotyoshelwe njenge**FOMU A**) ngulowo wenza isicelo ze ingeniswe kwiGosa leeNkcukacha/iSekela-gosa leeNkcukacha.
 - Ukuba umfaki-sicelo akakwazi kufunda okanye kubhala okanye kuyigcwalisa ifomu ngenxa yokuba ekhubazekile, angasenza ngomlomo isicelo. IGosa leeNkcukacha/iSekela-gosa leeNkcukacha liya kuyigcwalisa ke egameni lomfaki-sicelo iFomu A, liya kuyigcina ikopi yokuqala ze limnike enye ikopi umfaki-sicelo.
 - Isicelo singakwa ngomnye egameni lomnye kodwa kufuneka oko kubhalwe kuFomu A ukuqondisa.

1.2 Imirhumo

- Imirhumo yezicelo neyokukhangela iirekhodi, ngokunjalo nokwenza iikopi, ibhalwe phantsi kwemigaqo eyenziwe ngokwemiqathango yePAIA. (**ISHEDYULI YEMIRHUMO** iqhotyoshelwe). Yiyo le ngezantsi imirhumo ekhutshwayo:
 - Umrhumo ngama-R35.00 ngesicelo ngasinye;
 - Umrhumo wexesha elithathwayo ukukhangela/ukuphanda nokucwangcisa irekhodi, ukuba lingaphezulu kweyure. Kusengathwa kufuneka kukhutshwe isithathu somrhumo xa uphelele. Kambe, umrhumo lowo kufuneka ukhutshwa phambi kokuba inikwe imvume;
 - Umrhumo xa ufuna ukwenza iikopi.

1.3 Abafaki-zecelo abangazihlawuleliyo izicelo:

- Igosa lolondolozo/umphandi ocela iirekhodi esenza uphando ngolondolozo okanye unemibuzo ethile ngokugunyaziswa yimiqathango yoMthetho iMaintenance Act, 1998 (okanye imigaqo eyenziwe ngokwalo mthetho.)
- Umntu ocela irekhodi eneenkcukacha zakhe.

1.4 Abafaki-zicelo abangarhumayo:

- Umntu ocela irekhodi eneenkcukacha zakhe.
- Umntu onomvuzo ongekho ngaphezu kwe-R14 712 ngonyaka.
- Abatshatileyo, okanye umntu kunye neqabane lakhe abamvuzo ungaphezulu kwama-R27 192 ngonyaka.

1.5 Indlela yokufikelela

- Umfaki-sicelo kufuneka axele phaya kuFomu A ukuba ufuna ikopi na okanye ufuna ukujonga indgxelo ethile.
 - Ukuba kufuneka ikopi, umfaki-sicelo kufuneka axele apho efomini (umz. iprintwe okanye ithunyelwe ngekhompyutha na) kunye nolwimi afuna ukuba ibe ikulo (ukuba ifomu leyo iyafumaneka nangezinye iilwimi). ISebe alulwenzi uguqulelo lweerekhodi ezibhalwe ngolwimi olunye.
- Ingxelo iya kubonelelwa ngaloo ndlela kucelwe ukuba ibe ngalo ngaphandle kokuba akunakwenzeka kwaphela oko okanye ukwenjenjalo kungaphazamisana nendlela yokusebenza yeSebe.

2 ISIGQIBO SOKUNIKA IMVUME OKANYE UKWALA UFIKELELO – Icandelo lama-25 nelama-26

2.1 Ixesha elithathwayo ukwenza isigqibo

IGosa leeNkcukacha / iSekela-gosa leeNkcukacha kufuneka lingaphozisi Maseko emva kokuba yenziwe intlawulo yama-R35 layifumana neFomu A, zingadanga zaphela noko iintsuku ezingama-**30**, lithathe isigqibo malunga nokuba liyayinika na imvume okanye aliyiniki, lakugqiba limazise lowo obenze isicelo ngesigqibo eso.

2.2 Ukwanda kwexesha

IGosa leeNkcukacha / iSekela-gosa leeNkcukacha lingazandisa iintsuku ezingama-30 **ngezinye ezingama-30** phantsi kwezi meko zilandelayo:

- isicelo sisicelo seerekhodi ezininzi okanye kufuneka kufundwe iirekhodi ezininzi yaye ukujongana nezo rekhodi zingako kuphazamisa ukusebenz kwesebe;
- isicelo eso seseerekhodi ezingekho dolophini inye okanye sixekweni sinye nesi likuso iGosa leeNkcukacha / iSekela-gosa leeNkcukacha;
- kufuneka kubonswene namanye amasebe e-WCG okanye amanye amaqumrhu karhulumente ukuze kuthathwe isigqibo ngeso sicelo; okanye
- umfaki-sicelo uvumile ukuba landiswe ixesha.

3. IINGXELO EZINEENKCUKACHA ZABANTU ABANGABANYE ABACHAPHAZELEKAYO – amacandelo 47, 48

3.1 Isaziso:

IGosa leeNkcukacha / iSekela-gosa leeNkcukacha kufuneka lithathe amanyathelo afanelekileyo okwazisa omnye umntu ochaphazelekayo lingachithanga xesha, kodwa oko likwenze kwisithuba **seentsuku ezingama-21**, sokungena kwesiceloserekhodi equlethe oku kulandelayo:

- linkcukacha zomnye umntu ochaphazelekayo;
- limfihlo zokusebenza zomnye umntu;
- linkcukacha zezimali, ushishino, inzululwazi okanye ezitheknikhali nokuvezwa kwazo kungamenzela ingxaki lowo ungomnye umntu ochaphazelekayo;

- linkcukacha azinikileyo lowo ungomnye umntu ochaphazelekayo yimfihlelo yakhe yaye ukubekwa kwazo elubala kungamfaka engxaki okanye kuzibeka esichengeni izivumelwano zakhe zoshishino, ezinye izivumelwano okanye ukhuphiswano;
- linkcukacha ezinikeziweyo ziyimfihlelo ngomnye umntu ochaphazelekayo nokubekwa kwazo elubala kubalwa ngokuba (i) kukwaphula isivumelwano semfihlo ebekungenwe kuso nalo ungomnye umntu; okanye (ii) kuyibeka esichengeni imeko yakhe yokusebenza kwixesha elizayo ukuba iinkcukacha ezo zingathiwa pahaha, nebekufanele ukuba luyazifumana uluntu; okanye
- linkcukacha zophando olwenziwayo ngomnye umntu okanye egameni lakhe zingamsingela phantsi lowo ungomnye umntu, iarhente okanye umcimbi lowo uphandwayo.

3.2 Okubekwa ngomnye umntu ochaphazelekayo

Kwiintsuku ezingama-21 zesaziso (3.1 ngasentla) omnye umntu kufuneka (i) angenise okubhaliweyo okanye aye kubonana neGosa leeNkcukacha / iSekela-gosa leeNkcukacha anike izizathu zokuba isicelo sikhatywe; okanye (ii) anike imvume ebhaliweyo yokuba irekhodi ibekwe elubala.

3.3 Isigqibo sokwala

IGosa leeNkcukacha / iSekela-gosa leeNkcukacha kufuneka lithi kwangoko, kodwa kwisithuba seentsuku ezingama-**30 emva kokukhutshwa kwesaziso** (3.1 ngasentla) lithathe isigqibo sokusamkela okanye ukusikhaba isicelo yaye kufuneka simazise omnye umntu ochaphazelekayo ngokunjalo nomfaki-sicelo ngesigqibo eso.

4. **INKQUBO YEZIBHENO YANGAPHAKATHI– icandelo lama-74 nelama-75**

Umfaki-sicelo

Umfaki-sicelo angafaka isibheno, kwisithuba **seentsuku ezingama-60** emva kokuba kukhutshwe isaziso ngesigqibo seGosa leeNkcukacha / iSekela-gosa leeNkcukacha:

- ukuba kwaliwe ukuba afikelele (jonga ku-2 ngentla);
- ukuba arhume (jonga ku-1.2 ngentla);
- ukuba landisiwe ixesha lokufikelela (jonga ku-2.2 ngentla).

4.2 Omnje umntu ochaphazelekayo

Omnje umntu ochaphazelekayo angafaka isibheno zingaphelanga **iintsuku ezingama-30** emva kokuba sikhutshiwe isaziso sesigqibo seGosa leeNkcukacha / iSekela-gosa leeNkcukacha sokunika imvume yokufumana irekhodi eneenkcukacha zalowo ungomnye umntu uchaphazelekayo (jonga ku-3 ngentla).

4.3 Inkqubo yokubhena

Inkqubo yokubhena yangaphakathi ifuna ukuba ugcwalise ifomu emiselweyo (**iFomu B** eqhotyoshelweyo) uyise okanye uyithumele kwiGosa leeNkcukacha / kwiSekela-gosa leeNkcukacha.

5. ISICELO SENKUNDLA

5.1 Umfaki-sicelo okanye omnye umntu ochaphazelekayo angafaka isicelo enkundleni ukuba axolelwe ukuba

- isibhenno besifakiwe ngaphakathi nto kuyo umbheni lowo akanelisekanga sisiphumo sesibhenno sakhe sangaphakathi; okanye

5.2 Isicelo esiya enkundleni kufuneka senziwe kwisithuba esiphakathi **kweentsuku ezili-180** emva kokuba lowo ubhenileyo esifumene isiphumo sesibhenno sakhe.

SERVICE DELIVERY CHARTER

THE DEPARTMENT OF AGRICULTURE IS COMMITTED THROUGH THIS SERVICE CHARTER TO PROVIDE SERVICES TO YOU. LET'S MAKE SERVICE DELIVERY BETTER TOGETHER.

Our Commitment

- We will respond to all our e-mails within 48 hours.
- We will answer telephone calls within five rings.
- When you write to us we will acknowledge receipt of your letter within 3 working days. We will send a reply within 10 working days. If we cannot give a reply within 10 working days we will explain why and tell you when you can expect a reply.
- When you send in an application or request, we will provide a fair and objective assessment based on the information submitted. We will give you informed, useful, usable and constructive feedback.
- All complaints and correspondence pertaining to agricultural matters made to the Minister of Economic Opportunities by clients or potential clients, will be responded to in an efficient manner within 3 weeks after receipt thereof.

You are kindly requested to:

- Be civil, courteous and respect the dignity of our officials who render the service to you.
- Be honest in your deliberations with us.
- Submit full and accurate information accompanied by recently certified copies of documentation needed or requested.
- Make yourself available as well as be willing to undergo empowerment programmes agreed upon.
- Embark on active application and implementation of plans, initiatives and advice received from the Department.

You have the right to:

- Be treated with courtesy and respect and in a dignified manner at all times.
- Be consulted about your service needs and the level and quality of service expectations.
- Full information upon request in an open and transparent manner.
- Access to prompt and efficient service in accordance with the service delivery standards.
- An apology for and redress should any service lapse occur.
- An assurance of value for money in all services provided.

Report any instances of fraudulent or corrupt activities by contacting the National Anti-Corruption Hotline at: 0800 701 701 or 021 483 0901

Our Service Delivery Standards

Rural Development Coordination:

- All government and other identified services delivered to empower communities in selected rural nodes, will be facilitated and coordinated in a cohesive way for implementation in accordance with the consulted rollout plan for the specific node.
- Development initiatives to enhance the image and socio-economic conditions of farm workers will be coordinated, facilitated or provided through partnerships, funding and the implementation of specific projects in farm worker communities on a demand driven or pre-determined rollout plan.

Farmer Support and Development Services:

- Extension and advisory services will be provided to all farmers within 15 days of receipt of a request or in accordance with a continuous demand driven plan.
- Support to smallholder and commercial farmers through sustainable development within agrarian reform initiatives will be facilitated, coordinated and provided within 30 days after receipt of the request and the correct documentation.
- Applications relating to the implementation of the Integrated Food Security Strategy of South Africa (IFSS) will be responded to in accordance with the consulted and predetermined rollout plan.

Structured Agricultural Education and Training:

- Structured and accredited agricultural education and training will be facilitated and provided on a continuous and programmed basis to participants in the agricultural sector.

Main Services to Client

Governance
Provide and adhere to good corporate governance principles and practices, including diligent financial management, the application of fair human resource management, the promotion of appropriate communication with clients, other Departments, provinces and African countries, within the context of the BATHO PELE principles and Inter-Governmental Relations requirements.

Regulatory Function
Monitor and minimise animal health risks as well as to ensure food security by means of food safety and to facilitate the export of animals and animal products. Promote the conservation and sustainable use of the environment, especially agricultural natural resources (land and water) and to prevent the fragmentation and rearing of agricultural land.

Knowledge Transfer
Train prospective and current agriculturalists, farmers and farm workers in the agricultural industry and promote career opportunities in agriculture. Deliver a competitive and appropriate farmer support service (including extension) to a broad spectrum of clients, with emphasis on the emerging farming sector on a geographically determined basis. Provide agricultural economic information and services for effective decision making in the agricultural and agribusiness sector. Provide information and services to increase the efficient use of our agricultural water resources especially in view of the possible impact of climate change on our Province.

Knowledge Development
Develop economically accountable and environmentally sustainable cutting-edge technologies in all spheres of agricultural production, processing and marketing with due consideration of current and future needs of all farmers and consumers nationally and internationally in a changing environment, to enhance competitiveness and to expand agricultural production for increased growth and development as well as promoting agricultural job opportunities.

Financial Support for Agriculture
Manage and facilitate financial support for farmers at all levels of production, including GAP, Livestock, land protection, subsidies, MAGISA, bursaries for agricultural training and education as well as disaster relief funds as allocated from time to time.

Veterinary Services:

- Regulatory services in accordance with the relevant and applicable legislation to prevent and control animal diseases, facilitate export market access and to ensure the safety of meat and meat products will be provided to communities as well as the agricultural and agri-business sector on a daily basis.

Research and Technology Development Services:

- Cutting edge research to increase agricultural production as well as technology to address challenges of sustainability and climate change, will be provided to all farmers and stakeholders on a continuous demand driven basis.
- Appropriate, new and adapted technology and scientific information in the form of user-friendly information packages, popular and scientific publications, on-farm "walks and talks" and information days, will be presented to the agricultural and agri-business sector on a quarterly basis.

Agricultural Economics Services:

- Marketing and agribusiness support services and intelligence to enhance competitiveness of the agricultural and agribusiness sector will be provided to all farmers and stakeholders within 7 working days after receipt of a request.
- Production economics services to inform planning and business management in support of optimal farming, will be provided to farmers within 7 working days after receipt of a request.

Engineering, LandCare and Land Use Services:

- Recommendations regarding land use to prevent the fragmentation of agricultural land in accordance with applicable legislation will be provided to the relevant authority within 60 days after receipt of the request.
- Sustainable resource management solutions and methodologies through the provision of agricultural engineering and LandCare services as well as technology transfer to 80% of clients and partners, will be provided within 30 days after receipt of a request.

Your voice counts. We want to hear from you. You can tell us how we are performing, or report poor service or misconduct by requesting to see a supervisor. Or you can contact our Communication unit:

Head Office
Tel: +27 21 808 8111 | Fax: +27 21 808 5000
Private Bag XI, Ezenburg, 7607
Middelwilde Road, Ezenburg

Ministry of Agriculture
Tel: +27 21 483 6700 | Fax: +27 21 483 3890
Private Bag 93079, Cape Town, 8000
Protea Assurance Building, Green Market Square, Cape Town

Office hours: 08:00 - 16:30 (weekdays)
www.ezenburg.gov.za | www.westerncape.gov.za
info@ezenburg.com

OUR VISION:
The Department of Agriculture is responsible for the promotion of agriculture in all its rich diversity in the Western Cape. We are striving towards being a united, responsive and prosperous agricultural sector in balance with nature.

An open opportunity society for all
This charter reflects the belief of the Western Cape Department of Agriculture and its implementation partners in Batho Pele. A better life for all South Africans by putting people in agriculture first. It is our commitment to our customers that we will do our utmost to help you and provide you with the quality of service you deserve.

We value being accessible
Our buildings are accessible for people with disabilities. For your nearest agricultural service point, don't hesitate to contact us.



EXECUTIVE AUTHORITY DECLARATION:
I, Joylene Isaacs, commit my Department in terms of Part II, C.2 of the Public Service Regulations, 2001, as amended, to adhere to this Charter:

J Isaacs
Date: 1 September 2016

IFOMU A

ISICELO SOKUFIKELELA KWIREKHODI ZEQUMRHU LOLUNTU

(ICandelo 18(1) lomthetho iPromotion of Access to Information Act, 2000
(uMthetho Nomb. 2 wama-2000))

[Umgaqo 6]

ILUNGISELELWE ISEBE KUPHELA

Inombolo yesalathisi: _____

Isicelo senziwa ngu-

(xela isikhundla/iwonga, igama nefani yeGosa leeNkcukacha / iSekela-gosa leeNkcukacha) ngalo mhla _____ (xela umhla) kule ndawo

Umrhumo wesicelo (ukuba ukho): R.....

Idiphozithi (ukuba ikho): R.....

Umrhumo wokufikelela kulwazi: R.....

UTYIKITYO LWEGOSA LEENKCUKACHA
/ ISEKELA-GOSA LEENKCUKACHA:

A. linkcukacha zequmrhu loluntu

iGosa leeNkcukacha / iSekela-gosa leeNkcukacha:

B. linkcukacha zomntu owenza isicelo sokufikelela kwirekhodi

- (a) linkcukacha zomntu ocela ukufikelela kwirekhodi mazibhalwe apha ngasezantsi.
- (b) Nika idilesi kunye/okanye inombolo yefeksi kwiRiphabhliki ekufuneka kuthunyelwe kuyo ulwazi olo.
- (c) Ubungqina besikhundla esenziwa phantsi kwaso isicelo, ukuba bukho, mabuqhotyoshelwe kule fomu.

Amagama apheleleyo nefani:

Inamba yesazisi:

Idilesi yePosi:

_____ Inombolo yefeksi:

inombolo yomnxeba: _____ Idilesi ye-imeyli:

Isikhundla esenziwa phantsi kwaso isicelo, ukuba senziwa egameni lomnye umntu:

C. Iinkcukacha zomntu esenziwa egameni lakhe isicelo

<i>Eli candelo kufuneka ligcwaliswe kuphela xa isicelo seenkcukacha sisenziwa egameni lomnye umntu.</i>	
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Amagama apheleleyo nefani:

Inombolo yesazisi:

D. Iinkcukacha zerekhodi

- | |
|--|
| <p>(a) Nika iinkcukacha ezipheleleyo zerekhodi efunwayo, kubandakanya inombolo yesalathisi ukuba uyayazi, ukuze ifumaneke lula loo rekhodi.</p> <p>(b) Ukuba isithuba sokubhala asaneli nceda ubhale kwelinye iphepha uze uliqhoboshele kule fomu. Umfaki-sicelo kufuneka awatyikitye onke amaphepha aqhotyoshelweyo.</p> |
|--|

1. Ingcaciso ngerekhodi okanye indawo ethile kwirekhodi leyo:

2. Inombolo yesalathisi, ukuba ikho:

3. Ezinye iinkcukacha zerekhodi:

E. Imirhumo

- (a) Isicelo sokufikelela kwirekhodi, esingesoserekhodi eneenkcukacha zakho, siya kuqwalaselwa kuphela emva kokuhlululwa **komrhumo wesicelo**.
- (b) Uya kwaziswa ngexabiso lomrhumo wesicelo sakho.
- (c) **Umrhumo ohlawulelwa ukufikelela** kwirekhodi uxhomekeke kuhlobo ofuna ukuyifumana ngayo kwakunye nexesha ekuza kulithatha ukuyikhangela nokuyilungisa irekhodi leyo.
- (d) Xa ufuna ukuxolelwa ungarhumi, nceda uxele isizathu sesicelo soko.

Isizathu sokuxolelwa ekuhlululweni imirhumo:

F. Uhlobo ekufuneka ibe kulo irekhodi

Ukuba akukwazi kuyifumana iFomu efunekayo ku-1 ukuya ku-4 apha ngezantsi xa ufuna irekhodi ethile ngenxa yokuba ungakwazi ukufunda, ukujonga okanye ukuva kakuhle ngeendlebe, nceda uyichaze ingxaki yakho uxele nokuba uyifuna ikwimo enjani na irekhodi leyo.

Isiphako somzimba:	Uhlobo ekufuneka ibe kulo irekhodi:
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Phawula kwibhokisi efanelekileyo ngo "X".

AMANQAKU:

- (a) Ukufumaneka kwerekhodi ngohlobo obonise ukuba uyifuna ngalo kuxhomekeke ekubeni ikho na ngolo hlobo uyifuna ngalo.
- (b) Ukufunyanwa kwayo ikolu hloboiecelwe ngalo kusenokwaliwa kwiimeko ezithile. Kwimeko enjalo uya kwaziswa ukuba unako na kuyinikwa ikolunye uhlobo irekhodi leyo.
- (c) Umrhumo ohlawulwayo ukuze ufikelele kwirekhodi, ukuba ukho, uya kumiselwa kuphela ngokohlobo ocele ukuba ibekulo irekhodi.

1. Xa irekhodi iyinto ebhaliweyo okanye eprintiweyo -

Ikopi yerekhodi*	Ukuhlolwa kwerekhodi
------------------	----------------------

2. Xa irekhodi inemifanekiso ebonwayo -

(oku kubandakanya iifoto, izilayidi, iividiyo, imifanekiso eyenziwa ngekhompyutha, iziketshi, njl.)

Ukujonga imifanekiso	Ikopi zemifanekiso*	Ukukhuphela imifanekiso*
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3. Xa irekhodi inamagama arekhodiweyo okanye ulwazi olunokunikezelwa ngesandi --

	Ukumamela isandi eso (ikhasethi)		Ukukhutshelwa kwesandi * (uxwebhu olubhaliweyo okanye oluprintiweyo)
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4. Ukuba irekhodi igcinwe ekhompuytheni / ifumaneka nge-elektroniki okanye ifundwa ngomatshini -

	Ikopi yerekhodi eprintiweyo**		Ikopi yeenkcukacha ezithathwe kwirekhodi eprintiweyo		Ikopi efundeka ngekompuyutha* (istifi okanye idiski)
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*Ukuba ucele ikopi okanye ukukhutshelwa kwerekhodi (ngasentla), ingaba uqwenela ukuba uthunyelwe ikopi okanye ukhutshelo luposwe? Kukho iindleko zeposi.	EWE	HAYI
--	-----	------

Qaphela ukuba ukuba irekhodi ayifumaneki ngolwimi olukhethileyo, ungayifumana kuphela ngolo lwimi ibhalwe ngalo
Ukhetha ukuba ibe kuluphi ulwimi irekhodi?

G. Isaziso ngesigqibo esiphathelele kwisicelo sokufikelela kulwazi

Uya kwaziswa ngokubhalelwa ukuba isicelo sakho sivunyiwe/saliwe. Ukuba ufuna unqwenela ukwaziswa ngenye indlela, nceda uyichaze indlela leyo, ze usinike neenkcukacha ezifanelekileyo ukuze kuphunyezwe isicelo sakho.

Unqwenela ukuba waziswe njani ngesigqibo esithathiweyo ngesicelo sakho sokufikelela kwiirekhodi?

Ityikitywe _____ ngalo mhla _____ wama-

20

UTYIKITYO LOMFAKI-SICELO / UMNTU
ESENZIWA EGAMENI LAKHE ISICELO

ISIHLOMELO D: IFOMU B

ISAZISO SESIBHENO SANGAPHAKATHI

(ICandelo 75 loMthetho iPromotion of Access to Information Act, 2000 (uMthetho 2 ka-2000))

[Ummiselo 8]

XELA INOMBOLO YAKHO YESALATHISI:

A. linkcukacha zequmrhu loluntu

IGosa leeNkcukacha / iSekela-gosa leeNkcukacha:

B. linkcukacha zomfaki-sicelo/omnye umntu ochaphazelekayo ofake isibheno sangaphakathi

- (a) *linkcukacha zomntu ofaka isibheno sangaphakathi mazigcwaliswe apha ngasezantsi.*
- (b) *Ubungqina besikhundla esifakwa phantsi kwaso isibheno, ukuba bukhona mabuqhotyoshelwe.*
- (c) *Xa umbheni ingomnye umntu yaye ingenguye laa mntu ebecele iinkcukacha, iinkcukacha zomfaki-sicelo wakuqala mazixelwe apha ku-C ngezantsi.*

Amagama apheleleyo nefani:

Inombolo yesazisi:

Idilesi yeposi:

Inombolo yefeksi:

Inombo yomnxeba: _____ Idilesi ye-imeyili:

isikhundla salowo ufaka isibheno egameni lomnye umntu:

C. linkcukacha zomfaki-sicelo

Eli candelo kufuneka ligcwaliswe KUPHELA xa ingomnye umntu (ngaphandle kowenza isicelo) ofaka isibheno sangaphakathi.

Amagama apheleleyo nefani:

Inombolo yesazisi:

D. Isizathu sokufakwa kwesibheno sangaphakathi

Phawula ngo "X" ebhokisini efanelekileyo esona sizathu sokufakwa kwesibheno sangaphakathi:

	Ukwaliwa kwesicelo sokufikelelela kulwazi.
	Isigqibo esiphathelele kwimirhumo emiselwe ngokwecandelo 22 loMthetho.
	Isigqibo esiphathelele ekwandisweni kwexesha ekufanele kuphendulwe ngalo isicelo ngokwecandelo 26(1) loMthetho.
	Isigqibo sokwaliwa kokunikwa kolwazi ngohlobo olucelwe ngalo ngumfaki-sicelo ngokwecandelo 29(3) loMthetho.
	Isigqibo sokunika imvume yokufikelelela kulwazi.

E. Iimeko esifakwa phantsi kwazo isibheno

Ukuba ayanelanga indawo yokubhala, nceda ubhale kwelinye iphepha ze uliqhoboshele kule fomu. Kufuneka uwasayine onke amaphepha owaqhobosheleyo

Xela imeko osifaka phantsi kwayo isibheno sangaphakathi:

Nika naziphi na ezinye iinkcukacha ezongezelekileyo ezifanelekileyo ezinokuqwalaselwa xa kujongwe isibheno sakho:

F. Isaziso ngesigqibo sesibheno

Uya kwaziswa ngembalelwano ngesiphumo sesibheno sakho. Ukuba unqwenela ukwaziswa ngenye indlela, nceda uyichaze, unike neenkukacha ezifanelekileyo ukuze siphunyezwe isicelo sakho.

Xela indlela:

Iinkcukacha zaloo ndlela:

Ityikitywe e _____ umhla _____ 20

UTYIKITYO LOFAKA ISIBHENO

ILUNGISELELWE UKUSETYENZISWA LISEBE :

IINKCUKACHA EZISESIKWENI ZESIBHENO SANGAPHAKATHI:

Isibheno sifunyenwe ngomhla _____ ngu

(xela isikhundla, igama nefani yegosa lolwazi/isekela-gosa lolwazi).

Isibheno sikhathshwa zizathu ezilungiselelwe igosa lolwazi/isekela-gosa lolwazi, kunye, apho kufanelekileyo, neenkukacha zakhe nawuphi na omnye umntu ochaphazelekayo zifakwe ligosa lolwazi/lisekela-gosa lolwazi (ngomhla othile)

kugunyaziwe ofanelekileyo.

ISIPHUMO SESIBHENO:

ISIGQIBO SEGOSA LEENKCUKACHA / SESEKELA-GOSA LEENKCUKACHA SIQINISEKISIWE /

SITHATHWE SESINYE

ISIGQIBO ESITSHA:

_____ UMHLA

UGUNYAZIWE OFANELEKILEYO

UMHLA ESIFUNYENWE NGAWO LIGOSA LOLWAZI/LISEKELA-GOSA LOLWAZI

KUGUNYAZIWE OFANELEKILEYO:

ISIHLOMELO E: ISHEDYULI YEMIRHUMO

Isihlomelo A GABALALA: IRHAFU

Amaqumrhu oluntu nawabucala abhaliswe phantsi koMthetho iValue-Added Tax Act, 1991 (uMthetho Nomb. 89 ka-1991), njengabathengisi bangafakela irhafu-ntengo kuyo yonke imirhumo echazwekwiSihlomelo.

ICANDELO I IMIRHUMO NGOKWESIKHOKELO

1. Umrhumo wekopi yesikhokelo echazwe ngokwemiqathango yemigaqo 2 (3) (b) nowe-3 (4) (c) ngama-R0,60 ngefotokopi nganye engu-A4 pkanye inxalenye yayo.

ICANDELO II IMIRHUMO YAMAQUMRHU KARHULUMENTE

1. Umrhumo wekopi yencwadi njengoko ichaziwe kumgaqo 5 (c) ngama-R0,60 ngefotokopi nganye ye-A4okanye inxalenye yayo.

2. Imirhumo yokwenziwa kwakhona ekubhekiswa kuyo kumgaqo 7 (1) imi ngolu hlobo:

	R
(a) Ngefotokopi nganye engu-A4okanye inxalenye yayo	0,60
(b) Ngekopi nganye eprintiweyo engu-A4 okanye inxalenye yayo esekhompuyutheni, e-elektronikhi okanye efundeka ngomatshini	0,40
(c) Ngekopi efundeka kwikhompuyutha—	
(i) ekustifi	5,00
(ii) esediskini	40,00
(d) (i) Ngetranskriphshini yemifanekiso engu-A4 okanye inxalenye yayo	22,00
(ii) Ngekopi yemifanekiso	60,00
(e) (i) Ngetranskriphshini yerekhodi ephulaphulwayo engu-A4 okanye inxalenye yayo	12,00
(ii) ngekopi yerekhodi ephulaphulwayo	17,00

3. Umrhumo wesicelo esifakwe ngumfaki-sicelo ngamnye, ngaphandle komfaki-sicelo ngokwakhe, ekubhekiswa kuso kumgaqo 7 (2) ngama-R35,00.

4. Imirhumo eyabafaki-sicelo ekubhekiswa kubo kumgaqo 7 (3) imi ngolu hlobo:

	R
(1) (a) Ngefotokopi nganye engu-A4 okanye inxalenye yayo	0,60
(a) Ngekopi nganye eprintiweyo engu-A4 okanye inxalenye yayo egcinwe ekhompuyutheni, nge-elektronikhi okanye efundeka ngomatshini	0,40
(c) Ngekopi efundeka ngomatshini—	
(i) kustifi	5,00
(ii) ediskini	40,00
(d)(i) Ngetranskriphshini yemifanekiso engu-A4 okanye inxalenye yayo	22,00
(ii) ngekopi yemifanekiso	60,00
(e)(i) Ngetranskriphshini yerekhodi ephulaphulwayo engu-A4 okanye inxalenye yayo	12,00
(ii) Ngekopi yerekhodi ephulaphulwayo	17,00
(f) Ukukhangela nokucwangcisa irekhodi ukuba ixelwe, li-R15,00 ngeyure okanye	

inxalenye yeyure, ingabalwanga iyure yokuqala elixesha elifanelekileyo lokwenza uphando nokulucwangcisa.

- (2) ngeenjongo zecandelo 22 (2) loMthetho, kufuneka kwenzeke oku:
 - (a) iiyure ezintandathu njengeeyure ekufuneka zigqithiwe njengedipozithi efuneka; ngokunjalo
 - (b) isithathu somrhumo wofikelelo njengedipozithi yomfaki-sicelo.
- (3) Kukho iindleko zeposi ezikhutshwayo xa kufuneka iposiwe ikopi yerekhodi efunwa ngumfaki-sicelo.

ICANDELO III
IMIRHUMO YAMAQUMRHU ABUCALA / IINKAMPANI

1. Umrhumo wekopi yencwadi njengoko ichaziwe kumgaqo 9 (2) (c) li-R1,10 ngefotokopi nganye engu-A4 okanye inxalenye yayo.

2.

2. Imirhumo yokuveliswa kwayo ngokomgaqo (1) imi ngolu hlobo:

	R
(a) ngefotokopi nganye engu-A4 okanye inxalenye yayo	1,10
(b) ngekopi nganye eptintweyo engu-A4 okanye inxalenye yayo egcinwe ekhompuyutheni, nge-elektronikhi okanye efundeka ngomatshini	0,75
(c) ngekopi nganye efundeka ngomatshini—	
(i) kwistifi	7,50
(ii) ediskini	70,00
(d)(i) ngetranskriphshini yemifanekiso engu-A4 okanye inxalenye yayo	40,00
(ii) ngekopi yemifanekiso	60,00
(e)(i) ngetranskriphshini yerekhodi ephulaphulwayo engu-A4 okanye inxalenye yayo	20,00
(ii) ngekopi yerekhodi ephulaphulwayo	30,00

3. Umrhumo wesicelo okhutshwa ngumfaki-sicelo, ingengunye umfaki-sicelo qobo, ekubhekiswa kuwo kumgaqo 11 (2) ngama-R50,00.

4. Imirhumo ekhutshelwa ukufikelela ngumfaki-sicelo ekubhekiswa kuyo kumgaqo 11 (3) imi ngolu hlobo:

	R
(1)(a) ngefotokopi nganye engu-A4 okanye inxalenye yayo	1,10
(b) ngekopi nganye eprintweyo okanye inxalenye yayo egcinwe ekhompuyutheni, nge-elektronikhi okanye efundeka ngomatshini	0,75
(c) ngekopi efundeka ngomatshini—	
(i) kwistifi	7,50
(ii) ediskini	70,00
(d)(i) ngetranskriphshini yemifanekiso engu-A4 okanye inxalenye yayo	40,00
(ii) Ngekopi yemifanekiso	60,00
(e)(i) Ngetranskriphshini yerekhodi ephulaphulwayo engu-A4 okanye inxalenye yayo	20,00
(ii) Ngekopi yerekhodi ephulaphulwayo	30,00
(f) Ukukhangela nokucwangcisa irekhodi eza kuxelwa ngama-R30,00 ngeyure nganye okanye inxalenye yeyure elixesha elifanelekileyo ukwenza uphando nokucwangcisa.	
(2) Ngeenjongo zecandelo 54 (2) loMthetho, kufuneka kwenzeke oku:	
(a) iiyure ezintandathu njengeeyure ekufuneka zigqithile phambi kokuba kukhutshwe idipozithi; yaye	
(b) Isithathu somrhumo sikhutshwa njegedipozithi ngumfaki-sicelo	
(3) Kukho iindleko zeposi xa kufuneka ikopi yerekhodi iposelwe kumfaki-sicelo.	