

DEPARTMENT OF TRADE AND INDUSTRY
NOTICE 296 OF 2016

PREAMBLE

The purpose of this policy is to provide guidelines on the monitoring and regulation of the adopted official languages by the National Credit Regulator (NCR), and establishment of the language unit and to ensure compliance with the Use of Official Languages Act 12 of 2012.

Terminology

Term	Definition
Exemption	means an exemption by the minister as contemplated in section 12 (1), (2), (3) and (4) of the Act.
Language unit	means the language unit established in terms of section 7 of the Use of Official languages Act, 2012 (Act No. 12 of 2012)
Minister	means the Minister responsible for language matters
NCR	means the National Credit Regulator
Official language	means an official language contemplated in section 6(1) of the Constitution
Pan South African Language Board	means the Board established in terms of section 2 of the Pan South African Language Board Act, 1995 (Act No. 59 of 1995)
Predominance	means the state or condition of the use of an official language being greater in number or amount within an identified province
the Act	means the Use of Official languages Act, 2012 (Act No. 12 of 2012)

1. Background and mandate

The National Credit Regulator (NCR) was established in terms of National Credit Act, 34 of 2005 to regulate the consumer credit market in South Africa.

2. Adopted official languages

In line with the provisions of section 4 (2) (b) of the Official Languages Act, 12 of 2012, (the Act) the NCR has adopted four official languages, namely:

- i. **English**
- ii. **IsiZulu**
- iii. **Setswana**
- iv. **Afrikaans**

3. Alternative official languages

For effective communication with members of the public whose official languages are not catered for under item 2 above, the NCR hereby adopts the following approach, taking into account the provision of section 4 (1) (d) of the Act read with section 6 of the Constitution of the Republic of South Africa, and the predominance of the language in the province concerned;

Alternative language considerations per area, with English and Afrikaans considered common in all areas:

PROVINCE	ALTERNATIVE LANGUAGE
Gauteng	SeSotho, Xitsonga
Eastern Cape	IsiXhosa
Northern Cape	Setswana
Free State	Sesotho
Limpopo	Tshivenda/Xitsonga/Sepedi
North West	IsiXhosa
Mpumalanga	siSwati, IsiNdebele, Xitsonga
Kwa Zulu Natal	IsiZulu
Western Cape	IsiXhosa

4. Accessibility of the policy

For ease of access of the policy, members of the public are directed to our website being: www.ncr.org.za.

5. Complaints resolution procedure

Any complaint, resulting from this policy, must be directed to the NCR in a formal communication, either through a letter, email, facsimile and/or telephonically.

The acknowledgment of receipt of such complaint, shall forthwith, be sent to the complainant within 48 hours.

The NCR language unit undertakes to resolve a complaint within a period of 30 days.

Should the complainant still be aggrieved with the outcome of the complaint, the unit shall escalate it to the Deputy CEO within 10 days of non-resolution. The Deputy CEO upon escalation of the complaint will appoint a suitable individual who will investigate the complaint and attempt to resolve such a complaint within a period of 15 days.

Complaints lodged by a public entity/ organisation or any of the NCR's registrants shall be escalated to the Chief Executive Officer in the event of non- resolution by the language unit. The decision of the Chief Executive Officer with regards to complaints will be final.

All complaints in terms of this policy shall be directed to the custodian of the Policy, Mr Mpariseni Mudau using the following contacts:

- Tell: **011 554 2621**
- Facsimile: **087 234 7829**

Email: languagepolicy@ncr.org.za

6. Establishment and functions of the language unit

The NCR hereby notes its intentions to apply for a part exemption on the establishment of language unit, by virtue of section 12 of the Act.

In accordance with the provisions of section 7 read with section 12 of the Act, the NCR will appoint an individual to perform the functions of the language unit with the following responsibilities;

- a) Advise the accounting officer or accounting authority on the development, adoption and implementation of the language policy for the NCR.
- b) Monitor and assess the use of official languages by the NCR.
- c) Monitor and assess compliance with the language policy of the NCR.

- d) Compile and submit a report to the Minister and the Pan South African Language board in terms of section 9 of the Act.
- e) Promote parity esteem and equitable treatment of official languages of the Republic and facilitate equitable access to services and information of the NCR.
- f) Promote good language management by the NCR.
- g) Perform any other functions that the Minister may prescribe.

6.1. Internal reporting and monitoring

The language unit will report on its activities to the NCR accounting authority in accordance with the reporting processes and procedures of the NCR as may be determined by the Accounting Authority.

6.2. Review

This policy will be reviewed annually as part of the monitoring and improvements plan. The Accounting Authority will review the implementation of the language policy in line with the directives from the Department of Arts and Culture.

7. Effective date of the policy

This policy is effective as from the date of signature by the Accounting Authority.

8. Authority

The Chief Executive Officer is responsible for the approval, adjustment and review of the Language Policy.

9. Administration of the Policy

The Deputy Chief Executive Officer of the NCR will be responsible for ensuring adherence to procedural administration of this policy.