DEPARTMENT OF TRADE, INDUSTRY AND COMPETITION

NOTICE 4264 OF 2026

PRESCRIPTION OF THE CONSUMER GOODS AND SERVICES INDUSTRY CODE OF CONDUCT, 2026 AND ACCREDITATION OF THE ALTERNATIVE DISPUTE RESOLUTION SCHEME ADMINISTERED BY CONSUMER GOODS AND SERVICES OMBUD AS AN ACCREDITED INDUSTRY OMBUD IN TERMS OF SECTION 82 OF THE CONSUMER PROTECTION ACT, 2008 (ACT NO. 68 OF 2008)

I, Mr Parks Tau, in my capacity as the Minister of Trade, Industry and Competition, after having considered comments made in relation to Notice 6178 of 2025, published in Gazette No.52604, Vol 719, 9 May 2025, on the application for accreditation of the Consumer Goods and Services Industry Code of Conduct ("the Code") in terms of section 82, read with section 120 of the Consumer Protection Act, 2008 (Act No. 68 of 2008) ("the Act") and acting on the recommendations thereto made by the National Consumer Commission in terms of section 82(3) of the Act, hereby prescribe the Code in the attached Schedule as the Code for the consumer goods and services industry and accredit the alternative dispute resolution scheme administered by the Consumer Goods and Service Ombud in terms of section 82(6)(b) of the Act, as an accredited industry Ombud.

In line with section 82(2)(b), read with section 82(5)(c) of the Act, the previously prescribed Code as published in *Gazette* No.38637, Notice 271 of 30 March 2015 is hereby withdrawn in its entirety upon publication of this Notice.

This Notice will come into effect on 1 December 2026.



Mr Mpho Parks Tau, MP
Minister of Trade, Industry and Competition
2/11/2026

SCHEDULE

THE CONSUMER GOODS AND SERVICES INDUSTRY CODE OF CONDUCT, 2026

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SECTION A

1. PREAMBLE

1.1 The Consumer Goods and Services Industry Code of Conduct (this "Code") and the office of the Consumer Goods and Services Ombud ("CGSO") are the Industry Code and Ombud Scheme for the Consumer Goods and Services Industry set up in accordance with and accredited in terms of section 82 of the Consumer Protection Act, 2008 (Act No. 68 of 2008) ("CPA").

1.2 This Code and the CGSO were established to guide the Industry on what is considered the minimum standards of conduct expected when engaging with Consumers and to assist in resolving disputes that arise between Consumers and the Industry in terms of the CPA.

1.3 In light of this Code being recognised under the CPA, it shall be enforceable against Consumer Goods and Services Industry Participants, which includes a Retailer, Manufacturer, Producer, Distributor, Supplier, Importer, Wholesaler and Service Providers as part of the Supply Chain, as defined by the CPA.

1.4 This Code shall be enforceable by the CGSO in line with the terms of reference herein. Failure to comply with this Code amounts to a contravention of section 82 (8) of the CPA. Any provision of this Code that is inconsistent with the CPA is invalid to the extent of its inconsistency with the CPA and its provisions.

SECTION B

2. PURPOSE AND OBJECTIVES

2.1 This Code is an Industry Code drafted by the Industry.

2.2 This Code regulates interaction between Participants conducting business within the Industry and the Consumer and provides for an Alternative Dispute Resolution mechanism as described in section 82(6) of the CPA should there be a dispute between a Participant and Consumers.

2.3 The Purpose of this Code is to-

2.3.1 raise the standards of good conduct in the Industry without endangering the vitality and growth of business;

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2.3.2 generate growth in the Industry by increasing the level of certainty for all Participants;

2.3.3 offer guidance to Participants in the Industry as to the implementation of and the compliance with the CPA and what constitutes fair business practices to be followed when operating within the Industry;

2.3.4 educate Consumers as to their rights and redress available to them should a Participant breach the CPA or this Code; and

2.3.5 provide for a scheme of alternative dispute resolution as described in section 82(6) of the CPA.

2.4 The Participants within the Industry are required to pursue the objectives as set out in section 3 of the CPA, especially to-

2.4.1 reduce and ameliorate any disadvantages experienced by Consumers in accessing the supply of any Goods and Services;

2.4.2 promote fair business practices;

2.4.3 protect Consumers from-

2.4.3.1 unconscionable, unfair, unreasonable, unjust or otherwise improper trade practices; and

2.4.3.2 deceptive, misleading, unfair or fraudulent conduct; and

2.4.4 provide for a fair, consistent, accessible and efficient system of alternative resolution of disputes arising from consumer transactions.

2.5 This Code contains reference to certain principles, practices and legislation and for the purposes of application, these need to be referred to as to their interpretation and application where quoted in this Code.

3. DEFINITIONS AND INTERPRETATION

3.1 In this Code, unless the context otherwise indicates-

3.1.1 **"Annual Levy"** means a recurring yearly contribution payable by each participant to fund the ongoing operations, services and activities of the CGSO, as determined by the Board as per clause 6.;

3.1.2 **"Business Day"** has the meaning given to it in terms of section 2(6) of the CPA;

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3.1.3 **"Board"** means the Board of the CGSO incorporated under the Companies Act as a not-for-profit company as more fully dealt with in terms of the CGSO's Memorandum of Incorporation;

3.1.4 **"CGSO"** means the Consumer Goods and Services Ombud, an Ombud Scheme set up in accordance with and accredited in terms of section 82 (6) of the CPA, which is enforceable against Participants;

3.1.5 **"Chief Executive Officer"** or **"CEO"** means the person appointed as Chief Executive Officer from time-to-time by the Board;

3.1.6 **"this Code"** means the accredited Consumer Goods and Services Industry Code of Conduct as amended from time-to-time;

3.1.7 **"Companies Act"** means the Companies Act, 2008 (Act No. 71 of 2008);

3.1.8 **"Complainant"** means a Consumer or Consumer's representative, including an accredited, recognised Consumer Protection Group referred to in section 78(1) of the CPA, filing a complaint in respect of any Goods or Services provided by the Participant concerned;

3.1.9 **"Complaint"** means an expression of dissatisfaction made by a Consumer to a Participant related to its Goods and/or Services or the complaints-handling process pursued or alternatively embarked on thus far by the Consumer, the essence of which falls within the ambit of the CPA;

3.1.10 **"Confidential Information"** has the meaning given to it in regulation 43(1) of the CPA Regulations as published in Government Notice R.293 in Government Gazette 34180 of 1 April 2011 which includes any information containing or consisting of-

3.1.10.1 trade secrets;

3.1.10.2 financial, commercial, scientific or technical information, if disclosure of the information is likely to cause harm to the commercial or financial interests of a person;

3.1.10.3 information supplied in confidence by a person, if the disclosure of the information could reasonably be expected to-

3.1.10.3.1 put that person at a disadvantage in contractual or other negotiations; or

3.1.10.3.2 prejudice that person in commercial competition;

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3.1.11 **"Consumer"** has the meaning given to it in terms of section 1 of the CPA;

3.1.12 **"Consumer Goods and Services"** means the Goods and Services provided to Consumers by Participants within the Industry;

3.1.13 **"Consumer Goods and Services Industry"** means all Participants and/or entities involved in the Supply Chain that provides, markets and/or offers to supply Goods and Services to Consumers, unless excluded in terms of clause 4.4;

3.1.14 **"Consumer Goods and Services Ombud"** means the office of the Consumer Goods and Services Ombud and shall also be termed "CGSO";

3.1.15 **"Consumer Goods and Services Ombudsman"** means the person who is appointed and acts in accordance with "Matters Relating to the Appointment, Tenure and Powers of the Ombudsman" as more fully described in Annexure "A" hereto;

3.1.16 **"Consumer Protection Group"** has the meaning given to it in terms of section 1 of the CPA;

3.1.17 **"Constitution"** means the Constitution of the Republic of South Africa, 1996;

3.1.18 **"CPA"** means the Consumer Protection Act, 2008 (Act No. 68 of 2008), the Regulations made there under and as amended from time-to-time;

3.1.19 **"Designated Officer"** means a person responsible for the complaint resolution within the Participant's organisation as identified by the Participant and communicated to the CGSO;

3.1.20 **"Dispute"** means a disagreement, arising from a Complaint submitted to a Participant in relation to Goods or Services provided to a Consumer of that Participant, which have not been resolved by the Parties;

3.1.21 **"Distributor"** has the meaning given to it in terms of section 1 of the CPA;

3.1.22 **"Electronic Communication"** has the meaning given to it in terms of section 1 of the CPA;

3.1.23 **"Facilitate, Facilitation and Facilitated Settlement"** means a Dispute resolution method in which the Dispute resolver, being the CGSO,

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communicates its initial position to the Parties and a settlement is sought through making one or more offers or counter-offers;

3.1.24 **"Goods"** has the meaning given to it in terms of section 1 of the CPA;

3.1.25 **"Importer"** has the meaning given to it in terms of section 1 of the CPA;

3.1.26 **"Industry"** means the Consumer Goods and Services Industry as defined in clause 3.1.11;

3.1.27 **"Internal Complaints-Handling Process"** means a complaints-handling process as adopted by a particular Participant;

3.1.28 **“Joining Fee”** means a once-off payment charged to a new participant registering/signing-up with the CGSO to cover the administrative costs of onboarding and enrolment;

3.1.29 **"Juristic Person"** has the meaning given to it in terms of section 1 of the CPA;

3.1.30 **"Manufacturer"** means any Participant that makes or produces any Goods regardless of scale either to a Consumer or any other person operating in the Supply Chain;

3.1.31 **"Mediation"** means the active participation of a Dispute resolver, being the CGSO, intended to assist the Parties to identify the issues, to generate options, to consider alternatives and to endeavour to resolve the dispute;

3.1.32 **"Minister"** has the meaning given to it in terms of section 1 of the CPA;

3.1.33 **"MOI"** means the Memorandum of Incorporation, including the schedules attached thereto, as amended from time-to-time, under which the office of the CGSO is established;

3.1.34 **“NCC”** means the National Consumer Commission;

3.1.35 **“Non-complying industry participants”** means those suppliers who failed or neglected to co-operate with the CGSO or failed or neglected to comply with a settlement reached between the parties during mediation;

3.1.36 **"Ombud with Jurisdiction"** has the meaning given to it in terms of section 1 of the CPA;

3.1.37 **"Participant"** means any entity operating within the Industry bound by this Code unless expressly excluded by clause 4.1;

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3.1.38 **"Parties"** means the Consumer and Participant;

3.1.39 **"Person"** includes a Juristic Person;

3.1.40 **"Producer"** has the meaning given to it in terms of section 1 of the CPA;

3.1.41 **"Recommendations"** means a Dispute resolution method in which the Parties are given written suggestions on how factual, legal and other issues should be resolved, on possible outcomes and how they can be achieved;

3.1.42 **"Retailer"** has the meaning given to it in terms of section 1 of the CPA;

3.1.43 **"Service"** has the meaning given to it in terms of section 1 of the CPA;

3.1.44 **"Service Provider"** has the meaning given to it in terms of section 1 of the CPA;

3.1.45 **"Special Levy"** means an additional or ad hoc financial contribution payable by the CGSO participants in addition to the normal joining and annual levies. It is not a recurring charge, but a contingency mechanism designed to fund significant or unforeseen expenses and special projects as determined by the Board;

3.1.46 **"Supplier"** has the meaning given to it in terms of section 1 of the CPA;

3.1.47 **"Supply Chain"** has the meaning given to it in terms of section 1 of the CPA; and

3.1.48 **"Terms of Reference"** means the terms of reference for the CGSO as set out in Section E.

3.2 Unless the context clearly indicates otherwise-

3.2.1 any word or expression to which a meaning has been assigned in the CPA has the meaning so assigned**;**

3.2.2 all references to-

3.2.2.1 a singular noun will be deemed to include the plural and vice versa; and

3.2.2.2 any particular gender will be deemed to include the other gender and vice versa;

3.2.3 the provisions of any law will be deemed to include amendments or substitutions thereof that will be effected from time-to-time; and

3.2.4 all section headings and arrangements contained in this Code are intended for reference purposes only and will not affect or be considered

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in the interpretation of any of the paragraphs or sections to which they relate.

4. APPLICATION, SCOPE AND TYPE OF PARTICIPANT

4.1 This Code applies to all Industry Participants, unless they are regulated elsewhere by other public regulation, and such public regulation covers all prohibited conducts as stipulated in the CPA or a Code prescribed by the Minister in terms of section 82 of the CPA and/or where a complaint falls within the jurisdiction of another Ombud with Jurisdiction, or an Industry Ombud accredited in terms of section 82(6)(a) of the CPA.

4.2 It is mandatory for all Participants above to comply with the provisions of this Code, to register with the CGSO in accordance with the procedures provided on the CGSO website from time-to-time and contribute towards the funding of the CGSO in accordance with the funding model as set out in clause 6.2. Failure to co-operate with the CGSO may result in harsher administrative fine, should the complaint be referred to the Tribunal by the NCC.

4.3 This Code shall not be construed as diminishing Consumer's rights under the CPA or any other law.

4.4 This Code excludes transactions that are not covered by the CPA and transactions with organs of state.

SECTION C

5. OBLIGATIONS BY INDUSTRY PARTICIPANTS AND CGSO

5.1 The Participants under this Code are required to-

5.1.1 establish an effective Internal Complaints-Handling Process that is accessible and understandable to all Consumers, which process includes but is not limited to-

5.1.1.1 a process of internal complaints-handling;

5.1.1.2 a design of the internal complaints-handling procedure; and

5.1.1.3 monitoring processes for the internal complaints-handling procedure and effectiveness;

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5.1.2 display prominently on all their trading premises by means of the CGSO decal and on their website, a prescribed notice that states that they are a Participant to this Code and are bound by it;

5.1.3 provide in the prescribed notice contemplated in clause 5.1.2 the contact details of the CGSO and the Participant;

5.1.4 notify Consumers of their right to refer Complaints to the CGSO in the event that they are unsatisfied with the Participant's Internal Complaints-Handling Process;

5.1.5 ensure that a copy of this Code or summary thereof and their Internal Complaints-Handling Process is made available to any Consumer upon request or to direct the Consumer as to where to obtain a copy of this Code and/or their Internal Complaints-Handling Process;

5.1.6 ensure that the relevant staff and agents in their business have adequate knowledge of the CPA and the Regulations issued thereunder, including this Code and their own Internal Complaints- Handling Process;

5.1.7 ensure, where practically possible, that they keep proper records for a minimum of 3 (three) years, of the Complaints that are received with the following details captured-

5.1.7.1 details and nature of the Complaint;

5.1.7.2 the business unit, division, branch and/or brand that the Complaint is against;

5.1.7.3 the type of Complaint;

5.1.7.4 the number of similar Complaints;

5.1.7.5 details of how the Complaint was resolved;

5.1.7.6 the time taken to deal with the Complaint;

5.1.7.7 the type of remedy provided;

5.1.7.8 reasons why the Complaint was not resolved;

5.1.7.9 details of potential remedies offered but not accepted by the Consumer; and

5.1.7.10 recording that a Consumer was referred to the CGSO for assistance in resolving the Complaint if the Complaint remained unresolved;

5.1.8 provide, where possible, relevant information reasonably required by the CGSO or the NCC on any aspect of their business for the purposes of

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assisting in the resolution of individual Complaints, subject to considerations of confidentiality, as set out under section G of this Code;

5.1.10 endeavour to resolve complaints and disputes in accordance with the law, the spirit and provisions of this Code and the CPA as expressed under section B and with regard to their own Internal Complaints-Handling procedures;

5.1.11 ensure that they, their staff members and their agents refrain from influencing or attempting to influence or harassing the CGSO, staff of the CGSO or any Consumer;

5.1.11 co-operate with all reasonable requests made by the CGSO in a timely manner. Any failure to cooperate with the CGSO may be taken into consideration by the NCC and the Tribunal when issuing a compliance notice or proposing or determining an administrative fine.

5.2 The data captured in clause 5.1.7 shall be used, where possible, to highlight recurring complaints that have arisen and this feedback, where possible, is to be shared with management, staff and Industry in an attempt to continually uphold compliance with the CPA, this Code and Internal Complaint-Handling Process.

5.3 The CGSO must determine a strategy for fostering awareness of this Code and the contents thereof by way of information brochures, guidelines and workshops, and guidance regarding compliance particularly aimed at smaller Participants as agreed to and as can reasonably be funded from time-to-time by the CGSO, which will include the following-

5.3.1 Information brochures, guidelines and workshops;

5.3.2 the display of this Code on the CGSO website and other social networking sites;

5.3.3 the publication of relevant matters on the CGSO website;

5.3.4 the facilitation of induction workshops for new employees in the Industry, on the principles and procedures contained in this Code; and

5.3.5 partnering with the Provincial Consumer Protection Authorities and other relevant bodies on awareness campaigns.

5.4 The CGSO must produce annual reports on the implementation and application of this Code. These reports will be made available to all interested parties, including but not limited to Participants, Consumers, the NCC and the Minister.

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5.5 Performance indicators will be developed with reference to the criteria in clause 5.1.7 and implemented as a means of measuring this Code's effectiveness.

5.6 The implementation of this Code must be reviewed annually by the Board to ensure that the standards of this Code, identified objectives and consumer expectations are met. The review report will be made available to the NCC and the Minister, and be made available on the CGSO website.

SECTION D

6. THE FUNDING MODEL OF THE CGSO

6.1 The CGSO must adhere to the Terms of Reference of this Code.

6.2 Sustainable Funding Model entails the following-

6.2.1 participants must contribute to the funding of the operations of the CGSO by means of the payment of a joining fee and an annual levy and (if necessary) a special levy, as must be determined from time to time by the Board of the CGSO;

6.2.2 in determining the joining fee, annual levy and special levy, the Board may have regard to the relative market share of the Participants, the anticipated number of complaints to be dealt with by the CGSO annually and the costs of operating the CGSO;

6.2.3 with reasonable notice to the Participants, a special levy may be raised when deemed necessary by the Board to provide for unanticipated expenditure incurred by the CGSO due to increased caseloads or any other reason acceptable to the Board;

6.2.4 the Board must from time-to-time determine the scale of fees to be charged to any entity which falls outside of the CGSO's jurisdiction and with which the CGSO has entered into an agreement to render dispute resolution services;

6.2.5 the mechanisms for calculating the fees and levies and the current level of fees and levies for Participants must be published on the CGSO website; and

6.2.6 the CGSO is entitled to take legal action to recover any outstanding fees or levies owed by a Participant.

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SECTION E

7. TERMS OF REFERENCE AND OPERATING PROCEDURE FOR CGSO

7.1 The terms of reference seek to establish the appropriate operating procedures so as to meet the objectives of the preamble of the Code.

7.2 These operating procedures are aimed at-

7.2.1 describing the manner in which the CGSO operates;

7.2.2 assisting staff members of the CGSO to carry out their duties; and

7.2.3 ensuring that Complaints are dealt with timeously, fairly, consistently and effectively.

7.3 The CGSO may enter into an agreement with provincial consumer authorities or any person for the performance of any specific act or function or the rendering of specific services in resolving a Dispute or carrying out its functions.

8. MAINTAINING THE INDEPENDENCE OF CGSO

8.1 The CGSO may assist in resolving any Disputes arising within the Industry.

8.2 The CGSO is governed by the Board. The Board is appointed in accordance with the provisions of the MOI and the composition of the Board shall be in terms of the MOI.

8.3 The Ombudsman shall act independently, fairly and objectively in resolving Disputes. The Ombudsman enjoys security of tenure and can only be dismissed in accordance with fair administrative procedures, as provided for in the Promotion of Administrative Justice Act, 2000 (Act No. 3 of 2000), on the grounds of incompetence, gross misconduct, or inability to effectively carry out his or her duties.

8.4 The independence of the CGSO and the Ombudsman is further assured by the fact that the Ombudsman and employees of the CGSO are-

8.4.1 entirely responsible for the handling and determination of complaints;

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8.4.2 accountable to its Board and to the NCC; and

8.4.3 adequately resourced to carry out their respective functions efficiently.

8.5 The CGSO shall-

8.5.1 act honestly, independently, fairly and objectively;

8.5.2 have regard to fairness, justice, equity and the provisions of the CPA and this Code;

8.5.3 balance the rights of the Consumers on the one hand and the rights of the Participants and the Industry on the other hand;

8.5.4 avoid discriminating against anyone on the grounds contemplated in section 9(3) of the Constitution and section 8 of the CPA; and

8.5.5 take reasonable steps to accommodate the needs of persons with disabilities and to eliminate obstacles that may unfairly limit or restrict persons with disabilities from using the services of the CGSO.

8.6 The criteria to be used in resolving Disputes include-

8.6.1 the law, especially the CPA and this Code. In all cases where there is a conflict between the interpretation of the CPA and this Code, the CPA shall prevail;

8.6.2 industry Codes Accredited in terms of the CPA:

8.6.3 guidelines; and

8.6.4 fairness in all circumstances.

9. FUNCTIONS OF CGSO

9.1 The CGSO's functions include the following-

9.1.1 upon receipt of a Complaint, investigating and evaluating the alleged contraventions of this Code;

9.1.2 attempting to facilitate a settlement between the Parties;

9.1.3 making a recommendation as to how the Dispute should be settled by the Parties;

9.1.4 at the request of a Party to a Dispute, recording the resolution of a Dispute in the form of an order in terms of section 70(3)(a) of the CPA;

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9.1.5 at the request of the Parties to a Dispute, submitting the order to the Tribunal or High Court to be made a consent order, in terms of section 70(3)(b) of the CPA;

9.1.6 with the consent of a Complainant, including in the consent order, an award of damages to the Complainant in terms of section 70(4) of the CPA;

9.1.7 terminating the process by notice to the Parties in terms of section 70(2) of the CPA;

9.1.8 educating the general public, Consumers, Participants, staff of Participants and any other interested parties regarding the existence of the CGSO, its procedures, where and how to lay a Complaint, the relevant time period, the resources available and how to obtain feedback on the status of the Complaint and providing all necessary assistance to the Parties;

9.1.9 providing access to information in accordance with the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000); and

9.1.10 striving for continual improvement of the complaints-handling process and the quality of the service provided by the office, by amongst other things, regularly testing the levels of satisfaction of Complainants with the complaints-handling process.

9.2 In particular, the CGSO shall-

9.2.1 receive and deal with Complaints and Disputes free of charge;

9.2.2 determine whether or not a Complaint falls within the CGSO's jurisdiction;

9.2.3 decline to deal with or discontinue dealing with those matters-

9.2.3.1 that do not fall within the CGSO's jurisdiction;

9.2.3.2 in which the Complainant has failed to respond to requests from the CGSO for information or comments within the time reasonably stipulated by the CGSO;

9.2.3.3 that are trivial, frivolous or vexatious; or

9.2.3.4 in which the Complaint does not allege any facts which, if true, would constitute grounds for a remedy under this Code or CPA; Provided that the CGSO shall terminate the process by notice to the parties;

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9.2.4 refer Complaints that would be more appropriately dealt with by another body to that body;

9.2.5 explore any reasonable prospect of resolving a Complaint by a Facilitated Settlement acceptable to both Parties and, where appropriate, make a suggestion or Recommendation to the Parties regarding how the matter should be settled;

9.2.6 request a Participant or his agent involved in a Complaint or Dispute to provide any relevant information to the CGSO, which in the view of the CGSO relates to that Complaint and its necessary resolution;

9.2.7 set and, on good cause shown, extend time limits relating to any issues involved in attempting to resolve the Dispute after giving due regard to any objection from either of the Parties and to the urgency of the matter and to any other relevant circumstances;

9.2.8 inform Complainants of further options available to them, if their Complaints are not resolved following the assistance provided by the CGSO;

9.2.9 report any non-compliance with the CPA or this Code by a Participant to the NCC, in order for it to investigate the allegations;

9.2.10 report any attempts to influence or harass the Ombudsman or the staff of the CGSO or any Consumer by a Participant to the NCC;

9.2.11 compile an annual report within 6 (six) months of the close of its financial year regarding the operations and effectiveness of the CGSO and make the report available to stakeholders, including the NCC, through the CGSO website and other suitable means. This report must include data regarding-

9.2.11.1 the type of Complaint;

9.2.11.2 business complained about;

9.2.11.3 the type and frequency of the Complaint;

9.2.11.4 how the Complaint was resolved;

9.2.11.5 time taken to deal with the Complaint;

9.2.11.6 type of sanction(s) imposed; and

9.2.11.7 financial statements and audit reports;

9.2.12 collect data about the cause of the Complaints, identify systematic and recurring problems which Participants need to address, and make

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recommendations to Participants as to how to deal with these recurring problems and identify ways of increasing compliance;

9.2.13 produce annual reports on the operations and effectiveness of this Code, which shall be made readily available to all stakeholders and interested Parties. The reports should provide important feedback for management and staff within the Industry or continually improve compliance with the CPA;

9.2.14 address each Complaint in an equitable, objective and unbiased manner through the complaints-handling process;

9.2.15 engage the services of an interpreter for Consumers who may require such assistance as and when required;

9.2.16 classify and analyse all Complaints in order to identify systematic, recurring and single incidents and trends; and

9.2.17 develop internal rules, forms and procedures that are not in conflict with the provisions of this Code or CPA.

10. ACCOUNTING AUTHORITY OF CGSO

10.1. The Board is the Accounting Authority of the CGSO and may delegate certain duties to the CEO or Ombudsman.

10.2 The primary executives of the CGSO are the CEO and the Ombudsman. The scope of their duties and powers shall be as delegated to each individually from time to time by the Board.

10.3 The CEO is the Accounting Officer of the CGSO and shall be responsible for the due, proper and diligent implementation of financial management systems and controls, including ensuring that proper accounting records are kept, which includes-

10.3.1 all income and expenditure of the CGSO;

10.3.2 all revenue collected by the CGSO; and

10.3.3 all assets and the discharge of all liabilities of the CGSO.

10.4. The CGSO shall monitor and keep record of all non-complying industry participants and such record shall be provided to the NCC quarterly, for the NCC to consider further steps to be taken.

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10.5. The CGSO must sign a Compact Agreement with the NCC which shall regulate the monitoring of the process as envisaged by section 82(7) of the CPA.

11. POWERS, DUTIES AND FUNCTIONS OF THE BOARD

11.1 The Board shall act in the best interest of the Ombud in order to promote the spirit of good governance and social responsibility.

11.2 The Board shall act in a manner that efficiently fulfils the objectives of the Ombud and that promotes the values and principles of the Constitution.

11.3 The Board shall direct, govern and provide strategy in relation to the governance of the Ombud.

11.4 The Board shall provide a forum where the interest of all participants and stakeholders are addressed.

11.5 The Board shall endeavour ensure that the Ombud acts impartially and is seen to be a responsible corporate citizen.

11.6 The Board shall endeavour to ensure that all members are responsible and take part in the development of strategy, which strategy must be set in accordance with the objectives of the Ombud.

11.7 The Board shall be responsible to identify risks, and processes to mitigate such risks.

11.8 Conflicts of interest must be managed by the Board and the interest of the Ombud shall take precedence.

11.9 The Board must ensure that there is an effective risk-based internal audit.

11.10 The Board must ensure that a proper and sound system is put in place to ensure that there is appropriate financial reporting.

12. DISPUTE RESOLUTION BETWEEN CGSO AND INDUSTRY PARTICIPANTS

12.1. In the case of a dispute arising between the CGSO and any of the Participants, the parties shall endeavour to resolve the dispute by negotiation. This entails that one party invites the other in writing to a meeting and to attempt to resolve the dispute within seven days from the date of the written invitation.

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12.2. In the event that the dispute is not resolved through that process, either party can request in writing that the parties attempt in good faith to resolve the dispute promptly by referring the dispute for mediation, and the parties shall ensure that they mediate in good faith.

12.3. If the dispute remains unresolved after it was referred for mediation, the parties can refer the matter for arbitration or to court at their own costs. In the event of arbitration, the arbitrator's decision shall be final and binding between the parties.

12.4. The Parties shall endeavour to agree on an arbitrator, failing which, the parties shall refer the matter to the Arbitration Foundation of South Africa who shall nominate an arbitrator from its panel of arbitrators, to preside in that dispute.

12.5. The arbitrator shall have powers to make an order as to costs thereof.

13. THE JURISDICTION OF CGSO

13.1 **Eligible Complainants**

13.1.1 Subject to clause 13.3, the CGSO may consider a Complaint brought by or on behalf of a Consumer who is-

13.1.1.1 a private individual; or

13.1.1.2 a juristic person.

13.2 The CGSO may deal with-

13.2.1 disputes arising in terms of this Code between Complainants on the one hand and Participants on the other hand; or

13.2.2 complaints concerning alleged contraventions of the CPA or this Code.

13.3 **Limits to the CGSO's jurisdiction**

13.3.1 **Amounts Involved:** In line with the threshold (limit) determined by the Minister under section 5(2) (b) of the CPA, the CGSO may not consider a Complaint or Dispute that relates to a Juristic Person as a Consumer whose asset value or annual turnover equals or exceeds the threshold amount determined from time-to-time by the Minister in terms of section 6(1) of the CPA.

13.3.2 **Time Limit:** The CGSO may not consider a Complaint or Dispute that relates to an act or omission which occurred before 1 April 2011 or in

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any event more than 3 (three) years prior to the date when the Complaint was lodged with the CGSO in order to ensure that such claims do not become prescribed by law. The period of 3 (three) years commences on the date on which the Complainant became aware or ought reasonably to have become aware of such occurrence, whichever occurs first. If the Complaint or Dispute is older than two years, the CGSO should advise the Complainant of the danger of it prescribing.

13.3.3 **Other Processes:** After a preliminary assessment of the Complaint, or Dispute, or at any stage during the process that any of the factors referred to below become apparent, the CGSO shall not further consider a Complaint or Dispute that in the opinion of the Ombudsman-

13.3.3.1 falls within the jurisdiction of any other Ombud with Jurisdiction as per its enabling legislation; or

13.3.3.2 is based on the same event and facts as any matter which is, was, or becomes, the subject of any proceedings in any court, tribunal or regulatory body or any Ombud with Jurisdiction of any jurisdiction, unless the CGSO has considered it appropriate to intervene and is not prohibited from doing so under any law; or

13.3.3.3 could more appropriately be dealt with by the police, a court of law, by any regulatory body or through any other dispute resolution process.

13.4 **Excluded:** After a preliminary assessment of the Complaint or Dispute, or at any stage during the process that any of the factors referred to below becomes apparent, the CGSO shall not further consider a Complaint or Dispute that in the opinion of the Ombudsman-

13.4.1 is being pursued in an unreasonable, frivolous, vexatious, offensive, threatening or abusive manner or if the Complainant fails to co-operate with the process;

13.4.2 does not allege any facts which, if true, would constitute grounds for a remedy under this Code or CPA;

13.4.3 is lacking in substantive merit;

13.4.4 has been substantially dealt with by the CGSO;

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13.4.5 is based on the same events and facts as any matter which is, was or becomes, the subject of any proceedings in any court or other independent dispute-resolving body; or

13.4.6 is under consideration by a legal practitioner on behalf of a Consumer, whether or not with a view to institute legal proceedings, unless the Ombudsman determines that the involvement of a legal practitioner is appropriate in the circumstances.

13.5 **Termination by the Complainant:** A Complainant may at any time terminate the CGSO's handling of the Complaint and resort to litigation or another dispute resolution process by withdrawing the Complaint in writing to the CGSO.

14. MULTIPLE JURISDICTION

14.1 The CGSO may consider a complaint or dispute which falls within the ambit of the CGSO's jurisdiction as defined in this Code; and where the complainant or respondent is also a member of an industry which falls within the mandate of another accredited Ombudsman.

14.2 This will ensure greater coordination and collaboration between Ombuds accredited in terms of section 82(6) of the CPA and facilitate the achievement of the objectives set out in the CPA by-

14.2.1 retaining specialist industry expertise;

14.2.2 a harmonised and consistent approach and application of industry-specific legislation;

14.2.3 decreased forum shopping by members of overlapping industries;

14.2.4 minimising complexity for consumers and respondents where there is a potential overlap;

14.2.5 decreasing barriers to access;

14.2.6 reducing resolution time periods; and

14.2.7 increasing consumer awareness.

14.3 Participants of an industry, who operate across accredited Ombud jurisdictions and fall within the ambit of more than one accredited Ombud, must pay funding contributions to all the applicable Ombuds. Therefore, funding contributions

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must be reduced in accordance with overlap by the respective accredited Ombuds.

14.4 Complainants may lodge complaints with any relevant accredited Ombud in any applicable jurisdiction under the CPA, provided that an Ombud receiving a complaint that is outside its ambit of expertise or if it becomes apparent that the complaint is more suitable to be dealt with by another accredited Ombud, must refer the complaint promptly to the other Ombud, with the consent of the Complainant.

SECTION F

15. THE COMPLAINTS PROCESS

The Ombudsman shall ensure a fair and ethical complaints-handling procedure, as provided for in this clause.

STAGE 1: LAYING THE COMPLAINT

15.1 Referral to Participant-

15.1.1 A Complainant must first refer the matter in Dispute to the Industry Participant to be dealt with, in accordance with the Participant's Internal Complaints-Handling Process. Should the Consumer initiate his or her Complaint at the CGSO, without having referred it to the Participant first, the CGSO shall refer the Consumer back to the Participant.

15.1.2 The Complainant must refer the Complaint to the Participant as soon as practically possible after the Complainant has become aware of it as contemplated in clause 13.3.2.

STAGE 2: REFERRAL TO CGSO

15.2 Complaining to the CGSO-

15.2.1 A Complainant who referred a Complaint to the Participant concerned, and who is dissatisfied with the manner in which the Participant is dealing with,, or has dealt with, or the outcomes thereof, may, if a matter is not resolved by the Participant within 15 business days or such extended period as agreed upon between the Parties, refer the Complaint to the CGSO within a reasonable time in the form or format provided

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for in Annexure B or by calling its call centre on 0860 000 272 or by such other means acceptable to the CGSO. The Complaint form may be submitted by hand, mail, WhatsApp or e-mail or by electronic communication at the following addresses:

15.2.1.1 Physical Address: 292 Surrey Avenue, Ferndale, Randburg, RSA; or
15.2.1.2 PO Box 3815, Randburg, 2125; or
15.2.1.3 WhatsApp: +2781 335 3005; or
15.2.1.4 Email: info@cgso.org.za ;or
15.2.1.5 Telephone: +27(0)11 781 2607 or 0860 000 272 (Share Call).

15.2.2 Time Limits for Complaining: The Complainant must refer the Complaint to the CGSO as soon as is reasonably possible and within the time limits specified in clause 13.3.2.

15.2.3 Acceptance of Complaint: The Complaint with the supporting information shall be recorded and issued a unique identifiable code or reference. The recordal should identify the remedy sought by the Complainant and any other information necessary for the effective handling of the Complaint. Receipt of each Complaint shall be acknowledged within 2 (two) business days either via e-mail, WhatsApp or telephone call to the Complainant.

15.2.4 Initial Assessment of the Complaint: After receipt, each Complaint shall be initially assessed to ascertain whether it falls within the jurisdiction of the CGSO. It shall also be assessed in terms of severity, safety implications, complexity, impact and the need and the possibility of immediate action.

15.2.5 The CGSO shall-

15.2.5.1 make every effort to resolve all Complaints within 60 (sixty) days from commencement of an investigation in terms of clause 15.4 failing which the CGSO shall close the complaint and refer the complaint to the NCC; and

15.2.5.2keep records of non-compliant Industry Participants and report these to the NCC on a quarterly basis.

15.2.6 Tracking the Complaint: The Complaint shall be tracked from the time of receipt thereof through the entire process until the matter has either

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been finalised by the CGSO, or the Complainant has been referred to the NCC or elsewhere. An up-to-date status report shall be made available to the Complainant upon request and at regular intervals, at least at the time of pre-set deadlines.

15.2.7 Processing of Referral Complaint-

15.2.7.1 when the CGSO receives a Complaint that does not fall within the CGSO's jurisdiction, the CGSO shall decide which other body (including the NCC), if any, would be best able to assist the Complainant and shall inform the Complainant accordingly either by WhatsApp, telephone or email;

15.2.7.2 the discretion to refer a Complaint to alternative bodies vests in the CGSO. If the CGSO decides to refer a Complaint to an alternative body, the CGSO shall give the Complainant a copy of the referral letter which it sends to such alternative body. If the decision has been made to refer the Complaint, it shall be referred to the relevant body within 2 (two) business days of it being received by the CGSO;

15.2.7.3 if the Complaint is one that appears to fall within the CGSO's jurisdiction and the Complainant has not taken the matter up directly with the Participant as a first step in trying to resolve the matter, the CGSO shall advise the Complainant to refer the matter to the Participant to give the Participant the opportunity to resolve the Complaint. Alternatively, the CGSO may directly refer the matter to the Participant with the permission of the Complainant;

15.2.7.4 the CGSO may refer a Complainant to any one of the Industry Participants to which the complaint refers, which include a Retailer, Manufacturer, Producer, Distributor, Supplier, Importer, Wholesaler and Service Providers as part of the Supply Chain as the CGSO deems appropriate under the circumstances;

15.2.7.5 any Complainant who is advised to refer the matter to the Participant shall also be informed that he or she can again

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approach the CGSO, if the Complaint is not resolved to the satisfaction of the Complainant within 15 (fifteen) business days or such extended period as agreed upon between the Parties;

15.2.7.6 if it would be, in the CGSO's opinion, with particular reference to section 3(1)(b) of the CPA (vulnerable consumers), cause a Complainant undue hardship or inconvenience to refer a Complaint to the Participant before obtaining the CGSO's assistance, the CGSO may deal with the Complaint as if the Complainant has approached the Participant;

15.2.7.7 if the Complaint is one that appears to fall within the CGSO's jurisdiction and the Complainant has already taken up the matter with the Participant, the CGSO shall inform the Designated Officer, in writing, that a Complaint has been lodged with the CGSO and that the Participant shall have 15 (fifteen) business days from receipt of the communication to investigate and attempt to resolve the Dispute with the Complainant or to provide the CGSO with its reasons for repudiating the Complaint. The Participant may upon request and at the discretion of the CGSO, be permitted additional time to resolve the matter;

15.2.7.8 the CGSO shall provide the Participant concerned with full details of the Complaint, including copies of the relevant documentation submitted to CGSO, to the extent the CGSO considers it necessary, by WhatsApp or e-mail; and

15.2.7.9 the Participant shall acknowledge receipt of the notification within 2 (two) business days and may do so by letter delivered by hand, WhatsApp or e-mail.

STAGE 3: COMPLAINT RESOLUTION BY PARTICIPANT

15.3 Intervention by the Participant-

15.3.1 If a Complainant is referred to a Participant by the CGSO in terms of clause 15.2.7.5 above, the Participant shall-

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15.3.1.1 contact the Complainant to clarify any issue, to ascertain the essence of the Complaint and to attempt to settle the Complaint to the reasonable satisfaction of the Complainant;

15.3.1.2 if able to resolve the Complaint, provide the CGSO with reasonable proof that the Complaint has been settled and that any undertaking made by the Participant has been complied with;

15.3.1.3 undertake any necessary investigation and the level of investigation shall be commensurate with the seriousness, frequency of occurrence and severity of the Complaint;

15.3.1.4 if the Participant is unable to resolve the Complaint referred to it by the CGSO in terms of clause 15.2.7.5, provide the CGSO with a report outlining the investigation that it undertook and the reasons that the matter was not resolved and its reasons for repudiating the Complaint;

15.4.1.5 If the Participant fails to provide the report referred to in clause 15.3.1.4, this shall not prevent the CGSO from making a Recommendation based only on the information before it;

15.4.1.6 If the CGSO is of the view that the Participant has provided the assistance sought by the Complainant or provided an acceptable explanation for its conduct complained of, the CGSO shall inform the Complainant and Participant of this fact and indicate that the file will be closed unless the Complainant challenges the view, or provides new information to CGSO within 10 (ten) business days;

15.4.1.7 During the times set in terms of clause 15.2.7.5, the CGSO may facilitate a settlement between the Participant and the Complainant if the CGSO considers that it would be appropriate and helpful to do so;

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15.4.1.8 When dealing with Complaints, the Participant should make readily available to Customers, Complainants and other interested parties information concerning the Internal Complaint-Handling Process, including the CGSO's brochures and the member's pamphlets, or electronic-based information. Such information should be provided in plain language and, so far as it is reasonable, in formats accessible to all, so that no Complainants are disadvantaged. The following are examples of such information-

- where Complaints can be made;
- how Complaints can be made; and
- the Complaints process.

15.4.1.9 if the Participant is not able to resolve the matter within 15 (fifteen) business days or such extended period as agreed between the Parties, the Participant shall advise the Complainant of the right to refer the matter to the CGSO and provide the Complainant with the CGSO's contact details.

STAGE 4: INVESTIGATION AND COMPLAINT RESOLUTION BY CGSO

15.5 Investigation:

15.5.1 The CGSO may, for the purpose of arriving at the resolution of a matter-

15.5.1.1 require the Designated Official of the Participant to provide it with records of the transaction or process that gave rise to the Dispute, including-

15.5.1.1.1 sales records (including recorded transactions);

15.5.1.1.2 copies of advertisement; and

15.5.1.1.3 inspection or repair records;

15.5.1.2 require, the Designated Officer of a Participant to provide it with a statement from any technical, legal, sales, marketing, complaints-handling and other personnel working on behalf of the Participant, as appropriate to the Complaint;

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15.5.1.3 require comment or clarification from either the Complainant or any one of the Industry Participants to which the Complaint refers (which include a Retailer, Manufacturer, Producer, Distributor, Supplier, Importer, Wholesaler and Service Providers as part of the Supply Chain) on any other matter, including information provided by the other Party;

15.5.1.4 require the Complainant or Participant, whichever is appropriate, to provide it with the Goods to which the Complaint or Dispute relates for inspection or testing, if the Goods are still available; and

15.5.1.5 consult at its own cost any person it considers suitably qualified to assist it in resolving the Complaint.

15..6 The Complainant or the Participant must make every effort to comply with the requests made by the CGSO within 10 (ten) business days, unless good cause can be shown.

15.7 Facilitation:

15.7.1 The CGSO may, in order to settle a Complaint speedily, make an assessment of its merits without doing an investigation and suggest to the Parties how the matter should be settled;

15.7.2 The CGSO may, after collecting relevant records and information, form an initial view on the matter with respect to the Participant's potential liability and the remedies, if any, it believes the Complainant is entitled to. The possible outcomes include-

15.7.2.1 resolving the matter as requested by the Complainant;

15.7.2.2 providing some but not all of the remedies requested; or

15.7.2.3 providing none of the remedies requested and advising the Complainant of other options available to the Complainant.

15.7.3 The CGSO shall communicate its view to the Participant and to the Complainant as soon as the decision is taken and invite their responses;

15.7.4 The Participant and the Complainant must advise the CGSO within 5 (five) business days of receiving the said communication as to whether they accept the terms of the recommendation or not;

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15.7.5 If the matter is resolved as a result of both Parties to the Dispute accepting the CGSO's proposed resolution, or acquiring the CGSO's assistance in arriving at a mutually acceptable settlement, the resolution must be recorded and carried out. The CGSO may at the request of the Parties to a Dispute record the resolution of the Dispute in the form of an order in terms of section 70(3)(a) and (b) of the CPA; and

15.7.6 If a resolution is not agreed upon at this stage, the CGSO shall inform the Parties of further options available to them, including a Recommendation by the Ombudsman.

15.8 Mediation: The CGSO may, without doing an investigation, in its discretion, mediate any matter that the Ombudsman believes is appropriate for mediation, taking into consideration the wishes of the Parties and the nature of the Complaint. The involvement of legal representatives shall not be permitted except at the discretion of the mediator.

15.9 Recommendation-

15.9.1 The Ombudsman may, in any case where a matter has not been settled through Mediation or Facilitation, make a written recommendation setting out how the matter should be resolved and the reasons for the Recommendation. Where the matter has been referred to more than one Industry Participant to which the Complaint refers (which include a Retailer, Manufacturer, Producer, Distributor, Supplier, Importer, Wholesaler and Service Providers as part of the Supply Chain), the Recommendation should state which of the Industry Participants, the Ombudsman considers to be liable;

15.9.2 Prior to making a Recommendation, and subject to the considerations of Confidentiality, the Ombudsman shall, to the extent considered appropriate, permit each of the Parties to comment on the information provided to the CGSO by the other during the investigation, Mediation or Facilitation stage'

15.9.3 The Participant and the Complainant must advise the Ombudsman in writing within 10 (ten) business days from receiving the Recommendation whether they accept the terms of the recommendation or not;

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15.9.4 Neither a Complainant nor a Participant shall be bound to accept a Recommendation made by the Ombudsman, but if a Participant does not accept a Recommendation that has been accepted by the Complainant, the number of those cases and the details thereof that the Ombudsman considers appropriate shall be published in the CGSO's annual report and by other means that the Ombudsman considers appropriate;

15.9.5 If the Complainant rejects the Recommendation or fails to respond within the time limit set in clause 15.9.3, the Recommendation will fall away and the file may be closed.

15.9.6 If the matter is resolved as a result of both Parties to the Dispute accepting the Ombudsman's Recommendation, the CGSO may, at the request of the Parties to the Dispute, record the resolution of the Dispute in the form of an order in terms of section 70(3)(a) of the CPA;

15.9.7 If both Parties accept the terms of the Recommendation, they must comply with its provisions within the period of time prescribed in the Recommendation. If either Party fails to comply, the CGSO shall inform the Parties of further options available to them, including a referral to the NCC or Tribunal, and the recording of the resolution of the Dispute in the form of an order; and

15.9.8 If a resolution is not agreed upon at this stage or if a Party fails to comply, the CGSO shall inform the Parties of the further options available to them, including a referral to the NCC and the institution of legal proceedings at the Parties' own expense, if so advised.

SECTION G

16. CONFIDENTIALITY

16.1 Subject to any other law, personally identifiable information shall be kept confidential by the CGSO and be protected, except to the extent that it is necessary to provide it to a Party for the sole purpose of resolving a Dispute, or unless the disclosure is required by law, or consent for disclosure is obtained from the Party concerned.

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16.2 If any Party to a Complaint supplies information to the CGSO and requests, in writing, that it be treated as Confidential Information, the CGSO shall determine whether the information should be treated as Confidential Information.

16.3 If the CGSO determines that the information should be treated as Confidential Information, the CGSO may nevertheless use the information to reach a decision adverse to the Party to whom the Confidential Information was denied.

16.4 If the CGSO determines the information should not be treated as Confidential Information, the CGSO shall provide reasons thereof and inform the disclosing Party that the CGSO is not entitled to use the information to reach a decision adverse to the Party to whom the Confidential Information is denied, unless the objecting Party consents to that information being provided to the other Party.

16.5 Subject to the other provisions of this clause, as far as it is practical and at the sole discretion of the CGSO, all documentation should be provided to both Parties to a Dispute, provided that the CGSO may provide Parties with written notice indicating that the documents or information are available on request.

SCHEDULES

ANNEXURE A

MATTERS RELATING TO THE APPOINTMENT, TENURE AND POWERS OF THE OMBUDSMAN

1. APPOINTMENT OF THE OMBUDSMAN

1.1 The Board must appoint the Ombudsman who is expected to possess personal qualities, qualifications, skills or expertise to be eligible for appointment as follows-

1.1.1 be independent;

1.1.2 be a fit and proper person;

1.1.3 demonstrate high levels of competency, capability and financial soundness;

1.1.4 have sound leadership qualities and skills;

1.1.5 be able to manage and lead a service-driven organisation;

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1.1.6 have at least 10 (ten) years of experience in a senior executive role relating to alternative dispute resolution or an ombudsman office; and

1.1.7 be legally qualified and be admitted as an Attorney or Advocate; or be qualified and experienced in economics, commerce and industry and public affairs.

1.2 Exclusions include but limited to-

1.2.1 No person who has been employed by an Industry Participant within a 3 (three) year period prior to applying for the post of Ombudsman, may be appointed; or

1.2.2 No person may be considered for the post of CEO or Ombudsman within 3 (three) years of having served as a Board Member of the CGSO.

1.3 No person who has any direct or indirect business interest in any Participant may be appointed as Ombudsman.

1.4 The Process for the appointment of the Ombudsman shall be conducted openly and transparently-

1.4.1 the Board shall appoint a special sub-committee for the Ombudsman's recruitment process. This sub-committee will be called the "Recruitment Committee". The Recruitment Committee shall consist of the Chairperson of the Board, one Industry representative, one consumer body representative and one association representative;

1.4.2 the Recruitment Committee shall advertise the position of the CEO or Ombudsman on two media platforms, on at least one reputable online platform and a national newspaper, with a broad national reach and business orientation. A short listing of the most suitable candidates will be compiled and such candidates will be interviewed by the Recruitment Committee. Once the Recruitment Committee has decided on the most suitable candidate, it shall submit a fully motivated written recommendation in this regard to the Board. The Board will make its final decision on the appointment of the candidate by way of a majority vote; and

1.4.3 the Ombudsman and CEO will be required to sign an employment contract stating the terms of their employment and same will be subject to an annual performance review. An employment contract can either be full time or part time.

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1.5 The Ombudsman will be appointed for an initial fixed term of 3 (three) to 5 (five) years. Once this initial term has ended, the Ombudsman will be eligible for reappointment for a further term by majority vote of the Board, provided that such further term does not exceed 5 (five) years. The decision as to whether or not to reappoint the Ombudsman must be communicated in writing to the Ombudsman at least 1 (one) year prior to the term of his or her office ending. However, the Ombudsman may not serve more than two terms.

1.6 The Ombudsman may only be dismissed in accordance with the provisions of clause 8.3 of this Code.

1.7 Any decision to dismiss the Ombudsman must be taken by majority vote of the Board and the dismissal procedure must comply with clause 8.3 of this Code.

1.8 The CEO and the Ombudsman must declare in writing to the Board should there be any actual or perceived conflict of interest which may exist or arise after or at the time of his or her appointment. This will include, but not be limited to, instances where an immediate family member such as parent, sibling, spouse or children of the CEO or Ombudsman are in the permanent employ of or have business interests in an Industry Participant.

1.9 There shall at all times be 1 (one) Ombudsman. If requested by the Ombudsman, the Board shall be entitled to appoint a deputy Ombudsman. The appointment and election of the deputy Ombudsman will take place by majority vote of the Board.

1.10 The CEO or Ombudsman may resign by giving 90 (ninety) days' written notice to the Board.

2. POWERS AND DUTIES OF THE OMBUDSMAN AND CEO

2.1 The Ombudsman is vested with the authority to make Recommendations relating to Complaints and Disputes.

2.2 The CEO and the Ombudsman are the primary executives of the CGSO. The CEO is the accounting officer and has overall responsibility for day-to-day administration, including appointing employees and determining their terms and conditions of employment. The Ombudsman has oversight of the CGSO’s alternative dispute resolution, including overall responsibility for the CGSO’s

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complaint resolution processes, compliance with related legal requirements and liaison with relevant legislative bodies. The Board may delegate these responsibilities including those outlined in clause 2.4 below to the CEO.

2.3 The Ombudsman and CEO shall do anything that is necessary and expedient for the running of the CGSO, including issuing guidelines for the implementation and application of rules.

2.4 The Ombudsman and CEO shall be vested with the power to do what is necessary to give effect to the primary objectives of the CGSO. These powers will be exercised in accordance with the Terms of Reference and procedures determined by the Board. More particularly, it has to-

2.4.1. prepare and submit to the Board an annual report detailing the activities and finances of the CGSO for the year under review;

2.4.2. prepare and submit reports to the Board on current matters and activities relating to complaints;

2.4.3. promote and publicise the services provided by the CGSO through the media and consumer bodies;

2.4.4. identify and bring to the attention of the Industry Participants undesirable practices to which one or more might be a party, and to report to the Board and the NCC such matters where the Industry Participant is unable or unwilling to take remedial action;

2.4.5 appoint personnel to ensure the efficient management of complaints and the overall running of the Ombud office;

2.4.6. enter into agreements of purchase and sale and letting and hiring of property reasonably required for the proper functioning of the CGSO;

2.4.7. open bank and other accounts necessary for the CGSO to perform its functions;

2.4.8 make recommendations to the Board for any necessary amendments to this Code and MOI of the CGSO.

2.5.8.1 Any proposed amendments to this Code as accepted by the Board shall be forwarded to the NCC, to enable it to act in terms of section 82(5)(c) of the CPA.

2.6 The Board has the authority to choose to delegate certain of its powers or functions to the Ombudsman and/or the CEO.

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3. THE OMBUD STAFF

3.1 The CGSO's staff members and any other persons conducting alternative dispute resolution on its behalf should ideally have the following appropriate experience to the subject matter of the complaint and the level of the CGSO process at which they are rendering the service include-

3.1.1 qualifications and experience in law, commerce, industry and dispute resolution;

3.1.2 knowledge of the technical aspects of the goods and services provided in the Industry or access to technical assistance or expertise in this regard; and

3.1.3 an understanding of the CPA.

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CONSUMER GOODS & SERVICES OMBUD
Fairplay between consumer & supplier

ANNEXURE B

COMPLAINT FORM

INSTRUCTIONS:
Before completing the complaint form please confirm the following:

- ☐ The matter was referred to the participating business (the Participant) or its centralised dispute resolution mechanism and the Participant was given the opportunity to resolve the complaint.
- ☐ If the complainant is a business you confirm that the annual turnover is less than R2 000 000.00.
- ☐ Your complaint is not under consideration by a legal practitioner or subject to legal action.
- ☐ The cause of your complaint did not occur prior to April 2011 or more than 36 months ago.
- ☐ The complaint has/is not been/being dealt with by a court, tribunal, other dispute-resolving body or Ombud.

TERMS AND CONDITIONS

Please familiarise yourself with the following terms and conditions before proceeding *(Our Terms of Reference are contained in this Code which is available on* www.cgso.org.za)

1. I hereby agree to abide by the Rules of the CGSO, as set out herein.
2. **I hereby agree that the information provided in this complaint form will be shared with the Participant in order to resolve my dispute.**
3. I agree that yhe CGSO's decision is final when determining whether the complaint falls within the jurisdiction of the CGSO.
4. The CGSO renders a service free of charge. No fee or charge may be imposed for any of the services rendered or for the supply of an application form.
5. I agree that I may withdraw my complaint at any stage.
6. I will inform the office of the CGSO in writing should I institute legal action against the supplier against whom this complaint is brought.
7. **The CGSO may, in its discretion, dismiss a complaint if-**
   a. I fail to provide any information timeously or at all;

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b. I fail to reply to any communication sent by the CGSO office timeously or at all;
c. I become abusive, insulting or obtrusive towards the CGSO or its staff members, including when communicating with them. The CGSO will, in its sole discretion, determine whether or not I am abusive, insulting or obtrusive.

8. **I agree that there is no time frame within which my complaint will be resolved**. I understand that the process of investigating my complaint is a lengthy and cumbersome process.
9. Should I be dissatisfied with the final decision of the CGSO, **I cannot appeal that decision**, however I do have the right to approach the National Consumer Commission on telephone number 012 428 7000 / 086 000 3600.
10. **I agree that I may not publish any details of my complaint in any form of media**. Should I publish any details of my complaint during the investigation process the CGSO may, in its absolute discretion, decline to investigate the complaint further, if such publication is detrimental to the investigation process.
11. All letters, e-mails and all other documents submitted to and by the CGSO, myself and the supplier are confidential. The CGSO shall decide which of the letters, faxes, e-mails and all other documents shall be disclosed to me or any other party.
12. **I agree that I or my authorised representative shall not subpoena the CGSO and its staff members or call for any of the documents in the file of the CGSO to be discovered, should my complaint be the subject matter of a court case or any other alternative dispute resolution.**
13. I authorise the supplier to disclose to the CGSO any information it may have that is required during the investigation of my complaint.
14. The CGSO reserves the right to revise these rules and undertakings, at any time.
15. I agree that by lodging a complaint with the CGSO I am bound to the then current version of the rules (the "Current Version") from time to time and that, unless stated otherwise in the Current Version, all previous versions will be superseded by the Current Version.
16. Whilst every effort has been made by the CGSO to ensure the proper performance of its website, the accuracy of the information/images and the reliability of the information on its website, cannot be guaranteed.
17. The CGSO makes no representations or warranties, whether express or implied, and assumes no liability or responsibility for the proper performance of its website and/ or the information and/or images contained on its website. In particular, we make no warranty that the website will meet your requirements, be uninterrupted, complete, timely, secure or error free.
18. **You hereby indemnify the CGSO, its staff members and the CGSO and agree to hold us harmless from any claim, demand or damage asserted by any third party due to or arising out of your use of the service or this website**.
19. **You indemnify and hold us harmless against all and any loss, liability, actions, suites, proceedings, costs, demands and damages of all and every kind, (including direct, indirect, special or consequential damages), and whether in an action based on contract, negligence or any other action, arising out of or in connection with the failure or delay in the performance of the services, or**

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the use of the services, whether due to our negligence or not, or due to your failure to comply with these terms and conditions and/or any other requirements that we may impose from time to time.

20. I agree that my complaint may be dealt with by the CGSO on the above rules. The information herein provided is to the best of my knowledge, true and correct. I understand that the submission of untrue information constitutes fraud and my complaint will be dismissed.

21. I have read and accepted these Rules Yes □ No□

TELL US ABOUT YOURSELF

Full names of the complainant	Choose an item.
ID number of the complainant	
Age Group	Choose an item.
Gender	Choose an item.
Only fill in this part if the complainant is a company	Company Name: Company Turnover:
Complainant's Postal Address	PO Box Province Code
Complainant's Physical Address	Province Code
Complainant's Cell phone number	
Complainant's Landline number	( )
Complainant's Alternative number	( )

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Complainant's Fax number	( )
Complainant's E-mail address	

TELL US ABOUT THE ENTITY AGAINST WHOM YOU ARE LODGING THE COMPLAINT

Name of Supplier against whom complaint is made	
E-mail address of the Supplier	
Contact numbers of the Supplier	
Specify the branch of the Supplier	
Name of employee/ manager who assisted in store	

TELL US ABOUT YOUR COMPLAINT

Have you tried to resolve this complaint with the supplier before lodging the complaint with our office?	Choose an item.
Short description of complaint	

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Date the problem was reported to the supplier	Click here to enter a date.
Date of purchase/ delivery of goods (whichever is later)	Click here to enter a date.
If this complaint is linked to an account or membership, please provide the account or membership number	
Was this product purchased online or in store?	Choose an item.
If in respect of goods, type of goods	Choose an item.
Product brand and model	
How much money are you claiming (if applicable)?	
How would you like this complaint to be resolved?	
How did you hear about CGSO?	
Date	Click here to enter a date.
Place	
Signature (if printed and scanned)	
CGSO Contact Details:	**Share Call: 0860-000-272**
WhatsApp: 0813353005	**E-mail: info@cgso.org.za**

PLEASE SUMBIT ALL SUPPORTING DOCUMENTS TOGETHER WITH THE COMPLAINT FORM

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TAELO YA MOLAWANA WA MAITSHOLO WA INDASETERI YA DITHOTO LE DITIRELO, 2026 LE KAMOGELO SEMMUSO YA SEKEMA SA THARABOLOLO E NNGWE YA DITHULANO SE SE TSAMAISIWANG KE MOTSEREGANYI WA DITHOTO LE DITIRELO TSA BADIRISI JAAKA MOTSEREGANYI YO O AMOGETSWENG SEMMUSO WA INDASETERI GO YA KA KAROLO 82 YA MOLAO WA TSHIRELETSO YA BADIRISI, 2008 (MOLAO 68 WA 2008)

Nna, Rre Parks Tau, mo maemong a me jaaka Tona ya Kgwebisano, Indaseteri le Kgaisano, morago ga go sekaseka ditshwaelo tse di dirilweng mabapi le Kitsiso 6178 ya 2025, e e phasaladitsweng mo Lekwalodikgannyeng la Puso Nom. 52604, Vol 719, la di 9 Motsheganong 2025, mo kopong ya go amogela semmuso Molawana wa Maitsholo wa Indaseteri ya Dithoto le Ditirelo tsa Badirisi ("Molawana") go ya ka karolo 82, ka puisommogo le karolo 120 ya Molao wa Tshireletso ya Badirisi, 2008 (Molao 68 wa 2008) ("Molao") le go dira go ya ka dikatlanegiso tse di dirilweng ke Khomišene ya Bosetšhaba ya Badirisi go ya ka karolo 82(3) ya Molao, ke laela fano Molawana o o mo Šejuleng e e mametleletsweng jaaka Molawana wa indaseteri ya dithoto le ditirelo tsa badirisi le go amogela semmuso sekema sa tharabololo e nngwe ya dithulano se se tsamaisiwang ke Motsereganyi wa Indaseteri ya Dithoto le Ditirelo tsa Badirisi go ya ka Karolo 82(6)(b) ya Molao, jaaka Motsereganyi wa indaseteri yo o amogetsweng semmuso.

Go tsamaelana le karolo 82(2)(b), e e buisiwang le karolo 82(5)(c) ya Molao, Molawana o o neng o beilwe pele jaaka o gatisitswe mo Lekwalodikgannyeng la Puso Nom.38637, Kitsiso 271 ya di 30 Mopitlwe 2015 e gogelwa morago ka botlalo fa Kitsiso eno e phasalatswa.

Kitsiso eno e tla tsena mo tirisong ka di 1 Sedimonthole 2026.



_____

Rre Parks Tau, MP
Tona ya Kgwebisano, Indaseteri le Kgaisano
Letlha: 02/11/2026

ŠEJULE

MOLAWANA WA MAITSHOLO WA INDASETERI YA DITHOTO LE DITIRELO TSA BADIRISI, 2026

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KAROLO A

1. KETAPELE

1.1 Molawana wa Maitsholo wa Indaseteri ya Dithoto le Ditirelo tsa Badirisi ("Molawana" ono) le kantoro ya Motsereganyi wa Dithoto le Ditirelo tsa Badirisi ("CGSO") ke Molawana wa Indaseteri le Sekema sa Motsereganyi sa Indaseteri ya Dithoto le Ditirelo tsa Badirisi se se tlhomilweng go ya ka le go amogelwa semmuso go ya ka karolo 82 ya Molao wa Tshireletso ya Badirisi, 2008 (Molao 68 wa 2008) ("CPA").

1.2 Molawana ono le CGSO di tlhomilwe go kaela Indaseteri ka ga se se tsewang e le bonnye jwa maemo a maitsholo a a solofetsweng fa go dirisanwa le Badirisi le go thusa mo go rarabololeng dikgotlhang tse di tlhagelelang magareng ga Bareki le Indaseteri go ya ka CPA.

1.3 Ka ntlha ya gore Molao ono o amogelwa ka fa tlase ga CPA, o tla diragatswa kgatlhanong le Batsayakarolo ba Indaseteri ya Dithoto le Ditirelo tsa Badirisi, ba ba akaretsang Morekisi, Modiri, Motlhagisi, Mophatlhalatsi, Mothelesi, Morekantle, Morekisi yo Mogolo le Batlamedi ba Ditirelo jaaka karolo ya Thulaganyotheleso, jaaka go tlhalositswe ke CPA.

1.4 Molawana ono o tla diragatswa ke CGSO go latela melawana ya tshupiso fano. Go retelelwa ke go obamela Molawana ono go tshwana le go tlola karolo 82 (8) ya CPA. Taelo efe ya Molawana ono e e sa tsamaisaneng le CPA ga e dire go ya ka bogolo jwa yona jwa go sa tsamaisane le CPA le ditaelo tsa yona.

KAROLO B

2. MAITLHOMO LE MAIKAELELO

2.1 Molawana ono ke Molawana wa Indaseteri o o thadilweng ke Indaseteri.

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2.2 Molawana ono o laola tirisano magareng ga Batsayakarolo ba ba dirang kgwebo mo teng ga Indaseteri le Modirisi e bile o laela mabapi le mokgwa wa Tharabololo e Nngwe ya Dithulano jaaka go tlhalositswe mo karolong 82(6) ya CPA fa go ka nna le thulano magareng ga Motsayakarolo le Badirisi.

2.3 Maitlhomo a Molawana ono ke go-

2.3.1 tsholetsa maemo a maitsholo a a siameng mo Indasetering ntle le go tsenya botshelo le kgolo ya kgwebo mo kotsing;

2.3.2 tlhagisa kgolo mo Indasetering ka go oketsa maemo a bonnete jwa Batsayakarolo botlhe;

2.3.3 neelana ka kaelo go Batsayakarolo mo Indasetering mabapi le go tsenngwa mo tirisong le go obamela CPA le gore ke eng se se bopang mekgwa e e siameng ya kgwebo e e tshwanetseng go latelwa fa go dirwa mo teng ga Indaseteri;

2.3.4 ruta Badirisi ka ga ditshwanelo tsa bona le paakanyo e e leng teng mo go bona fa Motsayakarolo a ka tlola CPA kgotsa Molawana ono; le

2.3.5 laela mabapi le sekema sa tharabololo e nngwe ya dithulano jaaka go tlhalositswe mo karolong 82(6) ya CPA.

2.4 Batsayakarolo mo teng ga Indaseteri ba tshwanetse go latelela maikaelelo jaaka a tlhalositswe mo karolong 3 ya CPA, bogolosegolo go-

2.4.1 fokotsa le go tokafatsa botlhokatshiamo bofe jo bo itemogelwang ke Badirisi mo go fitlheleleng theleso ya Dithoto le Ditirelo dife;

2.4.2 rotloetsa mekgwa e e siameng ya kgwebo;

2.4.3 sireletsa Badirisi mo-

2.4.3.1 mekgweng ya kgwebisano e e sokameng, e e sa siamang, e e sa utlwaleng, e e sa lolamang kgotsa e e sa tshwanelang ka tsela nngwe;

2.4.3.2 maitsholong a tsietso, a a timetsang, a a sa lolamang kgotsa a boferefere; le

2.4.4 laela mabapi le tsamaiso e e siameng, e e tlhomameng, e e fitlhelesegang le e e nonofileng ya tharabololo e nngwe ya dithulano tse di tlhagelelang mo ditirisanong tsa badirisi.

2.5 Molawana ono o na le tshupiso ya meono e e rileng, ditiragatso le peomolao mme mabapi le maitlhomo a tiriso, tseno di tlhoka go umakwa go ya ka tlhaloso le tiriso ya tsona fa di nopotswe mo Molawaneng ono.

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3. DITLHALOSO LE THANOLO

3.1 Mo Molawaneng ono, ntle le fa bokao bo supa ka tsela esele-

3.1.1 **“Lekgetho la Ngwaga le Ngwaga”** le kaya ketleetso e e ipoeletsang ya ngwaga le ngwaga e e duelwang ke motsayakarolo mongwe le mongwe go duelela ditiro tse di tswelelang, ditirelo le ditirwana tsa CGSO, jaaka go tlhomamisitswe ke Boto go ya ka polelwanasemolao 6;

3.1.2 **“Letsatsi la Kgwebo"** le na le bokao jo le bo neilweng go ya ka karolo 2(6) ya CPA;

3.1.3 **"Boto"** e kaya Boto ya CGSO e e akareditsweng ka fa tlase ga Molao wa Ditlamo jaaka setlamo se se sa direng morokotso jaaka go dirilwe ka botlalo go ya ka Memorantamo wa go Kopanngwa wa CGSO;

3.1.4 **"CGSO"** e kaya Motsereganyi wa Dithoto le Ditirelo tsa Badirisi, Sekema sa Motsereganyi se se tlhomilweng go ya ka le go amogelwa semolao go ya ka karolo 82 (6) ya CPA, e e ka diragatswang kgatlhanong le Batsayakarolo;

3.1.5 **“Motlhankedikhuduthamagamogolo” kgotsa “CEO”** o kaya motho yo o tlhomilweng jaaka Motlhankedikhuduthamagamogolo nako le nako ke Boto;

3.1.6 **"Molawana ono"** o kaya Molawana wa Maitsholo wa Indaseteri ya Dithoto le Ditirelo tsa Badirisi o o amogetsweng jaaka o tlhabolotswe nako le nako;

3.1.7 **“Molao wa Ditlamo”** o kaya *Companies Act*, 2008 (Molao 71 wa 2008);

3.1.8 **"Mongongoregi"** o kaya Modirisi kgotsa moemedi wa Modirisi, go akaretsa le Setlhopha sa Tshireletso ya Badirisi se se amogetsweng semmuso, se se amogelwang se se umakilweng mo karolong 78(1) ya CPA, se se tlhatlhelang ngongorego mabapi le Dithoto kgotsa Ditirelo dife tse di tlametsweng ke Motsayakarolo yo o amegang;

3.1.9 **"Ngongorego"** e kaya tlhagiso ya go sa kgotsofale e e dirilweng ke Modirisi go Motsayakarolo e e amanang le Dithoto le/kgotsa Ditirelo tsa gagwe kgotsa thulaganyo ya go tshwara dingongorego e e latetsweng kgotsa e e simolotsweng ka tsela e nngwe go fitlha ga jaana ke Modirisi, e botlhokwa jwa yona bo welang mo taolong ya CPA;

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3.1.10 **"Tshedimosetso ya Sephiri"** e na le bokao jo e bo neilweng mo molawanataolong 43(1) wa Melawanataolo ya CPA jaaka e phasaladitswe mo Kitsisong ya Puso R.293 mo Lekwalodikgannyeng la Puso 34180 la di 1 Moranang 2011 e e akaretsang tshedimosetso nngwe le nngwe e e nang le kgotsa e e bopilweng ka-

3.1.10.1 diphiri tsa kgwebisano;

3.1.10.2 tshedimosetso ya ditšhelete, kgwebo, saense kgotsa ya setegeniki, fa go senolwa ga tshedimosetso go ka baka kotsi mo dikgatlhegong tsa kgwebo kgotsa tsa ditšhelete tsa motho;

3.1.10.3 tshedimosetso e e neetsweng ka sephiri ke motho, fa e le gore go senolwa ga tshedimosetso go ka solofelwa go-

3.1.10.3.1 baya motho yoo mo maemong a a sa siamang mo ditherisanong tsa konteraka kgotsa tse dingwe; kgotsa

3.1.10.3.2 gobelela motho yoo mo kgaisanong ya kgwebo;

3.1.11 **"Modirisi"** o na le bokao jo a bo neilweng go ya ka karolo 1 ya CPA;

3.1.12 **"Dithoto le Ditirelo tsa Badirisi"** di kaya Dithoto le Ditirelo tse di tlamelwang Badirisi ke Batsayakarolo mo teng ga Indaseteri;

3.1.13 **"Indaseteri ya Dithoto le Ditirelo tsa Badirisi"** e kaya Batsayakarolo botlhe le/kgotsa ditheo tse di amegang mo Thulaganyong ya Theleso tse di tlamelang, rekisang le/kgotsa di ithaopang go tlamela Badirisi ka Dithoto le Ditirelo, ntle le fa di sa akaretswa go ya ka polelwanasemolao 4.4;

3.1.14 **"Botsereganyi jwa Dithoto le Ditirelo tsa Badirisi"** bo kaya ofisi ya Motsereganyi wa Dithoto le Ditirelo tsa Badirisi mme gape e tla bidiwa "CGSO";

3.1.15 **"Motsereganyi wa Dithoto le Ditirelo tsa Badirisi"** o kaya motho yo o thapilweng le go dira go ya ka "Merero e e Amanang le go Tlhomiwa, Nako le Dithata tsa Motsereganyi" jaaka go tlhalositswe ka botlalo mo Mametlelelong "A" fano;

3.1.16 **"Setlhopha sa Tshireletso ya Badirisi"** se na le bokao jo se bo neilweng go ya ka karolo 1 ya CPA;

3.1.17 **“Molaotheo”** o kaya Molaotheo wa Rephaboleki ya Aforika Borwa wa 1996;

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3.1.18 **"CPA"** e kaya Molao wa Tshireletso ya Badirisi, 2008 (Molao 68 wa 2008), Melawanataolo e e dirilweng koo ka fa tlase ga le jaaka e tlhabolotswe nako le nako;

3.1.19 **"Motlhankedi yo o Tlhomilweng"** o kaya motho yo o rwalang maikarabelo a tharabololo ya ngongorego mo setheong sa Motsayakarolo jaaka go supilwe ke Motsayakarolo le go itsisiwe CGSO;

3.1.20 **"Thulano"** e kaya go sa dumalane, go go tlhagelelang mo Ngongoregong e e rometsweng kwa Motsayakarolong mabapi le Dithoto kgotsa Ditirelo tse di neetsweng Modirisi wa Motsayakarolo yoo, tse di iseng di rarabololwe ke Matlhakore;

3.1.21 **"Mophatlhalatsi"** o na le bokao jo a bo neilweng go ya ka karolo 1 ya CPA;

3.1.22 **“Tlhaeletsano ya Eleketeroniki”** e na le bokao jo e bo neilweng go ya ka karolo 1 ya CPA;

3.1.23 **"Go Nolofatsa, Nolofatso le Tharabololo e e Nolofaditsweng"** go kaya mokgwa wa tharabololo ya Dithulano o mo go ona morarabolodi wa Dithulano, e leng CGSO, a itsiseng boemo jwa gagwe jwa ntlha go Matlhakore mme tharabololo e batlwa ka go dira tshitsinyo e le nngwe kgotsa go feta kgotsa ditshitsinyo tse di kgatlhanong;

3.1.24 **"Dithoto"** di na le bokao jo di bo neilweng go ya ka karolo 1 ya CPA;

3.1.25 **"Morekantle"** o na le bokao jo a bo neilweng go ya ka karolo 1 ya CPA;

3.1.26 **"Indaseteri"** e kaya Indaseteri ya Dithoto le Ditirelo tsa Badirisi jaaka e tlhalositswe mo polelwaneng ya semolao 3.1.11;

3.1.27 **"Thulaganyo ya go Tshwara Dingongorego ya ka Fa Gare"** e kaya thulaganyo ya go tshwara dingongorego jaaka e amogetswe ke Motsayakarolo yo o rileng;

3.1.28 **“Tuelelo ya go Tsenela”** e kaya tuelo ya gangwe fela e e lefisiwang motsayakarolo yo mošwa yo o ikwadisang/saenang le CGSO go duelela ditshenyegelo tsa tsamaiso tsa go tsenela le go ikwadisa;

3.1.29 **"Motho wa Semolao"** o na le bokao jo a bo neilweng go ya ka karolo 1 ya CPA;

3.1.30 **"Motlhagisi"** o kaya Motsayakarolo mongwe le mongwe yo o dirang kgotsa yo o tlhagisang Dithoto dife go sa kgathalesege gore ke tsa

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selekanyo sefe go Modirisi kgotsa motho mongwe ofe yo o dirang mo Thulaganyong ya Theleso;

3.1.31 **"Bonamodi"** bo kaya go tsaya karolo ka matlhagatlhaga ga morarabolodi wa Dithulano, e leng CGSO, ka maikaelelo a go thusa Matlhakore go tlhagisa dintlha, go tlhama ditlhopho, go akanya ka ditsela tse dingwe le go leka go rarabolola thulano;

3.1.32 **"Tona"** e na le bokao jo e bo filweng go ya ka karolo 1 ya CPA;

3.1.33 **"MOI"** e kaya Memorantamo wa go Kopanngwa, go akaretsa le dišejule tse di mametleletsweng mo go ona, jaaka di tlhabolotswe nako le nako, tse ka fa tlase ga tsona ofisi ya CGSO e tlhomilweng;

3.1.34 **"NCC"** e kaya Khomišene ya Bosetšhaba ya Badirisi;

3.1.35 **"Batsayakarolo ba indaseteri ba ba sa obameleng melao"** ba kaya batlamedi bao ba reteletsweng kgotsa ba ba tlhokomologileng go dirisana le CGSO kgotsa ba ba reteletsweng kgotsa ba ba tlhokomologileng go obamela tumalano e e fitlheletsweng magareng ga matlhakore ka nako ya bonamodi;

3.1.36 **"Motsereganyi yo o nang le Taolo"** o na le bokao jo a bo neilweng go ya ka karolo 1 ya CPA;

3.1.37 **"Motsayakarolo"** o kaya setheo sefe se se dirang mo teng ga Indaseteri se se tlamilweng ke Molawana ono ntle le fa se kgaphetswe kwa thoko ka tlhamalalo ka polelwana ya semolao 4.1;

3.1.38 **"Matlhakore"** a kaya Moreki le Motsayakarolo;

3.1.39 **"Motho"** o akaretsa Motho wa Semolao;

3.1.40 **"Motlhagisi"** o na le bokao jo a bo neilweng go ya ka karolo 1 ya CPA;

3.1.41 **"Dikatlanegiso"** di kaya mokgwa wa tharabololo ya Dithulano o mo go ona Matlhakore a neelwang ditshitshinyo tse di kwetsweng tsa gore dintlha tsa nnete, tsa semolao le tse dingwe di tshwanetse go rarabololwa jang, ka ga dipoelo tse di ka nnang teng le gore di ka fitlhelelwa jang;

3.1.42 **"Morekisi"** o na le bokao jo a bo neilweng go ya ka karolo 1 ya CPA;

3.1.43 **"Tirelo"** e na le bokao jo e bo neilweng go ya ka karolo 1 ya CPA;

3.1.44 **"Motlamedi wa Ditirelo"** o na le bokao jo a bo neilweng go ya ka karolo 1 ya CPA;

3.1.45 **"Lekgetho le le Kgethegileng"** le kaya ketleetso ya matlole ya tlaleletso kgotsa ya nakwana e e duelwang ke batsayakarolo ba CGSO

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mo godimo ga makgetho a a tlwaelegileng a go tsenela le a ngwaga le ngwaga. Ga se tuediso e e ipoeletsang, mme ke mokgwa wa tshoganyetso o o diretsweng go duelela ditshenyegelo tse di botlhokwa kgotsa tse di sa lebelelwang le diporojeke tse di kgethegileng jaaka go tlhomamisitswe ke Boto;

3.1.46 **"Mothelesi"** o na le bokao jo a bo neilweng go ya ka karolo 1 ya CPA;

3.1.47 **"Thulaganyotheleso"** e na le bokao jo e bo neilweng go ya ka karolo 1 ya CPA; le

3.1.48 **"Melawana ya Tshupiso"** e kaya melawana ya tshupiso ya CGSO jaaka e tlhagisitswe mo Karolong E.

3.2 Ntle le fa bokao bo supa ka tsela esele-

3.2.1 lefoko lefe kgotsa tlhagiso e e abetsweng bokao mo CPA e na le bokao jo e bo abetsweng jalo;

3.2.2 ditshupiso tsotlhe tsa-

3.2.2.1 leina le le lengwe di tla tsewa di akaretsa bontsi le ka tlhanolelo; e bile

3.2.2.2 bong bongwe le bongwe jo bo rileng bo tla tsewa bo akaretsa bong jo bongwe le ka tlhanolelo;

3.2.3 ditaelo tsa molao ofe di tla tsewa di akaretsa ditlhabololo kgotsa dikemisetso tsa ona tse di tla tsenngwang mo tirisong nako le nako; e bile

3.2.4 ditlhogo tsotlhe tsa dikarolo le dithulaganyo tse di mo Molawaneng ono di diretswe go supisa fela mme ga di kitla di ama kgotsa di tsewa tsia mo thanolong ya ditemana dipe kgotsa mo dikarolong tse di amanang le tsona.

4. TIRISO, BOGOLO, LE MOFUTA WA MOTSAYAKAROLO

4.1 Molawana ono o ama Batsayakarolo botlhe ba Indaseteri, ntle le fa ba laolwa gosele ke molawanataolo o mongwe wa setšhaba, mme molawanataolo oo wa setšhaba o akaretsa maitsholo otlhe a a thibetsweng jaaka go tlhalositswe mo CPA kgotsa Molawana o o beilweng ke Tona go ya ka karolo 82 ya CPA le/kgotsa fa ngongorego e wela mo taolong e nngwe ya Botsereganyi jo bo nang

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le Taolo, kgotsa mo Botsereganying jwa Indaseteri jo bo amogetsweng semmuso go ya ka karolo 82(6)(a) ya CPA.

4.2 Go a patelesega gore Batsayakarolo botlhe ba ba fa godimo ba obamele ditaelo tsa Molawana ono, go ikwadisa le CGSO go ya ka ditsamaiso tse di tlametsweng mo webosaeteng ya CGSO nako le nako le go nna le seabe mo go tlameleng CGSO ka matlole go ya ka sekao sa matlole jaaka go tlhalositswe mo polelwaneng ya semolao 6.2. Go retelelwa ke go dirisana le CGSO go ka baka tuediso e e tseneletseng ya tsamaiso, fa ngongorego e ka romelwa kwa Lekgotleng ke NCC.

4.3 Molawana ono ga o kitla o tsewa jaaka o o fokotsang ditshwanelo tsa Modirisi ka fa tlase ga CPA kgotsa molao mongwe ofe.

4.4 Molawana ono ga o akaretse ditirisano tse di sa akaretsweng ke CPA le ditirisano le ditheo tsa puso.

KAROLO C

5. DIPATELESEGO TSA BATSAYAKAROLO BA INDASETERI LE CGSO

5.1 Batsayakarolo ka fa tlase ga Molawana ono ba tshwanetse go-

5.1.1 tlhoma Thulaganyo ya go Tshwaragana le Dingongorego ya ka fa Gare e e nonofileng e e ka fitlhelelwang le go tlhaloganngwa ke Badirisi botlhe, thulaganyo eo e e akaretsang mme e sa lekanyediwe go-

5.1.1.1 thulaganyo ya go tshwaragana le dingongorego tsa ka fa gare;

5.1.1.2 sebopego sa tsamaiso ya ka fa gare ya go tshwaragana le dingongorego; le

5.1.1.3 go baya dithulaganyo tsa tsamaiso ya ka fa gare ya go tshwaragana le dingongorego leitlho le go nonofa ga yona;

5.1.2 bontsha ka tsela e e bonalang mo mafelong otlhe a bona a kgwebisano ka go dirisa dileibole tsa CGSO le mo webosaeteng ya bona, kitsiso e e beilweng e e bolelang gore ke Motsayakarolo mo Molawaneng ono e bile ba tlangwa ke ona;

5.1.3 tlamela mo kitsisong e e laetsweng e e tlhalositsweng mo polelwaneng ya semolao 5.1.2 dintlha tsa kgolagano tsa CGSO le Motsayakarolo;

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5.1.4 itsise Badirisi ka tshwanelo ya bona ya go romela Dingongorego kwa CGSO mo tiragalong ya fa ba sa kgotsofalela Thulaganyo ya go Tshwaragana le Dingongorego ya Ka fa Gare ya Motsayakarolo;

5.1.5 netefatsa gore khopi ya Molawana ono kgotsa tshobokanyo ya ona le Thulaganyo ya bona ya Ka fa Gare ya go Tshwaragana le Dingongorego di newa Modirisi ofe fa a kopa kgotsa go kaela Modirisi gore o ka bona kae khopi ya Molawana ono le/kgotsa Thulaganyo ya bona ya Ka fa Gare ya go Tshwaragana le Dingongorego;

5.1.6 netefatsa gore badiri le baemedi ba ba maleba mo kgwebong ya bona ba na le kitso e e lekaneng ya CPA le Melawanataolo e e rebotsweng ka fa tlase ga yona, go akaretsa le Molawana ono le Thulaganyo ya bona ya ka fa Gare ya go Tshwaragana le Dingongorego;

5.1.7 netefatsa, fa go kgonega, gore ba boloka direkoto tse di siameng bonnye dingwaga di le 3 (tharo), tsa Dingongorego tse di amogetsweng ka dintlha tse di latelang tse di tserweng-

5.1.7.1 dintlha le mofuta wa Ngongorego;

5.1.7.2 yuniti ya kgwebo, karolo, lekala le/kgotsa letshwaokgwebo le Ngongorego e leng kgatlhanong le lona;

5.1.7.3 mofuta wa Ngongorego;

5.1.7.4 palo ya Dingongorego tse di tshwanang;

5.1.7.5 dintlha tsa gore Ngongorego e rarabolotswe jang;

5.1.7.6 nako e e tserweng go samagana le Ngongorego;

5.1.7.7 mofuta wa thuso e e neetsweng;

5.1.7.8 mabaka a gore ke eng fa Ngongorego e sa rarabololwa;

5.1.7.9 dintlha tsa dithuso tse di ka nnang teng tse di neelwang mme di sa amogelwe ke Modirisi; le

5.1.7.10 go gatisa gore Modirisi o ne a romelwa kwa CGSO go bona thuso ya go rarabolola Ngongorego fa Ngongorego e sa rarabololwa;

5.1.8 tlamela, fa go kgonega, tshedimosetso e e maleba e e tlhokwang ka tshwanelo ke CGSO kgotsa NCC ka ga karolo efe ya kgwebo ya bona ka maikaelelo a go thusa mo tharabololong ya Dingongorego ka bongwe, ka go tsaya tsia dintlha tse di bofitlha, jaaka go tlhalositswe ka fa tlase ga karolo G ya Molawana ono;

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5.1.10 leka go rarabolola dingongorego le dithulano go ya ka molao, mowa le ditaelo tsa Molawana ono le CPA jaaka di tlhagisitswe ka fa tlase ga karolo B le mabapi le ditsamaiso tsa bona tsa ka fa Gare tsa go Tshwaragana le Dingongorego;

5.1.11 netefatsa gore bona, ditokololo tsa badiri ba bona le baemedi ba bona ba ikgapha mo go tlhotlheletseng kgotsa go leka go tlhotlheletsa kgotsa go tshwenya CGSO, badiri ba CGSO kgotsa Modirisi ofe;

5.1.11 dirisana le dikopo tsotlhe tse di utlwalang tse di dirilweng ke CGSO ka nako. Go retelelwa gofe go dirisana le CGSO go ka tsewa tsia ke NCC le Lekgotla fa ba ntsha kitsiso ya kobamelo kgotsa ba tshitshinya kgotsa ba tlhomamisa tuediso ya tsamaiso.

5.2 Dinewa tse di tserweng mo polelwaneng ya semolao ya 5.1.7 di tla dirisiwa, fa go kgonega, go tlhagisa dingongorego tse di ipoeletsang tse di tlhageletseng mme ditshwaelo tseno, fa go kgonega, di tshwanetse go abelanwa le botsamaisi, badiri le Indaseteri ka maiteko a go tswelela go tshegetsa kobamelo ya CPA, Molawana ono le Thulaganyo ya go Tshwaragana le Dingongorego tsa ka Fa Gare.

5.3 CGSO e tshwanetse go tlhomamisa leano la go rotloetsa temogo ya Molawana ono le diteng tsa ona ka tsela ya diboroutšhara tsa tshedimosetso, dikaelo le dithutano, le kaelo mabapi le kobamelo segolobogolo e e lebisitsweng mo Batsayakarolong ba bannye jaaka go dumalanwe le jaaka go ka tlamelwa ka matlole nako le nako ke CGSO, le le tla akaretsang tse di latelang-

5.3.1 Diboroutšhara tsa tshedimosetso, dikaelo le dithutano;

5.3.2 pontsho ya Molawana ono mo webosaeteng ya CGSO le mo mafelong a mangwe a go ikgolaganya le batho;

5.3.3 phasalatso ya merero e e maleba mo webosaeteng ya CGSO;

5.3.4 nolofatso ya dithutano tsa go tsenngwa ga badiri ba bašwa mo Indasetering, ka ga meono le ditsamaiso tse di mo Molawaneng ono; le

5.3.5 go dirisana mmogo le Bothati jwa Tshireletso ya Badirisi jwa Porofense le ditheo tse dingwe tse di maleba mo matsholong a go lemosa.

5.4 CGSO e tshwanetse go tlhagisa dipegelo tsa ngwaga le ngwaga ka ga go tsenngwa mo tirisong le tiriso ya Molawana ono. Dipegelo tseno di tla dirwa gore di kgone go fitlhelelwa ke matlhakore otlhe a a nang le kgatlhego, go akaretsa mme e seng fela Batsayakarolo, Badirisi, NCC le Tona.

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5.5 Ditshupo tsa tiragatso di tla tlhamiwa go lebilwe dikelo tse di mo polelwaneng ya semolao 5.1.7 le go tsenngwa mo tirisong jaaka tsela ya go lekanya bokgoni jwa Molawana ono.

5.6 Go tsenngwa mo tirisong ga Molawana ono go tshwanetse ga sekasekwa ngwaga le ngwaga ke Boto go netefatsa gore maemo a Molawana ono, maitlhomo a a supilweng le ditsholofelo tsa badirisi di a fitlhelelwa. Pegelo ya tshekatsheko e tla nna teng go fitlhelelwa ke NCC le Tona, e bile e tla nna teng mo webosaeteng ya CGSO.

KAROLO D

6. MOKGWA WA GO TLAMELA CGSO KA MATLOLE

6.1 CGSO e tshwanetse go obamela Dipeelo tsa Tshupiso tsa Molawana ono.

6.2 Mokgwa wa go Tlamela ka Matlole o o Tswelelang o akaretsa tse di latelang-

6.2.1 batsayakarolo ba tshwanetse go etleetsa mo go tlameleng ditiro tsa CGSO ka matlole ka go duela tuelo ya go tsenela le lekgetho la ngwaga le ngwaga le (fa go tlhokega) lekgetho le le kgethegileng, jaaka go tshwanetse ga tlhomamisiwa nako le nako ke Boto ya CGSO.

6.2.2 mo go tlhomamiseng tuelo ya go tsenela, lekgetho la ngwaga le ngwaga le lekgetho le le kgethegileng, Boto e ka nna ya tsaya tsia šere ya mmaraka e e amanang le Batsayakarolo, palo e e solofetsweng ya dingongorego tse go tla samaganwang le tsona ke CGSO ngwaga le ngwaga le ditshenyegelo tsa go tsamaisa CGSO;

6.2.3 ka kitsiso e e utlwalang go Batsayakarolo, lekgetho le le kgethegileng le ka tlhagiswa fa Boto e bona go tlhokega go tlamela ka ditshenyegelo tse di sa lebelelwang tse di dirilweng ke CGSO ka ntlha ya go oketsega ga dikgetse kgotsa lebaka lengwe le lengwe le le amogelesegang mo Botong;

6.2.4 Boto e tshwanetse go tlhomamisa nako le nako selekanyo sa dituelo tse di tshwanetseng go duedisiwa setheo sefe se se welang kwa ntle ga taolo ya CGSO le se CGSO e dirileng tumalano le sona go tlamela ka ditirelo tsa tharabololo ya dithulano;

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6.2.5 mekgwa ya go bala dituelo le makgetho le maemo a ga jaana a dituelo le makgetho a Batsayakarolo a tshwanetse go phasalatswa mo webosaeteng ya CGSO; le

6.2.6 CGSO e na le tshwanelo ya go tsaya kgato ya semolao go busetsa dituelo dife tse di saletseng kwa morago kgotsa makgetho a a kolotwang ke Motsayakarolo.

KAROLO E

7. MELAWANA YA TSHUPISO LE TSAMAISO YA TIRO YA CGSO

7.1 Melawana ya Tshupiso e dirisetswa go tlhoma ditsamaiso tse di maleba tsa tiro gore di fitlhelele maitlhomo a ketapele ya Molawana.

7.2 Ditsamaiso tseno tsa go dira di ikaeletse go-

7.2.1 tlhalosa mokgwa o CGSO e dirang ka ona;

7.2.2 thusa ditokololo tsa badiri ba CGSO go diragatsa ditiro tsa bona; le

7.2.3 go netefatsa gore go samaganwa le Dingongorego ka nako, ka tshiamo, ka tlhomamo le ka nonofo.

7.3 CGSO e ka tsena mo tumalanong le bothati jwa badirisi jwa porofense kgotsa motho ofe mabapi le tiragatso ya kgato kgotsa tiro efe e e rileng kgotsa go tlamela ka ditirelo tse di rileng mo go rarabololeng Thulano kgotsa mo go diragatseng ditiro tsa yona.

8. GO BOLOKA BOIPUSO JWA CGSO

8.1 CGSO e ka thusa go rarabolola Dithulano dife tse di tlhagelelang mo Indasetering.

8.2 CGSO e laolwa ke Boto. Boto e thapiwa go ya ka ditaelo tsa MOI e bile popego ya Boto e tla nna go ya ka MOI.

8.3 Motsereganyi o tla dira ka boikemelo, ka tshiamo le ka nepo mo go rarabololeng Dithulano. Motsereganyi o natefelwa ke tshireletsego ya go nna mo tirong mme o ka lelekwa fela go ya ka ditsamaiso tsa tsamaiso tse di lolameng, jaaka go laetswe mo *Promotion of Administrative Justice Act*, 2000 (Molao 3 wa 2000),

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ka ntlha ya go tlhoka bokgoni, maitsholomabe a a tseneletseng, kgotsa go tlhoka bokgoni jwa go dira tiro ya gagwe kgotsa go e diragatsa.

8.4 Boikemedi jwa CGSO le Motsereganyi bo netefatswa gape ke ntlha ya gore Motsereganyi le badiri ba CGSO ba-

8.4.1 rwala maikarabelo ka botlalo a go tshwaragana le go tlhomamisa dingongorego;

8.4.2 ikarabela mo Botong ya yona le mo NCC; le

8.4.3 na le ditlamelo tse di lekaneng go diragatsa ditiro tsa bona ka go farologana ka nonofo.

8.5 CGSO e tla-

8.5.1 dira ka botshepegi, ka go ikemela ka nosi, ka tshiamo le ka go sa tseye letlhakore;

8.5.2 ela tlhoko tshiamo, tshiamiso, tekatekano le ditaelo tsa CPA le Molawana ono;

8.5.3 lekalekanya ditshwanelo tsa Badirisi ka fa letlhakoreng le lengwe le ditshwanelo tsa Batsayakarolo le Indaseteri ka fa letlhakoreng le lengwe;

8.5.4 efoga go kgetholola ope ka mabaka a a tlhalositsweng mo karolong 9(3) ya Molaotheo le karolo 8 ya CPA; le

8.5.5 tsaya dikgato tse di utlwalang go amogela ditlhokego tsa batho ba ba tshelang ka bogole le go fedisa dikgoreletsi tse ka tsela e e sa siamang tse di ka lekanyetsang kgotsa tsa thibela batho ba ba tshelang ka bogole go dirisa ditirelo tsa CGSO.

8.6 Dikaelo tse di tla dirisiwang go rarabolola Dithulano di akaretsa-

8.6.1 molao, bogolosegolo CPA le Molawana ono. Mo mabakeng otlhe a go nang le kgotlhang magareng ga tlhaloso ya CPA le Molawana ono, CPA e tla bewa kwa pele;

8.6.2 Melawana ya indaseteri e e Amogetsweng Semmuso go ya ka CPA:

8.6.3 dikaelo; le

8.6.4 tshiamo mo maemong otlhe.

9. DITIRO TSA CGSO

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9.1 Ditiro tsa CGSO di akaretsa tse di latelang-

9.1.1 fa a amogela Ngongorego, go batlisisa le go sekaseka ditlolomolao tse go tweng di dirilwe tsa Molawana ono;

9.1.2 go leka go nolofatsa tumalano magareng ga Matlhakore;

9.1.3 go dira kgakololo ya gore Thulano e tshwanetse go rarabololwa jang ke Matlhakore;

9.1.4 ka kopo ya Letlhakore la Thulano, go gatisa tharabololo ya Thulano ka sebopego sa taelo go ya ka karolo 70(3)(a) ya CPA;

9.1.5 ka kopo ya Matlhakore a a Thulanang, go romela taelo kwa Lekgotleng kgotsa kwa Kgotlatshekelong e Kgolo gore e dirwe taelo ya tumelelo, go ya ka karolo 70(3)(b) ya CPA;

9.1.6 ka tumelelo ya Mongongoregi, go akaretsa le mo taelong ya tumelelo, kabo ya ditshenyegelo go Mongongoregi go ya ka karolo 70(4) ya CPA;

9.1.7 go fedisa thulaganyo ka kitsiso go Matlhakore go ya ka karolo 70(2) ya CPA;

9.1.8 go ruta setšhaba ka kakaretso, Badirisi, Batsayakarolo, badiri ba Batsayakarolo le batho ba bangwe ba ba nang le kgatlhego mabapi le go nna teng ga CGSO, ditsamaiso tsa yona, gore Ngongorego e ka dirwa kae le gore e ka dirwa jang, paka e e maleba, didiriswa tse di leng teng le gore go ka bonwa jang ditshwaelo ka ga maemo a Ngongorego le go tlamela ka thuso yotlhe e e tlhokegang go Matlhakore;

9.1.9 go tlamela ka phitlhelelo ya tshedimosetso go ya ka *Promotion of Access to Information Act*, 2000 (Molao 2 wa 2000); le

9.1.10 go kgaratlhela go tswelela go tokafatsa thulaganyo ya go samagana le dingongorego le boleng jwa tirelo e e tlamelwang ke ofisi, gareng ga tse dingwe, go leka ka metlha maemo a kgotsofalo ya Bangongoregi ka thulaganyo ya go samagana le dingongorego.

9.2 Segolobogolo, CGSO e tla-

9.2.1 amogela le go samagana le Dingongorego le Dithulano ntle le tuediso;

9.2.2 tlhomamisa gore a Ngongorego e wela mo taolong ya CGSO kgotsa nnyaa;

9.2.3 gana go samagana le merero eo kgotsa go kgaotsa go samagana le merero eo-

9.2.3.1 e sa weleng mo taolong ya CGSO;

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9.2.3.2 e mo go yona Mongongoregi a reteletsweng ke go araba dikopo go tswa go CGSO tsa tshedimosetso kgotsa ditshwaelo mo nakong e e beilweng sentle ke CGSO;

9.2.3.3 e sa reng sepe, e seng botlhokwa kgotsa e e tenang; kgotsa

9.2.3.4 e mo go yona Ngongorego e sa latofatseng dintlha dipe tse, fa e le boammaaruri, di ka nnang mabaka a namolo ka fa tlase ga Molawana ono kgotsa CPA; Fa fela CGSO e tla fedisa thulaganyo ka kitsiso go matlhakore;

9.2.4 romela Dingongorego tse di ka rarabololwang ka tshwanelo ke setheo se sengwe kwa setheong seo;

9.2.5 tlhotlhomisa tsholofelo nngwe le nngwe e e utlwalang ya go rarabolola Ngongorego ka Tharabololo e e Nolofaditsweng e e amogelesegang mo Matlhakoreng ka bobedi mme, fa go tshwanela, e tla dira tshitshinyo kgotsa Katlanegiso go Matlhakore mabapi le gore morero o tshwanetse go rarabololwa jang;

9.2.6 kopa Motsayakarolo kgotsa moemedi wa gagwe yo o amegang mo Ngongoregong kgotsa mo Thulanong go tlamela ka tshedimosetso efe e e maleba go CGSO, e go ya ka pono ya CGSO e amanang le Ngongorego eo le tharabololo ya yona e e tlhokegang;

9.2.7 tlhoma le, ka lebaka le le siameng le le bontshitsweng, e tla atolosa ditekanyetso tsa nako tse di amanang le merero efe e e amegang mo maitekong a go rarabolola Thulano morago ga go ela tlhoko kganetso nngwe le nngwe go tswa go lefe la Matlhakore le go potlaka ga morero le maemo mangwe afe a a maleba;

9.2.8 itsise Bangongoregi ka ditlhopho tse dingwe tse ba nang le tsona, fa Dingongorego tsa bona di sa rarabololwe go latela thuso e e tlametsweng ke CGSO;

9.2.9 bega go sa obamele CPA kgotsa Molawana ono ke Motsayakarolo go NCC, gore e kgone go batlisisa ditatofatso;

9.2.10 bega maiteko afe a go tlhotlheletsa kgotsa go tshwenya Motsereganyi kgotsa badiri ba CGSO kgotsa Modirisi ofe ka Motsayakarolo kwa NCC;

9.2.11 go dira pegelo ya ngwaga le ngwaga mo dikgweding di le 6 (thataro) tsa go tswalwa ga ngwaga wa yona wa matlole mabapi le ditiro le nonofo

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ya CGSO le go dira gore pegelo e fitlhelelwe ke bannaleseabe, go akaretsa le NCC, ka webosaete ya CGSO le ditsela tse dingwe tse di maleba. Pegelo e e tshwanetse go akaretsa tshedimosetso malebana le-

9.2.11.1 mofuta wa Ngongorego;

9.2.11.2 kgwebo e go ngongoregwang ka yona;

9.2.11.3 mofuta le makgetlo a Ngongorego;

9.2.11.4 ka moo Ngongorego e rarabolotsweng ka teng;

9.2.11.5 nako e e tserweng go samagana le Ngongorego;

9.2.11.6 mofuta wa (di)kotlhao tse di beilweng; le

9.2.11.7 ditshupatlotlo le dipegelo tsa boruni;

9.2.12 kgobokanya dinewa ka ga se se bakileng Dingongorego, go supa mathata a a rulagantsweng le a a ipoeletsang a Batsayakarolo ba tlhokang go a rarabolola, le go dira dikatlanegiso go Batsayakarolo gore ba ka samagana jang le mathata ano a a ipoeletsang le go supa ditsela tsa go oketsa kobamelo;

9.2.13 tlhagisa dipegelo tsa ngwaga le ngwaga ka ga ditiro le nonofo ya Molawana ono, tse di tla bonwang bonolo ke bannaleseabe botlhe le Matlhakore a a nang le kgatlhego. Dipegelo di tshwanetse go tlamela ka ditshwaelo tsa botlhokwa tsa botsamaisi le badiri mo teng ga Indaseteri kgotsa go tswelela go tokafatsa kobamelo ya CPA;

9.2.14 go samagana le Ngongorego nngwe le nngwe ka tsela e e lekalekanang, e e nang le maikaelelo le e e sa tseyeng letlhakore ka thulaganyo ya go samagana le dingongorego;

9.2.15 go dirisa ditirelo tsa moranodi mabapi le Badirisi ba ba ka tlhokang thuso e e ntseng jalo jaaka le fa go tlhokega;

9.2.16 go tlhaola le go sekaseka Dingongorego tsotlhe gore go kgonege go supa ditiragalo le diphetogo tse di rulagantsweng, tse di ipoeletsang le tse di sa direng sepe; le

9.2.17 tlhama melawana ya ka fa gare, diforomo le ditsamaiso tse di sa thulaneng le ditaelo tsa Molawana ono kgotsa CPA.

10. BOTHATI JO BO RWALANG MAIKARABELO JWA CGSO

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10.1. Boto ke Bothati jwa jo bo Rwalang Maikarabelo jwa CGSO mme e ka rolela Motlhankedikhuduthamagamogolo kgotsa Motsereganyi ditiro tse di rileng.

10.2 Bakhuduthamagabagolo ba CGSO ke Motlhankedikhuduthamagamogolo le Motsereganyi. Bogolo jwa ditiro le dithata tsa bona bo tla nna jaaka bo roletswe mongwe le mongwe ka bongwe nako le nako ke Boto.

10.3 Motlhankedikhuduthamagamogolo ke Motlhankedi yo o Rwalang Maikarabelo wa CGSO e bile o tla rwala maikarabelo a go tsenngwa mo tirisong go go tshwanetseng, go go siameng le ka tlhoafalo ga ditsamaiso le ditaolo tsa matlole, go akaretsa le go netefatsa gore direkoto tse di siameng tsa diakhaonto di a bolokwa, tse di akaretsang-

10.3.1 lotseno lotlhe le ditshenyegelo tsa CGSO;

10.3.2 lotseno lotlhe le le kokoantsweng ke CGSO; le

10.3.3 dithoto tsotlhe le go gololа melato yotlhe ya CGSO.

10.4. CGSO e tla ela tlhoko le go boloka rekoto ya batsayakarolo botlhe ba indaseteri ba ba sa obameleng melao mme rekoto eo e tla neelwa NCC kotara le kotara, gore NCC e tseye tsia dikgato tse dingwe tse di tshwanetseng go tsewa.

10.5. CGSO e tshwanetse go saena Tumalano ya Semmuso le NCC e e tla laolang go ela tlhoko thulaganyo jaaka go bonetswe pele ke karolo 82(7) ya CPA.

11. DITHATA, DITIRO LE MAIKARABELO A BOTO

11.1 Boto e tla dira mo dikgatlhegelong tse di gaisang tsa Botsereganyi gore e kgone go rotloetsa mowa wa puso e e siameng le maikarabelo a loago.

11.2 Boto e tla dira ka mokgwa o o diragatsang maikaelelo a Botsereganyi ka nonofo le o o rotloetsang makayatshiamo le melawana ya Molaotheo.

11.3 Boto e tla kaela, e laole le go tlamela ka leano mabapi le taolo ya Botsereganyi.

11.4 Boto e tla tlamela ka foramo e go tla buiwang ka kgatlhego ya batsayakarolo botlhe le bannaleseabe mo go yona.

11.5 Boto e tla leka go netefatsa gore Botsereganyi bo dira ka go sa tseye letlhakore e bile bo bonwa e le moagi wa kgwebo yo o nang le maikarabelo.

11.6 Boto e tla leka go netefatsa gore ditokololo tsotlhe di na le maikarabelo le go tsaya karolo mo go tlhameng leano, leano le le tshwanetseng go bewa go tsamaelana le maitlhomo a Botsereganyi.

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11.7 Boto e tla rwala maikarabelo a go supa dikotsi, le dithulaganyo tsa go fokotsa dikotsi tseo.

11.8 Dikgotlhang tsa dikgatlhego di tshwanetse go laolwa ke Boto mme dikgatlhego tsa Botsereganyi di tla tla pele.

11.9 Boto e tshwanetse go netefatsa gore go na le boruni jwa ka fa gare jo bo nonofileng jo bo ikaegileng ka dikotsi.

11.10 Boto e tshwanetse go netefatsa gore go bewa thulaganyo e e siameng le e e utlwalang go netefatsa gore go na le pegelo e e maleba ya matlole.

12. THARABOLOLO YA DITHULANO MAGARENG GA CGSO LE BATSAYAKAROLO BA INDASETERI

12.1. Mo lebakeng la thulano e e tlhagelelang fa gare ga CGSO le ofe wa Batsayakarolo, matlhakore a tla leka go rarabolola thulano ka dipuisano. Seno se akaretsa gore letlhakore le lengwe le laletse le lengwe ka go kwala go tla kopanong le go leka go rarabolola thulano mo matsatsing a le supa go tloga ka letlha la taletso e e kwetsweng.

12.2. Fa go ka direga gore thulano e se ka ya rarabololwa ka thulaganyo eo, letlhakore lengwe le lengwe le ka kopa ka go kwala gore matlhakore a leke ka mowa o montle go rarabolola thulano ka bonako ka go romela thulano kwa botsereganying, mme matlhakore a tla netefatsa gore a tsereganya ka mowa o montle.

12.3. Fa thulano e sa rarabololwe morago ga gore e romelwe kwa botsereganying, matlhakore a ka romela kgetse kwa bonamoding kgotsa kwa kgotlatshekelong ka ditshenyegelo tsa ona. Mo lebakeng la bonamodi, tshwetso ya monamodi e tla nna ya bofelo e bile e tlama magareng ga matlhakore.

12.4. Matlhakore a tla leka go dumalana ka monamodi, fa a sa dire jalo, matlhakore a tla romela morero kwa Mokgatlhong wa Bonamodi wa Aforikaborwa o o tla tlhophang monamodi go tswa mo phaneleng ya yona ya banamodi, go okamela thulano eo.

12.5. Monamodi o tla nna le dithata tsa go dira taelo ka ga ditshenyegelo tsa yona.

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13. TAOLOSEMOLAO YA CGSO

13.1 **Bangongoregi ba ba Tshwanelegang**

13.1.1 Go ikaegile ka polelwana ya semolao 13.3, CGSO e ka tsaya tsia Ngongorego e e tlisitsweng ke kgotsa mo boemong jwa Modirisi yo-

13.1.1.1 e leng motho wa poraefete; kgotsa

13.1.1.2 e leng setheo sa molao.

13.2 CGSO e ka samagana le-

13.2.1 dithulano tse di tlhagelelang go ya ka Molawana ono magareng ga Bangongoregi ka fa letlhakoreng le lengwe le Batsayakarolo ka fa letlhakoreng le lengwe; kgotsa

13.2.2 dingongorego tse di amanang le ditlolomolao tse go tweng di dirilwe tsa CPA kgotsa Molawana ono.

13.3 **Ditekanyetso tsa taolo ya CGSO**

13.3.1 **Ditlhotlhwa tse di Amegang:** Go tsamaelana le selekanyo (tekanyetso) se se tlhomamisitsweng ke Tona ka fa tlase ga karolo 5(2) (b) ya CPA, CGSO e ka se tseye tsia Ngongorego kgotsa Thulano e e amanang le Motho wa Semolao jaaka Modirisi yo boleng jwa thoto ya gagwe kgotsa thekiso ya ngwaga le ngwaga e lekanang kgotsa e fetang selekanyo se se tlhomamisitsweng nako le nako ke Tona go ya ka karolo 6(1) ya CPA.

13.3.2 **Tekanyetso ya Nako:** CGSO e ka se tseye tsia Ngongorego kgotsa Thulano e e amanang le tiro kgotsa go tlogela go go diragetseng pele ga di 1 Moranang 2011 kgotsa mo tiragalong efe go feta dingwaga di le 3 (tharo) pele ga letlha le Ngongorego e neng ya tlhatlhelwa kwa CGSO ka lona go netefatsa gore ditleleimi tseo ga di nne tse di laolwang ke molao. Paka ya dingwaga di le 3 (tharo) e simolola ka letlha le Mongongoregi a neng a lemoga kgotsa a neng a tshwanetse go bo a lemogile tiragalo eo ka lona, go ikaegile ka gore ke efe e e diragalang pele. Fa Ngongorego kgotsa Thulano e le ya bogologolo go feta dingwaga di le pedi, CGSO e tshwanetse go gakolola Mongongoregi ka kotsi ya gore e laele.

13.3.3 **Dithulaganyo tse dingwe:** Morago ga tshekatsheko ya ntlha ya Ngongorego, kgotsa Thulano, kgotsa mo kgatong efe ya thulaganyo e nngwe ya mabaka a a umakilweng fa tlase e bonala, CGSO ga e kitla e

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tswelela go sekaseka Ngongorego kgotsa Thulano e go ya ka kakanyo ya Motsereganyi-

13.3.3.1 e welang mo taolong ya Botsereganyi bongwe bofe jo bo nang le Taolo go ya ka molao wa jona o o kgontshang; kgotsa

13.3.3.2 e theilweng mo tiragalong e e tshwanang le dintlha le morero ofe o e leng, o e neng e le, kgotsa o o nnang, setlhogo sa ditsamaiso dife mo kgotlatshekelong efe, lekgotleng kgotsa setheong sa taolo kgotsa mo Botsereganying bofe jo bo nang le Taolosemolao ya taolo efe ya semolao, ntle le fa CGSO e bone go le maleba go tsereganya mme e sa thibelwe go dira jalo ka fa tlase ga molao ofe; kgotsa

13.3.3.3 e e ka rarabololwang ka tshwanelo ke mapodisi, kgotlatshekelo ya molao, ke setheo sefe fela se se laolang kgotsa ka thulaganyo efe e nngwe ya go rarabolola dithulano.

13.4 **Tse di sa akaretswang:** Morago ga tshekatsheko ya ntlha ya Ngongorego kgotsa Thulano, kgotsa mo kgatong efe ya thulaganyo efe ya mabaka a a umakilweng fa tlase e bonalang, CGSO ga e kitla e tswelela go sekaseka Ngongorego kgotsa Thulano e go ya ka kakanyo ya Motsereganyi-

13.4.1 e latelelwang ka tsela e e sa utlwaleng, e e sa reng sepe, e e seng botlhokwa, e e kgopisang, e e tshosetsang kgotsa e e sotlakang kgotsa fa Mongongoregi a retelelwa ke go dirisana le thulaganyo;

13.4.2 e sa latofatseng dintlha dipe tse, fa e le boammaaruri, di ka nnang mabaka a namolo ka fa tlase ga Molawana ono kgotsa CPA;

13.4.3 e tlhaelang boleng jo bo bonalang;

13.4.4 e sekasekilweng thata ke CGSO;

13.4.5 e theilweng mo ditiragalong le mo dintlheng tse di tshwanang le morero ofe o o leng, o e neng e le kgotsa o o nnang, setlhogo sa ditsamaiso dife mo kgotlatshekelong nngwe efe kgotsa mo setheong se

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sengwe se se ikemetseng sa tharabololo ya dithulano; kgotsa

13.4.6 e sekasekwang ke modirakamolao mo boemong jwa Modirisi, e ka tswa e le ka maikaelelo a go simolola dikgato tsa semolao kgotsa nnyaa, ntle le fa Motsereganyi a tlhomamisa gore go nna le seabe ga modirakamolao go maleba mo maemong.

13.5 **Phediso ka Mongongoregi:** Mongongoregi o ka fedisa ka nako nngwe le nngwe go tshwara ga CGSO Ngongorego le go swetsa ka go ya kwa kgotlatshekelong kgotsa ka thulaganyo e nngwe ya tharabololo ya dithulano ka go gogela Ngongorego morago ka go kwalela CGSO.

14. DITAOLOSEMOLAO TSE DINTSI

14.1 CGSO e ka sekaseka ngongorego kgotsa kganetsano e e welang mo taolong ya CGSO ya semolao jaaka go tlhalositswe mo Molawaneng ono; le fa mongongoregi kgotsa moikarabedi gape e le tokololo ya indaseteri e e welang mo taolong ya Motsereganyi yo mongwe yo o amogetsweng semmuso.

14.2 Seno se tla netefatsa kgokagano e kgolwane le tirisanommogo magareng ga Botsereganyi jo bo amogetsweng semmuso go ya ka karolo 82(6) ya CPA le go nolofatsa phitlhelelo ya maitlhomo a a tlhalositsweng mo CPA ka-

14.2.1 go boloka boitseanape jwa indaseteri jo bo kgethegileng;

14.2.2 mokgwa o o dirilweng gore o tsamaelane le o o tlhomameng le tiriso ya melao e e rileng ya indaseteri;

14.2.3 go fokotsega ga go reka mo foramong ka ditokololo tsa madirelo a a tshelepanang;

14.2.4 go fokotsa go raraana ga badirisi le batsibogi fa go nang le kgonagalo ya go tshelepana;

14.2.5 go fokotsa dikgoreletsi tsa phitlhelelo;

14.2.6 go fokotsa dipaka tsa nako tsa tharabololo; le

14.2.7 go oketsa kitso ya badirisi.

14.3 Batsayakarolo ba indaseteri, ba ba dirang go ralala mafelotaolo a Botsereganyi a a amogetsweng semmuso mme a wela mo taolong ya Botsereganyi jo bo amogetsweng semmuso jo bo fetang bo le bongwe, ba tshwanetse go duela

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diketleetso tsa matlole go Botsereganyi jo bo maleba. Ka jalo, diketleetso tsa matlole di tshwanetse go fokotswa go ya ka go tshelepana ga tsona ke Botsereganyi jo bo amogetsweng ka go farologana.

14.4 Bangongoregi ba ka tlhatlhela dingongorego kwa Botsereganying bofe jo bo amogetsweng semmuso mo taolong efe e e maleba ka fa tlase ga CPA, fa fela Botsereganyi jo bo amogelang ngongorego e e kwa ntle ga boitseanape jwa jona kgotsa fa go bonala gore ngongorego e siametse go sekasekwa le Botsereganyi jo bongwe jo bo amogetsweng semmuso, bo tshwanetse go romela ngongorego ka bonako kwa Botsereganying jo bongwe, ka tumelelo ya Mongongoregi.

KAROLO F

15. TSAMAISO YA DINGONGOREGO

Motsereganyi o tla netefatsa tsamaiso e e siameng le e e nang le maitsholo ya go tshwaragana le dingongorego, jaaka go laetswe mo polelwaneng eno ya semolao.

KGATO 1: GO TLHAGISA NGONGOREGO

15.1 Thomelo go Motsayakarolo-

15.1.1 Mongongoregi o tshwanetse go romela morero wa Thulano pele kwa Motsayakarolong wa Indaseteri gore go samaganwe le ona, go ya ka Thulaganyo ya go Tshwaragana le Dingongorego ya Ka fa Gare ya Motsayakarolo. Fa Modirisi a ka simolola Ngongorego ya gagwe kwa CGSO, ntle le go e romela kwa Motsayakarolong pele, CGSO e tla romela Modirisi gape kwa Motsayakarolong.

15.1.2 Mongongoregi o tshwanetse go romela Ngongorego kwa Motsayakarolong ka bonako jo bo kgonegang morago ga gore Mongongoregi a lemoge ka ga yona jaaka go tlhalositswe mo polelwaneng ya semolao 13.3.2.

KGATO 2: THOMELO GO CGSO

15.2 Go ngongorega kwa CGSO-

15.2.1 Mongongoregi yo o rometseng Ngongorego kwa Motsayakarolong yo o amegang, mme a sa kgotsofalela mokgwa o Motsayakarolo a dirisanang

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ka ona, kgotsa a dirileng ka ona, kgotsa ditlamorago tsa yona, o ka, fa morero o sa rarabololwa ke Motsayakarolo mo matsatsing a le 15 a tiro kgotsa paka e e atolositsweng e go dumalanweng ka yona magareng ga Matlhakore, romela Ngongorego kwa CGSO mo nakong e e utlwalang mo foromong kgotsa ka sebopego se se laetsweng mo Mametlelelong B kgotsa ka go leletsa lefelo la yona la megala mo go 0860 000 272 kgotsa ka tsela e nngwe e e amogelesegang mo CGSO. Foromo ya Ngongorego e ka romelwa ka seatla, ka poso, ka WhatsApp kgotsa ka imeile kgotsa ka tlhaeletsano ya eleketeroniki kwa diatereseng tse di latelang:

15.2.1.1 Aterese ya Lefelo: 292 Surrey Avenue, Ferndale, Randburg, RSA; kgotsa
15.2.1.2 PO Box 3815, Randburg, 2125; kgotsa
15.2.1.3 WhatsApp: +2781 335 3005; kgotsa
15.2.1.4 Imeile: info@cgso.org.za ; kgotsa
15.2.1.5 Mogala: +27(0)11 781 2607 kgotsa 0860 000 272 (Mogala o o Aroganelwang).

15.2.2 Ditekanyetso tsa Nako tsa Ngongorego: Mongongoregi o tshwanetse go romela Ngongorego kwa CGSO ka bonako jo bo kgonegang le mo nakong e e beilweng e e tlhalositsweng mo polelwaneng ya semolao 13.3.2.

15.2.3 Kamogelo ya Ngongorego: Ngongorego e e nang le tshedimosetso e e tshegetsang e tla kwalwa le go rebolelwa khoutu e e kgethegileng e e ka supiwang kgotsa tshupiso. Rekoto e tshwanetse go supa namolo e e batlwang ke Mongongoregi le tshedimosetso nngwe efe e e tlhokegang go tshwaragana le Ngongorego ka nonofo. Kamogelo ya Ngongorego efe e tla anaanelwa mo matsatsing a le 2 (mabedi) a tiro e ka nna ka imeile, WhatsApp kgotsa mogala go Mongongoregi.

15.2.4 Tshekatsheko ya Ntlha ya Ngongorego: Morago ga go amogela, Ngongorego nngwe le nngwe e tla sekasekwa kwa tshimologong go netefatsa gore a e wela mo taolong ya CGSO. E tla sekasekwa gape go ya ka tsenelelo ya yona, ditlamorago tsa pabalesego, go raraana ga yona, kutlwalo le tlhokego le kgonagalo ya kgato ya ka bonako.

15.2.5 CGSO e tla-

15.2.5.1 dira maiteko otlhe go rarabolola Dingongorego tsotlhe mo matsatsing a le 60 (masome a marataro) go tloga ka tshimologo

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ya dipatlisiso go ya ka polelwana ya semolao ya 15.4 fa e sa dire jalo CGSO e tla tswala ngongorego le go romela ngongorego kwa NCC; e bile

15.2.5.2 go boloka direkoto tsa Batsayakarolo ba Indaseteri ba ba sa obameleng melao le go bega seno kwa NCC kotara le kotara.

15.2.6 Go Latedisa Ngongorego: Ngongorego e tla latediswa go tloga ka nako ya kamogelo ya yona mo thulaganyong yotlhe go fitlha morero o konoseditswe ke CGSO, kgotsa Mongongoregi a rometswe kwa NCC kgotsa golo gongwe. Pegelo ya maemo e e mo nakong e tla newa Mongongoregi fa a e kopa le ka dikgaotso tsa ka metlha, bonnye ka nako ya matlha a bofelo a a beilweng pele ga nako.

15.2.7 Tsamaiso ya Ngongorego ya Thomelo-

15.2.7.1 fa CGSO e amogela Ngongorego e e sa weleng mo taolong ya CGSO, CGSO e tla swetsa gore ke setheo sefe se sengwe (go akaretsa le NCC), fa se le teng, se se ka kgonang go thusa Mongongoregi botoka mme e tla itsise Mongongoregi ka tshwanelo e ka nna ka WhatsApp, mogala kgotsa imeile;

15.2.7.2 tshwetso ya go romela Ngongorego kwa ditheong tse dingwe e mo go CGSO. Fa CGSO e swetsa go romela Ngongorego kwa setheong se sengwe, CGSO e tla naya Mongongoregi khopi ya lekwalo la thomelo le e le romelang kwa setheong se sengwe seo. Fa tshwetso e tserwe ya go romela Ngongorego, e tla romelwa kwa setheong se se maleba mo matsatsing a le 2 (mabedi) a tiro morago ga gore e amogelwe ke CGSO;

15.2.7.3 fa Ngongorego e le e e lebegang e wela mo taolong ya CGSO mme Mongongoregi a sa rerisana ka tlhamalalo le Motsayakarolo jaaka kgato ya ntlha ya go leka go rarabolola morero, CGSO e tla gakolola Mongongoregi go romela morero kwa Motsayakarolong go naya Motsayakarolo tšhono ya go rarabolola Ngongorego. Go seng jalo, CGSO e ka romela morero ka tlhamalalo kwa Motsayakarolong ka tetla ya Mongongoregi;

15.2.7.4 CGSO e ka romela Mongongoregi kwa go mongwe le mongwe ofe wa Batsayakarolo ba Indaseteri yo ngongorego e leng ka ena, ba ba akaretsang Morekisi, Modiri, Motlhagisi, Mophatlhalatsi,

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Mothelesi, Morekantle, Morekisi ka Bogolo le Batlamedi ba Ditirelo jaaka karolo ya Thulaganyotheleso jaaka CGSO e bona go tshwanetse ka fa tlase ga maemo;

15.2.7.5 Mongongoregi ofe yo o gakololwang go romela morero kwa Motsayakarolong o tla itsisiwe gape gore o ka ya kwa CGSO gape, fa Ngongorego e sa rarabololwa go kgotsofatsa Mongongoregi mo matsatsing a le 15 (lesome le botlhano) a tiro kgotsa paka e e atolositsweng jaaka go dumalanwe magareng ga Matlhakore;

15.2.7.6 fa e le gore, go ya ka kakanyo ya CGSO, go lebilwe thata karolo 3(1)(b) ya CPA (badirisi ba ba mo kotsing), go bakela Mongongoregi mathata a a sa tlhokegeng kgotsa go sa kgotsofale go romela Ngongorego kwa Motsayakarolong pele a bona thuso ya CGSO, CGSO e ka dirisana le Mongongoregi jaaka e kete Mongongoregi o ile kwa Mongongoreging;

15.2.7.7 fa Ngongorego e le e e lebegang e wela mo taolong ya CGSO mme Mongongoregi a setse a isitse morero kwa Motsayakarolong, CGSO e tla itsise Motlhankedi yo o Tlhophilweng, ka go kwala, gore Ngongorego e tlhatlhetswe gape kwa CGSO le gore Motsayakarolo o tla nna le matsatsi a le 15 (lesome le botlhano) a tiro go tloga ka motsi wa go amogela tlhaeletsano go batlisisa le go leka go rarabolola Thulano le Mongongoregi kgotsa go tlamela CGSO ka mabaka a yona a go gana Ngongorego. Motsayakarolo o ka nna ka kopo le ka kakanyo ya CGSO, a letlelelwa nako e e oketsegileng go rarabolola morero;

15.2.7.8 CGSO e tla tlamela Motsayakarolo yo o amegang ka dintlha ka botlalo tsa Ngongorego, go akaretsa le dikhopi tsa dikwalo tse di maleba tse di rometsweng kwa CGSO, go fitlha fa CGSO e bonang go tlhokega, ka WhatsApp kgotsa imeile; le

15.2.7.9 Motsayakarolo o tla amogela kanaanelo ya kitsiso mo matsatsing a le 2 (mabedi) a tiro mme o ka dira jalo ka lekwalo le le rometsweng ka seatla, WhatsApp kgotsa imeile.

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KGATO 3: THARABOLOLO YA NGONGOREGO KA MOTSAYAKAROLO

15.3 Tsereganyo ka Motsayakarolo-

15.3.1 Fa Mongongoregi a romelwa kwa Motsayakarolong ke CGSO go ya ka polelwana ya semolao 15.2.7.5 fa godimo, Motsayakarolo o tla-

15.3.1.1 ikgolaganya le Mongongoregi go tlhalosa morero ofe, go netefatsa botlhokwa jwa Ngongorego le go leka go rarabolola Ngongorego go kgotsofatsa Mongongoregi ka tsela e e utlwalang;

15.3.1.2 fa a kgona go rarabolola Ngongorego, tlamela CGSO bosupi jo bo utlwalang jwa gore Ngongorego e rarabolotswe le gore maitlamo afe a a dirilweng ke Motsayakarolo a obametswe;

15.3.1.3 dira dipatlisiso dife tse di tlhokegang e bile maemo a dipatlisiso a tla tsamaelana le bomasisi, makgetlo a tiragalo le tsenelelo ya Ngongorego;

15.3.1.4 fa Motsayakarolo a sa kgone go rarabolola Ngongorego e e rometsweng kwa go ena ke CGSO go ya ka polelwana ya semolao 15.2.7.5, tlamela CGSO ka pegelo e e tlhalosang dipatlisiso tse a di dirileng le mabaka a gore ke eng fa morero o sa rarabololwa le mabaka a yona a go gana Ngongorego;

15.4.1.5 Fa Motsayakarolo a retelelwa ke go tlamela ka pegelo e e umakilweng mo polelwaneng ya semolao ya 15.3.1.4, seno ga se kitla se thibela CGSO go dira Katlanegiso e e ikaegileng fela ka tshedimosetso e e fa pele ga yona;

15.4.1.6 Fa CGSO e le ya mogopolo wa gore Motsayakarolo o tlametse thuso e e batlwang ke Mongongoregi kgotsa a tlametse ka tlhaloso e e amogelesegang ya maitsholo a gagwe a a ngongoregang ka ga ona, CGSO e tla itsise Mongongoregi le Motsayakarolo ka ga ntlha eno le go supa gore faele e tla tswalwa ntle le fa Mongongoregi a le kgatlhanong le ntlha eo, kgotsa a tlamela CGSO ka

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tshedimosetso e ntšhwa mo matsatsing a le 10 (lesome) a tiro;

15.4.1.7 Mo dinakong tse di beilweng go ya ka polelwana ya semolao 15.2.7.5, CGSO e ka nolofatsa tumalano magareng ga Motsayakarolo le Mongongoregi fa CGSO e bona gore go tla nna maleba le go thusa go dira jalo;

15.4.1.8 Fa go samaganwa le Dingongorego, Motsayakarolo o tshwanetse go dira gore Badirisi, Bangongoregi le batho ba bangwe ba ba nang le kgatlhego ba nne le tshedimosetso e e amanang le Thulaganyo ya go Tshwaragana le Dingongorego ya ka Fa Gare, go akaretsa le diboroutšhara tsa CGSO le diphamfolete tsa tokololo, kgotsa tshedimosetso e e theilweng mo eleketeroniking. Tshedimosetso e e ntseng jalo e tshwanetse go neelwa ka puo e e tlwaelegileng mme, go ya ka fa e utlwalang ka teng, ka mokgwa o o fitlhelelwang ke botlhe, gore go se nne le Bangongoregi bape ba ba tlhaelwang. Tse di latelang ke dikao tsa tshedimosetso eo-

- kwa Dingongorego di ka dirwang teng;
- ka moo Dingongorego di ka dirwang ka teng; le
- tsamaiso ya Dingongorego.

15.4.1.9 fa Motsayakarolo a sa kgone go rarabolola morero mo matsatsing a tiro a le 15 (lesometlhano) kgotsa paka e e atolositsweng jaaka go dumalanwe magareng ga Matlhakore, Motsayakarolo o tla gakolola Mongongoregi ka tshwanelo ya go romela morero kwa CGSO le go tlamela Mongongoregi ka dintlha tsa kgolagano tsa CGSO.

KGATO 4: PATLISISO LE THARABOLOLO YA DINGONGOREGO KA CGSO

15.5 Patlisiso:

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15.5.1 CGSO e ka, ka maitlhomo a go fitlhelela tharabololo ya morero-

15.5.1.1 tlhoka gore Motlhankedi yo o Tlhophilweng wa Motsayakarolo a mo tlamele ka direkoto tsa kgwebisano kgotsa thulaganyo e e bakileng Thulano, go akaretsa le-

15.5.1.1.1 direkoto tsa thekiso (go akaretsa le ditirisano tse di gatisitsweng)

15.5.1.1.2 dikhopi tsa papatso; le

15.5.1.1.3 direkoto tsa tlhatlhobo kgotsa tsa paakanyo;

15.5.1.2 tlhoka, Motlhankedi yo o Tlhophilweng wa Motsayakarolo go e tlamela ka polelo go tswa go badiri bafe ba setegeniki, ba semolao, ba thekiso, ba papatso, ba ba tshwaraganang le dingongorego le ba bangwe ba ba dirang mo boemong jwa Motsayakarolo, jaaka go tshwanetse mo Ngongoregong;

15.5.1.3 tlhoka tshwaelo kgotsa tlhaloso go tswa go Mongongoregi kgotsa mongwe ofe wa Batsayakarolo ba Indaseteri yo Ngongorego e leng ka ga gagwe (e e akaretsang Morekisi, Modiri, Motlhagisi, Mophatlhalatsi, Mothelesi, Morekantle, Morekisi ka Bogolo le Batlamedi ba Ditirelo jaaka karolo ya Thulaganyotheleso) mo morerong mongwe ofe, go akaretsa le tshedimosetso e e tlametsweng ke Letlhakore le lengwe;

15.5.1.4 tlhoka gore Mongongoregi kgotsa Motsayakarolo, go ya ka gore ke efe e e maleba, a e tlamele ka Dithoto tse Ngongorego kgotsa Thulano e amanang le tsona gore di tlhatlhojwe kgotsa di dirwe diteko, fa Dithoto di santse di le teng; le

15.5.1.5 rerisana ka ditshenyegelo tsa yona le motho ofe yo e tsayang a siametse go e thusa go rarabolola Ngongorego.

15..6 Mongongoregi kgotsa Motsayakarolo o tshwanetse go dira maiteko otlhe go obamela dikopo tse di dirilweng ke CGSO mo matsatsing a le 10 (lesome) a tiro, ntle le fa go ka bontshiwa lebaka le le siameng.

15.7 Nolofatso:

15.7.1 CGSO e ka, gore e kgone go rarabolola Ngongorego ka bonako, dira tshekatsheko ya boleng jwa yona ntle le go dira dipatlisiso le go tshitshinya go Matlhakore gore morero o tshwanetse go rarabololwa jang;

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15.7.2 CGSO e ka, morago ga go kokoanya direkoto le tshedimosetso e e maleba, bopa pono ya ntlha ka ga morero mabapi le maikarabelosemolao a a ka nnang teng a Motsayakarolo le dikgakololo, fa di le teng, tse e dumelang gore Mongongoregi o na le tshwanelo ya tsona. Dipoelo tse di ka nnang teng di akaretsa-

15.7.2.1 go rarabolola morero jaaka go kopilwe ke Mongongoregi;

15.7.2.2 go tlamela ka dingwe tsa dikgakololo tse di kopilweng mme e seng tsotlhe; kgotsa

15.7.2.3 go sa neele epe ya dikgakololo tse di kopilweng le go eletsa Mongongoregi ka ditsela tse dingwe tse Mongongoregi a ka di dirisang.

15.7.3 CGSO e tla itsise Motsayakarolo le Mongongoregi kakanyo ya yona fela fa tshwetso e tserwe le go kopa ditsibogo tsa bona;

15.7.4 Motsayakarolo le Mongongoregi ba tshwanetse go gakolola CGSO mo matsatsing a le 5 (matlhano) a tiro morago ga go amogela tlhaeletsano e e boletsweng gore a ba amogela dipeelo tsa katlanegiso kgotsa nnyaa;

15.7.5 Fa morero o rarabololwa ka ntlha ya fa Matlhakore ka bobedi mo Thulanong a amogetse tharabololo e e tshitshintsweng ke CGSO, kgotsa a bone thuso ya CGSO go fitlhelela tharabololo e e amogelesegang ka botlhe, tharabololo e tshwanetse go kwalwa le go diragatswa. CGSO e ka, ka kopo ya Matlhakore a a Thulanang, rekota tharabololo ya Thulano ka sebopego sa taelo go ya ka karolo 70(3)(a) le (b) ya CPA; e bile

15.7.6 Fa go sa dumalanwe ka tharabololo mo kgatong eno, CGSO e tla itsise Matlhakore ka ga dikgetho tse dingwe tse ba nang le tsona, go akaretsa le Katlanegiso ya Motsereganyi.

15.8 Botsereganyi: CGSO e ka nna, ntle le go dira dipatlisiso, ka kakanyo ya yona, ya tsereganya morero ofe o Motsereganyi a dumelang gore o maleba go tsereganngwa, ka go tsaya tsia dikeletso tsa Matlhakore le mofuta wa Ngongorego. Go nna le seabe ga baemedi ba semolao ga go kitla go letlwa fa e se fela ka tshwetso ya motsereganyi.

15.9 Katlanegiso-

15.9.1 Motsereganyi o ka, mo lebakeng lefe fa morero o sa rarabololwa ka Bonamodi kgotsa Nolofatso, dira katlanegiso e e kwetsweng e e

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tlhalosang gore morero o tshwanetse go rarabololwa jang le mabaka a Katlanegiso. Fa morero o rometswe kwa Motsayakarolong wa Indaseteri yo o fetang bongwe yo Ngongorego e buang ka ene (yo o akaretsang Morekisi, Modiri, Motlhagisi, Mophatlhalatsi, Mothelesi, Morekantle, Morekisi ka Bogolo le Batlamedi ba Ditirelo jaaka karolo ya Thulaganyotheleso), Katlanegiso e tshwanetse go bolela gore ke ofe wa Batsayakarolo ba Indaseteri yo Motsereganyi a akanyang gore o tshwanetse go rwala maikarabelosemolao;

15.9.2 Pele ga go dira Katlanegiso, le go ikaegilwe ka dintlha tsa Sephiri, Motsereganyi o tla, go ya ka bogolo jo bo tsewang bo le maleba, letla Letlhakore lengwe le lengwe go tshwaela ka ga tshedimosetso e e neetsweng CGSO ke yo mongwe ka nako ya kgato ya patlisiso, Botsereganyi kgotsa Nolofatso;

15.9.3 Motsayakarolo le Mongongoregi ba tshwanetse go gakolola Motsereganyi ka go kwala mo matsatsing a le 10 (lesome) a tiro go tloga ka nako ya fa ba amogela Katlanegiso gore a ba amogela dipeelo tsa katlanegiso kgotsa nnyaa;

15.9.4 Ga go na Mongongoregi kgotsa Motsayakarolo yo o tla tlamegang go amogela Katlanegiso e e dirilweng ke Motsereganyi, mme fa Motsayakarolo a sa amogele Katlanegiso e e amogetsweng ke Mongongoregi, palo ya dikgetse tseo le dintlha tsa tsona tse Motsereganyi a akanyang gore di maleba di tla phasalatswa mo pegelong ya ngwaga le ngwaga ya CGSO le ka tsela e nngwe e Motsereganyi a bonang e le maleba;

15.9.5 Fa Mongongoregi a gana Katlanegiso kgotsa a retelelwa ke go tsiboga mo nakong e e beilweng mo polelwaneng ya semolao 15.9.3, Katlanegiso e tla kgaphelwa thoko mme faele e ka nna ya tswalwa.

15.9.6 Fa morero o rarabolotswe ka ntlha ya fa Matlhakore ka bobedi mo Thulanong a amogetse Katlanegiso ya Motsereganyi, CGSO e ka, ka kopo ya Matlhakore a a Thulanang, rekota tharabololo ya Thulano ka sebopego sa taelo go ya ka karolo 70(3)(a) ya CPA;

15.9.7 Fa Matlhakore ka bobedi a amogela dipeelo tsa Katlanegiso, a tshwanetse go obamela ditaelo tsa yona mo pakeng e e beilweng mo Katlanegisong. Fa lefe la Matlhakore le retelelwa ke go obamela, CGSO

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e tla itsise Matlhakore ka ga ditlhopho tse dingwe tse ba nang le tsona, go akaretsa le go romelwa kwa NCC kgotsa kwa Lekgotleng, le go rekotwa ga tharabololo ya Thulano ka sebopego sa taelo; e bile

15.9.8 Fa go sa dumalanwe ka tharabololo mo kgatong eno kgotsa fa Letlhakore le retelelwa ke go obamela, CGSO e tla itsise Matlhakore ka ditlhopho tse dingwe tse ba nang le tsona, go akaretsa le go romelwa kwa NCC le go dirwa ga ditsamaiso tsa semolao ka ditshenyegelo tsa Matlhakore, fa go gakolotswe jalo.

KAROLO G

16. BOFITLHA

16.1 Go ya ka molao mongwe ofe, tshedimosetso e e supang motho ka namana e tla bolokwa e le sephiri ke CGSO mme e sirelediwe, ntle le fa go tlhokega go e naya Letlhakore ka maitlhomo a le nosi a go rarabolola Thulano, kgotsa ntle le fa tshenolo e tlhokega go ya ka molao, kgotsa tumelelo ya go senola e bonwe go tswa go Letlhakore le le amegang.

16.2 Fa Letlhakore lefe la Ngongorego le tlamela CGSO ka tshedimosetso le go kopa, ka go kwala, gore e tsewe jaaka Tshedimosetso e e Bofitlha, CGSO e tla tlhomamisa gore a tshedimosetso e tshwanetse go tsewa jaaka Tshedimosetso e e Bofitlha.

16.3 Fa CGSO e swetsa gore tshedimosetso e tshwanetse go tsewa jaaka Tshedimosetso e e Bofitlha, le fa go ntse jalo CGSO e ka dirisa tshedimosetso go fitlhelela tshwetso e e sa siamang mo Letlhakoreng le le ganetsweng ka Tshedimosetso e e Bofitlha.

16.4 Fa CGSO e swetsa gore tshedimosetso ga e a tshwanela go tsewa jaaka Tshedimosetso e e Bofitlha, CGSO e tla tlamela ka mabaka a seo le go itsise Letlhakore le le senolang gore CGSO ga e na tshwanelo ya go dirisa tshedimosetso go fitlhelela tshwetso e e sa siamang mo Letlhakoreng le le ganediwang Tshedimosetso e e Bofitlha, ntle le fa Letlhakore le le ganetsanang le dumela gore tshedimosetso eo e newe Letlhakore le lengwe.

16.5 Go ikaegilwe ka ditaelo tse dingwe tsa polelwanasemolao eno, go ya ka fa go ka kgonegang ka teng le ka tshwetso ya CGSO fela, dikwalo tsotlhe di

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tshwanetse go neelwa Matlhakore ka bobedi a a mo Thulanong, fa fela CGSO e ka neela Matlhakore kitsiso e e kwetsweng e e supang gore dikwalo kgotsa tshedimosetso e teng fa e kopiwa.

DIŠEJULE

MAMETLELELO A

MERERO E E AMANANG LE GO THAPIWA, NAKO LE DITHATA TSA MOTSEREGANYI

1. GO THAPIWA GA MOTSEREGANYI

1.1 Boto e tshwanetse go thapa Motsereganyi yo o solofetsweng go nna le dinonofo tsa sebele, dithutego, bokgoni kgotsa boitseanape gore a siamele go thapiwa ka tsela e e latelang-

1.1.1 go ikemela ka nosi;

1.1.2 go nna motho yo o siametseng e bile a tshwanetse;

1.1.3 go bontsha maemo a a kwa godimo a bokgoni le go nna le kitso e e lekaneng ya matlole;

1.1.4 go nna le dinonofo le bokgoni jo bo siameng jwa boeteledipele;

1.1.5 go kgona go laola le go etelela pele mokgatlho o o kgweediwang ke tirelo;

1.1.6 go nna le bonnye maitemogelo a dingwaga di le 10 (lesome) mo tirong e kgolwane ya bokhuduthamaga e e amanang le tharabololo e nngwe ya dithulano kgotsa ofisi ya motsereganyi; le

1.1.7 go nna le dithutego tsa semolao le go amogelwa jaaka Mmueledi kgotsa Moatefokate; kgotsa go nna le dithutego le maitemogelo mo go tsa ikonomi, kgwebo le indaseteri le merero ya setšhaba.

1.2 Dilo tse di sa akarediweng di akaretsa mme di lekanyeditswe go-

1.2.1 Ga go motho ope yo o thapilweng ke Motsayakarolo wa Indaseteri mo pakeng ya dingwaga di le 3 (tharo) pele ga go dira kopo ya phatlhatiro ya Motsereganyi, yo o ka thapiwang; kgotsa

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1.2.2 Ga go motho ope yo o ka tsewang tsia go nna Motlhankedikhuduthamagamogolo (CEO) kgotsa Motsereganyi mo dingwageng di le 3 (tharo) tsa go dira jaaka Tokololo ya Boto ya CGSO.

1.3 Ga go na motho ope yo o nang le kgatlhego epe ya kgwebo e e tlhamaletseng kgotsa e e sa tlhamalalang mo Motsayakarolong ope yo o ka tlhongwang jaaka Motsereganyi.

1.4 Thulaganyo ya go thapa Motsereganyi e tla dirwa phatlalatsa le mo pontsheng-

1.4.1 Boto e tla tlhoma komitipotlana e e kgethegileng ya thulaganyo ya go thapa ya Motsereganyi. Komitipotlana e e tla bidiwa "Komiti ya go Thapa". Komiti ya go Thapa e tla nna le Modulasetulo wa Boto, moemedi a le mongwe wa Indaseteri, moemedi a le mongwe wa setheo sa badirisi le moemedi a le mongwe wa mokgatlho;

1.4.2 Komiti ya go Thapa e tla bapatsa maemo a CEO kgotsa Motsereganyi mo dipolatefomong tse pedi tsa bobegakgang, mo bonnye polatefomo e le nngwe e e nang le seriti ya seranyane le kuranta ya bosetšhaba, e e nang le phitlhelelo e e anameng ya bosetšhaba le tlwaetso ya kgwebo. Go tla kokoanngwa lenaane le lekhutshwane la bontlhopheng ba ba siametseng thata mme bontlhopheng bao ba tla botsolotswa ke Komiti ya go Thapa. Fa Komiti ya go Thapa e sena go swetsa ka ntlhopheng yo o siametseng thata, e tla romela katlanegiso e e kwetsweng e e tshegeditsweng ka botlalo mo ntlheng eno kwa Botong. Boto e tla tsaya tshwetso ya yona ya bofelo ka ga go thapiwa ga ntlhopheng ka tsela ya voutu ya bontsi; le

1.4.3 Motsereganyi le Motlhankedikhuduthamagamogolo ba tla tlhoka go saena konteraka ya tiro e e tlhalosang dipeelo tsa tiro ya bona mme e tla nna ka fa tlase ga tshekatsheko ya tiragatso ya ngwaga le ngwaga. Konteraka ya tiro e ka nna ya nako e e tletseng kgotsa ya nakwana.

1.5 Motsereganyi o tla thapiwa paka e e tlhomameng ya ntlha ya dingwaga di le 3 (tharo) go ya go di le 5 (tlhano). Fa paka eno ya ntlha e sena go fela, Motsereganyi o tla tshwanelega go thapiwa gape go dira paka e nngwe ka voutu ya bontsi jwa Boto, fa fela paka eo e nngwe e sa fete dingwaga di le 5 (tlhano). Tshwetso ya gore a go thapiwe Motsereganyi gape kgotsa nnyaa, e tshwanetse go itsisiwe Motsereganyi ka mokwalo bonnye ngwaga o le 1 (o le nosi) pele ga

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nako ya tiro ya gagwe e fela. Le fa go ntse jalo, Motsereganyi ga a tshwanela go dira dipaka tse di fetang tse pedi.

1.6 Motsereganyi o ka lelekwa fela go ya ka ditaelo tsa polelwanasemolao 8.3 ya Molawana ono.

1.7 Tshwetso efe ya go leleka Motsereganyi e tshwanetse go tsewa ka voutu ya bontsi jwa Boto mme tsamaiso ya go leleka e tshwanetse go tsamaisana le polelwanasemolao 8.3 ya Molawana ono.

1.8 Motlhankedikhuduthamagamogolo le Motsereganyi ba tshwanetse go itsise ka go kwalela Boto fa go ka nna le thulano ya dikgatlhego ya nnete kgotsa e e akanngwang e e ka nnang teng kgotsa e e ka tlhagelelang morago ga kgotsa ka nako ya go thapiwa ga gagwe. Seno se tla akaretsa, mme e seng fela, maemo a mo go ona wa losika le le gaufi jaaka motsadi, motsalwammogo, monyalanimmogo kgotsa bana ba Motlhankedikhuduthamagamogolo kgotsa Motsereganyi ba leng mo tirong ya leruri ya kgotsa ba nang le dikgatlhego tsa kgwebo mo Motsayakarolong wa Indaseteri.

1.9 Ka dinako tsotlhe go tla nna le Motsereganyi a le 1 (a le mongwe). Fa go kopilwe ke Motsereganyi, Boto e tla nna le tshwanelo ya go tlhoma Motlatsamotsereganyi. Go thapiwa le go tlhophiwa ga Motlatsamotsereganyi go tla diragala ka divoutu tsa bontsi jwa Boto.

1.10 Motlhankedikhuduthamagamogolo kgotsa Motsereganyi o ka rola tiro ka go neela Boto kitsiso e e kwetsweng ya matsatsi a le 90 (masome a robongwe).

2. DITHATA LE DITIRO TSA MOTSEREGANYI LE CEO

2.1 Motsereganyi o neilwe dithata tsa go dira Dikatlanegiso tse di amanang le Dingongorego le Dithulano.

2.2 Motlhankedikhuduthamagamogolo le Motsereganyi ke batsamaisi ba bagolo ba CGSO. Motlhankedikhuduthamagamogolo ke motlhankedi yo o rwalang maikarabelo e bile o na le maikarabelo ka kakaretso a tsamaiso ya letsatsi le letsatsi, go akaretsa le go thapa badiri le go tlhomamisa melawana le dipeelo tsa bona tsa tiro. Motsereganyi o na le tlhokomelo ya tharabololo e nngwe ya dithulano ya CGSO, go akaretsa le maikarabelo ka kakaretso a dithulaganyo tsa tharabololo ya dingongorego tsa CGSO, kobamelo ya ditlhokego tse di

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amanang le semolao le go rerisana le mekgatlho e e maleba ya peomolao. Boto e ka abela Motlhankedikhuduthamagamogolo maikarabelo ano go akaretsa le a a tlhalositsweng mo polelwaneng ya semolao 2.4 e e fa tlase.

2.3 Motsereganyi le Motlhankedikhuduthamagamogolo ba tla dira sengwe le sengwe se se tlhokegang le se se tshwanetseng go tsamaisa CGSO, go akaretsa le go ntsha dikaelo tsa go tsenya mo tirisong le tiriso ya melawana.

2.4 Motsereganyi le Motlhankedikhuduthamagamogolo ba tla newa dithata tsa go dira se se tlhokegang go diragatsa maitlhomomagolo a CGSO. Dithata tseno di tla dirisiwa go ya ka Melawana ya Tshupiso le ditsamaiso tse di tlhomamisitsweng ke Boto. Segolobogolo, e tshwanetse go-

2.4.1. baakanya le go romela kwa Botong pegelo ya ngwaga le ngwaga e e tlhalosang ka botlalo ditiro le matlole a CGSO a ngwaga o o sekasekiwang;

2.4.2. baakanya le go romela dipegelo kwa Botong ka ga merero ya gajaana le ditiro tse di amanang le dingongorego;

2.4.3. rotloetsa le go phasalatsa ditirelo tse di tlamelwang ke CGSO ka bobegakgang le mekgatlho ya badirisi;

2.4.4. supa le go lemosa Batsayakarolo ba Indaseteri ditiro tse di sa eletsegeng tse mongwe kgotsa ba le bantsi ba ka nnang karolo ya tsona, le go begela Boto le NCC merero e e ntseng jalo fa Motsayakarolo wa Indaseteri a sa kgone kgotsa a sa batle go tsaya kgato ya paakanyo;

2.4.5 thapa badiri go netefatsa tsamaiso e e nonofileng ya dingongorego le tsamaiso ka kakaretso ya kantoro ya Botsereganyi;

2.4.6. tsena mo ditumalanong tsa theko le thekiso le go hirisa le go hira dithoto tse di tlhokegang ka tsela e e utlwalang gore CGSO e dire sentle;

2.4.7. bula diakhaonto tsa banka le tse dingwe tse di tlhokegang gore CGSO e kgone go dira ditiro tsa yona;

2.4.8 dira dikatlanegiso go Boto tsa ditlhabololo dife tse di tlhokegang mo Molawaneng ono le MOI ya CGSO.

2.5.8.1 Ditlhabololo dife tse di tshitshintsweng mo Molawaneng ono jaaka di amogetswe di tla romelelwa NCC, go e kgontsha go dira go ya ka karolo 82(5)(c) ya CPA.

2.6 Boto e na le dithata tsa go tlhopha go abela Motsereganyi le/kgotsa Motlhankedikhuduthamagamogolo dithata kgotsa ditiro dingwe tsa yona.

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3. BADIRI BA BOTSEREGANYI

3.1 Badiri ba CGSO le batho ba bangwe ba ba dirang tharabololo e nngwe ya dithulano mo boemong jwa yona ba tshwanetse go nna le maitemogelo a a latelang a a maleba mo morerong wa ngongorego le maemo a thulaganyo ya CGSO e ba neelang tirelo mo go yona a akaretsa-

3.1.1 dithutego le maitemogelo mo molaong, kgwebong, indasetering le mo tharabololong ya dithulano;

3.1.2 kitso ya dintlha tsa setegeniki tsa dithoto le ditirelo tse di tlamelwang mo Indasetering kgotsa phitlhelelo ya thuso ya setegeniki kgotsa boitseanape mo ntlheng eno; le

3.1.3 go tlhaloganya CPA.

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MAMETLELELO B

FOROMO YA NGONGOREGO

DITAELO:
Pele ga o tlatsa foromo ya ngongorego tsweetswee netefatsa tse di latelang:

- ☐ Morero o ne wa romelwa kwa kgwebong e e tsayang karolo (Motsayakarolo) kgotsa mokgwa wa yona wa tharabololo ya dithulano o o mo bogareng e bile Motsayakarolo o ne a newa tšhono ya go rarabolola ngongorego.
- ☐ Fa mongongoregi e le kgwebo o netefatsa gore thekiso ya ngwaga le ngwaga e kwa tlase ga R2 000 000.00.
- ☐ Ngongorego ya gago ga e a sekasekwa ke modirakamolao kgotsa ga e a tseelwa kgato ya semolao.
- ☐ Seo se bakileng ngongorego ya gago ga se a diragala pele ga Moranang 2011 kgotsa dikgwedi di feta di le 36 tse di fetileng.
- ☐ Ngongorego e kile/ga e ise e rarabololwe ke kgotlatshekelo, lekgotla, setheo se sengwe se se rarabololang dikgotlhang kgotsa Botsereganyi.

MABAKA LE DIPEELO

Tsweetswee itlwaetse mabaka le dipeelo tse di latelang pele o tswelela ***(Melawana ya Rona ya Tshupiso e mo Molawaneng ono o o fitlhelelwang mo www.cgso.org.za)***

1. Ke dumela fano go obamela Melawana ya CGSO, jaaka e tlhalositswe fano.
2. **Ke dumela fano gore tshedimosetso e e neetsweng mo foromong eno ya ngongorego e tla abelanwa le Motsayakarolo gore thulano ya me e kgone go rarabololwa.**
3. Ke dumela gore tshwetso ya CGSO ke ya bofelo fa go tlhomamiswa gore a ngongorego e wela mo taolong ya CGSO.
4. CGSO e neelana ka tirelo mahala. Ga go na tuelo kgotsa tuediso e e ka pateletswang mabapi le ditirelo difе tse di dirilweng kgotsa mabapi le go tlamelwa ka foromo ya kopo.
5. Ke dumela gore nka gogela ngongorego ya me morago mo kgatong efe.
6. Ke tla itsise ofisi ya CGSO ka go kwala fa nka tsaya kgato ya semolao kgatlhanong le mothelesi yo ngongorego eno e dirwang kgatlhanong le ena.
7. **CGSO e ka, ka kakanyo ya yona, kgaphela thoko ngongorego fa-**
   a. Ke retelelwa ke go tlamela ka tshedimosetso efe ka nako kgotsa gotlhelele;

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b. Ke retelelwa ke go araba tlhaeletsano efe e e rometsweng ke ofisi ya CGSO ka nako kgotsa gotlhelele;
c. Ke nna motho yo o kgobotletsang, yo o rogang kgotsa yo o kgoreletsang CGSO kgotsa badiri ba yona, go akaretsa le fa ke tlhaeletsana le bona. CGSO e tla, ka kakanyo ya yona fela, tlhomamisa gore a ke a kgobotletsa, ke a rogakana kgotsa ke a kgoreletsa kgotsa nnyaa.

8. **Ke dumela gore ga go na nako e e beilweng e ngongorego ya me e tla rarabololwang ka yona.** Ke tlhaloganya gore thulaganyo ya go batlisisa ngongorego ya me ke thulaganyo e telele e e matsapanyana.

9. Fa nka se kgotsofalele tshwetso ya bofelo ya CGSO, **ga ke ne ke ikuela kgatlhanong le tshwetso eo**, mme fela ke na le tshwanelo ya go ikgolaganya le Khomišene ya Bosetšhaba ya Badirisi mo nomorong ya mogala ya 012 428 7000 / 086 000 3600.

10. **Ke dumela gore ga ke a tshwanela go phasalatsa dintlha dipe tsa ngongorego ya me mo mofuteng ofe wa bobegakgang.** Fa nka phasalatsa dintlha dife tsa ngongorego ya me ka nako ya thulaganyo ya dipatlisiso CGSO e ka nna, ka kakanyo ya yona e e feletseng, ya gana go batlisisa ngongorego go ya pele, fa phasalatso eo e ama thulaganyo ya dipatlisiso bobe.

11. Makwalo otlhe, diimeile le dikwalo tse dingwe tsotlhe tse di rometsweng go le ke CGSO, nna le mothelesi di bofitlha. CGSO e tla swetsa gore ke afe a makwalo, difekese, diimeile le dikwalo tse dingwe tsotlhe tse ke tla di senolelwang kgotsa letlhakore lengwe lefe.

12. **Ke dumela gore nna kgotsa moemedi wa me yo o dumeletsweng ga re kitla re bitsa CGSO le badiri ba yona ka taelo ya kgotlatshekelo kgotsa re kope gore dikwalo dife tse di mo faeleng ya CGSO di senolwe, fa ngongorego ya me e ka nna kgang ya kgetse ya kgotlatshekelo kgotsa tharabololo efe e nngwe ya dithulano.**

13. Ke rebolela mothelesi go senolela CGSO tshedimosetso efe e a ka nnang le yona e e tlhokegang ka motsi wa dipatlisiso tsa ngongorego ya me.

14. CGSO e na le tshwanelo ya go tlhabolola melawana le maitlamo ano, ka nako nngwe le nngwe.

15. Ke dumela gore ka go tlhatlhela ngongorego kwa CGSO ke tlamega go dirisa mofuta wa gajaana wa melawana ("Mofuta wa Gajaana") nako le nako le gore, ntle le fa go tlhalositswe ka tsela esele mo Mofuteng wa Gajaana, mefuta yotlhe e e fetileng e tla emisetswa ka Mofuta wa Gajaana.

16. Le fa maiteko otlhe a dirilwe ke CGSO go netefatsa gore webosaete ya yona e dira sentle, go nepagala ga tshedimosetso/ditshwantsho le go ikanyega ga tshedimosetso e e mo webosaeteng ya yona, ga go ka ke ga netefatswa.

17. CGSO ga e dire ditlhagiso dipe kgotsa dinetefaletso, e ka tswa e le tse di tlhamaletseng kgotsa tse di sa tlhamalalang, mme ga e tseye maikarabelosemolao kgotsa maikarabelo ape a go dira sentle ga webosaete ya yona le/kgotsa tshedimosetso le/kgotsa ditshwantsho tse di mo webosaeteng ya yona. Segolobogolo, ga re dire netefaletso epe ya gore webosaete e tla fitlhelela ditlhokego tsa gago, ga e ne e kgorelediwa, e feletse, e tla nna ka nako, e sireletsegile kgotsa ga e na diphoso.

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18. Ka go dira jalo o gololа CGSO, ditokololo tsa yona tsa badiri le CGSO mo maikarabelong a ditshenyegelo e bile o dumela gore e seka ya nna le maikarabelo ape mo tleleimeng epe, mo topong kgotsa mo tshenyegong e e netefaditsweng ke motho ofe wa boraro ka ntlha ya kgotsa e e tlhagelelang ka ntlha ya tiriso ya gago ya tirelo kgotsa webosaete eno.

19. O re gololа le go se rwese molato kgatlhanong le tsotlhe le tatlhegelo epe, maikarabelosemolao, ditiro, dikgatosemolao, ditsamaiso, ditshenyegelo, ditlhokego le ditshenyegelo tsa mofuta mongwe le mongwe, (go akaretsa le ditshenyegelo tse di tlhamaletseng, tse di sa tlhamalalang, tse di kgethegileng kgotsa tse di bakwang ke ditlamorago), le gore e ka tswa e le ka kgato e e theilweng mo konterakeng, boitlhokomoloso kgotsa tiro efe e nngwe, e e tlhagelelang ka ntlha ya go retelelwa kgotsa tiego mo go diragatseng ditirelo, kgotsa tiriso ya ditirelo, e ka tswa e le ka ntlha ya boitlhokomoloso jwa rona kgotsa nnyaa, kgotsa ka ntlha ya go retelelwa ga gago go ikobela mabaka le dipeelo tseno le/kgotsa ditlhokego dife tse dingwe tse re ka di pateletsang nako le nako.

20. Ke dumela gore ngongorego ya me e ka sekasekwa ke CGSO ka melawana e e fa godimo. Tshedimosetso e e neetsweng fano ke ya boammaaruri e bile e nepagetse go ya ka kitso ya me. Ke tlhaloganya gore go romela tshedimosetso e e fosagetseng ke tsietso mme ngongorego ya me e tla kgaphelwa thoko.

21. Ke buisitse le go amogela Melawana eno Ee □ Nnyaa□

RE BOLELELE KA GA GAGO

Maina ka botlalo a mongongoregi	Tlhopha ntlha.
Nomoroitshupo ya mongongoregi	
Setlhopha sa Dingwaga	Tlhopha ntlha.
Bong	Tlhopha ntlha.
Tlatsa karolo eno fela fa mongongoregi e le setlamo	Leina la Setlamo: Dipoelo tsa Setlamo:

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Aterese ya Poso ya Mongongoregi	PO Box Porofense Khoutu
Aterese ya Bonno ya Mongongoregi	Porofense Khoutu
Nomoro ya Selefounu ya Mongongoregi	
Nomoro ya Mogala ya Mongongoregi	( )
Nomoro e Nngwe ya Mongongoregi	( )
Nomoro ya Fekese ya Mongongoregi	( )
Aterese ya Imeile ya Mongongoregi	

RE BOLELELE KA SETHEO SE O TLHAGISANG NGONGOREGO KGATLHANONG LE SONA

Leina la Mothelesi yo ngongorego e dirwang kgatlhanong le ena	
Aterese ya Imeile ya Mothelesi	
Dinomoro tsa Kgolagano tsa Mothelesi	
Totobatsa lekala la Mothelesi	
Leina la modiri/motsamaisi yo o thusitseng mo lebenkeleng	

RE BOLELELE KA NGONGOREGO YA GAGO

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A o kile wa leka go rarabolola ngongorego eno le mothelesi pele ga o tlhatlhela ngongorego kwa ofising ya rona?	Tlhopha ntlha.
Tlhaloso e khutshwane ya ngongorego	

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Letlha le bothata bo begetsweng mothelesi ka lona	Tobetsa fa go tsenya letlha.
Letlha la theko/ thomelo ya dithoto (go sa kgathalesege gore ke lefe le le tlang moragonyana)	Tobetsa fa go tsenya letlha.
Fa ngongorego eno e golagantswe le akhaonto kgotsa botokololo, tsweetswee naya nomoro ya akhaonto kgotsa ya botokololo	
A setlhagiswa seno se rekilwe mo maranyaneng kgotsa mo lebenkeleng?	Tlhopha ntlha.
Fa e le gore ke dithoto, mofuta wa dithoto	Tlhopha ntlha.
Letshwaokgwebo le sebopego sa setlhagiswa	
O lopa go duelwa bokae (fa go le maleba)?	
O ka rata gore ngongorego eno e rarabololwe jang?	
O utlwile jang ka CGSO?	
Letlha	Tobetsa fa go tsenya letlha.
Lefelo	
Tshaeno (fa e gatisitswe le go sekeniwa)	
Dintlha tsa Kgolagano tsa CGSO:	**Mogala o o Aroganelwang: 0860-000-272**
WhatsApp: 0813353005	**Imeile: info@cgso.org.za**

TSWEETSWEE ROMELA DIKWALO TSOTLHE TSA TSHEGETSO MMOGO LE FOROMO YA NGONGOREGO

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