DEPARTMENT OF TRADE, INDUSTRY AND COMPETITION

NOTICE 4265 OF 2026

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

I, Mr Mpho Parks Tau, in my capacity as the Minister of Trade, Industry and Competition, after having considered comments made in relation to Notice 6179 of 2025, published in Gazette No.52604, Vol 719, 9 May 2025, on the application for accreditation of the South African Automotive Industry Code of Conduct made 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 industry code for the automotive industry and accredit the alternative dispute resolution scheme administered by the Motor Industry Ombud of South Africa 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of the Act, the previously prescribed Code as published in *Gazette* No.38107, Notice 817 of 17 October 2014 is hereby withdrawn in its entirety upon coming into effect of this Notice.

This Notice will come into effect on 1 December 2026.



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

SCHEDULE

SOUTH AFRICAN AUTOMOTIVE INDUSTRY CODE OF CONDUCT, 2026

VISION:

The Automotive Industry of South Africa must at all times comply with the contents and spirit of the Consumer Protection Act, 2008 (Act No.68 of 2008) when supplying goods and services to consumers**.**

MISSION:

The Automotive Industry of South Africa will achieve its vision by-

(a) subscribing to this Code of Conduct;

(b) providing goods and services that are safe and at prices that are fair and reasonable; and

(c) publicly acknowledging the consumers' rights to be heard, to be informed, to have the right to safety, the right to choose, and the right to redress with regard to the South African Automotive Industry.

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PART A: SOUTH AFRICAN AUTOMOTIVE INDUSTRY CODE

1. INTRODUCTION

1.1 The South African Automotive Industry Code (this "Code") was proposed by the automotive industry and recommended to the Minister of Trade, Industry and Competition by the National Consumer Commission in accordance with the provisions of sections 82(3) and (5) of the Consumer Protection Act, 2008 (Act No. 68 of 2008) (the "Act").

1.2 This Code regulates the relations between persons conducting business in the automotive industry, provide for a scheme of alternative dispute resolution

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mechanisms between consumers and all participants in the industry and create an industry Ombud to provide alternative dispute resolution services.

1.3 Any provision in this Code that is inconsistent with the Act shall be invalid.

1.4 This Code is an industry code and it applies to the entire Automotive Industry as defined in this Code irrespective of whether such persons are members of any automotive industry association. This Code relates to the conduct for the supply of goods and services by the Automotive Industry and consumers within the Republic of South Africa and focuses on consumer protection, supplier guidance and fair business practices.

1.5 This Code provides for an Alternative Dispute Resolution process within the Automotive

Industry between-

1.5.1 consumers and suppliers;
1.5.2 suppliers themselves, which will, amongst other things, include instances in which-

1.5.2.1 a supplier falls within the definition of consumer as envisaged in the Act;

1.5.2.2 a supplier falls under the threshold as determined by the Regulations to the Act;
1.5.2.3 supplier and manufacturer; and
1.5.2.4 consumer and manufacturer.

1.6 This Code will be implemented by the Motor Industry Ombudsman of South Africa ("MIOSA") and its interpretation is vested in MIOSA.

1.7 MIOSA is an independent non-profit company incorporated in terms of the Companies Act, 2008 (Act No. 71 of 2008) (the "Companies Act"), and fully funded by the automotive industry participants.

2. DEFINITIONS

In this Code, any word or expression to which a meaning has been assigned in the Act, bears the meaning so assigned and, unless the context otherwise indicates—

—"Accessories" means additional, adjunct, subordinate things, accompaniments and fittings or attachments to vehicles, including but not limited to tow bars, sunshades, mud flaps, boot spoilers, floor mats and liners, roof racks, spoilers, visors, chrome trims, bumper guards, tow hooks, automotive paints, paint thinning agents, vehicle wrapping, abrasive materials, finishing compounds, mag wheels, lubricating oils, performance enhancing additives, coolant treatments and engine cleaning materials;

— "ADR" means Alternative Dispute Resolution excluding arbitration;

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— **"the Act"** means the Consumer Protection Act, 2008 (Act No. 68 of 2008) and the Regulations thereto, as amended from time to time;

— **"Automotive Industry"** means the Automotive and Automotive-related Industries, including but not limited to, importers, dealers, manufacturers, retailers, franchisors, franchisees; suppliers, and intermediaries who import, distribute, produce, retail or supply passenger, recreational, agricultural, industrial, or commercial vehicles, including but not limited to vehicles as defined, trucks, motorcycles, quad cycles or, whether self-propelled or not, an internal combustion propelled engine for a boat, or import, distribute, manufacture or remanufacture completed components, retail or supply any completed components as defined and/or accessories as defined to such vehicles, and/or renders a related repair or replacement service to consumers in respect of such vehicles; and anyone who modifies, converts, adapts or tows vehicles;

— **"Board"** means the independent Board of MIOSA operating in terms of its Memorandum of Incorporation under the Companies Act;

— **"this Code"** means this Code of Conduct as amended from time to time;

— **"completed components**" means a fully assembled and functional part or module that is ready to be installed or inserted in a vehicle or delivered to an Equipment Manufacturer or supplier, having passed functional and quality testing and can be directly installed in a vehicle assembly line without further processing, including but not limited to transmission, clutch, drive shaft, exhaust, pistons, gear sets, springs (coil or leaf), shock absorbers, alternator, starter motor, battery, fuses and relays, ignition coil, spark plugs, brakes (pads, discs, drums, shoes, master cylinder, booster, abs sensor), wheel bearings, clutch (plate, cylinder), cv joints, crankshaft, camshaft, cylinder head, timing chain/belt, oil pump, fuel injectors, air intake manifold, water pump, radiator, thermostat, tyres, the engine control unit and includes petrol, diesel, hydrogen, gas and batteries for electrical and fuel powered vehicles;

— **"days"** means business days which is any day other than a Saturday, Sunday or public holiday as gazetted by the government of the Republic of South Africa from time to time;

— **"dealer"** means a retailer who supplies goods or services to the end-consumer;

— **"distributor"** in relation to any particular goods, means a person who, in the ordinary course of business—

(a) is supplied with those goods by a manufacturer; and

(b) in turn, supplies those goods to either another distributor or to a retailer;

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— **"importer"** means, with respect to any particular goods, a person who brings those goods, or causes them to be brought, from outside the Republic into the Republic, with the intention of making them available for supply in the ordinary course of business;

— **"manufacturer"** includes a producer or importer and means a person who –

(a) manufactures or produces goods, or causes any goods to be manufactured or produced, with the intention of making them available for supply in the ordinary course of business; or

(b) by applying a personal or business name, trademark, trade description or other visual representation on or in relation to the goods, has created or established a reasonable expectation that the person is a person contemplated in clause (a);

— **"member"** means a participant and/or supplier in the Automotive Industry, as defined in this Code;

— **"MIOSA"** means the Motor Industry Ombudsman of South Africa, established to assist in resolving disputes that arise in terms of the Act regarding any goods or services provided by the Automotive Industry to such consumers, including suppliers who are in turn also consumers within the industry supply chain;

— **"NCC"** means the National Consumer Commission;

— **"NCT"** means National Consumer Tribunal;

— **"normal office hours"** means from 08H30 to 16H30 Monday to Thursday and 08H30 to 16H00 on Fridays;

— **"OEVM"** means the Original Equipment Vehicle Manufacturer, and for the purposes of this code includes the distributor, importer or manufacturer, as the case may be;

— **"OECM"** means the Original Equipment Components Manufacturer, and for the purposes of this code includes the distributor, importer or manufacturer as the case may be;

— **"Ombud"** means an independent person appointed by the Board to resolve and make recommendations on complaints in terms of this Code;

— **"specialised workshop tools"** means tools that are purpose-built instruments and equipment specifically designed to perform precise tasks in the maintenance, diagnosis, and repair of vehicles, which are supplied by the manufacturer/importer to the Automotive Industry;

— **"Stakeholder Compact Agreement"** means a formal, legally binding document that outlines the mutual responsibilities, roles and expectations of MIOSA and NCC to regulate the monitoring process as per section 82(7) of the Act;

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— **"trade associations"** means associations that act as a collective to represent, assist, educate and advise their members in matters of common interest;

— **"vehicle"** means any device, structure or machine that travels on or off a public road and includes agricultural, recreational , industrial or commercial vehicles, including but not limited to passenger vehicles, trucks, trailers, caravans, motorcycles, quad, cycles, tricycles, whether self-propelled or not, including an internal combustion engine for a boat; and includes any vehicle designed or adapted for propulsion or haulage on a road by means of fuel, gas or electricity or any other means and any other implement designed or adapted to be drawn by such vehicle;

— **"used vehicle"** means a vehicle that has been previously licensed or registered and includes demonstration (demo) vehicles but excludes a vehicle or the components thereof disposed of as scrap or utilised for parts and not saleable as an operating vehicle.

3. REQUIRED PERFORMANCE STANDARDS

3.1 Individuals and businesses operating within the Automotive Industry shall follow the purpose and policy of the Act, refrain from prohibited conduct and shall particularly, in their dealings with consumers, protect consumers from -

3.1.1. unconscionable conduct;

3.1.2. unfair, unreasonable, unjust contracts and contractual terms;

3.1.3. unfair, unreasonable, unjust or otherwise improper trade practices; and

3.1.4. deceptive, misleading, unfair or fraudulent conduct.

4. OBLIGATIONS BY SUPPLIERS REGARDING COMPLAINTS

4.1 Suppliers must -

4.1.1.establish internal complaints handling processes, including the following-

4.1.1.1. An internal complaint handling department; or

4.1.1.2. a suitable complaints resolution procedure; and

4.1.1.3. the process to be followed by the consumer in order for such complaint to be lodged with MIOSA.

4.1.2. display in or at all trading premises a notice that reflects that there is a Code which binds suppliers;

4.1.3 when requested by consumers, and at no cost, provide the consumers with the contact details of-

4.1.3.1 the particular internal complaints handling department, if any, of the supplier; and

4.1.3.2 MIOSA, including details relating to the process to be followed by the consumer in order for such complaint to be lodged;

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4.1.4. train and inform all relevant staff members in respect of-

4.1.4.1. the Act and Regulations made under the Act, as issued and/or amended from time to time;

4.1.4.2. this Code, as amended from time to time; and

4.1.4.3. general principles and procedures on effective handling of complaints;

4.1.5 . aim to resolve complaints and disputes in accordance with-

4.1.5.1. the spirit and provisions of this Code, the Act and Regulations made under the Act; and

4.1.5.2. the spirit and provisions of dispute resolution procedures;

4.1.6. make every reasonable effort to resolve complaints within 30 (thirty) days, and if unable to do so, for reasons such as ongoing technical testing or the like, then to inform the consumer thereof before the expiry of 30 (thirty) days. In the event that the Industry Participant is not in a position to resolve the complaint and communicates this in writing to the complainant, the 30-day resolution period shall be deemed concluded.

5. NON-COMPLIANCE WITH THIS CODE

5.1. Non-compliance with this Code is prohibited by section 82(8) of the Act.

5.2. Where there is any non-compliance with this Code by suppliers within the Automotive Industry and such non-compliance is brought to the attention of MIOSA, the matter shall be investigated and dealt with in accordance with MIOSA procedures.

5.3. MIOSA may, in addition to any step taken in terms of its procedures, refer such non-compliance to the NCC.

5.4. Where there is any non-compliance with this Code by any member of the Automotive Industry and such non-compliance relates to the non-payment of a due funding contribution, any competent court in the district where MIOSA is situated, is vested with jurisdiction to adjudicate such non-compliance, regardless of where the member of the Automotive Industry or the complainant is situated.

6. MAINTAINING THE INDEPENDENCE OF MIOSA

6.1. MIOSA is a mandatory alternative dispute resolution scheme accredited in terms of section 82(6) of the Act as the official Ombud for the South African Automotive Industry.

6.2. MIOSA must be engaged in the resolution of disputes arising within the Automotive Industry.

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7. JURISDICTION OF MIOSA

7.1. The authority of MIOSA to resolve disputes is acquired from this Code and the Act.

7.2 MIOSA can act upon disputes involving—

7.2.1. consumers;

7.2.2. consumers on the one hand and suppliers; or

7.2.3. complaints concerning alleged contraventions of this Code or the Act.

7.3. MIOSA can further act upon disputes where a supplier has referred a dispute on behalf of a consumer with the permission of the consumer.

7.4. Where more than one Ombud has jurisdiction to decide a matter, MIOSA will have jurisdiction to the extent that the dispute relates to the automotive industry.

7.5. MIOSA does not have jurisdiction in respect of any dispute-

7.5.1. which falls within the exclusive mandate of any other Ombud;

7.5.2. which has prescribed in terms of the Prescription Act,1969 (Act No. 68 of 1969), considering that the period of 3 (three) years commences on the date on which the complainant became aware or ought to have reasonably become aware of such occurrence, whichever occurs first;

7.5.3. which requires the determination of merits and the quantum of damages;

7.5.4 which requires the Ombud to act as an arbitrator in the above-mentioned circumstances;

7.5.5 where a class action must be determined;

7.5.6 where either party has instituted legal action, unless MIOSA received such a complaint before such legal action was instituted; or

7.5.7 where it appears that a criminal offence has been committed by either party, in which event MIOSA shall only deal with the facts outside the ambit of the suspected criminal offence.

7.6 MIOSA -

7.6.1 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 (limit) being the amount as determined by the Minister by regulation issued in terms of section 5(2)(a), read with section 6 of the Act, from time to time;

7.3.2 does not have powers to make a finding, besides a recommendation on resolving disputes; and

7.3.3 does not have powers to make a finding regarding product liability.

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8. DISPUTE RESOLUTION MECHANISM BETWEEN MIOSA AND MEMBERS OF AUTOMOTIVE INDUSTRY

8.1. In the case of a dispute arising between MIOSA and any members of the automotive industry, the parties shall endeavour to resolve the dispute by negotiation. This entails that one party invites the other in writing to a meeting and attempts to resolve the dispute within seven days from date of the written invitation.

8.2. In the event that the dispute is not resolved through the process contemplated in clause 8.1, either party may 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.

8.3. 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.

8.4. 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.

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

9. MULTIPLE JURISDICTION

9.1 MIOSA may consider a complaint or dispute which falls within the ambit of the MIOSA's jurisdiction as defined in this Code, where the complainant and/or respondent is also a member of an industry which falls within the mandate of another accredited Ombud.

9.2 This will ensure greater co-ordination and collaboration between Ombuds accredited in terms of section 82(6) of the Act and facilitate the achievement of the objectives set out in the Act by—

9.2.1. retaining specialist industry expertise;
9.2.2. a harmonised and consistent approach and application of industry-specific legislation;
9.2.3. decreased forum shopping by members of overlapping industries;
9.2.4. minimising complexity for consumers and respondents where there is a potential overlap;
9.2.5. decreasing barriers to access;
9.2.6. reducing resolution time periods; and
9.2.7. increasing consumer awareness.

9.3 Members of an industry, who operate across accredited Ombud jurisdictions and fall within the ambit of more than one accredited Ombud, must pay funding

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contributions to the applicable Ombuds. Funding contributions must be reduced in accordance with the overlap by the respective accredited Ombuds.

9.4 Complainants may lodge complaints with any applicable accredited Ombud in any applicable jurisdiction under the Act: 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.

PART B: ALTERNATIVE DISPUTE RESOLUTION

This part of this Code deals with specific sections of the Act that cater for the resolution of disputes through an ADR function such as MIOSA.

10. DISPUTE RESOLUTION MECHANISMS

If a matter is not resolved within 30 days of a dispute between a consumer and a supplier or deemed concluded in terms of clause 4.1.6, the consumer must approach MIOSA.

11. OBJECTIVE OF MIOSA

The objective of MIOSA is to consider and resolve complaints in a procedurally fair, informal, economical and expeditious manner in accordance with the principles of natural justice and by reference to what is equitable in all the circumstances in accordance with the Act and the Regulations made thereunder.

12. CONSIDERING A COMPLAINT

MIOSA must consider a complaint brought by or on behalf of a consumer or supplier as defined in the Act, which falls within its jurisdiction.

13. PROCEDURE FOR RESOLVING A DISPUTE

13.1 Upon receipt of a complaint alleging any contravention of the provisions of the Code or the Act by anyone falling within its jurisdiction, MIOSA shall—

13.1.1. advise the other party to the complaint that it has been requested to resolve the dispute;

13.1.2. provide the other party to the complaint with the said complaint and request such party to respond to the complaint by presenting its version within 10 days of receipt of the request, except where an extension thereof has been granted by MIOSA, upon receipt of the request for extension of time;

13.1.3. where necessary, provide the complainant with a copy of the response from the other party; and

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13.1.4 based on the information presented, engage the parties for the purpose of resolving the complaint.

13.2. In the event that the other party is not responding to the request by MIOSA, after having made more than one request, such conduct shall be deemed non-compliance with this Code, in which case MIOSA—

13.2.1 shall close the complaint and advise the complainant to refer the matter to the NCC for further redress;

13.2.2 must refer such non-compliance with this Code to the NCC for investigation into the prohibited conduct in accordance with the provisions of this Code; and

13.2.3 shall keep records of all non-compliant members of the automotive industry and submit such list to the NCC quarterly.

13.3. Where parties to the dispute cooperate with MIOSA and a settlement is reached, such settlement must be recorded in writing, in the form of an order and if parties to the dispute consent to that order, MIOSA may submit it to the NCT in line with section 70(3) of the CPA to be made a consent order, in terms of the rules of such forum.

13.4. Where the dispute is not resolved, MIOSA shall close the complaint by written notice to the parties and advise the complainant to refer the complaint to the NCC.

13.5. MIOSA shall resolve a dispute within 30 (thirty) days from the date it has received all the necessary documentation or information to enable MIOSA to finalise its resolution of the complaint.

13.6. MIOSA may publish on its website summaries of matters resolved that will be in the interest of consumers and suppliers without naming the parties involved or the parties being identifiable in any way, within a reasonable timeframe.

14. GENERAL OPERATIONS

14.1. Should resolution of any particular complaint require the input of a specialist authority or technical expert in any field, or advice from any third party, then in order to resolve such a dispute before it, MIOSA may employ or utilise the services of any specialist authority or technical expert to assist MIOSA with its investigation or in order to produce any required report. The specialist authority or technical expert report shall be at the expense of MIOSA. In the event that a party requests an external specialist authority or technical expert in addition to the report already provided by MIOSA, the report shall be at the expense of the party who has requested such services and shall be payable in advance before the specialist is instructed.

14.2. Should MIOSA, its staff or any member of the Automotive Industry become aware of any criminal act being committed or intended to be committed within

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the Automotive Industry, or of any practice that may be deemed or alleged to be criminal, the member of the Automotive Industry and/or MIOSA and/or its staff shall be obliged to report such practice or behaviour to the relevant authority, in which case evidence may have to be given in a court of law, without having informed the NCC and the Minister in writing.

14.3. Nothing contained herein precludes MIOSA from developing internal rules, forms and procedures that are not in conflict with the provisions of this Code or the Act.

14.4. All information (including settlement offers) provided by one party to a dispute before MIOSA to the other party will be deemed to be provided on a confidential and without prejudice basis, and may not be disclosed to any other party or used in any subsequent arbitration or litigation.

PART C: GOVERNANCE AND RELATED MATTERS

15. OMBUD AND BOARD SELECTION CRITERIA

15.1. The Ombud must have—

15.1.1. suitable qualifications, which will be a Bachelor's Degree in economics, law, commerce, or automotive industry-related and 10 years' experience in the automotive industry, including dispute resolution;

15.1.2. sufficient knowledge of the technical aspects of the goods and services provided in the Automotive Industry; and

15.1.3. sufficient knowledge and skill to comprehend the Act to ensure that the staff component of MIOSA will diligently and honestly conduct their day-to-day tasks.

15.2. The Ombud may not -

15.2.1. have any previous criminal conviction or conviction during her/his tenure of which dishonesty is an element;

15.2.2. be an unrehabilitated insolvent or commit an act of insolvency during her/his tenure; and

15.2.3. have a current interest (manufacturing, importing, distribution or retail) directly or indirectly in the Automotive Industry or serve in any capacity concerning policy-making bodies or industry associations within the Automotive Industry whatsoever.

15.3. Criteria and qualifications of the Board of Directors must include -

15.3.1. selection in terms of the Memorandum of Incorporation of MIOSA;

15.3.2. having a suitable qualification in economics, law, commerce or automotive industry-related and business or commercial industry

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relevant experience including skills needed to govern the organisation; and

15.3.3. the Board inviting applications from the general public who meet the selection criteria as set out in clauses 15.3.1 and 15.3.2.

16. OMBUD APPOINTMENT PROCEDURES

16.1. The Ombud shall be appointed as follows—

16.1.1. each Board member, as well as the incumbent Ombud shall have one vote;

16.1.2. a new Ombud shall be elected by way of a simple majority of votes of the Board of Directors following the completion of a diligent recruitment process; and

16.1.3. the Ombud shall be appointed for fixed periods of 5 (five) years at a time with the option of a single further 5 (five) year appointment.

16.2. Whenever a new Ombud is to be appointed, the new Ombud shall be appointed three months prior to his/her commencement period of service and shall be remunerated according to the remuneration criteria as set out by the Board for that specific period.

16.3. The Board shall be required to invite applications from the general public who meet the selection criteria of being an Ombud as set out in clause 16.1.

17. REMOVAL OF THE OMBUD

During the period envisaged in clause 16.1.3, the Ombud enjoys security of tenure and can only be dismissed by the Board on the grounds of gross misconduct, incompetence, or its inability to effectively carry out his or her duties.

18. ADMINISTRATIVE POWERS OF OMBUD

18.1. The Ombud may for the purpose of performance of the functions of MIOSA, and as a charge against or for the benefit of the funds of MIOSA, as the case may be to—

18.1.1. hire, purchase or otherwise acquire property, and let, sell or otherwise dispose of property so purchased or acquired;

18.1.2. enter into an agreement with any person for the performance of any specific act or function or the rendering of specific services;

18.1.3. insure the office against any loss, damage, risk or liability;

18.1.4. employ sufficiently trained persons to assist the Ombud, determine their terms of appointment and, subject to such conditions as may be determined by the Ombud, delegate or assign to any such employee, including a Deputy Ombud, any administrative function vesting in the Ombud in terms of this part;

18.1.5. obtain such professional advice as may reasonably be required; and

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18.1.6. do anything, in general, which is necessary or expedient for the achievement of the objectives of the Ombud.

19. COMPOSITION OF THE BOARD

19.1. The Board must consist of at least six and no more than nine voting directors appointed in terms of the Memorandum of Incorporation, on the basis of their knowledge, experience or qualifications relating to the functions of the Board.

19.2 Before appointing the directors of the Board contemplated in clause 19.1, the Board must invite nominations for directorship of the Board and the notice must specify a period of at least 30 days for nominations to be submitted.

19.3. When appointing the directors of the Board, the Board must ensure there is broad representation of society, with due regard to race, disability and gender.

19.4. If the Board receives no nominations or an insufficient number of nominations within the period specified in the invitation, the Board may extend the period specified in the invitation for purposes of obtaining a sufficient number of nominations.

19.5. A director of the Board contemplated in clause 19.1 holds office for the period determined by his or her appointment. Any person whose period of office has expired is eligible for reappointment for an additional single term.

19.6. A person may not be appointed as director of the Board if that person-

19.6.1. is not a South African citizen and ordinarily resident in the Republic;

19.6.2. is an unrehabilitated insolvent;

19.6.3. is disqualified under any law from practising that person's profession;

19.6.4. has been convicted of an offence in a foreign country and was sentenced to imprisonment without the option of a fine or, in the case of fraud or any other offence involving dishonesty, to a fine or imprisonment or both; or

19.6.5 has at any time been removed from an office of trust on account of breach of a fiduciary duty.

19.7. A director of the Board must vacate his or her office if the director-

19.7.1. resigns by written notice addressed and delivered to the Chairperson of the Board;

19.7.2. ceases to hold any qualification necessary for that director's appointment to the Board;

19.7.3. is unable to perform his or her functions due to mental illness or severe or profound intellectual disability contemplated in the Mental Health Act, 2002 (Act No. 17 of 2002); or

19.7.4. becomes the subject of any disqualification contemplated in section 15 of the Companies Act; or

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19.7.5 is removed from office by the Board, on good cause shown.

19.8. The directors of the Board must elect and appoint a Chairperson and Deputy Chairperson from among themselves.

19.9 The Chairperson holds office until such Chairperson resigns or ceases to be a director of the Board on serving 2 (two) additional terms; and

19.10 If the Chairperson has been given leave of absence, the Deputy Chairperson must act as Chairperson until the Chairperson resigns or resumes duty or is removed from office.

20. BOARD MEETINGS

20.1. The Board must hold at least four ordinary meetings every year.

20.2. The Chairperson of the Board-

20.2.1. may convene a special meeting of the Board; and

20.2.2. must convene a special meeting within 14 days of receiving a written request to do so, signed by at least two members of the Board.

20.3. The request contemplated in clause 20.2.2. must clearly state the reason for the request.

20.4. The Ombud may at any time request a meeting with the Board, should the need arise.

20.5. The quorum for any meeting of the Board is a majority of the voting members of the Board in office at the time. A decision of the majority of the voting members of the Board at any quorate meeting constitutes a decision of the Board.

20.6. A member of the Board who has any personal or financial interest must withdraw from the proceedings of the Board when that matter is considered.

21. POWERS, DUTIES AND FUNCTIONS OF THE BOARD

21.1 It is the duty of the Board to act in the best interest of MIOSA in order to promote the spirit of good governance and social responsibility.

21.2 The Board is required to act in a manner that efficiently fulfils the objectives of MIOSA and act in a manner that promotes the values and principles of the Constitution.

21.3 The Board should direct, govern and provide strategy in relation to the governance of MIOSA.

21.4 The Board must provide a link between MIOSA and other stakeholders in order to identify and take into consideration the interests of all stakeholders.

21.5 The Board should ensure that MIOSA and/or the Ombud acts and is seen to be a responsible corporate citizen.

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21.6 The Board members must be responsible and take part in the development of strategy and such strategy must be set in accordance with the objectives of MIOSA.

21.7 The Board shall be responsible to identify risk and processes to mitigate such risk.

21.8 Conflicts of interest must be managed and the interest of MIOSA shall take precedence.

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

22. MINIMUM STANDARDS AND POWERS OF MIOSA

22.1. MIOSA must

22.1.1. register with the Companies and Intellectual Property Commission as a non-profit company in terms of the Companies Act;

22.1.2. comply with the relevant and applicable requirements of the King Code of Governance Principles as amended from time to time;

22.1.3. at all times comply with the provisions of the Companies Act, and the regulations made thereunder, as amended from time to time, relating to non-profit companies;

22.1.4. comply with all government regulations and legislation concerning Broad-Based Black Economic Empowerment, including the Preferential Procurement Framework requirements;

22.1.5. be sufficiently resourced with appropriate expertise to perform and carry out its functions;

22.1.6. not be influenced when making its decisions;

22.1.7. be entirely responsible for the management and resolution of complaints;

22.1.8.be accountable to the Minister, the Commissioner of the NCC and the Board;

22.1.9. act independently, objectively, openly, fairly and honestly;

22.1.10. have regard to the provisions of the Act as well as principles of the rule of law, equality, fairness, justice and equity;

22.1.11 equally and impartially balance the rights of consumers and the rights of suppliers;

22.1.12 exercise its functions and duties in terms of these operating procedures;

22.1.13 resolve complaints as efficiently and speedily as possible;

22.1.14 ensure that its staff perform their functions in terms of and according to these operating procedures; and

22.1.15 be guided by the following considerations-

22.1.15.1. The Act; and

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22.1.15.2. the need to resolve disputes fairly and expeditiously.

22.2 MIOSA may enter into an agreement with provincial consumer authorities or any person for the performance of any specific act or function in resolving disputes or carrying out any other function.

23. FINANCIAL AFFAIRS OF MIOSA

23.1 The financial year of MIOSA shall be from 1 March to 28 February of each year.

23.2

MIOSA—

23.2.1. is funded by the Automotive Industry in the manner as set out in Schedule 5;

23.2.2. shall provide the Commissioner of the NCC with a written report on the progress made with the compilation of the database once a year**;**

23.2.3. shall be responsible for collecting all contributions due and owing by the members of the Automotive Industry;

23.2.4. may put out to tender the review of the database of all members of the Automotive Industry and the collection of funding contributions from those members: Provided that it will only be entitled to do so if the related expenditure has been approved as part of the annual budget;

23.2.5. shall invoice the members of the Automotive Industry monthly on or before the 7th (seventh) day of each month, and the invoices are payable monthly in arrears on or before the 20th (twentieth) day of each month;

23.2.6. must deposit all funds in an account opened with a bank registered under the Banks Act, 1990 (Act No. 94 of 1990);

23.2.7. must utilise all funds received for the defrayal of expenses incurred in the performance of its duties and may invest funds which are not required for immediate use;

23.2.8. must make payments, excluding petty cash, by way of cheques or Electronic Funds Transactions and/or debit orders drawn against the bank account of MIOSA, which must be signed in a manner decided on by the Board after consultation with the Ombud: Provided that all cheques, bills and other negotiable instruments to be drawn on MIOSA ‘s bank accounts shall at all times require the approval of 2 (two) of the directors of MIOSA;

23.2.9. must carry forward to the next financial year all funds standing to its credit at the end of the financial year, as well as funds invested;

23.2.10. shall, through the Ombud, submit an annual budget to the Board on 1 December of each year which budget shall include, without limitation, the budget for -

23.2.10.1. awareness and as per clause 26.3;

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23.2.10.2. remuneration of the staff, including directors;

23.2.10.3. operating capital in respect of normal business activities;

23.2.10.4. capital in respect of training for staff;

23.2.10.5. unforeseen contingencies; and

23.2.10.6. marketing in order to promote MIOSA.

23.3. The Board must consider the proposed budget and furnish MIOSA with an approved budget by 31 December of each year.

23.4. Approved audited financial statements shall be made available to all members by way of publishing same on MIOSA's website, within one month of approval thereof.

24. CONFLICT OF INTEREST

24.1. MIOSA must adopt a conflict of interest policy which includes at least —

24.1.1. the identification of conflicts of interest in which the Ombud and/or any Director and/or employee of MIOSA have an actual or potential interest that may influence the objectivity of the Ombud and/or Director and/or employee in question;

24.1.2. provision for avoiding any conflicts of interest, and where not possible, reasons therefore and procedures to mitigate such conflicts of interest, and internal controls to adhere to the policy;

24.1.3. processes to disclose any conflicts of interest;

24.1.4. rules relating to the giving and receipt of gifts, vouchers, incentives, hospitality or other benefits; and

24.1.5. the establishment and maintenance of a gift register.

25. ACCOUNTABILITY

25.1. The Ombud is the accounting officer in respect of all funds received and all payments made in respect of expenses incurred by MIOSA.

25.2. The Ombud, as the accounting officer, must ensure that proper accounting records for the recording of all MIOSA 's transactions are kept, which records shall -

25.2.1. be kept at the main offices of MIOSA which are regarded as such from time to time by the Board; and

25.2.2. at all times during normal working hours, be available for inspection by the Minister, the NCC and MIOSA's Board or their duly appointed and authorised representatives.

25.3. MIOSA must ensure that financial statements consisting of-

25.3.1. an income and expenditure account for the financial year under observation; and

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25.3.2. a balance sheet reflecting the financial position of MIOSA at the end of the financial year, are prepared by a firm of auditors appointed by the Board of MIOSA as soon as possible after the financial year end, but not later than 90 (ninety) days after the financial year end.

25.4. A copy of the annual financial statements must as soon as possible, but not more than 7 (seven) days after those statements have been prepared, be made available to each director of the Board.

25.5. The Board must, within one month of the finalisation of the financial statements, meet to consider, provide, comment on and / or approve such financial statements.

25.6. A copy of the approved audited annual financial statements must be made available to the Minister, the Commissioner of the NCC and each director of the Board and must also be published on MIOSA's website.

25.7. MIOSA must sign a Stakeholder Compact Agreement annually with the NCC that shall regulate the monitoring process as envisaged by section 82(7) of the Act.

26. REPORTS, STATISTICS AND AWARENESS

26.1. MIOSA must, in terms of sections 82(5) and (7) of the Act, provide quarterly reports on—

26.1.1. management accounts;

26.1.2. trends;

26.1.3. statistics;

26.1.4. systemic issues;

26.1.5. general case information on the-

26.1.5.1. number cases referred to MIOSA for each supplier (member of the Automotive Industry);

26.1.5.2. number of cases considered and closed;

26.1.5.3. number of cases resolved;

26.1.5.4. turn-around times for case closure;

26.1.5.5. consumer details; and

26.1.5.6. origin of complaints; and

26.1.6. any other information agreed between the NCC and MIOSA.

26.2. MIOSA shall annually provide the NCC with an-

26.2.1. annual Report on the general functionality of this Code, its successes and operation, as well as the methods used by MIOSA to monitor the effectiveness of this Code; and

26.2.2. annual financial statement, approved by the auditors of MIOSA.

26.3. MIOSA shall conduct ongoing awareness in order to educate and create awareness for consumers, suppliers and all other participants within the automotive industry on vehicle-related matters within the Act and the role of MIOSA.

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26. DEREGISTRATION AND LIQUIDATION OF MIOSA

MIOSA must not be deregistered, dissolved or liquidated except in terms of the Companies Act or other relevant prevailing legislation.

SCHEDULE 1

LIST OF CURRENT INDUSTRY ASSOCIATIONS

ASSOCIATION	INDUSTRY TYPE
AMID – Association of Motorcycle Importers and Distributors	Motorcycle
AA - Automobile Association of South Africa	Vehicle Servicing, Roadside Assistance and Maintenance Plans
IDA – Independent Dealers Association	Independently Owned Dealers, Inclusive of Independently Owned Franchisees
FRA – Fuel Retailers Association	Fuel
NAACAM – National Association of Automotive Component & Allied Manufacturers	Components
NAAMSA – National Association of Automobile Manufacturers of South Africa	Motor Vehicle OEM & Importer and Distributor
OPPASA - Outdoor Power Product Association of South Africa	Outdoor Power Machinery

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RMI – Retail Motor Industry Organisation	Umbrella Body for Various Automotive Retail Associations
SAAMA – South African Agricultural Machinery Association	Agricultural Machinery
SATRA – The South African Towing and Recovery Association	Towing
SAVRALA – Southern African Vehicle Rental and Leasing Association	Vehicle Rental, Leasing and Fleet Management

SCHEDULE 2

MIOSA COMPLAINTS PROCESS

Stage 1 — Laying of First Complaint

1 A consumer who has a complaint is advised to address the query in writing to the supplier and/or trade association to which the supplier subscribes.

2 The supplier must provide the consumer with a written acknowledgement of receipt of any complaint submitted to it.

3 The supplier should endeavour to resolve the dispute directly with the consumer. In this regard the supplier will respond to the query substantively, in writing, within 10 (ten) days of receipt of the query. If the supplier is unable to provide a substantive response or resolve the matter within 30 (thirty) days thereafter, the supplier shall communicate this to the consumer, and provide reasons to the extent possible in writing.

4 If the query is not resolved within the time period as mentioned in clause 3 or such period as the parties may agree to in writing the consumer-

4.1 may file a complaint, in writing, with the office of MIOSA by completing MIOSA's Assistance Form located on MIOSA's website and submitting same either manually, by facsimile, e-mail or pre-paid registered post or online, stating the nature of the complaint and the dispute, as well as the action required, and the expected outcome; and

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4.2 must provide copies of all relevant documentation, which must accompany the complaint.

5 If a consumer requires assistance in understanding the procedures to conduct a dispute with MIOSA, MIOSA shall assist the consumer in this regard.

Stage 2 — Lodging a Complaint with MIOSA

A complainant who-

6.1 referred a complaint to a supplier, and who is dissatisfied with the manner in which the supplier is dealing with it, or how it has been dealt with or with the outcome thereof; or

6.2 has not approached the supplier as this would cause or be likely to cause the complainant undue harm or prejudice, may refer the complaint to the MIOSA.

7 The complainant must refer the complaint to MIOSA within a reasonable time.

8 MIOSA shall keep a register of all the complaints it refers to the suppliers, as well as the appropriate tracking mechanisms and records, to ensure that all of the complaints can be tracked at any time and are eventually addressed.

9 Receipt of each complaint should be acknowledged to the complainant within 2 (two) days of receipt thereof by way of telephone call, WhatsApp or e-mail.

10 The supplier shall file its substantive response with MIOSA within 10 (ten) days of receipt of the complaint. If the supplier is unable to provide a substantive response within 10 (ten) days, the supplier must advise MIOSA and provide acceptable reasons for non-compliance.

11 All communication between the parties and MIOSA regarding the dispute must be in writing, unless alternative arrangements have been agreed to between the parties, in writing.

12 After receipt, an initial assessment must be made of each complaint to ascertain whether it falls within the jurisdiction of MIOSA.

13 MIOSA shall be entitled to request further particulars from the parties. The parties shall provide all relevant information to each other and MIOSA to deal with the dispute within 10 (ten) days of such a request. If oral evidence is necessary to resolve the dispute-

13.1 MIOSA shall request the parties to attend an enquiry on not less than 10 (ten) days prior written notice;

13.2 attendance at the enquiry shall be at each party‘s own expense;

13.3 it shall be done in either English or isiZulu, but if requested and at the requesting party‘s expense, MIOSA shall arrange for an interpreter for any other language to be present;

13.4 either party shall be entitled to be represented by a suitable party, including a legal representative, with the permission of MIOSA, to engage in the enquiry process on behalf of such party.

14 All recommendations fall exclusively within the discretion of MIOSA.

15 An up-to-date status report should be made available to both the complainant and the supplier at least at the time of pre-set deadlines.

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Stage 3 – Resolution by MIOSA

16 Proceedings may be recorded at the request of a party, provided the requesting party tenders the costs of the recording, payable to MIOSA at least 10 (ten) days before the enquiry takes place.

17 MIOSA shall present its recommendation within 10 (ten) days of the conclusion of the enquiry. MIOSA is allowed to provide its recommendation in writing and deliver the outcomes to the parties' chosen addresses.

18 In promoting the spirit of the Act, MIOSA shall draw the attention of the parties to the relevant applicable sections of the Act, when making its recommendation.

19 The recommendations of MIOSA are not binding to the parties but such recommendations will guide the parties towards resolution of the dispute.

20 If ADR fails to resolve the dispute, MIOSA shall issue a certificate to that effect to the parties, who will then have the right to refer the dispute to the NCC.

SCHEDULE 3

INTERNAL COMPLAINTS HANDLING SUGGESTED PROCEDURES

1. When dealing with complaints, customers, complainants and other interested parties should receive the following:
   1.1. Necessary information concerning the internal complaints-handling process applicable to the supplier; and
   1.2. any relevant MIOSA brochures and pamphlets.

2. All information must be provided in plain language and, where reasonably possible, in an accessible format to ensure that complainants are not disadvantaged by any format in which information is provided.

3. **The following are examples of such information:**
   3.1. Where complaints can be made;
   3.2. how complaints can be made;
   3.3. information to be provided by the complainant (see Schedule 4 below for suggested format);
   3.4. the process to be followed when handling complaints;
   3.5. the time periods associated with the various stages in the process;
   3.6. the complainant's options for remedy, including referral to MIOSA; and
   3.7. the manner in which the complainant can obtain feedback on the stage of the complaint.

4. **Receipt of complaint:**

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4.1. When the complaint is first reported, the complaint must be recorded and a unique identifier code or number must be provided for each complaint.

4.2. Any other information necessary for the effective handling of the complaint must also be recorded or attached to the complaint, including at least the following:

4.2.1. A description of the complaint must be made, including-

i. the products or related organisation practices complained about; and

ii. information on the persons involved including department, branch, organisation and market segment;

4.2.2. all supporting information, relevant supporting data and documentation;

4.2.3. the record of the initial complaint, which should also specify-

i. the remedy that the complainant is seeking;

ii. the due date for a response; and

iii. whether any immediate action was or must be taken (if any).

5. **Time limits for Complaint resolution:**

5.1. The supplier should make every effort to resolve the matter within 30 (thirty) days.

5.2. If the supplier is unable to resolve the complaint within that period for reasons such as ongoing technical testing, the supplier shall inform the complainant of that fact at least 2 (two) days before the expiry of the 30 (thirty) days deadline.

6. **Complaint resolution:**

6.1. The supplier should make every effort to resolve the matter in good faith and in accordance with its internal complaints-handling processes.

6.2. In doing so, the supplier should deal with the complaint-

6.2.1. politely and courteously;

6.2.2. promptly and efficiently; and

6.2.3. in a confidential manner.

7. **Acknowledgement of complaint:**

7.1. Receipt of each complaint should be acknowledged to the complainant-

7.1.1. immediately; or

7.1.2. by the latest within 2 (two) days (for example via post, telephone call or email).

8. **Tracking of complaint:**

8.1. The complaint should be tracked from initial receipt through the entire process until the complainant is satisfied or the final decision is made.

8.2. An up-to-date status report should be made available to the complainant-

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8.2.1. upon request; and

8.2.2. at regular intervals; or

8.2.3. at least at the time of pre-set deadlines.

9. **Initial assessment of complaint:**

9.1. After receipt, each complaint should be initially assessed by the supplier in terms of criteria such as-

9.1.1. severity;

9.1.2. safety implication;

9.1.3. complexity;

9.1.4. impact; and

9.1.5. the need and possibility for immediate action.

10. **Attempt to settle:**

10.1. The supplier should contact the complainant to-

10.1.1. clarify any issue; and

10.1.2. ascertain the essence of the complaint.

11. **Investigation of complaints:**

11.1. Every reasonable effort should be made by the supplier to investigate all the relevant circumstances and information surrounding a complaint.

11.2. The level of investigation should be commensurate with the seriousness, frequency of occurrence and severity of the complaint.

12. **Response to complaints following an investigation:**

12.1. When able and appropriate, the supplier should offer a response that will for example-

12.1.1. correct the problem; and

12.1.2. prevent it from happening in the future.

13. **Communicating the decision:**

13.1. As soon as is reasonably possible, after a decision has been made regarding the complaint or any action has been taken regarding the complaint, the supplier must advise-

13.1.1. the complainant of such decision made or action taken; and

13.1.2. any of its staff who may have been involved in the incident (if any).

14. **Closing the complaint:**

14.1. If the complainant accepts the proposed decision or action-

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14.1.1. the decision or action should be implemented; and

14.1.2. the decision or action should be recorded in written or electronic format.

14.2. If the complainant rejects the proposed decision or action, and the supplier rejects or refuses to implement or take further steps or measures regarding the complaint-

14.2.1. this should be recorded by the supplier; and

14.2.2. the complainant should be informed of his/her rights in respect of the referral of the complaint to either-

14.2.2.1 MIOSA; or

14.2.2.2 other entity with jurisdiction.

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SCHEDULE 4

ASSISTANCE REQUEST FORM

Reference No: _____

MOTOR INDUSTRY OMBUDSMAN OF SOUTH AFRICA

FOUNDER MEMBER OF THE OMBUDSMAN ASSOCIATION OF SOUTH AFRICA
NPC (Reg. No. 2001/004871/08)
TEL: 010 590 8378 E-mail: info@miosa.co.za
Suite 156, Private Bag X025, Lynnwood Ridge, 0040

ASSISTANCE REQUEST FORM (ARF)

The Motor Industry Ombudsman of South Africa (MIOSA) assists consumers in resolving complaints by investigating and making a recommendation based on the facts and applicable law. It is therefore of utmost importance that the assistance request form is completed in full. Failure to do so will result in unnecessary delays. For assistance in this regard, please contact MIOSA's information and liaison office at 010 590 8378**.**

SECTION A DETAILS OF COMPLAINANT

How did you become aware of MIOSA:		**Date Submitted:**	

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1. a) If Complainant is an Individual:

Title (Hon, Dr, Mr, Mrs, Miss, Ms):		**Surname:**	
First Names:		**ID number:**	

b) If authorised to act on the complainant's behalf in terms of Section 4 of the Consumer Protection Act No. 68 of 2008 (CPA). *Please attach a certified copy of your original mandate or Power of Attorney (POA), as well as the reason for obtaining your mandate or POA*:

Title (Hon, Dr, Mr, Mrs, Miss, Ms):		**Surname:**	
First Names:		**ID number:**	

c) If the complainant is a legal entity, ie, a registered company or a close corporation etc, this assistance request form must be accompanied by a letter from the auditor or accounting officer stipulating that the legal entity's annual turnover or asset base does not exceed the amount of R2 million per annum.

d) In the event that a dispute arises between Industry Participants within the Automotive Industry, a dispute must be dealt with by MIOSA, subject to Section 82 of the CPA.

2. Complainant information:

Daytime Tel No.:	CODE	Cell No:	CODE
Email:			

Please tick where applicable:

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Gender:		Male		Female					
Disabled:		Yes		No					
Ethnic Group:		African		Coloured		Indian			Other
Age Group:		15-34		35-44		45-54			65+

Complainant Initial: _____

SECTION B CONFIRMATION OF JURISDICTION AND UNDERTAKING

I _____ the complainant or representative of the complainant, confirm that I have given the manufacturer/importer/ distributor/retailer/dealer/service provider (herein after referred to as Respondent) the opportunity to resolve the complaint before submitting this Assistance Request Form to **MIOSA**.

When I did so I spoke to _____

of _____ Date: _____

I submit this Assistance Request Form to MIOSA because: *(Please tick)*

(a) ☐ My complaint was not resolved by the Respondent over a period of _____ (period of time).

(b) ☐ The Respondent rejected my complaint **(*Please attach correspondence to this effect)***

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I confirm that my complaint is NOT: ***(Please tick)***

☐ the subject of any legal proceedings. If I have consulted an Attorney it has only been to get advice or assistance in drafting my complaint.

☐ currently lodged with any other ombud, the National Consumer Commission, or a relevant court. Please provide the name of the forum if lodged elsewhere: _____

SECTION C PRODUCT/COMPONENT DETAILS

I consent to: ***(Please tick if relevant)***

☐ my complaint and all correspondence thereafter be provided to the financial institution cited below.

My complaint is a *(please tick where relevant)*:

☐ Purchase Dispute *(Complete **ALL points** below)*

☐ Repair/maintenance Dispute *(Complete points **1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 17** below)*

☐ Tracking Dispute *(Complete points **1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 16, 17** below)*

☐ Other, ie, parts/components, fuel, service plan etc. *(Complete points **1, 2, 6, 8, 12, 17** below)*

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1	Make/Type:							
2	Model (Year):							
3	Registration No.:		**4**	Gearbox:		Manual		
5	VIN No.:							
6	Date of purchase		**7**	Kilometers when purchased				
8	Date dispute originated		**9**	Kilometers when the dispute originated				
10	Current kilometers							
11	Is the service history up to date?		Yes		No			
12	Was the product/component under warranty at the time?		Yes		No			
13	Vehicle used mainly on:		Tar		Dirt			
14	Finance by (Financial Institution):		**15**	Account No.:				
16	Product supplied incorrectly:							
17	Transaction value:							

Complaina nt Initial: _____

SECTION D MY COMPLAINT IS AGAINST THE FOLLOWING BUSINESS

Contact details of the business complaint is against:

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Business Name:					
Complaint reference number (if available):					
Business Street Address					
Suburb:		City/Town:		Province:	
Business Telephone number:	CODE				
Business Cellphone number:	CODE				
Business Email:					
What did the business suggest?					

SECTION E DETAILS OF COMPLAINT

Please type or write legibly on a separate page **ALL** the relevant facts, including dates, times, places, and names, in date order.

The information submitted will be used by MIOSA in the resolution of the dispute. Please ensure that all relevant documentation is submitted with this Assistance Request Form. Please also attach:

- a copy of the OTP/purchase invoice if a complaint flows from a sale transaction; or
- a copy of the quotation, job card and the final costing invoice if a complaint flows from service or repair agreement.

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Please SUMMARISE your complaint in the space below. This summary will be used by MIOSA to arrive at a conclusion of the matter, even if you have attached supporting documents and summaries.

Complainant Initial: _____

Briefly state what outcome you hope to achieve

SECTION F TERMS AND CONDITIONS

1. I/we agree not to hold MIOSA or any of its staff liable for any loss or damage of any nature that I/we may suffer as a result of MIOSA accepting and dealing with this complaint.

2. I/we hereby undertake not to be abusive or insulting when communicating with the MIOSA.

3. I/we hereby irrevocably and unconditionally consent that:

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3.1. MIOSA will have the right to use any documents and/or other evidence submitted in the process to resolve the dispute through a conciliation process, in support of a recommendation made in a complaint.

3.2. MIOSA will have the sole right to disclose all documents and/or other evidence received on the specific complaint to both the Respondent and Complainant.

3.3. I/we authorise the other party to disclose any information to the MIOSA with regard to the complaint.

3.4. MIOSA will have the discretion to disclose and/or publicise their recommendation including any supportive documents and/or evidence, as well as reporting it to the appropriate authorities, eg, National Consumer Commission (NCC), the Department of Trade, Industry and Competition (dtic) and the National Consumer Tribunal (NCT) in terms of the South African Automotive Industry Code of Conduct (Code).

4. In order for MIOSA to investigate the complaint objectively, independently, and in terms of the South African law, the parties will at no stage during the investigation approach or divulge any information regarding the complaint to the press, social media, or any other format of publication.

5. I/we accept that MIOSA will not be able to attend to my/our complaint should I/we have commenced with legal action.

6. Neither I nor my representative will subpoena the documents in my/our file, or MIOSA, or any member of its staff. Neither I nor my representative will order that any of these documents be disclosed in terms of any court rules unless ordered to do so by a court of law.

7. I/we understand and comprehend the above and confirm that it is fair and reasonable in the circumstances to protect both myself/ourselves and the other party's rights to prevent prejudice in respect of our rights.

8. By lodging a complaint with MIOSA, the period of prescription of the claim is not interrupted. I/we wish to confirm that my/our claim against the Respondent may prescribe in 3 years in terms of the Prescription Act No. 68 of 1969 and that the onus to interrupt prescription will be with me/us.

Complainant
Initial: _____

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9. I/we agree that should I/we lose vested interest in the said vehicle (ie, sold the vehicle, repossessed etc), I/we will immediately inform MIOSA, in writing, so that MIOSA can close the file.

10. I/we agree that in the case where the registered owner has passed away, the executor of the estate should inform MIOSA immediately.

11. I/we agree to the jurisdiction of MIOSA in terms of Section 69 of the CPA.

12. I/we agree that my complaint shall be dealt with by MIOSA on the above terms and conditions and according to the rules of MIOSA. The information provided by me/us herein is, to the best of my knowledge, true and correct.

13. I/we agree to receive SMS messages to my/our mobile phone from MIOSA with regard to my/our complaint.

14. I declare that the information provided is true and correct to the best of my knowledge and belief.

15. I consent to the collection, processing, and storage of my personal information by MIOSA for the purposes of resolving my complaint, in accordance with the Protection of Personal Information, 2013 (Act No. 4 of 2013) (POPIA).

Signed at ___ on the ___ day of ___ (month) 20 ___ (year)

_____

Signature of Complainant or person authorised to act on the Complainant's behalf

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[Please do not return this disclosure notice when sending your Assistance Request Form back to MIOSA]

DATA SUBJECT DISCLOSURE NOTICE
SECTION 18
OF THE PROTECTION OF PERSONAL INFORMATION ACT, 4 of 2013 (POPIA)

1. Privacy Notice

This notice explains how the Motor Industry Ombudsman of South Africa (MIOSA) obtains, uses and discloses your personal information, in accordance with the requirements of POPIA. MIOSA is committed to protecting your privacy and to ensuring that your personal information is collected and used properly, lawfully, and transparently.

2. Definition of personal information

"Personal Information" shall mean the race, gender, sex, pregnancy, marital status, national or ethnic origin, colour, sexual orientation, age, physical or mental health, disability, religion, conscience, belief, culture, language and birth of a person; Information relating to the education or the medical, financial, criminal or employment history of the person; Any identifying number, symbol, email address, physical address, telephone number, location information, online identifier or other particular assignment to the person; the biometric information of the person; the personal opinions, views or preferences of the person; correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence; the views or opinions of another individual about the person, whether the information is recorded electronically or otherwise.

Both individuals and companies are included in the ambit of personal information.

It is not personal information if the information is already in the public domain or is not used, or intended to be used, in trade or commerce.

3. The information MIOSA collects

3.1 MIOSA collects and processes your personal information, and further processes your information, mainly to execute our mandate in terms of the provisions of section 82(3) of the Consumer Protection Act, 2008 (No.68 of 2008) (CPA) and the ancillary South African Automotive Industry Code of Conduct (Code).

3.2 MIOSA is mandated to regulate relations between persons conducting business within the automotive industry, to provide for a scheme of alternative dispute resolution between consumers and all participants in the industry, and to provide alternative dispute resolution services.

3.3 MIOSA is also mandated in terms of the Code to collect contributions from persons conducting
business within the Automotive Industry. Information enabling such collection is also collected and processed, and further processed, if necessary.

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AIDS HELPLINE: 0800-0123-22 Prevention is the cure

3.4 MIOSA collects information directly from you, where you provide us with your personal and/or
business details. Where possible, MIOSA will inform you what information you are required to provide and what information is optional.

3.5 With regards to the conducting of business within the Automotive Industry, MIOSA also
collects information via field inspectors, the internet, and social media platforms.

3.6 Website usage information may be collected using "cookies" which allows MIOSA to collect
standard internet visitor usage information.

4. How MIOSA uses your information

4.1 MIOSA will use your personal information only for the purposes for which it was collected and will only process personal information if the following conditions are met:

4.1.1 The person is told why the processing is necessary, what information is required and what will be done with it; or
4.1.2 The person consents to the processing, which consent will be obtained at the time
when that person's personal information is processed; or
4.1.3 The processing is necessary i.e. in order to conduct an accurate analysis of that person's needs for purposes of, amongst other employment reasons, medical aid requirements; or
4.1.4 The processing is required as a result of, or in order to, comply with an obligation imposed by law; or
4.1.5 The processing protects a legitimate interest of the person, and it is in the person's best interest; or
4.1.6 Processing is necessary for pursuing the legitimate interests of the MIOSA or of a third party to whom the personal information is supplied.

5. Disclosure of information

5.1 MIOSA may disclose your personal information to its service providers who are involved in the delivery of services to MIOSA.
5.2 MIOSA has agreements in place with the service providers to ensure that they comply with the privacy requirements as required by POPIA.
5.3 MIOSA may also disclose your information-
5.3.1 where MIOSA has a duty or a right to disclose in terms of legislation or the Code; and
5.3.2 where MIOSA believes it is necessary to protect its rights.

6. Information Security

6.1 MIOSA is legally obliged to provide adequate protection for the personal information it holds
and to stop unauthorised access and use of personal information.

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6.2 MIOSA will, on an ongoing basis, continue to review its security controls and related processes to ensure that your personal information remains secure.
6.3 MIOSA's security policies and procedures cover the following:
6.3.1 Physical security;
6.3.2 computer and network security;
6.3.3 access to personal information;
6.3.4 secure communications;
6.3.5 security in contracting out activities or functions;
6.3.6 retention and disposal of information;
6.3.7 acceptable usage of personal information;
6.3.8 governance and regulatory issues;
6.3.9 monitoring access and usage of private information; and
6.3.10 investigating and reacting to security incidents.
6.3 When MIOSA contracts with third parties, it imposes appropriate security, privacy, and confidentiality obligations on them to ensure that personal information which MIOSA remains responsible for, is kept secure.
6.4
MIOSA will ensure that anyone to whom it passes your personal information to agrees to treat your information with the same level of protection as MIOSA is obliged to.

7. Your Rights

7.1 Access to information

7.1.1 You have the right to request a copy of the personal information MIOSA holds with regard to you. Refer to MIOSA's PAIA and POPIA Manual on MIOSA's website for the steps to follow.
7.1.2 Please note that any such access request may be subject to a payment of a legally allowable fee.

7.2 Correction of your information

7.2.1 You have the right to ask MIOSA to update or correct your personal information. MIOSA would appreciate it if you would keep your personal information up to date and accurate.

7.2.2 Refer to MIOSA's PAIA and POPIA Manual on MIOSA's website for the steps to follow.

8. How to contact us

If you have any queries with regards to this notice, you need further information about MIOSA's privacy policies, access, or to correct your personal information, please contact us at the numbers and/or addresses listed in MIOSA's PAIA and POPIA Manual on MIOSA's website for the steps to follow.

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SCHEDULE 5

FUNDING OF MIOSA

BACKGROUND AND EXPLANATION

1. In terms of the Act, MIOSA has jurisdiction over all the members within the Automotive Industry.

2. All members of the Automotive Industry are therefore obliged to pay their required contributions to MIOSA.

3. MIOSA shall vastly expand its current infrastructure to meet the needs of Consumers in line with other Ombuds established under various forms of legislation.

4. The Board shall review, in each year, the quantum of required contribution in line with the success rate of the previous year 's contributions collected along with the revised budget requirements. It should be noted that—
   - 4.1 at no stage will the model rely on a 100% collection success rate;
   - 4.2 the success rate of the previous year's contributions collected and the consequent proposed increase must be published in the MIOSA Newsletter and circulated to the Members of the Automotive Industry in December of each year; and
   - 4.3 members of the Automotive Industry may comment to an assigned e-mail address within 30 days of such publication.

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5. The cost of collection will at all times be kept to a minimum and decisions regarding outsourced collection or in-house operations will be made with this in mind. The model has been structured to allow for this cost.

6 MIOSA is funded as follows—

6.1 The OEVM's, OECM's and Importers contribute 20% of the approved budget and each individual OEVM's, OECM's or Importer's contribution is calculated by dividing 20% of the approved budget by the total number of entities who directly import or manufacture goods, as per Categories 1, 3, 4, 5 and 6 in the table as per clause 6.3 below;

6.2 The retailers contribute 80% of the approved budget and each individual retailer's contribution is calculated by dividing 80% of the approved budget by the total number of retail premises from which business is being conducted in the Automotive Industry;

6.3 Any Industry Participant that commenced trade and contravened the duty to seek

out MIOSA, ensure that their details are provided to MIOSA and that the required contributions are paid to MIOSA, shall be liable for a Late Joining Fee. This fee shall not exceed fifty percent (50%) of one equivalent annual contribution that would have been payable by that Industry Participant had registration been effected in accordance with the requirements of this Code.

6.4 <u>The categories shall be further divided into the following sub-categories:</u>

No.	Category	Description
1	Manufacturers/ Importers/ Distributors	Passenger Vehicles/ Trucks/ Light Delivery Vehicles/ Agricultural Machinery/ Industrial Machinery/ Buses/ Truck Trailers
2	Retailers/Service Providers/ Parts and/or Component Suppliers	Passenger Vehicles/ Trucks/ Delivery Vehicles/ Agricultural Machinery/ Industrial Machinery/ Buses/ Forklifts/ Lawnmowers/

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		Motorcycles/ Quadbikes/ Boats/ Jetskis/ Caravans/ Trailers
3A	Original Equipment Component Manufacturers /Importers/ Distributors: Consumer interactive – A "(Calculated on a turnover-basis sliding scale)"	Parts/ Components/ Accessories/ Products
3B	Original Equipment Component Manufacturers/ Importers/ Distributors: Consumer interactive – B "(Calculated on a turnover-basis sliding scale)"	Parts/ Components/ Accessories/ Products
3C	Original Equipment Component Manufacturers/ Importers/ Distributors: Consumer interactive – C "(Calculated on a turnover-basis sliding scale)"	Parts/ Components/ Accessories/ Products
3D	Original Equipment Component Manufacturers/ Importers/ Distributors: Consumer interactive – D "(Calculated on a	Parts/ Components/ Accessories/ Products

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	turnover-basis sliding scale)”	
4	Original Equipment Component Manufacturers/ Importers/ Distributors: Supplying directly to Manufacturers/ OEVM's/ the aftermarket/ the trade	Parts/ Components/ Accessories/ Products
5	Recreational Vehicle Manufacturers/ Importers/ Distributors	Boats/ Jetskis/ Caravans/ Trailers/ Motorcycles/ Quadbikes
6	Lawnmower Manufacturers/ Importers/ Distributors	Lawnmowers”

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TAELO YA MELAWANA YA MAITSHOLO YA INDASETERI YA DIKOLOI YA AFORIKABORWA, 2026 LE KAMOGELO SEMMUSO YA SEKEMA SA THARABOLOLO E NNGWE YA DITHULANO SE SE TSAMAISWANG KE MOTSEREGANYI WA INDASETERI YA DIKOLOI JAAKA MOTSEREGANYI WA INDASETERI YO O AMOGETSWENG SEMMUSO 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 6179 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 Dikoloi ya Aforikaborwa o o dirilweng 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 wa indaseteri ya dikoloi le go amogela semmuso sekema sa tharabololo e nngwe ya dithulano se se tsamaisiwang ke Motsereganyi wa Indaseteri ya Dikoloi ya Aforikaborwa 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. 38107, Kitsiso 817 ya di17 Diphalane 2014 e gogelwa morago ka botlalo fa Kitsiso eno e phasalatswa.

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



Rre Mpho Parks Tau, MP
Tona ya Kgwebisano, Indaseteri le Kgaisano
Letlha: 2/11/2026

ŠEJULE

MOLAWANA WA MAITSHOLO WA INDASETERI YA DIKOLOI YA AFORIKABORWA, 2026

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PONELOPELE:

Indaseteri ya Dikoloi ya Aforikaborwa e tshwanetse ka dinako tsotlhe go obamela diteng le mowa wa Molao wa Tshireletso ya Badirisi, 2008 (Molao 68 wa 2008) fa e tlamela badirisi ka dithoto le ditirelo.

MAIKAELELO

Indaseteri ya Dikoloi ya Aforikaborwa e tla fitlhelela ponelopele ya yona ka-

(a) go ikwadisetsa Molawana ono wa Maitsholo;

(b) go tlamela ka dithoto le ditirelo tse di babalesegileng le ka ditlhotlhwa tse di siameng le tse di utlwalang; le

(c) go amogela phatlalatsa ditshwanelo tsa badirisi tsa go reetswa, go itsisiwe, go nna le tshwanelo ya pabalesego, tshwanelo ya go tlhopha, le tshwanelo ya go baakanya mabapi le Indaseteri ya Dikoloi ya Aforikaborwa.

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KAROLO A: MOLAWANA WA INDASETERI YA DIKOLOI YA AFORIKABORWA

1. MATSENO

1.1 Molawana wa Indaseteri ya Dikoloi ya Aforikaborwa (“Molawana” ono) o ne wa tshitshinngwa ke indaseteri ya dikoloi mme wa atlanegiswa go Tona ya Kgwebisano, Indaseteri le Kgaisano ke Khomišene ya Bosetšhaba ya Badirisi go ya ka ditaelo tsa dikarolo 82(3) le (5) tsa Molao wa Tshireletso ya Badirisi, 2008 (Molao 68 wa 2008) "Molao").

1.2 Molawana ono o laola dikamano magareng ga batho ba ba dirang kgwebo mo indasetering ya dikoloi, o laela mabapi le sekema sa mekgwa e mengwe ya go rarabolola dithulano magareng ga badirisi le batsayakarolo botlhe mo indasetering le go tlhama Botsereganyi jwa indaseteri go tlamela ka ditirelo tse dingwe tsa tharabololo ya dithulano.

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1.3 Taelo efe mo Molawaneng ono e e sa tsamaisaneng le Molao ga e ne e dira.

1.4 Molawana ono ke molawana wa indaseteri mme o ama Indaseteri yotlhe ya Dikoloi jaaka e tlhaloswa mo Molawaneng ono go sa kgathalesege gore a batho bao ke ditokololo tsa mokgatlho ofe wa indaseteri ya dikoloi. Molawana ono o amana le maitsholo a tlamelo ya dithoto le ditirelo ka Indaseteri ya Dikoloi le badirisi mo teng ga Rephaboleki ya Aforikaborwa mme o tsepamisitse mogopolo mo tshireletsong ya badirisi, kaelo ya batlamedi ba ditirelo le ditiragatso tsa kgwebo tse di siameng.

1.5 Molawana ono o laela mabapi le thulaganyo e nngwe ya Tharabololo ya Dithulano mo Indasetering ya Dikoloi magareng ga-

1.5.1 badirisi le bathelesi;
1.5.2 bathelesi ka bobona, bao ba tla, gareng ga tse dingwe, akaretsang le ditiragalo tse mo go tsona-

1.5.2.1 mothelesi a welang mo tlhalosong ya modirisi jaaka go bonetswe pele mo Molaong;

1.5.2.2 mothelesi a welang ka fa tlase ga selekanyo se se tlhomamisitsweng ka Melawanataolo ya Molao;
1.5.2.3 mothelesi le motlhagisi; le
1.5.2.4 modirisi le motlhagisi.

1.6 Molawana ono o tla tsenngwa tirisong ke Motsereganyi wa Indaseteri ya Dikoloi ya Aforikaborwa ("MIOSA") e bile thanolo ya ona e roletswe MIOSA semmuso.

1.7 MIOSA ke setlamo se se ikemetseng se se sa direng morokotso se se akareditsweng go ya ka *Companies Act*, 2008 (Molao 71 wa 2008) ("Molao wa Ditlamo"), e bile se tlamelwa ka matlole ka botlalo ke batsayakarolo ba indaseteri ya dikoloi.

2. DITLHALOSO

Mo Molawaneng ono, lefoko lengwe le lengwe kgotsa tlhagiso e e abetsweng bokao mo Molaong, e na le bokao jo bo abetsweng jalo mme, ntle le fa bokao bo supa ka tsela esele—

—"Ditlaleletsi" di kaya dilo tse dingwe tse di tlaleletsang, tse di kwa tlase, tse di tsamayang le tsone le ditsenngwa kgotsa dimametlelelo tsa dirori, go akaretsa mme e seng fela dibara tsa go goga, dithibelaletsatsi, difolepe tsa seretse, dipoelara tsa dibutu, mebetshe ya fa fatshe le dialo, diraka tsa marulelo, dipoelara, divaesara, mekgabiso ya kheroumu, disireletsi tsa dibampara, dihuku tsa digogi, dipente tsa dikoloi, ditlhaoloso tsa dipente, mekgabiso ya dikoloi, dilo tse di gotlhang, dimmeke tsa maotwana, dioli tsa go logetsa, ditlaleletsi tse di tokafatsang tiragatso, ditsidifatsi le dilo tsa go phepafatsa enjene;

— "ADR" e kaya Tharabololo e Nngwe ya Dithulano e e sa akaretseng botsereganyi;

— "Molao" o kaya Molao wa Tshireletso ya Badirisi, 2008 (Molao 68 wa 2008) le Melawanataolo ya ona, jaaka e tlhabololwa nako le nako;

— "Indaseteri ya Dikoloi" e kaya Indaseteri ya Dikoloi le e e amanang le Dikoloi, go akaretsa mme e seng fela, barekantle, barekisi, batlhagisi, batho ba ba rekisetsang badirisi ka tlhamalalo, beng ba letshwaokgwebo; bagwebi ba ba dirisang letshwaokgwebo la yo

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mongwe, batlamedi ba ditirelo, le batsereganyi ba dithoto go tswa kwa ntle, baphatlhalatsi, ditlhagiswa, dikoloi tsa bapagami tsa mabenkele kgotsa tsa tlamelo, tsa boitlosobodutu, tsa temothuo, tsa madirelo, kgotsa tsa kgwebo, go akaretsa mme e seng fela dikoloi jaaka di tlhalositswe, diteroko, dithuthuthu, dithuthuthu tsa maotomane kgotsa, e ka tswa e le tse di tsamayang ka botsone kgotsa nnyaa, enjene ya ka fa gare ya sekepe, kgotsa thomeloteng, phatlhalatso, tlhagiso kgotsa go tlhagisa gape dikarolo tse di weditsweng, go rekisetsa badirisi ka tlhamalalo kgotsa go tlamela ka dikarolo dife tse di weditsweng jaaka di tlhalositswe le/kgotsa ditlaleletsi jaaka di tlhalositswe mo dikoloing tseo, le/kgotsa go neelana ka tirelo e e amanang le paakanyo kgotsa kemisetso go badirisi mabapi le dirori tseo; le mongwe le mongwe yo o baakanyang, fetolang, tlwaetsang kgotsa yo o gogang dikoloi;

— **"Boto"** e kaya Boto e e ikemetseng ya MIOSA e e dirang go ya ka Memorantamo wa yona wa go Kopanngwa ka fa tlase ga Molao wa Ditlamo;

— **"Molawana ono"** o kaya Molawana ono wa Maitsholo jaaka o tlhabolotswe nako le nako;

— **"dikarolwana tse di weditsweng"** di kaya karolo kgotsa mojule o o kopantsweng ka botlalo le o o dirang o o siametseng go tsenngwa kgotsa go gokelelwa mo seroring kgotsa go isiwa kwa Motlhagising wa Didiriswa kgotsa kwa mothelesing, tse di falotseng diteko tsa go dira le tsa boleng mme di ka tsenngwa ka tlhamalalo mo moleng wa go gokaganya wa serori ntle le go fetolwa gape, go akaretsa mme e seng fela phetiso, tlelatšhe, šafote ya go kgweetsa, ekesoso, dipistone, disete tsa dikere, diporeng (khoele kgotsa letlhare), dithibelašhoko, olthaneitara, setatara sa motoro, beteri, difiuse le dirilei, khoele ya ikinišene, dipolaka tsa tlhase, diboriki (diphete, didisiki, diteramo, ditlhako, silintara e kgolo, busetara, sensara ya abs), dibering tsa maotwana, tlelatšhe (poleite, silindara), ditomaganyi tsa cv, kerenkešafote, khemešafote, tlhogo ya silintara, ketane ya nako/lebanta, pompo ya oli, diinjeketara tsa lookwane, manifolte ya go tsenya mowa, pompo ya metsi, radieithara, themosetate, dithaere, yuniti ya taolo ya enjene mme e akaretsa peterolo, disele, haeterojene, gase le dibeteri tsa dikoloi tse di tsamaisiwang ka motlakase le lookwane;

— **"matsatsi"** a kaya matsatsi a tiro ao e leng letsatsi lengwe le lengwe kwa ntle ga Lamatlhatso, Sontaga kgotsa letsatsi la boikhutso la setšhaba jaaka le tsentswe mo Lekwalodikgannyeng la Puso la Rephaboleki ya Aforikaborwa nako le nako;

— **"mogwebi"** o kaya morekisi yo o tlamelang ka dithoto kgotsa ditirelo go modirisi wa bofelo;

— **"mophatlhalatsi"** mabapi le dithoto dife tse di rileng, o kaya motho yo, mo tsamaisong e e tlwaelegileng ya kgwebo—

(a) a tlamelwang ka dithoto tseo ke motlhagisi; le

(b) ka fa letlhakoreng le lengwe, a tlamelang ka dithoto tseo go mophatlhalatsi yo mongwe kgotsa go morekisi;

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— **"morekantle"** o kaya, mabapi le dithoto dife tse di rileng, motho yo o tlisang dithoto tseo, kgotsa yo o dirang gore di tlisiwe, go tswa kwa ntle ga Rephaboleki go tsena mo Rephaboleking, ka maikaelelo a go di dira gore di nne teng go ka tlamelwa mo tsamaisong e e tlwaelegileng ya kgwebo;

— **"motlhagisi"** o akaretsa motlhagisi kgotsa mogwebi wa dithomeloteng mme o kaya motho yo –

(a) o dirang kgotsa o tlhagisang dithoto, kgotsa o dirang gore dithoto dife di dirwe kgotsa di tlhagisiwe, ka maikaelelo a go di dira gore di nne teng go ka tlamelwa mo tsamaisong e e tlwaelegileng ya kgwebo; kgotsa

(b) ka go dirisa leina la motho kgotsa la kgwebo, letshwaokgwebo, tlhaloso ya kgwebo kgotsa kemedi e nngwe ya pono mo kgotsa mabapi le dithoto, o tlhodileng kgotsa o tlhomileng tebelelo e e utlwalang ya gore motho ke motho yo o tlhalositsweng mo polelwaneng (a);

— **"tokololo"** e kaya motsayakarolo le/kgotsa mothelesi mo Indasetering ya Dikoloi, jaaka go tlhalositswe mo Molawaneng ono;

— **"MIOSA"** e kaya Motsereganyi wa Indaseteri ya Dikoloi ya Aforikaborwa, yo o tlhomilweng go thusa mo go rarabololeng dithulanong tse di tlhagelelang go ya ka Molao mabapi le dithoto kgotsa ditirelo dife tse di tlamelwang ke Indaseteri ya Dikoloi go badirisi bao, go akaretsa le bathelesi ba gape e leng badirisi mo teng ga thulaganyotheleso ya indaseteri;

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

— **"NCT"** e kaya Lekgotla la Bosetšhaba la Badirisi;

— **"diura tse di tlwaelegileng tsa tiro"** di kaya go tloga ka 08H30 go fitlha ka 16H30 Mosupologo go fitlha ka Labone le 08H30 go fitlha ka 16H00 ka Labotlhano;

— **"OEVM"** o kaya Motlhagisi wa Dikoloi wa Didiriswa tsa Ntlha, e bile mabapi le maitlhomo a molawana ono e akaretsa mophatlhalatsi, morekantle kgotsa motlhagisi, go ya ka fa go ka nnang ka teng;

— **"OECM"** o kaya Motlhagisi wa Dikarolwana tsa Didiriswa tsa Ntlha, e bile mabapi le maitlhomo a molawana ono e akaretsa mophatlhalatsi, morekantle kgotsa motlhagisi go ya ka fa go ka nnang ka teng;

— **"Motsereganyi"** o kaya motho yo o ikemetseng yo o thapilweng ke Boto go rarabolola le go dira dikatlanegiso ka ga dingongorego go ya ka Molawana ono;

— **"didiriswa tse di kgethegileng tsa bodirelo"** di kaya didiriswa tse e leng didiriswa tse di diretsweng maitlhomo le didiriswa tse di diretsweng go dira ditiro tse di tlhomameng mo tlhokomelong, tlhatlhobong, le mo paakanyong ya dijanaga, tse di tlamelwang ke motlhagisi/morekantle mo Indasetering ya Dikoloi;

— **"Tumalanopotlana ya Bannaleseabe"** e kaya lokwalo la semmuso, le le tlamang semolao le le tlhalosang maikarabelo a a kopanetsweng, diabe le ditsholofelo tsa MIOSA le NCC go laola thulaganyo ya go ela tlhoko go ya ka karolo 82(7) ya Molao;

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— "mekgatlho ya kgwebisano" e kaya mekgatlho e e dirang jaaka setlhopha go emela, go thusa, go ruta le go gakolola ditokololo tsa yona mo mererong e e nang le dikgatlhego tse di tshwanang;

— "serori" se kaya sediriswa sefe, sebopego kgotsa motšhini o o tsamayang mo tseleng ya botlhe kgotsa kwa ntle ga yona e bile se akaretsa dirori tsa temothuo, tsa boitlosobodutu, tsa madirelo kgotsa tsa kgwebo, go akaretsa mme e seng fela dirori tsa bapagami, dilori, ditereilara, dikharabene, dithuthuthu, dithuthuthu tsa maotomane, dibaesekele, diperetshitswana tsa maotomararo, e ka tswa e le tse di tsamayang ka botsone kgotsa nnyaa, enjene ya ka fa gare ya sekepe; e bile se akaretsa serori sengwe le sengwe se se tlhamilweng kgotsa se se fetotsweng go tsamaisiwa kgotsa go rwalwa mo tseleng ka tiriso ya lookwane, gase kgotsa motlakase kgotsa mokgwa mongwe le mongwe ofe le sediriswa sengwe le sengwe se se tlhamilweng kgotsa se se fetotsweng go gogwa ke serori seo;

— "serori se se dirisitsweng" se kaya serori se se kileng sa nna le laesense kgotsa se kwadisitswe e bile se akaretsa dirori tsa pontsho (dipontsho) mme ga se akaretse serori kgotsa dikarolo tsa sona tse di latlhilweng jaaka sekgoropa kgotsa tse di diriseditsweng dikarolo mme di sa rekisiwe jaaka sejanaga se se dirang.

3. MAEMO A TIRAGATSO A A TLHOKEGANG

3.1 Batho le dikgwebo tse di dirang mo teng ga Indaseteri ya Dikoloi di tla latela maitlhomo le pholisi ya Molao, di ikgaphe mo maitsholong a a thibetsweng mme segolobogolo, mo ditirisanong tsa bona le badirisi, ba tla sireletsa badirisi mo -

3.1.1. maitsholong a a sa siamang

3.1.2. dikonterakeng tse di sa lolamang, tse di sa siamang le dipeelo tsa konteraka;

3.1.3. mekgweng ya kgwebisano e e sa siamang, e e sa lolamang, e e sa utlwaleng ka tsela nngwe; le

3.1.4. maitsholong a tsietso, a a timetsang, a a sa lolamang kgotsa a boferefere.

4. DIPATELESEGO TSA BATHELESI MABAPI LE DINGONGOREGO

4.1 Bathelesi ba tshwanetse go-

4.1.1.tlhoma dithulaganyo tsa ka fa gare tsa go samagana le dingongorego, go akaretsa le tse di latelang-

4.1.1.1. Lefapha la ka fa gare le le samaganang le dingongorego; kgotsa

4.1.1.2. tsamaiso e e maleba ya tharabololo ya dingongorego; le

4.1.1.3. thulaganyo e e tshwanetseng go latelwa ke modirisi gore ngongorego eo e tlhatlhelwe kwa MIOSA.

4.1.2. baya mo pontsheng mo kgotsa kwa mafelong otlhe a kgwebo kitsiso e e bontshang gore go na le Molawana o o tlamang bathelesi;

4.1.3 fa ba kopilwe ke badirisi, mme kwa ntle ga tuelo, tlamela badirisi ka dintlha tsa kgolagano tsa-

4.1.3.1 lefapha le le rileng la ka fa gare le le samaganang le dingongorego, fa le le teng, la mothelesi; le

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4.1.3.2 MIOSA, go akaretsa dintlha tse di amanang le thulaganyo e e tshwanetseng go latelwa ke modirisi gore ngongorego eo e tlhatlhelwe;

4.1.4. katisa le go itsise badiri botlhe ba ba maleba malebana le-

4.1.4.1. Molao le Melawanataolo e e dirilweng ka fa tlase ga Molao, jaaka e rebotswe le/kgotsa e tlhabolotswe nako le nako;

4.1.4.2. Molawana ono, jaaka o tlhabololwa nako le nako; le

4.1.4.3. meonokakaretso le ditsamaiso tsa go samagana le dingongorego ka katlego;

4.1.5 . ikaelaela go rarabolola dingongorego le dikgotlhang go ya ka-

4.1.5.1. mowa le dipeelo tsa Molawana ono, Molao le Melawanataolo e e dirilweng ka fa tlase ga Molao; le

4.1.5.2. mowa le ditaelo tsa ditsamaiso tsa tharabololo ya dithulano;

4.1.6. dira maiteko otlhe a a utlwalang go rarabolola dingongorego mo matsatsing a le 30 (masome a mararo), mme fa ba sa kgone go dira jalo, ka ntlha ya mabaka a a jaaka diteko tsa setegeniki tse di tswelelang kgotsa tse di tshwanang le tsone, morago ga moo go itsise modirisi ka ga seo pele ga go fela ga matsatsi a le 30 (masome a mararo). Fa Motsayakarolo wa Indaseteri a se mo seemong sa go rarabolola ngongorego le go itsise mongongoregi seno ka go kwala, paka ya tharabololo ya matsatsi a le 30 e tla tsewa e weditswe.

5. GO SA OBAMELE MOLAWANA ONO

5.1. Go sa obamele Molawana ono go thibetswe ka karolo 82(8) ya Molao.

5.2. Fa go na le go sa obamele Molawana ono ke bathelesi mo teng ga Indaseteri ya Dikoloi mme go sa obamele goo go itsisiwe MIOSA, morero o tla batlisisiwa le go samaganwa le ona go ya ka ditsamaiso tsa MIOSA.

5.3. MIOSA e ka, mo godimo ga kgato nngwe le nngwe e e tserweng go ya ka ditsamaiso tsa yona, romela go sa obameleng goo kwa NCC.

5.4. Fa go na le go sa obamele Molawana ono ke tokololo efe ya Indaseteri ya Dikoloi mme go sa obamele goo go amana le go sa duele ketleetso e e tshwanetseng ya matlole, kgotlatshekelo efe e e nang le bokgoni mo kgaolong e MIOSA e leng mo go yona, e neilwe taolo ya go atlhola go sa obamele goo, go sa kgathalesege gore tokololo ya Indaseteri ya Dikoloi kgotsa mongongoregi o kwa kae.

6. GO BOLOKA BOIPUSO JWA MIOSA

6.1. MIOSA ke sekema se sengwe se se patelediwang sa tharabololo ya dikgotlhang se se amogetsweng semmuso go ya ka karolo 82(6) ya Molao jaaka Motsereganyi wa semmuso wa Indaseteri ya Dikoloi ya Aforikaborwa.

6.2. MIOSA e tshwanetse go nna le seabe mo tharabololong ya dikgotlhang tse di tlhagelelang mo teng ga Indaseteri ya Dikoloi.

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7. TAOLO YA MIOSA

7.1. Taolo ya MIOSA ya go rarabolola dithulano e bonwa go tswa mo Molawaneng ono le mo Molaong.

7.2 MIOSA e ka tsaya kgato mo dithulanong tse di akaretsang—

7.2.1. badirisi;

7.2.2. badirisi ka fa letlhakoreng le lengwe le bathelesi; kgotsa

7.2.3. dingongorego tse di amanang le ditlolo tse go belaelwang gore di dirilwe tsa Molawana ono kgotsa Molao.

7.3. MIOSA e ka tswelela go tsaya kgato mo dithulanong fa mothelesi a rometse thulano mo boemong jwa modirisi ka tetla ya modirisi.

7.4. Moo Motsereganyi yo o fetang bongwe a nang le dithata tsa go swetsa ka morero, MIOSA e tla nna le dithata go ya ka bogolo jo thulano e amanang le indaseteri ya dikoloi ka teng.

7.5. MIOSA ga e na dithata mabapi le thulano epe-

7.5.1. e e welang mo taolong e e kgethegileng ya Motsereganyi mongwe ofe;

7.5.2. e e laetsweng go ya ka *Prescription Act*,1969 (Molao 68 wa 1969), ka go tsaya tsia gore paka ya dingwaga di le 3 (tharo) e simolola ka letlha le mongongoregi a ne a lemoga ka lona kgotsa a neng a tshwanetse go bo a lemogile tiragalo eo ka lona, go ikaegile ka gore ke efe e e diragalang pele;

7.5.3. e e tlhokang go tlhomamisa boleng le bontsi jwa ditshenyegelo;

7.5.4 e e batlang gore Motsereganyi a dire jaaka motsereganyi mo mabakeng a a umakilweng fa godimo;

7.5.5 fa kgato ya setlhopha e tshwanetseng go tlhomamisiwa;

7.5.6 fa letlhakore lengwe le lengwe le tsere kgato ya semolao, ntle le fa MIOSA e amogetse ngongorego eo pele ga kgato eo ya semolao e tsewa; kgotsa

7.5.7 fa go lebega e kete tlolomolao ya bosenyi e dirilwe ke letlhakore lengwe le lengwe, mo tiragalong eo MIOSA e tla samagana fela le dintlha tse di kwa ntle ga selekanyo sa tlolomolao ya bosenyi e e belaelwang.

7.6 MIOSA -

7.6.1 e ka se tseye tsia ngongorego kgotsa thulano e e amanang le setheo sa semolao jaaka modirisi yo boleng jwa dithoto tsa gagwe kgotsa thekiso ya gagwe ya ngwaga e lekanang kgotsa e fetang selekanyo (tekanyetso) e leng tlhotlhwa jaaka e tlhomamisitswe ke Tona ka molawanataolo o o rebotsweng go ya ka karolo 5(2)(a), e e buisiwang le karolo 6 A ya Molao, nako le nako;

7.3.2 ga e na dithata tsa go dira phitlhelelo, ntle le katlanegiso ya go rarabolola dithulano; e bile

7.3.3 ga e na dithata tsa go dira phitlhelelo mabapi le maikarabelosemolao a setlhagiswa.

8. MOKGWA WA THARABOLOLO YA DITHULANO MAGARENG GA MIOSA LE DITOKOLOLO TSA INDASETERI YA DIKOLOI

8.1. Mo lebakeng la thulano e e tlhagelelang magareng ga MIOSA le ditokololo dife tsa indaseteri ya dikoloi, matlhakore a tla leka go rarabolola thulano ka therisano. Seno se

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akaretsa gore letlhakore le lengwe le laletse le lengwe ka go kwala go tla kopanong mme le leke go rarabolola thulano mo matsatsing a le supa go tloga ka letlha la taletso e e kwetsweng.

8.2. Fa go ka direga gore thulano e se ka ya rarabololwa ka thulaganyo e e umakilweng mo polelwaneng ya semolao 8.1, letlhakore lefe 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, e bile matlhakore a tla netefatsa gore a tsereganya ka mowa o montle.

8.3. 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.

8.4. 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.

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

9. DITAOLO TSE DI NTSI

9.1 MIOSA e ka sekaseka ngongorego kgotsa thulano e e welang mo taolong ya MIOSA jaaka go tlhalositswe mo Molawaneng ono, fa mongongoregi le/kgotsa moikarabedi le ene e leng tokololo ya indaseteri e e welang mo taolong ya Motsereganyi yo mongwe yo o amogetsweng semmuso.

9.2 Seno se tla netefatsa kgokagano e kgolo le tirisanommogo magareng ga Batsereganyi ba ba amogetsweng semmuso go ya ka karolo 82(6) ya Molao le go nolofatsa phitlhelelo ya maitlhomo a a tlhagisitsweng mo Molaong ka—

9.2.1. go boloka boitseanape jwa indaseteri jo bo kgethegileng;
9.2.2. mokgwa o o dirilweng gore o tsamaelane le o o tlhomameng le tiriso ya melao e e rileng ya indaseteri;
9.2.3. go fokotsega ga go reka mo foramong ka ditokololo tsa madirelo a a tshelepanang;
9.2.4. go fokotsa go raraana ga badirisi le batsibogi fa go nang le kgonagalo ya go tshelepana;
9.2.5. go fokotsa dikgoreletsi tsa phitlhelelo;
9.2.6. go fokotsa dipaka tsa nako tsa tharabololo; le
9.2.7. go oketsa kitso ya badirisi.

9.3 Ditokololo tsa indaseteri, tse di dirang go ralala mafelotaolo a Motsereganyi yo o amogetsweng semmuso mme di wela mo taolong ya Motsereganyi yo o amogetsweng semmuso yo o fetang a le mongwe, di tshwanetse go duela diketleetso tsa matlole go Motsereganyi yo o maleba. Diketleetso tsa matlole di tshwanetse go fokotswa go ya ka go tshelepana ga tsona ke Batsereganyi ba ba amogetsweng semmuso ka go farologana.

9.4 Bangongoregi ba ka tlhatlhela dingongorego kwa Motsereganying ofe yo o amogetsweng semmuso mo taolong nngwe le nngwe e e maleba ka fa tlase ga Molao: Fa fela Motsereganyi yo o amogelang ngongorego e e kwa ntle ga boitseanape jwa gagwe kgotsa fa go bonala gore ngongorego e siametse go sekasekwa le Motsereganyi yo mongwe yo o amogetsweng

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semmuso, o tshwanetse go romela ngongorego ka bonako kwa Motsereganying yo mongwe, ka tumelelo ya mongongoregi.

KAROLO B: THARABOLOLO E NNGWE YA DITHULANO

Karolo eno ya Molawana e samagana le dikarolo tse di rileng tsa Molao tse di laelang mabapi le tharabololo ya dithulano ka tiro ya ADR e e jaaka MIOSA.

10. MEKGWA YA THARABOLOLO YA DITHULANO

Fa morero o sa rarabololwe mo matsatsing a le 30 morago ga thulano magareng ga modirisi le mothelesi kgotsa o tsewa o weditswe go ya ka polelwanasemolao 4.1.6, modirisi o tshwanetse go ya kwa MIOSA.

11. MAITLHOMO A MIOSA

Maitlhomo a MIOSA ke go tsaya tsia le go rarabolola dingongorego ka mokgwa o o siameng wa tsamaiso, o o seng wa semmuso, o o somarelang madi le o o bonako go ya ka meono ya bosiamisi jwa tlholego le ka go supa se se lekalekanang mo maemong otlhe go ya ka Molao le Melawanataolo e e dirilweng ka fa tlase ga ona.

12. GO TSAYA TSIA NGONGOREGO

MIOSA e tshwanetse go tsaya tsia ngongorego e e tlisitsweng ke kgotsa mo boemong jwa modirisi kgotsa mothelesi jaaka go tlhalositswe mo Molaong, e e welang mo taolong ya yona.

13. TSAMAISO YA GO RARABOLOLA THULANO

13.1 Fa MIOSA e amogela ngongorego e e latofatsang tlolomolao nngwe le nngwe ya ditaelo tsa Molawana kgotsa Molao ka mongwe le mongwe yo o welang mo taolong ya yona, e tla—

13.1.1. gakolola letlhakore le lengwe la ngongorego gore e kopilwe go rarabolola thulano;

13.1.2. tlamela letlhakore le lengwe la ngongorego ka ngongorego e e boletsweng le go kopa letlhakore leo go tsibogela ngongorego ka go tlhagisa mofuta wa lona mo matsatsing a le 10 morago ga kamogelo ya kopo, ntle le fa katoloso ya yona e neetswe ke MIOSA, fa le amogetse kopo ya katoloso ya nako;

13.1.3. fa go tlhokegang, go neela mongongoregi khopi ya tsibogo go tswa mo letlhakoreng le lengwe; le

13.1.4 go ikaegilwe ka tshedimosetso e e tlhagisitsweng, go dirisana le matlhakore ka maitlhomo a go rarabolola ngongorego.

13.2. Mo lebakeng la fa letlhakore le lengwe le sa tsibogele kopo ya MIOSA, morago ga go dira dikopo tse di fetang bongwe, maitsholo a a ntseng jalo a tla tsewa jaaka go sa obamele Molawana ono, mo lebakeng leo MIOSA—

13.2.1 e tla tswala ngongorego le go gakolola mongongoregi go romela kgetse kwa NCC go rarabololwa go ya pele;

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13.2.2 e tshwanetse go romela go sa obameleng Molawana ono go NCC gore go batlisiswe ka ga maitsholo a a ileditsweng go ya ka ditaelo tsa Molawana ono; e bile

13.2.3 e tla boloka direkoto tsa ditokololo tsotlhe tse di sa obameleng melao tsa indaseteri ya dikoloi mme e romele lenaane leo kwa NCC kotara le kotara.

13.3. Fa matlhakore a a mo thulanong a dirisana le MIOSA mme go fitlhelelwa tumalano, tumalano eo e tshwanetse go gatiswa ka go kwalwa, ka sebopego sa taelo e bile matlhakore a a mo thulanong a dumalana le taelo eo, MIOSA e ka e romela kwa NCT go tsamaelana le karolo 70(3) ya CPA gore e dirwe taelo ya tumalano, go ya ka melawana ya foramo eo.

13.4. Fa thulano e sa rarabololwe, MIOSA e tla tswala ngongorego ka kitsiso e e kwaletsweng matlhakore le go gakolola mongongoregi go romela ngongorego kwa NCC.

13.5. MIOSA e tla rarabolola thulano mo matsatsing a le 30 (masome a mararo) go tloga ka letlha le e amogetseng dikwalo tsotlhe tse di tlhokegang kgotsa tshedimosetso ka lona go kgontsha MIOSA go konosetsa tharabololo ya yona ya ngongorego.

13.6. MIOSA e ka nna ya phasalatsa mo webosaeteng ya yona ditshobokanyo tsa merero e e rarabolotsweng e e tla nnang mo dikgatlhegelong tsa badirisi le bathelesi ntle le go umaka maina a matlhakore a a amegang kgotsa matlhakore a a ka supiwang ka tsela efe, mo pakeng e e utlwalang.

14. DITIRO KA KAKARETSO

14.1. Fa tharabololo ya ngongorego efe e e rileng e ka tlhoka tshwaelo ya bothati jo bo kgethegileng kgotsa moitseanape wa setegeniki mo lephateng lengwe le lengwe, kgotsa kgakololo go tswa mo mothong ofe wa boraro, go rarabolola thulano e e ntseng jalo fa pele ga yona, MIOSA e ka thapa kgotsa ya dirisa ditirelo tsa bothati bofe jo bo kgethegileng kgotsa moitseanape wa setegeniki go thusa MIOSA ka dipatlisiso tsa yona kgotsa gore go tlhagiswe pegelo efe e e tlhokegang. Bothati jwa boitseanape kgotsa pegelo ya moitseanape wa setegeniki e tla nna ka ditshenyegelo tsa MIOSA. Mo lebakeng la fa letlhakore le kopa bothati jwa boitseanape jwa kwa ntle kgotsa moitseanape wa setegeniki mo godimo ga pegelo e e setseng e tlametswe ke MIOSA, pegelo e tla nna ka ditshenyegelo tsa letlhakore le le kopileng ditirelo tseo e bile e tla duelelwa kwa pele, pele ga moitseanape a laelwa.

14.2. Fa MIOSA, badiri ba yona kgotsa tokololo efe ya Indaseteri ya Dikoloi e ka lemoga tiro efe ya bosenyi e e dirwang kgotsa e e ikaeletsweng go dirwa mo teng ga Indaseteri ya Dikoloi, kgotsa ka ga tiro efe e e ka tsewang kgotsa e go latofatswang gore ke ya bosenyi, tokololo ya Indaseteri ya Dikoloi le/kgotsa modiri wa MIOSA o tla patelesega go begela bothati jo bo maleba ka tiragatso eo kgotsa maitsholo ao, mo lebakeng leo bosupi bo ka tshwanelwake go neelwa kwa kgotlatshekelong ya molao, ntle le go itsise NCC le Tona ka go kwala.

14.3. Ga go sepe se se mo teng ga seno se se thibelang MIOSA go tlhama melawana ya ka fa gare, diforomo le ditsamaiso tse di sa thulaneng le ditaelo tsa Molawana ono kgotsa Molao.

14.4. Tshedimosetso yotlhe (go akaretsa le maikaelelo a tumalano) e e tlametsweng ke letlhakore le lengwe mo thulanong fa pele ga MIOSA go letlhakore le lengwe e tla tsewa e le e e neetsweng ka sephiri le kwa ntle ga go kgetholola, e bile e ka se senolelwe letlhakore lefe le lengwe kgotsa ya diriswa mo botsereganying bope jo bo latelang kgotsa mo kgetseng.

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KAROLO C: PUSO LE MERERO E E AMANANG LE YONA

15. MOKGWA WA GO TLHOPHA MOTSEREGANYI LE BOTO

15.1. Motsereganyi o tshwanetse go nna le—

15.1.1. dithutego tse di tshwanetseng, tse e tla nnang Dikirii ya Batšhelara mo go tsa ikonomi, molao, kgwebo, kgotsa tse di amanang le indaseteri ya dikoloi le maitemogelo a dingwaga di le 10 mo indasetering ya dikoloi, go akaretsa le tharabololo ya dithulano;

15.1.2. kitso e e lekaneng ya dintlha tsa setegeniki tsa dithoto le ditirelo tse di tlamelwang mo Indasetering ya Dikoloi; le

15.1.3. kitso le bokgoni jo bo lekaneng go tlhaloganya Molao go netefatsa gore karolo ya badiri ya MIOSA e tla dira ditiro tsa bona tsa letsatsi le letsatsi ka tlhoafalo le ka botshepegi.

15.2. Motsereganyi o ka se -

15.2.1. nne le ponomolato ya bosenyi mo nakong e e fetileng kgotsa bo ka se bonwe molato ka motsi wa fa bo ne bo le mo maemong a jona a go sa ikanyegeng e leng karolo ya ona;

15.2.2. nne motšhoni yo o sa sokololwang kgotsa bo ka se dire tiro ya go tšhona ka motsi wa fa a le mo maemong a jona; e bile

15.2.3. nne le kgatlhego ya ga jaana (go tlhagisa, go reka dithoto go tswa kwa ntle, go phatlhalatsa kgotsa go rekisa) ka tlhamalalo kgotsa ka tsela e e seng ya ka tlhamalalo mo Indasetering ya Dikoloi kgotsa go direla mo maemong ape fela a a amanang le mekgatlho e e dirang dipholisi kgotsa mekgatlho ya indaseteri mo teng ga Indaseteri ya Dikoloi le fa e le eng.

15.3. Ditlhokego le dithutego tsa Boto ya Bakaedi di tshwanetse go akaretsa -

15.3.1. tlhopho go ya ka Memorantamo wa go Kopanngwa wa MIOSA;

15.3.2. go nna le thutego e e maleba ya ikonomi, molao, kgwebo kgotsa e e amanang le indaseteri ya dikoloi le maitemogelo a a maleba a kgwebo kgotsa indaseteri ya kgwebo go akaretsa le bokgoni jo bo tlhokegang go laola setheo; le

15.3.3. Boto e laletsa dikopo go tswa mo setšhabeng ka kakaretso ba ba fitlhelelang ditlhokego tsa tlhopho jaaka di tlhalositswe mo dipolelwaneng 15.3.1 le 15.3.2.

16. TSAMAISO YA GO THAPIWA GA MOTSEREGANYI

16.1. Motsereganyi o tla thapiwa ka tsela e e latelang—

16.1.1. tokololo nngwe le nngwe ya Boto, mmogo le Motsereganyi yo o mo maemong o tla nna le voutu e le nngwe;

16.1.2. Motsereganyi yo mošwa o tla tlhophiwa ka tsela e e bonolo ya divoutu tse dintsi tsa Boto ya Bakaedi morago ga go wetswa ga thulaganyo ya go thapa e e tseneletseng; e bile

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16.1.3. Motseregnyi o tla thapiwa dipaka tse di tlhomameng tsa dingwaga di le 5 (tlhano) ka nako e le nngwe ka tlhopho ya go thapiwa gangwe gape ga dingwaga di le 5 (tlhano).

16.2. Nako le nako fa go tshwanetse ga thapiwa Motsereganyi yo mošwa, Motsereganyi yo mošwa o tla tlhongwa dikgwedi di le tharo pele ga paka ya gagwe ya tshimololo ya tirelo e bile o tla duelwa go ya ka dikelo tsa tuelo jaaka di tlhagisitswe ke Boto mo pakeng eo e e rileng.

16.3. Boto e tla tshwanelwa ke go laletsa dikopo go tswa mo setšhabeng ka kakaretso se se fitlhelelang ditlhokego tsa go nna Motsereganyi jaaka go tlhalositswe mo polelwaneng ya semolao 16.1.

17. GO TLOSWA GA MOTSEREGANYI

Mo pakeng e e bonelwang pele mo polelwaneng ya semolao ya 16.1.3, Motsereganyi o natefelelwa ke tshireletsego ya tiro mme o ka belesetswa fela ke Boto ka mabaka a maitsholo a a sa siamang a a tseneletseng, go tlhoka bokgoni, kgotsa go retelelwa ga gagwe go diragatsa ditiro tsa gagwe ka katlego.

18. DITHATA TSA TSAMAISO TSA MOTSEREGANYI

18.1. Motsereganyi o ka, ka maitlhomo a go diragatsa ditiro tsa MIOSA, le jaaka tatofatso kgatlhanong le kgotsa mabapi le go una molemo mo matloleng a MIOSA, jaaka go ka nna jalo go—

18.1.1. hira, reka kgotsa ka tsela nngwe go bona thoto, le go hirisa, go rekisa kgotsa ka tsela nngwe go latlha thoto e e rekilweng kgotsa e e bonweng jalo;

18.1.2. dira tumalano le motho ofe ya go diragatsa tiro efe e e rileng kgotsa go tlamela ka ditirelo tse di rileng;

18.1.3. inšora ofisi kgatlhanong le tatlhegelo efe, tshenyego, kotsi kgotsa maikarabelo;

18.1.4. thapa batho ba ba katisitsweng sentle go thusa Motsereganyi, go tlhomamisa mabaka a bona a go thapiwa e bile, go ya ka dipeelo tse di ka tlhomamiswang ke Motsereganyi, o ka rolela kgotsa a abela modiri mongwe le mongwe yo o ntseng jalo, go akaretsa le Motlatsamotsereganyi, tiro nngwe le nngwe ya tsamaiso e e neetsweng Motsereganyi go ya ka karolo eno;

18.1.5. bona kgakololo ya seporofešenale e e ka tlhokegang ka mabaka; le

18.1.6. dira sengwe le sengwe, ka kakaretso, se se tlhokegang kgotsa se se tshwanetseng go fitlhelela maikaelelo a Motsereganyi.

19. POPEGO YA BOTO

19.1. Boto e tshwanetse go nna le bonnye bakaedi ba ba voutang ba le barataro mme ba sa fete ba le robongwe ba ba tlhomilweng go ya ka Memorantamo wa go Kopanngwa, go ya ka kitso ya bona, maitemogelo kgotsa dithutego tse di amanang le ditiro tsa Boto.

19.2 Pele ga go thapa bakaedi ba Boto ba ba tlhalositsweng mo polelwaneng ya semolao 19.1, Boto e tshwanetse go laletsa ditlhopho tsa bokaedi jwa Boto mme kitsiso e tshwanetse go totobatsa paka ya bonnye matsatsi a le 30 gore ditlhopho di romelwe.

19.3. Fa go tlhomiwa bakaedi ba Boto, Boto e tshwanetse go netefatsa gore go na le kemedi e e anameng ya setšhaba, go akanyeditswe lotso, bogole le bong.

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19.4. Fa Boto e sa amogele ditlhopho kgotsa palo e e sa lekanang ya ditlhopho mo pakeng e e totobaditsweng mo taletsong, Boto e ka atolosa paka e e totobaditsweng mo taletsong ka maitlhomo a go bona palo e e lekaneng ya ditlhopho.

19.5. Mokaedi wa Boto yo o tlhalositsweng mo polelwaneng ya semolao 19.1 o nna mo maemong a gagwe mo pakeng e e tlhomamisitsweng ke go thapiwa ga gagwe. Motho mongwe le mongwe yo paka ya gagwe ya tiro e fedileng o tshwanelwa ke go thapiwa gape paka e le nngwe ya tlaleletso.

19.6. Motho ga a tshwanela go thapiwa jaaka mokaedi wa Boto fa motho yoo-

19.6.1. e se moagi wa Aforikaborwa mme ka tlwaelo a nna mo Rephaboleking;

19.6.2. e le motšhoni yo o sa sokololwang;

19.6.3. a ileditswe ka fa tlase ga molao ofe go dira tiro ya motho yoo seporofešene;

19.6.4. a bonwe molato wa tlolomolao kwa nageng esele e bile a atlholetswe go golegwa kwa ntle ga tlhopho ya tuediso kgotsa, mo lebakeng la tsietso kgotsa tlolomolao efe e e akaretsang go sa ikanyege, tuediso kgotsa kgolegelo kgotsa ka bobedi; kgotsa

19.6.5 ka nako nngwe le nngwe a tlositswe mo tirong ya terasete ka ntlha ya tlolo ya tiro ya botlhokomedi.

19.7. Mokaedi wa Boto o tshwanetse go tswa mo tirong ya gagwe fa mokaedi-

19.7.1. a rola tiro ka kitsiso e e kwetsweng e e lebisitsweng le go romelwa kwa go Modulasetulo wa Boto;

19.7.2. a kgaotsa go nna le dithutego dife tse di tlhokegang go thapiwa ga mokaedi yoo mo Botong;

19.7.3. a sa kgone go dira ditiro tsa gagwe ka ntlha ya bolwetse jwa tlhaloganyo kgotsa bogole jo bo masisi kgotsa jo bo tseneletseng jwa tlhaloganyo jo bo umakilweng mo Molaong wa *Mental Health Act*, 2002 (Molao 17 wa 2002); kgotsa

19.7.4. a nna karolo ya go iletswa gofe go go umakilweng mo karolong 15 ya Molao wa Ditlamo; kgotsa

19.7.5 a tloswa mo tirong ke Boto, ka lebaka le le utlwalang le le bontshitsweng.

19.8. Bakaedi ba Boto ba tshwanetse go tlhopha le go thapa Modulasetulo le Motlatsamodulasetulo go tswa mo gare ga bona.

19.9 Modulasetulo o nna mo maemong a gagwe go fitlha Modulasetulo yoo a tlogela tiro kgotsa a kgaotsa go nna mokaedi wa Boto fa a dira dipaka tse 2 (pedi) tsa tlaleletso; e bile

19.10 Fa Modulasetulo a filwe khunologo ya go se nne teng, Motlatsamodulasetulo o tshwanetse go dira jaaka Modulasetulo go fitlha Modulasetulo a rola tiro kgotsa a simolola tiro gape kgotsa a tloswa mo tirong.

20. DIKOPANO TSA BOTO

20.1. Boto e tshwanetse go tshwara bonnye dikopano di le nne tse di tlwaelegileng ngwaga le ngwaga.

20.2. Modulasetulo wa Boto-

20.2.1. o ka bitsa kopano e e kgethegileng ya Boto; e bile

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20.2.2. o tshwanetse go bitsa kopano e e kgethegileng mo matsatsing a le 14 morago ga go amogela kopo e e kwetsweng ya go dira jalo, e e saenilweng ke bonnye ditokololo di le pedi tsa Boto.

20.3. Kopo e e umakwang mo polelwaneng ya semolao 20.2.2. e tshwanetse go tlhalosa ka tlhamalalo lebaka la kopo.

20.4. Motsereganyi o ka nna a kopa kopano le Boto ka nako nngwe le nngwe, fa go ka tlhokega.

20.5. Khoramo ya kopano nngwe le nngwe ya Boto ke bontsi jwa ditokololo tse di voutang tsa Boto tse di leng mo tirong ka nako eo. Tshwetso ya bontsi jwa ditokololo tsa Boto tse di voutang kwa kopanong nngwe le nngwe e e nang le khoramo e nna tshwetso ya Boto.

20.6. Tokololo ya Boto e e nang le kgatlhego ya sebele kgotsa ya matlole o tshwanetse go ikgogela morago mo ditsamaisong tsa Boto fa morero o sekasekwa.

21 . DITHATA, DITIRO LE MAIKARABELO A BOTO

21.1 Ke tiro ya Boto go dira mo dikgatlhegong tse di gaisang tsa MIOSA gore e kgone go rotloetsa mowa wa puso e e siameng le maikarabelo a loago.

21.2 Boto e tlhokega go dira ka mokgwa o o diragatsang maikaelelo a MIOSA ka nonofo le go dira ka mokgwa o o rotloetsang boleng le meono ya Molaotheo.

21.3 Boto e tshwanetse go kaela, go laola le go tlamela ka leano mabapi le puso ya MIOSA.

21.4 Boto e tshwanetse go tlamela ka kgokagano magareng ga MIOSA le bannaleseabe ba bangwe gore e kgone go supa le go tsaya tsia dikgatlhego tsa bannaleseabe botlhe.

21.5 Boto e tshwanetse go netefatsa gore MIOSA le/kgotsa Motsereganyi o dira le go bonwa e le moagi wa kgwebo yo o nang le maikarabelo.

21.6 Ditokololo tsa Boto di tshwanetse go nna le maikarabelo le go tsaya karolo mo tlhabololong ya leano e bile leano leo le tshwanetse go bewa go tsamaelana le maitlhomo a MIOSA.

21.7 Boto e tla nna le maikarabelo a go supa kotsi le dithulaganyo tsa go fokotsa kotsi eo.

21.8 Dikgotlhang tsa dikgatlhego di tshwanetse go laolwa mme dikgatlhego tsa MIOSA di tla tla pele.

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

22. DITEKANYETSOTLASE TSA MAEMO LE DITHATA TSA MIOSA

22.1. MIOSA e tshwanetse

22.1.1. go ikwadisa le Khomišene ya Ditlamo le Thoto ya Boitlhamedi jaaka setlamo se se sa direng morokotso go ya ka Molao wa Ditlamo;

22.1.2. go obamela ditlhokego tse di maleba le tse di diriswang tsa Molawanamogolo wa Meono ya Puso jaaka o tlhabolotswe nako le nako;

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22.1.3. ka dinako tsotlhe go obamela ditaelo tsa Molao wa Ditlamo, le melawanataolo e e dirilweng ka fa tlase ga ona, jaaka e tlhabolotswe nako le nako, e e amanang le ditlamo tse di sa direng dipoelo;

22.1.4. go obamela melawanataolo yotlhe ya puso le melao e e amanang le Maatlafatso ya Ikonomi ya Bantsho e e Atolositsweng, go akaretsa le ditlhokego tsa Letlhomeso la Tshenkelo e e Kgethegileng;

22.1.5. go nna le didiriswa tse di lekaneng le boitseanape jo bo maleba go diragatsa le go dira ditiro tsa yona;

22.1.6. go se tlhotlheletswe fa e tsaya ditshwetso tsa yona;

22.1.7. go nna le maikarabelo a a feletseng a tsamaiso le tharabololo ya dingongorego;

22.1.8. go ikarabela mo go Tona, Mokhomišenara wa NCC le Boto;

22.1.9. dira ka go ikemela, ka maitlhomo, phatlalatsa, ka tshiamo le ka botshepegi;

22.1.10. go ela tlhoko ditaelo tsa Molao mmogo le meono ya puso ya molao, tekatekano, tshiamo, tshiamiso le tekano;

22.1.11 go lekalekanya ka go lekana le ka go sa tseye letlhakore ditshwanelo tsa badirisi le ditshwanelo tsa batlamedi ba ditirelo;

22.1.12 go diragatsa ditiro le maikarabelo a yona go ya ka ditsamaiso tseno tsa go dira;

22.1.13 go rarabolola dingongorego ka nonofo le ka bonako jo bo kgonegang;

22.1.14 go netefatsa gore badiri ba yona ba dira ditiro tsa bona go ya ka le go latela ditsamaiso tseno tsa tiro; le

22.1.15 go kaelwa ke dintlha tse di latelang-

22.1.15.1. Molao; le

22.1.15.2. tlhokego ya go rarabolola dithulano ka tshiamo le ka bonako.

22.2 MIOSA e ka dira tumalano le bothati jwa badirisi jwa porofense kgotsa motho ofe mabapi le tiragatso ya maikarabelo kgotsa tiro efe e e rileng mo go rarabololeng dithulano kgotsa mo go diragatseng tiro nngwe efe.

23. MERERO YA MATLOLE YA MIOSA

23.1 Ngwaga wa matlole wa MIOSA o tla nna go tloga ka di 1 Mopitlwe go fitlha ka di 28 Tlhakole wa ngwaga mongwe le mongwe.

23.2 MIOSA—

23.2.1. e tlamelwa ka matlole ke Indaseteri ya Dikoloi ka mokgwa o o tlhalositsweng mo Šejuleng 5;

23.2.2. e tla tlamela Mokhomišenara wa NCC ka pegelo e e kwetsweng ka ga kgatelopele e e dirilweng ka go kokoanya sefalanatshedimosetso gangwe ka ngwaga;

23.2.3. e tla rwala maikarabelo a go kokoanya diketleetso tsotlhe tse di tshwanetseng le tse di kolotwang ke ditokololo tsa Indaseteri ya Dikoloi;

23.2.4. e ka ntsha tshekatsheko ya sefalanatshedimosetso ya ditokololo tsotlhe tsa Indaseteri ya Dikoloi le go kokoanya diketleetso tsa matlole go tswa mo ditokololong tseo: Fela e tla nna le tshwanelo ya go dira jalo fa ditshenyegelo tse di amanang le seo di amogetswe jaaka karolo ya tekanyetsokabo ya ngwaga le ngwaga;

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23.2.5. e tla dira ditshupamolato tsa ditokololo tsa Indaseteri ya Dikoloi kgwedi le kgwedi ka kgotsa pele ga letsatsi la bo 7 (la bosupa) la kgwedi nngwe le nngwe, e bile ditshupamolato di duelwa kgwedi le kgwedi tse di saletseng kwa morago ka kgotsa pele ga letsatsi la bo 20 (masome a mabedi) la kgwedi nngwe le nngwe;

23.2.6. e tshwanetse go tsenya madi otlhe mo akhaontong e e butsweng kwa bankeng e e kwadisitsweng ka fa tlase ga *Banks Act*, 1990 (Molao 94 wa 1990);

23.2.7. e tshwanetse go dirisa matlole otlhe a a amogetsweng go duelela ditshenyegelo tse di dirilweng fa e dira ditiro tsa yona mme e ka beeletsa matlole a a sa tlhokegeng mabapi le go diriswa ka bonako;

23.2.8. e tshwanetse go dira dituelo, kwa ntle ga madi a mannye, ka ditšheke kgotsa Ditirisano tsa Matlole tsa Eleketeroniki le/kgotsa ditaelo tsa kgogo tse di gogilweng kgatlhanong le akhaonto ya banka ya MIOSA, tse di tshwanetseng go saeniwa ka mokgwa o o sweditsweng ke Boto morago ga go rerisana le Motsereganyi: Fa fela ditšheke tsotlhe, ditshupamolato le didiriswa tse dingwe tse di ka diriswang di ka gogwa mo diakhaontong tsa banka tsa MIOSA di tla tlhoka ka dinako tsotlhe thebolo ya bakaedi ba le 2 (babedi) ba MIOSA;

23.2.9. e tshwanetse go fetisetsa kwa ngwageng o o latelang wa matlole matlole otlhe a a emeng mo sekolotong sa yona kwa bokhutlong jwa ngwaga wa matlole, mmogo le matlole a a beeleditsweng;

23.2.10. e tla, ka Motsereganyi, romela tekanyetsokabo ya ngwaga le ngwaga kwa Botong ka di 1 Sedimonthole ngwaga mongwe le mongwe eo e tla akaretsang, ntle le tekanyetso, tekanyetsokabo ya -

23.2.10.1. temoso le go ya ka polelwana ya semolao 26.3;

23.2.10.2. dituelo tsa badiri, go akaretsa le bakaedi;

23.2.10.3. letlole la tiriso mabapi le ditiro tse di tlwaelegileng tsa kgwebo;

23.2.10.4. letlole mabapi le katiso ya badiri;

23.2.10.5. ditiragalo tsa tshoganyetso; le

23.2.10.6. go bapatsa gore MIOSA e ntshetswe pele.

23.3. Boto e tshwanetse go tsaya tsia tekanyetsokabo e e tshitshintsweng le go tlamela MIOSA ka tekanyetsokabo e e rebotsweng ka di 31 Sedimonthole tsa ngwaga nngwe le nngwe.

23.4. Dipegelo tsa matlole tse di amogetsweng tse di tlhatlhobilweng di tla kgona go fitlhelelwa ke ditokololo tsotlhe ka go di phasalatsa mo webosaeteng ya MIOSA, mo lobakeng la kgwedi e le nngwe morago ga thebolo ya tsona.

24. THULANO YA DIKGATLHEGO

24.1. MIOSA e tshwanetse go amogela pholisi ya thulano ya dikgatlhego e e akaretsang bonnye —

24.1.1. go supiwa ga dikgotlhang tsa dikgatlhego tse mo go tsona Motsereganyi le/kgotsa Mokaedi ofe le/kgotsa modiri wa MIOSA a nang le dikgatlhego tsa nnete kgotsa tse di ka nnang teng tse di ka tlhotlheletsang go nna le seabe ga Motsereganyi le/kgotsa Mokaedi le/kgotsa modiri yo go buiwang ka ena;

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24.1.2. tlamelo ya go tila dikgotlhang dife tsa dikgatlhego, mme fa go sa kgonege, mabaka le ditsamaiso tsa go fokotsa dikgotlhang tseo tsa dikgatlhego, le ditaolo tsa ka fa gare go obamela pholisi;

24.1.3. dithulaganyo tsa go senola dikgotlhang dife tsa dikgatlhego;

24.1.4. melawana e e amanang le go neela le go amogela dimpho, diboutšhara, ditlhotlheletso, kamogelo ya baeng kgotsa melemo e mengwe; le

24.1.5. go tlhongwa le go tlhokomelwa ga rejisetara ya dimpho.

25. BOIKARABELO

25.1. Motsereganyi ke motlhankedi yo o rwalang maikarabelo mabapi le matlole otlhe a a amogetsweng le dituelo tsotlhe tse di dirilweng mabapi le ditshenyegelo tse di dirilweng ke MIOSA.

25.2. Motsereganyi, jaaka motlhankedi yo o rwalang maikarabelo, o tshwanetse go netefatsa gore direkoto tse di siameng tsa diakhaonto tsa go rekota ditirisano tsotlhe tsa MIOSA di a bolokwa, direkoto tse di tla -

25.2.1. bewang kwa diofising tse dikgolo tsa MIOSA tse di tsewang jalo nako le nako ke Boto; le

25.2.2. ka dinako tsotlhe ka nako ya diura tse di tlwaelegileng tsa tiro, nna teng go ka tlhatlhojwa ke Tona, NCC le Boto ya MIOSA kgotsa baemedi ba bona ba ba tlhomilweng sentle le ba ba nang le taolo.

25.3. MIOSA e tshwanetse go netefatsa gore ditshupatlotlo tse di nang le-

25.3.1. akhaonto ya lotseno le ditshenyegelo tsa ngwaga wa ditšhelete o o beilweng leitlho; le

25.3.2. tshupatirisotlotlo e e bontshang maemo a matlole a MIOSA kwa bokhutlong jwa ngwaga wa ditšhelete, di baakanngwa ke feme ya baruni ba ba tlhomilweng ke Boto ya MIOSA ka bonako jo bo kgonegang morago ga bokhutlo jwa ngwaga wa ditšhelete, mme e seng morago ga matsatsi a le 90 (masome a robongwe) morago ga bokhutlo jwa ngwaga wa ditšhelete.

25.4. Khopi ya ditshupatlotlo tsa ngwaga le ngwaga e tshwanetse go nna teng ka bonako jo bo kgonegang, mme e seng go feta matsatsi a le 7 (supa) morago ga gore ditshupatlotlo tseo di baakanngwe, e newe mokaedi mongwe le mongwe wa Boto.

25.5. Boto e tshwanetse, mo kgweding e le nngwe morago ga go konosetswa ga ditshupatlotlo, go kopana go sekaseka, go tlamela, go tshwaela ka ga le / kgotsa go rebola ditshupatlotlo tseo.

25.6. Khopi ya ditshupatlotlo tsa ngwaga le ngwaga tse di rebotsweng tse di tlhatlhobilweng e tshwanetse go newa Tona, Mokhomišenara wa NCC le mokaedi mongwe le mongwe wa Boto mme gape e tshwanetse go phasalatswa mo webosaeteng ya MIOSA.

25.7. MIOSA e tshwanetse go saena Tumalano ya Bannaleseabe ngwaga le ngwaga le NCC e e tla laolang thulaganyo ya go ela tlhoko jaaka go bonetswe pele ke karolo 82(7) ya Molao.

26. DIPEGELO, DIPALOPALO LE TEMOSO

26.1. MIOSA e tshwanetse, go ya ka dikarolo 82(5) le (7) tsa Molao, go tlamela ka dipegelo tsa kotara tse di ka ga—

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26.1.1. diakhaonto tsa botsamaisi;

26.1.2. tsa sešweng;

26.1.3. dipalopalo

26.1.4. dintlha tsa tsamaiso;

26.1.5. tshedimosetsokakaretso ya kgetse ka ga-

26.1.5.1. palo ya dikgetse tse di rometsweng kwa MIOSA tsa mothelesi mongwe le mongwe (tokololo ya Indaseteri ya Dikoloi);

26.1.5.2. palo ya dikgetse tse di sekasekilweng le go konotelwa;

26.1.5.3. palo ya dikgetse tse di rarabolotsweng;

26.1.5.4. dinako tse di tserweng mabapi le go tswalwa ga kgetse;

26.1.5.5. dintlha tsa modirisi; le

26.1.5.6. tshimologo ya dingongorego; le

26.1.6. tshedimosetso nngwe efe e go dumalanweng ka yona fa gare ga NCC le MIOSA.

26.2. MIOSA e tla tlamela NCC ngwaga le ngwaga ka-

26.2.1. Pegelo ya ngwaga le ngwaga ka ga go dira ga Molawana ono ka kakaretso, katlego le go dira ga ona, mmogo le mekgwa e e dirisitsweng ke MIOSA go ela tlhoko nonofo ya Molawana ono; le

26.2.2. tshupatlotlo ya ngwaga le ngwaga, e e rebotsweng ke baruni ba MIOSA.

26.3. MIOSA e tla dira temoso e e tswelelang gore e kgone go ruta le go tlhama temogo go badirisi, batlamedi ba ditirelo le batsayakarolo ba bangwe botlhe mo teng ga indaseteri ya dikoloi ka ga merero e e amanang le dirori mo teng ga Molao le seabe sa MIOSA.

26. GO PHIMOLA KWADISO LE GO PHATLHALATSWA GA MIOSA

MIOSA ga e a tshwanela go kwadisololwa, go phatlalatswa kgotsa go tswalwa ntle le go ya ka Molao wa Ditlamo kgotsa molao o mongwe o o maleba o o leng teng.

ŠEJULE 1

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LENAANE LA MEKGATLHO YA GA JAANA YA INDASETERI

MOKGATLHO	MOFUTA WA INDASETERI
AMID – Mokgatlho wa Barekantle le Baphatlhalatsi ba Dithuthuthu	Sethuthuthu
AA - Mokgatlho wa Dikoloi wa Aforikaborwa	Go Tlhokomela Dikoloi, Thuso ya kwa Thoko ga Tsela le Maano a Tlhokomelo
IDA – Mokgatlho wa Barekisi ba ba Ikemetseng	Bagwebi ba ba Ikemetseng, go Akaretsa le Beng ba ba Ikemetseng ba Ditetlakgwebo
FRA – Mokgatlho wa Barekisi ba Lookwane	Lookwane
NAACAM – Mokgatlho wa Bosetšhaba wa Batlhagisi ba Dikarolo tsa Dikoloi le Tse di Amanang	Dikarolo
NAAMSA – Mokgatlho wa Bosetšhaba wa Batlhagisi ba Dikoloi wa Aforikaborwa	OEM ya Dirori & Bagwebi le Baphatlhalatsi ba Dithomeloteng
OPPASA - Mokgatlho wa Dikuno tsa Motlakase tsa kwa Ntle wa Aforikaborwa	Metšhini ya Maatla ya kwa Ntle
RMI – Mokgatlho wa Indaseteri ya Dikoloi	Setlhopha sa Mekgatlho e e Farologaneng ya Dikoloi
SAAMA – Mokgatlho wa Metšhini ya Temothuo wa Aforikaborwa	Metšhini ya Temothuo
SATRA – Mokgatlho wa Aforikaborwa wa go Goga le go Busetsa Dikoloi	Go goga dikoloi
SAVRALA – Mokgatlho wa go Hira le go Hirisa Dikoloi wa Aforikaborwa	Go Hirisa Dikoloi, Go Hirisa le Botsamaisi jwa Setlhopha sa Dikoloi

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ŠEJULE 2

TSAMAISO YA DINGONGOREGO TSA MIOSA

Kgato 1 — Go Tlhagisa Ngongorego ya Ntlha

1 Modirisi yo o nang le ngongorego o gakololwa go araba potso ka go kwalela mothelesi le/kgotsa mokgatlho wa kgwebisano o mothelesi a ikwadisitseng mo go ona.

2 Mothelesi o tshwanetse go neela modirisi kamogelo e e kwetsweng ya kamogelo ya ngongorego efe e e rometsweng kwa go ena.

3 Mothelesi o tshwanetse go leka go rarabolola thulano ka tlhamalalo le modirisi. Mo lebakeng leno mothelesi o tla araba potso ka botlalo, ka go kwala, mo matsatsing a le 10 (lesome) morago ga go amogela potso. Fa mothelesi a sa kgone go neelana ka karabo e e utlwalang kgotsa go rarabolola kgang mo matsatsing a le 30 (masome a mararo) morago ga moo, mothelesi o tla itsise moreki ka seno, le go tlamela ka mabaka go ya ka fa go ka kgonegang ka teng ka go kwala.

4 Fa potso e sa rarabololwe mo pakeng e e beilweng jaaka go umakilwe mo polelwaneng ya semolao 3 kgotsa mo pakeng e matlhakore a ka dumalanang ka yona ka go kwala, modirisi-

4.1 o ka tlhatlhela ngongorego, ka go kwala, kwa ofising ya MIOSA ka go tlatsa Foromo ya Thuso ya MIOSA e e mo webosaeteng ya MIOSA le go e romela ka seatla, ka fekese, imeile kgotsa poso e e kwadisitsweng e e duelelwang pele kgotsa mo maranyaneng, e e tlhalosang mofuta wa ngongorego le thulano, mmogo le kgato e e tlhokegang, le poelo e e solofetsweng; e bile

4.2 o tshwanetse go tlamela ka dikhopi tsa dikwalo tsotlhe tse di maleba, tse di tshwanetseng go tsamaya le ngongorego.

5 Fa modirisi a tlhoka thuso ya go tlhaloganya ditsamaiso tsa go samagana le dithulano le MIOSA, MIOSA e tla thusa modirisi mo ntlheng eno.

Kgato 2 — Go tlhatlhela Ngongorego kwa MIOSA

Mongongoregi yo o-

6.1 o rometseng ngongorego kwa mothelesing, le yo o sa kgotsofalelang mokgwa o mothelesi a samaganang le yona ka teng, kgotsa ka moo e rarabololwang ka teng kgotsa ka ditlamorago tsa yona; kgotsa

6.2 iseng a kopane le mothelesi ka gonne seno se ka baka kgotsa se ka dira gore go nne le kotsi e e sa tshwanelang kgotsa kgobelelo ya mongongoregi, o ka romela ngongorego kwa MIOSA.

7 Mongongoregi o tshwanetse go romela ngongorego kwa MIOSA mo nakong e e lekaneng.

8 MIOSA e tla boloka rejisetara ya dingongorego tsotlhe tse e di romelang kwa bathelesing, mmogo le mekgwa e e maleba ya go latedisa direkoto, go netefatsa gore dingongorego tsotlhe di ka latedisiwa ka nako nngwe le nngwe mme kwa bofelong di rarabololwe.

9 Kamogelo ya ngongorego nngwe le nngwe e tshwanetse go itsisiwe mongongoregi mo matsatsing a le 2 (mabedi) morago ga kamogelo ya yona ka mogala, WhatsApp kgotsa imeile.

10 Mothelesi o tla faela karabo ya gagwe e e nang le tlhaloso kwa MIOSA mo matsatsing a le 10 (lesome) morago ga go amogela ngongorego. Fa mothelesi a sa kgone go tlamela ka karabo e e nang

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le tlhaloso mo malatsing a le 10 (lesome), mothelesi o tshwanetse go gakolola MIOSA le go tlamela ka mabaka a a amogelesegang a go sa obamele melao.

11 Tlhaeletsano yotlhe magareng ga matlhakore le MIOSA mabapi le thulano e tshwanetse go kwalwa, ntle le fa go dumalanwe ka dithulaganyo tse dingwe magareng ga matlhakore, ka go kwala.

12 Morago ga kamogelo, go tshwanetse ga dirwa tshekatsheko ya ntlha ya ngongorego nngwe le nngwe go netefatsa gore a e wela mo taolong ya MIOSA.

13 MIOSA e tla nna le tshwanelo ya go kopa dintlha tse dingwe go tswa mo matlhakoreng. Matlhakore a tla tlamela ka tshedimosetso yotlhe e e maleba go mongwe le mongwe le MIOSA go samagana le thulano mo matsatsing a le 10 (lesome) morago ga kopo eo. Fa bopaki jwa molomo bo tlhokega go rarabolola thulano-

13.1 MIOSA e tla kopa matlhakore go tsenela dipatlisiso ka kitsiso ya pele e e kwetsweng mo matsatsing a a seng kwa tlase ga a le 10 (lesome) pele ga nako;

13.2 go nna teng kwa dipatlisisong go tla nna ka ditshenyegelo tsa letlhakore lengwe le lengwe;

13.3 di tla dirwa ka Seesemane kgotsa SeZulu, mme fa go kopilwe le ka ditshenyegelo tsa letlhakore le le kopang, MIOSA e tla rulaganya gore go nne le moranodi wa puo nngwe efe;

13.4 letlhakore lengwe le lengwe le tla nna le tshwanelo ya go emelwa ke letlhakore le le tshwanetseng, go akaretsa le moemedi wa semolao, ka tetla ya MIOSA, go nna le seabe mo thulaganyong ya dipatlisiso mo boemong jwa letlhakore leo.

14 Dikatlanegiso tsotlhe di wela fela mo taolong ya MIOSA.

15 Pegelo ya maemo e e mo nakong e tshwanetse go fitlhelelwa ke mongongoregi le mothelesi bonnye ka nako ya matlha a bofelo a a beilweng pele ga nako.

Kgato 3 – Tharabololo ka MIOSA

16 Ditsamaiso di ka gatiswa ka kopo ya letlhakore, fa fela letlhakore le le kopang le rwala maikarabelo a ditshenyegelo tsa go gatisa, tse di duelwang MIOSA bonnye matsatsi a le 10 (lesome) pele ga go tshwarwa ga dipatlisiso.

17 MIOSA e tla tlhagisa katlanegiso ya yona mo matsatsing a le 10 (lesome) morago ga bokhutlo jwa patlisiso. MIOSA e letleletswe go neelana ka katlanegiso ya yona ka go kwala le go isa dipoelo kwa diatereseng tse di tlhophilweng ke matlhakore.

18 Mo go rotloetseng mowa wa Molao, MIOSA e tla tlhokomedisa makoko ka ga dikarolo tse di maleba tse di diriswang tsa Molao, fa e dira katlanegiso ya yona.

19 Dikatlanegiso tsa MIOSA ga di tlame matlhakore mme dikatlanegiso tse di jalo di tla kaela matlhakore go ya kwa tharabololong ya thulano.

20 Fa ADR e ka retelelwa ke go rarabolola thulano, MIOSA e tla ntsha setifikeiti se se ka ga seo go matlhakore, a morago ga moo a tla nnang le tshwanelo ya go romela thulano kwa NCC.

ŠEJULE 3

DITSAMAISO TSE DI TSHITSHINTSWENG TSA GO SAMAGANA LE DINGONGOREGO TSA KA FA GARE

1. Fa go samaganwa le dingongorego, bareki, bangongoregi le batho ba bangwe ba ba nang le kgatlhego ba tshwanetse go amogela tse di latelang:

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1.1. Tshedimosetso e e tlhokegang e e amanang le thulaganyo ya ka fa gare ya go samagana le dingongorego e e amanang le mothelesi; le
1.2. diboroutšhara le diphamfolete dife tse di maleba tsa MIOSA.

2. Tshedimosetso yotlhe e tshwanetse go tlamelwa ka puo e e tlhamaletseng le, fa go kgonega, ka sebopego se se fitlhelesegang go netefatsa gore bangongoregi ga ba kgoreletswe ke sebopego sefe se tshedimosetso e tlamelwang ka sona.

3. **Tse di latelang ke dikao tsa tshedimosetso e e ntseng jalo:**

3.1. Kwa dingongorego di ka dirwang teng;

3.2. ka moo dingongorego di ka dirwang ka teng;

3.3. tshedimosetso e e tla neelwang ke mongongoregi (leba Šejule 4 fa tlase go bona sebopego se se tshitshintsweng);

3.4. thulaganyo e e tshwanetseng go latelwa fa go samaganwa le dingongorego;

3.5. dipaka tsa nako tse di amanang le dikgato tse di farologaneng mo thulaganyong;

3.6. ditlhopho tsa mongongoregi tsa tharabololo, go akaretsa le go romelwa kwa MIOSA; le

3.7. mokgwa o mongongoregi a ka bonang pegelo ka ona ka ga kgato ya ngongorego.

4. **Kamogelo ya ngongorego:**

4.1. Fa ngongorego e begwa la ntlha, ngongorego e tshwanetse go kwalwa e bile go tshwanetse ga neelwa khoutu kgotsa nomoro e e kgethegileng ya boitshupo mo ngongoregong nngwe le nngwe.

4.2. Tshedimosetso nngwe efe e e tlhokegang gore go samaganwe le ngongorego ka katlego e tshwanetse go gatiswa kgotsa go mametlelelwa mo ngongoregong, go akaretsa le bonnye tse di latelang:

4.2.1. Tlhaloso ya ngongorego e tshwanetse go dirwa, go akaretsa-

i. ditlhagiswa kgotsa mekgwa e e amanang le setheo e go ngongoregwang ka yona; le

ii. tshedimosetso ka ga batho ba ba amegang go akaretsa lefapha, lekala, setheo le karolo ya mmaraka;

4.2.2. tshedimosetso yotlhe e e tshegetsang, dinewa tse di maleba tse di tshegetsang le dikwalo;

4.2.3. rekoto ya ngongorego ya ntlha, e le yona e tshwanetseng go totobatsa-

i. tharabololo e mongongoregi a e batlang;

ii. letlha la bofelo la tsibogo; le

iii. gore a kgato efe ya ka bonako e ne ya tsewa kgotsa e tshwanetse go tsewa (fa e le teng).

5. **Ditekanyetso tsa nako tsa tharabololo ya Ngongorego:**

5.1. Mothelesi o tshwanetse go dira maiteko otlhe go rarabolola morero mo matsatsing a le 30 (masome a mararo).

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5.2. Fa mothelesi a sa kgone go rarabolola ngongorego mo pakeng eo ka ntlha ya mabaka a a jaaka diteko tsa setegeniki tse di tswelelang, mothelesi o tla itsise mongongoregi ka ntlha eo bonnye matsatsi a le 2 (mabedi) pele ga go fela ga letlha la bofelo la matsatsi a le 30 (masome a mararo).

6. **Tharabololo ya ngongorego:**

6.1. Mothelesi o tshwanetse go dira maiteko otlhe go rarabolola morero ka mowa o montle le go ya ka dithulaganyo tsa ka fa gare tsa go samagana le dingongorego.

6.2. Ka go dira jalo, mothelesi o tshwanetse go samagana le ngongorego-

6.2.1. ka maitseo le ka tlotlo;

6.2.2. ka bonako le ka nonofo; le

6.2.3. ka mokgwa wa sephiri.

7. **Kamogelo ya ngongorego:**

7.1. Go amogelwa ga ngongorego nngwe le nngwe go tshwanetse ga begelwa mongongoregi-

7.1.1. ka bonako; kgotsa

7.1.2. bonnye mo matsatsing a le 2 (mabedi) (sekao ka poso, mogala kgotsa imeile).

8. **Go latedisa ngongorego:**

8.1. Ngongorego e tshwanetse go latediswa go tloga fa e amogelwa la ntlha go ralala thulaganyo yotlhe go fitlha mongongoregi a kgotsofala kgotsa go tsewa tshwetso ya bofelo.

8.2. Pegelo ya maemo e e mo nakong e tshwanetse go fitlhelelwa ke mongongoregi-

8.2.1. fa a e kopa; le

8.2.2. nako le nako; kgotsa

8.2.3. bonnye ka nako ya matlha a bofelo a a beilweng pele ga nako.

9. **Tshekatsheko ya ntlha ya ngongorego:**

9.1. Morago ga kamogelo, ngongorego nngwe le nngwe e tshwanetse go sekasekwa kwa tshimologong ke mothelesi go ya ka dikelo tse di jaaka-

9.1.1. tsenelelo;

9.1.2. ditlamorago tsa pabalesego;

9.1.3. tharaano;

9.1.4. kutlwalo; le

9.1.5. tlhokego le kgonagalo ya go tsaya kgato ka bonako.

10. **Maiteko a go rarabolola:**

10.1. Mothelesi o tshwanetse go ikgolaganya le mongongoregi go-

10.1.1. tlhalosa kgang nngwe le nngwe; le

10.1.2. netefatsa botlhokwa jwa ngongorego.

11. **Patlisiso ya dingongorego:**

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11.1. Maiteko mangwe le mangwe a a utlwalang a tshwanetse go dirwa ke mothelesi go batlisisa maemo otlhe a a maleba le tshedimosetso e e amanang le ngongorego.

11.2. Maemo a dipatlisiso a tshwanetse go tsamaelana le bomasisi, makgetlo a tiragalo le tsenelelo ya ngongorego.

12. **Tsibogelo ya dingongorego morago ga patlisiso:**

12.1. Fa a kgona e bile go le maleba, mothelesi o tshwanetse go neela tsibogo e e tla, jaaka sekao-

12.1.1. baakanyang bothata; le

12.1.2. thibelang gore bo se ka jwa diragala mo isagong.

13. **Go tlhaeletsana ka tshwetso:**

13.1. Ka bonako jo bo kgonegang, morago ga gore tshwetso e tsewe mabapi le ngongorego kgotsa kgato efe e tsewe mabapi le ngongorego, mothelesi o tshwanetse go gakolola-

13.1.1. mongongoregi ka tshwetso eo e e dirilweng kgotsa kgato e e tserweng; le

13.1.2. mongwe le mongwe wa badiri ba yona yo o ka tswang a ne a amega mo tiragalong (fa a le teng).

14. **Go tswala ngongorego:**

14.1. Fa mongongoregi a amogela tshwetso kgotsa kgato e e tshitshintsweng-

14.1.1. tshwetso kgotsa kgato e tshwanetse go tsenngwa mo tirisong; le

14.1.2. tshwetso kgotsa kgato e tshwanetse go gatiswa ka tsela e e kwetsweng kgotsa ya eleketeroniki.

14.2. Fa mongongoregi a sa amogele tshwetso kgotsa kgato e e tshitshintsweng, mme mothelesi a sa amogele kgotsa a gana go tsenya mo tirisong kgotsa go tsaya dikgato tse dingwe mabapi le ngongorego-

14.2.1. seno se tshwanetse go gatiswa ke mothelesi; le

14.2.2. mongongoregi o tshwanetse go itsisiwe ka ditshwanelo tsa gagwe mabapi le go romelwa ga ngongorego kwa-

14.2.2.1 MIOSA; kgotsa

14.2.2.2 setheong se sengwe se se nang le taolo.

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ŠEJULE 4

FOROMO YA KOPO YA THUSO

Nomorotshupetso:
_____

MOTOR INDUSTRY OMBUDSMAN
OF SOUTH AFRICA

TOKOLOLO YA BATHEI BA MOKGATLHO WA BOTSEREGANYI WA AFORIKABORWA
NPC (Reg. Nm. 2001/004871/08)
MOG: 010 590 8378 IMEILE: INFO@MIOSA.CO.ZA
Suite 156, Private Bag X025, Lynnwood Ridge, 0040

FOROMO YA KOPO YA THUSO (ARF)

Motsereganyi wa Indaseteri ya Dikoloi ya Aforikaborwa (MIOSA) o thusa bareki go rarabolola dingongorego ka go batlisisa le go dira katlanegiso e e ikaegileng ka dintlha le molao o o maleba. Ka jalo go botlhokwa thata gore foromo ya kopo ya thuso e tlatswe ka botlalo. Go retelelwa ke go dira jalo go tla felela ka ditiego tse di sa tlhokegeng. Go bona thuso mo ntlheng eno, tsweetswee ikgolaganye le ofisi ya tshedimosetso le kgokagano ya MIOSA mo 010 590 8378.

KAROLO A DINTLHA TSA MONGONGOREGI

O itsitse jang ka MIOSA:		**Letlha la Thomelo:**	

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1. a) Fa Mongongoregi e le Motho ka Nosi

Maemo (Motl, Ng, Rre, Mme, Moh):		**Sefane:**	
Maina:		**Nomoroitshupo:**	

b) Fa a letleletswe go dira mo boemong jwa mongongoregi go ya ka Karolo 4 ya Molao wa Tshireletso ya Badirisi wa bo 68 wa 2008 (CPA). *Tsweetswee mametlelela khopi e e kanetsweng ya taelo ya gago ya ntlha kgotsa Maatla a Mmueledi (POA), mmogo le lebaka la go bona taelo ya gago kgotsa POA:*

Maemo (Motl, Ng, Rre, Mme, Moh):		**Sefane:**	
Maina:		**Nomoroitshupo:**	

c) Fa mongongoregi e le setheo sa semolao, ke gore, setlamo se se kwadisitsweng kgotsa setlamotekanyetsobeng jj, foromo eno ya kopo ya thuso e tshwanetse go tsamaya le lekwalo le le tswang kwa moruning kgotsa kwa motlhankeding yo o rwalang maikarabelo le le tlhalosang gore thekiso ya ngwaga le ngwaga ya setheo sa semolao kgotsa motheo wa dithoto ga o fete selekanyo sa R2 milione ka ngwaga.

d) Mo lebakeng la fa thulano e ka tlhaga magareng ga Batsayakarolo ba Indaseteri mo teng ga Indaseteri ya Dikoloi, thulano e tshwanetse go rarabololwa ke MIOSA, go ikaegilwe ka Karolo 82 ya CPA.

2. Tshedimosetso ya mongongoregi:

Nomoro ya Mogala wa Motshegare:	KHOUTU	Nomoro ya Selefounu:	KHOUTU
Imeile:			

Tsweetswee tshwaya fa go leng maleba:

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Bong:	☐	Monna	☐	Mosadi				
Kgolafalo:	☐	Ee	☐	Nnyaa				
Setlhopha sa Lotso:	☐	Moaforika	☐	Mmala	☐	Moindia	☐	Enngwe
Setlhopha sa Dingwaga:	☐	15-34	☐	35-44	☐	45-54	☐	65+

Tlhakaina ya Mongongoregi: _____

KAROLO B NETEFATSO YA TAOLO LE TLHOMAMISO

Nna _____ mongongoregi kgotsa moemedi wa mongongoregi, ke netefatsa gore ke neile motlhagisi/morekantle/ mophatlhalatsi/morekisi/mogwebi/motlamedi wa tirelo (yo fano morago a bidiwang Moikarabedi) tšhono ya go rarabolola ngongorego pele ga go romela Foromo eno ya Kopo ya Thuso kwa **MIOSA**.

Fa ke ne ke dira jalo ke ne ka bua le _____

wa _____ Letlha: _____

Ke romela Foromo eno ya Kopo ya Thuso kwa MIOSA ka gonne: *(Tsweetswee tshwaya)*

(a) ☐ Ngongorego ya me ga e a rarabololwa ke Moikarabedi mo lobakeng la _____ (paka ya nako).

(b) ☐ Moikarabedi o ganne ngongorego ya me ***(Tsweetswee mametlelela tlhaeletsano e e amanang le seno)***

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Ke netefatsa gore ngongorego ya me GA: ***(Tsweetswee tshwaya)***

☐ se setlhogo sa ditsamaiso dipe tsa semolao. Fa ke ne ke buisana le Mmueledi e ne e le fela go bona kgakololo kgotsa thuso mo go kwaleng ngongorego ya me.

☐ ga jaana e a tlhatlhelwa kwa mongongoreging mongwe ope, Khomišeneng ya Bosetšhaba ya Badirisi, kgotsa kwa kgotlatshekelong epe e e maleba.
Tsweetswee naya leina la foramo fa e le gore o e tlhatlhetse gosele: _____

KAROLO C DINTLHA TSA SETLHAGISWA/KAROLO.

Ke dumalana le gore: ***(Tsweetswee tshwaya fa go le maleba)***

☐ ngongorego ya me le makwalo otlhe morago ga moo a tla neelwa setheo sa ditšhelete se se umakilweng fa tlase.

Ngongorego ya me ke ***(tsweetswee tshwaya fa go tlhokegang)*****:**

☐ Thulano ya Theko **(***Tlatsa* ***dintlha TSOTLHE*** *tse di fa tlase****)***

☐ Thulano ya Paakanyo/Tlhokomelo (Tlatsa dintlha **1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 17** fa tlase)

☐ Thulano ya go Latedisa *(Tlatsa dintlha* ***1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 16, 17*** *fa tlase)*

☐ Tse dingwe, ke gore, dikarolo/dikarolwana, lookwane, leano la tlhokomelo jj. *(Tlatsa dintlha* ***1, 2, 6, 8, 12, 17*** *fa tlase)*

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1	Modiro/Mofuta:							
2	Mofuta (Ngwaga):							
3	Nomoro ya Kwadiso:		**4**	Kerebokoso:		Many		
5	Nomoro ya VIN:							
6	Letlha la theko		**7**	Dikilometara fa e rekwa.				
8	Letlha la tshimologo ya kgotlhang		**9**	Dikilometara fa thulano e simolola				
10	Dikilometara tsa ga jaana							
11	A hisitori ya tirelo e mo nakong?		Ee		Nnyaa			
12	A setlhagiswa/karolo e ne e le ka fa tlase ga tsholofetso ka nako eo?		Ee		Nnyaa			
13	Koloi e e diriswa thata mo:		Sekontiring		Leroleng			
14	Matlole ka (Setheo sa Matlole):			**15**	Nomoro ya Akhaonto:			
16	Sedirwa se tlametswe ka tsela e e sa siamang:							
17	Boleng jwa kgwebisano:							

Tlhakaina ya Mongongoregi: _____

KAROLO D NGONGOREGO YA ME E KGATLHANONG LE KGWEBO E E LATELANG

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Dintlha tsa kgolagano tsa kgwebo e ngongorego e leng kgatlhanong le yona:					
Leina la Kgwebo:					
Nomorotshupetso ya ngongorego (fa e le teng):					
Aterese ya Lefelo ya Kgwebo					
Tikologo ya Toropo:		Toropo:		Porofense:	
Nomoro ya mogala ya Kgwebo:	KHOUTU				
Nomoro ya Selefounu ya Kgwebo:	KHOUTU				
Imeile ya Kgwebo:					
Kgwebo e ne ya atlenegisa eng?					

KAROLO E DINTLHA TSA NGONGOREGO

Tsweetswee thaepa kgotsa kwala ka ponagalo mo tsebeng e e kwa thoko dintlha **TSOTLHE** tse di maleba, go akaretsa le matlha, dinako, mafelo le maina, ka tatelano ya matlha.

Tshedimosetso e e rometsweng e tla diriswa ke MIOSA mo tharabololong ya thulano. Tsweetswee netefatsa gore dikwalo tsotlhe tse di maleba di romelwa mmogo le Foromo eno ya Kopo ya Thuso. Tsweetswee gape mametlelela:

- khopi ya OTP/lenaanetheko fa ngongorego e tswa mo kgwebisanong ya thekiso; kgotsa

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- khopi ya khotheišene, karata ya tiro le lenaanetheko la bofelo la ditshenyegelo fa ngongorego e tswa mo tumalanong ya tirelo kgotsa ya paakanyo.

Tsweetswee SOBOKANYA ngongorego ya gago mo phatlheng e e fa tlase. Tshobokanyo eno e tla dirisiwa ke MIOSA go fitlhelela tshwetso ya morero, le fa o mametleletse dikwalo tse di tshegetsang le ditshobokanyo.

Tlhakaina ya Mongongoregi: _____

Tlhalosa ka bokhutshwane gore ke dipoelo dife tse o solofelang go di fitlhelela

KAROLO F MABAKA LE DIPEELO

1. Ke/re dumela go se rwese MIOSA kgotsa ope wa badiri ba yona molato wa tatlhegelo epe kgotsa tshenyo ya mofuta ope e ke/re ka nnang le yona ka ntlha ya go amogela le go samagana le ngongorego eno ga MIOSA.

2. Ke/re itlama fano gore ga re kitla re kgobotletsa kgotsa re rogana fa re buisana le MIOSA.

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3. Ke/re dumela fano ka tsela e e ka se busediweng morago le ntle le dipeelo dipe gore:

   3.1. MIOSA e tla nna le tshwanelo ya go dirisa dikwalo dife le/kgotsa bosupi jo bongwe jo bo rometsweng mo thulaganyong go rarabolola thulano ka thulaganyo ya poelano, ka go tshegetsa katlanegiso e e dirilweng mo ngongoregong.

   3.2. MIOSA e tla nna le tshwanelo e e feletseng ya go senola dikwalo tsotlhe le/kgotsa bosupi jo bongwe jo bo amogetsweng ka ga ngongorego e e rileng go ka bobedi Moikarabedi le Mongongoregi.

   3.3. Ke/re dumelela letlhakore le lengwe go senolela MIOSA tshedimosetso nngwe le nngwe mabapi le ngongorego.

   3.4. MIOSA e tla nna le tshwanelo ya go senola le/kgotsa go phasalatsa katlanegiso ya yona go akaretsa le dikwalo dife tse di tshegetsang le/kgotsa bosupi, mmogo le go e begela bathati ba ba maleba, sekao, Khomišene ya Bosetšhaba ya Badirisi (NCC), Lefapha la Kgwebisano, Indaseteri le Kgaisano (dtic) le Lekgotla la Bosetšhaba la Badirisi la Aforika Borwa la Maitsholo (Molawana).

4. Gore MIOSA e kgone go batlisisa ngongorego ka nepo, ka go ikemela, le go ya ka molao wa Aforikaborwa, matlhakore ga a kitla ka nako ya patlisiso a ya kgotsa a senola tshedimosetso epe mabapi le ngongorego kwa bobegadikgannyeng, metsweding ya boitapoloso, kgotsa sebopego sefe se sengwe sa phasalatso.

5. Ke/re amogela gore MIOSA ga e kitla e kgona go samagana le ngongorego ya me/ya rona fa ke/re kabo re/ke simolotse ka kgato ya semolao.

6. Nna le moemedi wa me ga re kitla re lopa semolao dikwalo tse di mo faeleng ya me/ya rona, kgotsa MIOSA, kgotsa tokololo epe ya badiri ba yona. Nna le moemedi wa me ga re kitla re laela gore epe ya dikwalo tseno e senolwe go ya ka melawana efe ya kgotlatshekelo ntle le fa re laetswe go dira jalo ke kgotlatshekelo ya molao.

7. Ke/re tlhaloganya se se fa godimo le go netefatsa gore se siame e bile se a utlwala mo maemong go sireletsa nna/rona le ditshwanelo tsa letlhakore le lengwe go thibela kgobelelo mabapi le ditshwanelo tsa rona.

8. Ka go tlhatlhela ngongorego kwa MIOSA, paka ya go laela tleleimi ga e kgorelediwe. Ke/re eletsa go netefatsa gore tleleimi ya me/ya rona kgatlhanong le Moikarabedi e ka laela mo dingwageng di le 3 go ya ka *Prescription Act,* 1969 (Molao 68 wa 1969) le gore maikarabelo a go kgaotsa taelo a tla nna mo go nna/rona.

Tlhakaina ya Mongongoregi: _____

9. Ke/re a dumela gore fa nka/re ka latlhegelwa ke kgatlhego e e beilweng mo seroring se se umakilweng (ke gore, re rekisitse serori, se amogilwe jj), ke/re tla itsise MIOSA ka bonako, ka go kwala, gore MIOSA e kgone go tswala faele.

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10. Ke/re dumela gore mo kgetseng e mong yo o kwadisitsweng a tlhokafetseng, modiragatsi wa boswa o tshwanetse go itsise MIOSA ka bonako.

11. Ke/re dumalana le taolo ya MIOSA go ya ka Karolo 69 ya CPA.

12. Ke/re dumela gore ngongorego ya me e tla sekegelwa tsebe ke MIOSA ka mabaka le dipeelo tse di fa godimo le go ya ka melawana ya MIOSA. Tshedimosetso e e tlametsweng ke nna/rona fano, go ya ka kitso ya me, ke boammaaruri e bile e nepagetse.

13. Ke/re dumela go amogela melaetsa ya SMS mo selefounong ya me/ya rona go tswa kwa MIOSA mabapi le ngongorego ya me/ya rona.

14. Ke tlhomamisa gore tshedimosetso e e tlametsweng ke boammaruri e bile e nepagetse go ya ka kitso le tumelo ya me.

15. Ke dumalana le go kokoanngwa, go diriswa, le go bolokwa ga tshedimosetso ya me ke MIOSA ka maikaelelo a go rarabolola ngongorego ya me, go ya ka *Protection of Personal Information*, 2013 (Molao 4 wa 2013) (POPIA).

E saenilwe kwa ___ ka di ___ tsa kgwedi ya ___ ngwaga wa ___

Tshaeno ya Mongongoregi kgotsa motho yo o reboletsweng go dira mo boemong jwa Mongongoregi

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[Tsweetswee o se ka wa busetsa kitsiso eno ya go senola fa o romela Foromo ya gago ya Kopo ya Thuso kwa MIOSA].

KITSISO YA GO SENOLA SETLHOGO SA DINEWA
KAROLO 18
YA *PROTECTION OF PERSONAL INFORMATION ACT*, 4 ya 2013 (POPIA)

1. Kitsiso ya Polokodiphiri

Kitsiso eno e tlhalosa ka moo Motsereganyi wa Indaseteri ya Dikoloi wa Aforika Borwa (MIOSA) a bonang, a dirisang le go senola tshedimosetso e e ka ga gago ka teng, go ya ka ditlhokego tsa POPIA. MIOSA e ikemiseditse go sireletsa sephiri sa gago le go netefatsa gore tshedimosetso ya gago e kokoanngwa le go diriswa sentle, ka fa molaong, le ka ponalagatso.

2. Tlhaloso ya tshedimosetso ya botho

"Tshedimosetso ya Botho" e tla kaya lotso, bong, boimana, maemo a lenyalo, tshimologo ya bosetšhaba kgotsa lotso la tlholego, mmala, tshekamelo ya bong, dingwaga, boitekanelo jwa mmele kgotsa jwa tlhaloganyo, bogole, bodumedi, segakolodi, tumelo, setso, puo le botsalo jwa motho; Tshedimosetso e e amanang le thuto kgotsa hisitori ya motho ya kalafi, ya matlole, ya bosenyi kgotsa ya tiro; Nomoro efe e e supang, letshwao, aterese ya imeile, aterese ya bonno, nomoro ya mogala, tshedimosetso ya lefelo, sesupo sa seranyane kgotsa tiro nngwe e e rileng mo mothong; tshedimosetso ya bayometeriki ya motho; maikutlo a motho ka namana, dipono kgotsa dilo tse motho a di ratang; tlhaeletsano e e rometsweng ke motho e e sa tlhamalalang kgotsa e e tlhamaletseng ya mofuta wa poraefete kgotsa wa sephiri kgotsa tlhaeletsano e nngwe e e tla senolang diteng tsa tlhaeletsano ya ntlha; maikutlo kgotsa pono ya motho yo mongwe ka motho yoo, tshedimosetso eo e ka tswa e gatisitswe ka eleketeroniki kgotsa ka tsela e nngwe.

Batho le ditlamo ka bobedi di akareditswe mo lephateng la tshedimosetso ya botho.

Ga se tshedimosetso ya botho fa tshedimosetso e setse e le mo setšhabeng kgotsa e sa dirisiwe, kgotsa e ikaeletse go diriswa, mo kgwebisanong kgotsa mo kgwebong .

3. Tshedimosetso e MIOSA e e kokoanyang

3.1 MIOSA e kokoanya le go dirisa tshedimosetso ya gago, le go tswelela go dirisa tshedimosetso ya gago, bogolosegolo go diragatsa thomo ya rona go ya ka ditaelo tsa karolo 82(3) ya Molao wa Tshireletso ya Badirisi, 2008 (Molao 68 wa 2008) (CPA) le Molawana wa Maitsholo wa Indaseteri ya Dikoloi ya Aforikaborwa o o tlaleletsang.

3.2 MIOSA e neilwe maikarabelo a go laola dikamano magareng ga batho ba ba dirang kgwebo mo teng ga indaseteri ya dikoloi, go tlamela ka sekema sa tharabololo ya dikgotlhang ka tsela e nngwe magareng ga badirisi le batsayakarolo botlhe mo indasetering, le go tlamela ka ditirelo tse dingwe tsa tharabololo ya dikgotlhang.

3.3 MIOSA gape e neilwe maikarabelo go ya ka Molawana go kokoanya diketleetso go tswa mo bathong ba ba dirang kgwebo mo Indasetering ya Dikoloi. Tshedimosetso e e kgontshang go kokoanya jalo le yona e a kokoanngwa le go diriswa, le go diriswa go ya pele, fa go tlhokega.

3.4 MIOSA e kokoanya tshedimosetso ka tlhamalalo go tswa mo go wena, moo o re nayang tshedimosetso ya gago le/kgotsa dintlha tsa kgwebo. Fa go kgonega, MIOSA e tla go itsise gore ke tshedimosetso efe e o tlhokang go e tlamela le gore ke tshedimosetso efe e e sa tlhokegeng.

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3.5 Mabapi le go tsamaisa kgwebo mo teng ga Indaseteri ya Dikoloi, MIOSA gape e kokoanya tshedimosetso ka batlhatlhobi ba kwa mafelong a tiro, inthanete, le dipolatefomo tsa metswedi ya boitapoloso.

3.6 Tshedimosetso ya tiriso ya webosaete e ka nna ya kokoanngwa ka go dirisa "cookies" tse di letlang MIOSA go kokoanya tshedimosetso e e tlwaelegileng ya tiriso ya moeng wa inthanete.

4. Ka moo MIOSA e dirisang tshedimosetso ya gago ka teng

4.1 MIOSA e tla dirisa tshedimosetso ya gago fela ka maikaelelo a e kokoanyeditsweng one mme e tla dirisa tshedimosetso ya gago fela fa maemo a a latelang a fitlhelelwa:

4.1.1 Motho o boleletswe gore ke eng fa tiriso e tlhokega, ke tshedimosetso efe e e tlhokegang le se se tla dirwang ka yona; kgotsa
4.1.2 Motho o dumalana le go diriswa, mme tumelelo eo e tla bonwa ka nako ya fa tshedimosetso ya motho yoo e diriswa; kgotsa
4.1.3 Tiriso e le botlhokwa, ke gore gore go dirwe tshekatsheko e e nepagetseng ya ditlhokego tsa motho ka maikaelelo a, gareng ga mabaka a mangwe a tiro, ditlhokego tsa thuso ya kalafi; kgotsa
4.1.4 Tiriso e tlhokega ka ntlha ya, kgotsa gore go, go obamela tlamego e e beilweng ke molao; kgotsa
4.1.5 Tiriso e sireletsa dikgatlhego tse di ka fa molaong tsa motho, e bile go le mo dikgatlhegelong tse di gaisang tsa motho; kgotsa
4.1.6 Tiriso e le botlhokwa go latelela dikgatlhego tse di mo molaong tsa MIOSA kgotsa tsa motho wa boraro yo o neelwang tshedimosetso ya botho.

5. Go senolwa ga tshedimosetso

5.1 MIOSA e ka senolela batlamedi ba yona ba ditirelo ba ba amegang mo go abeleng MIOSA ditirelo tshedimosetso e e ka ga gago.
5.2 MIOSA e na le ditumalano tse di dirilweng le batlamedi ba ditirelo go netefatsa gore ba obamela ditlhokego tsa sephiri jaaka go tlhokwa ke POPIA.
5.3 MIOSA gape e ka nna ya senola tshedimosetso ya gago-
5.3.1 moo MIOSA e nang le tiro kgotsa tshwanelo ya go senola go ya ka molao kgotsa Molawana; le
5.3.2 moo MIOSA e dumelang go le botlhokwa go sireletsa ditshwanelo tsa yona.

6. Tshireletso ya Tshedimosetso

6.1 MIOSA e tlamega semolao go tlamela ka tshireletso e e lekaneng ya tshedimosetso ya botho e e e tshotseng le go emisa phitlhelelo e e sa letlelelwang le tiriso ya tshedimosetso ya botho.
6.2 MIOSA e tla, ka dinako tsotlhe, tswelela go sekaseka ditaolo tsa yona tsa tshireletsego le dithulaganyo tse di amanang le tsona go netefatsa gore tshedimosetso ya gago ya botho e nna e sireletsegile.
6.3 Dipholisi le ditsamaiso tsa tshireletso tsa MIOSA di akaretsa tse di latelang:
6.3.1 Tshireletsego ya namana;
6.3.2 tshireletsego ya dikhomphiutha le mafaratlhatlha;
6.3.3 phitlhelelo ya tshedimosetso ya botho;
6.3.4 ditlhaeletsano tse di sireletsegileng;
6.3.5 tshireletsego mo go direng dikonteraka tsa ditirwana kgotsa ditiro;
6.3.6 go boloka le go latlha tshedimosetso;

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6.3.7 tiriso e e amogelesegang ya tshedimosetso ya botho;
6.3.8 dintlha tsa puso le taolo;
6.3.9 go ela tlhoko phitlhelelo le tiriso ya tshedimosetso ya poraefete; le
6.3.10 go batlisisa le go tsibogela ditiragalo tsa tshireletsego.

6.3 Fa MIOSA e dira dikonteraka le batho ba bangwe, e pateletsa ditlamego tse di maleba tsa tshireletsego, sephiri, le bofitlha go netefatsa gore tshedimosetso ya botho e MIOSA e salang go rwala maikarabelo a yona, e bolokwa e sireletsegile.

6.4 MIOSA e tla netefatsa gore mongwe le mongwe yo e fetisetsang tshedimosetso ya gago kwa go ena o dumela go tshwara tshedimosetso ya gago ka tshireletso e e tshwanang le e MIOSA e tlamegang go e dira.

7. Ditshwanelo tsa Gago

7.1 Phitlhelelo ya tshedimosetso

7.1.1 O na le tshwanelo ya go kopa khopi ya tshedimosetso ya botho e MIOSA e nang le yona mabapi le wena. Leba Mosupatsela wa PAIA le POPIA wa MIOSA mo webosaeteng ya MIOSA go bona dikgato tse di tshwanetseng go latelwa.

7.1.2 Tsweetswee ela tlhoko gore kopo nngwe le nngwe e e ntseng jalo ya phitlhelelo e ka nna ya tlhoka tuelo ya tuediso e e letleletsweng semolao.

7.2 Go baakanngwa ga tshedimosetso ya gago

7.2.1 O na le tshwanelo ya go kopa MIOSA go tlhabolola kgotsa go baakanya tshedimosetso e e ka ga gago. MIOSA e ka itumela fa o ka boloka tshedimosetso e e ka ga gago e le mo nakong e bile e nepagetse.

7.2.2 Leba Mosupatsela wa PAIA le POPIA wa MIOSA mo webosaeteng ya MIOSA go bona dikgato tse di tshwanetseng go latelwa.

8. O ka ikgolaganya jang le rona

Fa o na le dipotso dife mabapi le kitsiso eno, o tlhoka tshedimosetso e nngwe gape ka ga dipholisi tsa sephiri tsa MIOSA, phitlhelelo, kgotsa go baakanya tshedimosetso ya gago ya botho, tsweetswee ikgolaganye le rona mo dinomorong le/kgotsa mo diatereseng tse di kwetsweng mo Mosupatseleng wa PAIA le POPIA wa MIOSA mo webosaeteng ya MIOSA go bona dikgato tse di tshwanetseng go latelwa.

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ŠEJULE 5

GO TLAMELA MIOSA KA MATLOLE

LEMORAGO LE TLHALOSO

1. Go ya ka Molao, MIOSA e na le taolo mo ditokololong tsotlhe mo teng ga Indaseteri ya Dikoloi.

2. Ka jalo ditokololo tsotlhe tsa Indaseteri ya Dikoloi di patelesega go duela diketleetso tsa tsona tse di tlhokegang go MIOSA.

3. MIOSA e tla atolosa thata mafaratlhatlha a yona a gajaana go fitlhelela ditlhokego tsa Badirisi go tsamaelana le Batsereganyi ba bangwe ba ba tlhomilweng ka fa tlase ga mefuta e e farologaneng ya melao.

4. Boto e tla sekaseka, mo ngwageng nngwe le nngwe, selekanyo sa ketleetso e e tlhokegang go tsamaelana le seelo sa katlego ya diketleetso tsa ngwaga o o fetileng tse di kokoantsweng mmogo le ditlhokego tsa tekanyetsokabo tse di tlhabolotsweng. Go tshwanetse ga elwa tlhoko gore—
   4.1 ga go na kgato epe e sekao se tla ikaegang ka seelo sa katlego ya kokoanyo sa 100%;
   4.2 seelo sa katlego ya diketleetso tsa ngwaga o o fetileng tse di kokoantsweng le koketsego e e tshitshintsweng e e latelang e tshwanetse go gatiswa mo Lekwalodikgannyeng la MIOSA le go anamiswa kwa Ditokololong tsa Indaseteri ya Dikoloi ka Sedimonthole wa ngwaga nngwe le nngwe; le
   4.3 ditokololo tsa Indaseteri ya Dikoloi di ka tshwaela mo atereseng ya imeile e e abetsweng mo matsatsing a le 30 a kgatiso eo.

5. Ditshenyegelo tsa go kokoanya di tla nna di le kwa tlase ka dinako tsotlhe mme ditshwetso mabapi le go kokoanya go go dirwang kwa ntle kgotsa ditiro tsa ka fa gare di tla dirwa go akantswe ka seno. Mokgwa o rulagantswe go letla ditshenyegelo tseno.

6 MIOSA e tlamelwa ka matlole ka tsela e e latelang—
   6.1 DiOEVM, diOECM le dithomeloteng di tsenya 20% tsa tekanyetsokabo e e rebotsweng mme ketleetso ya diOEVM, diOECM kgotsa dithomeloteng di balelwa ka go arola 20% tsa tekanyetsokabo e e rebotsweng ka palogotlhe ya ditheo tse di romelang thoto ka fa teng go tswa kwa ntle ka tlhamalalo kgotsa tse di tlhagisang dithoto, go ya ka Ditlhopha 1, 3, 4, 5 le 6 mo lenaaneng go ya ka polelwanasemolao 6.3 fa tlase;

   6.2 Barekisi ba etleetsa 80% tsa tekanyetsokabo e e rebotsweng mme seabe sa morekisi mongwe le mongwe ka bongwe se balelwa ka go arola 80% tsa tekanyetsokabo e e

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rebotsweng ka palogotlhe ya mafelo a kgwebo a go tswa mo go ona kgwebo e dirwang mo Indasetering ya Dikoloi;

6.3 Motsayakarolo ofe wa Indaseteri yo o simolotseng kgwebisano le go tlola tiro ya go batla MIOSA, go netefatsa gore dintlha tsa gagwe di neelwa MIOSA le gore diketleetso tse di tlhokegang di duelwa MIOSA, o tla rwala maikarabelo a Tuelo ya go Tsenela Morago ga nako. Tuelo eno ga e kitla e feta diphesente di le masome a matlhano (50%) tsa ketleetso e le nosi e e lekanang ya ngwaga le ngwaga e e ka bong e duelwa ke Motsayakarolo yoo wa Indaseteri fa ikwadiso e ka bo e dirilwe go ya ka ditlhokego tsa Molawana ono.

6.4 Ditlhopha di tla kgaoganngwa gape ka ditlhophapotlana tse di latelang:

Nom.	**Setlhopha**	**Tlhaloso**
1	Batlhagisi/Barekantle/Baphatlhalatsi	Dirori tsa Bapalami/ Diteraka/ Dirori tsa Thomelo e e Botlhofo/ Metšhini ya Temothuo/ Metšhini ya Madirelo/ Dibese/ Ditereilara tsa Diteraka
2	Barekisi/Batlamedi ba Ditirelo/ Batlamedi ba Dikarolo le/kgotsa Dikarolwana	Dirori tsa Bapalami/ Diteraka/ Dirori tsa Thomelo/ Metšhini ya Temothuo/ Metšhini ya Madirelo/ Dibese/ Diforokotsholetsi/ Disegabojang/ Dithuthuthu/ Dibaesekele tsa maotomane/ Mekoro/ Dijetski/ Dikharabene/Ditereilara
3A	Batlhagisi ba Dikarolo tsa Didiriswa tsa Tshimologo /Barekantle/Baphatlhalatsi :	Dikarolo/ Dikarolwana/ Ditlaleletsi/ Ditlhagiswa

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	Tirisanommogo ya badirisi – A "(E balwa go ya ka tekanyo e e fetofetogang e e ikaegileng ka lotseno la kgwebo)"	
3B	Batlhagisi ba Dikarolo tsa Didiriswa tsa Tshimologo /Barekantle/Baphatlhalatsi : Tirisanommogo ya badirisi – B "(E balwa go ya ka tekanyo e e fetofetogang e e ikaegileng ka letseno la kgwebo)"	Dikarolo/ Dikarolwana/ Ditlaleletsi/ Ditlhagiswa
3C	Batlhagisi ba Dikarolo tsa Didiriswa tsa Tshimologo /Barekantle/Baphatlhalatsi : Tirisanommogo ya badirisi – C "(E balwa go ya ka tekanyo e e fetofetogang e e ikaegileng ka lotseno la kgwebo)"	Dikarolo/ Dikarolwana/ Ditlaleletsi/ Ditlhagiswa
3D	Batlhagisi ba Dikarolo tsa Didiriswa tsa Tshimologo /Barekantle/Baphatlhalatsi : Tirisanommogo ya badirisi – D "(E balwa go ya ka tekanyo e e fetofetogang e e ikaegileng ka lotseno la kgwebo)"	Dikarolo/ Dikarolwana/ Ditlaleletsi/ Ditlhagiswa
4	Batlhagisi ba Dikarolo tsa Didiriswa tsa Tshimologo	Dikarolo/ Dikarolwana/ Ditlaleletsi/ Ditlhagiswa

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	/Barekantle/Baphatlhalatsi : Go tlamela ka tlhamalalo go Batlhagisi/ diOEVM/ morago ga thekiso/ kgwebisano	
5	Batlhagisi ba Dikoloi tsa Boitapoloso/ Barekantle/ Baphatlhalatsi	Mekoro/ Dijetski/ Dikharabene/ Ditereilara/ Dithuthuthu/ Dibaesekele tsa maotomane
6	Batlhagisi ba Disegabojang/ Batlhagisi/Barekantle/Baphatlhalatsi	Disegabojang”

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