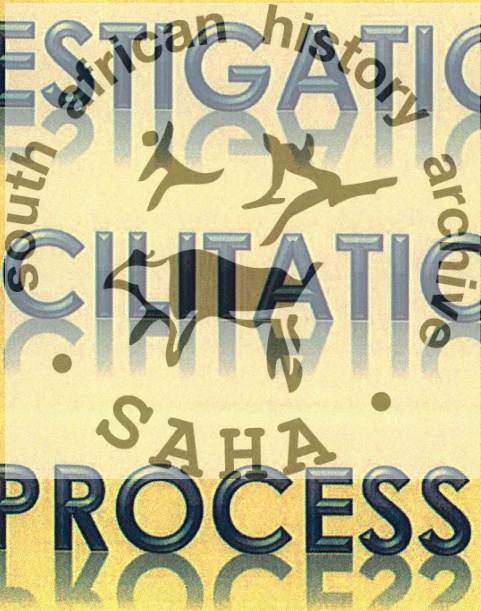


ANNEXURE B

BPT & BPM:

INVESTIGATION/
FACILITATION
PROCESS



The logo for SAHA (South African History Archive) is centered on the page. It features a stylized figure in a dynamic pose, possibly a dancer or a runner, above a silhouette of a bull. The text 'south african history archive' is written in a curved path around the figure and bull. Below the bull, the acronym 'SAHA' is written in a bold, sans-serif font. The entire logo is overlaid on a semi-transparent rectangular area.

BUSINESS PROCESS TABLE

Business Process Name	Rental Housing Tribunal: Investigation/ Facilitation Process				
Process Scope	All Rental Housing Tribunal Cases to be expedited and amicably resolved.				
Governance	<ul style="list-style-type: none"> - Housing Act 107 Of 1997; - Housing Code 2009; - Rental Housing Act 50 of 1999 - Rental Housing Amendment Act 43 of 2007, Unfair Practice regulations P.N 22/2002, Prevention of Illegal Eviction and Unlawful Occupation of Land Act 19 of 1998; - Sectional Title Act 95 of 1986; - Administration of Estates Act 66 of 1965; - Promotion of Access to Information Act 2 of 2000; - Batho Pele Principles; - Code of Conduct for Public Servants; - Constitution of the Republic of South Africa 108 of 1996. 				
Process Beneficiary	Employees of the WCG, South African Citizens, Foreign Nationals, Local Government, NGOs, other Departments and Organisations.				
Step	Activity	Control	Who	Throughput/ Time	Activity Output
Process Trigger /Input	Case File on J Track uploaded.				
1	Retrieve Case File from J Track and EMAT System (EMS)	EMS J Track System	Complaints Manager (CM)	Within 5-10 min	Case File retrieved from J Track and EMS
2	Determine jurisdiction	EMS J Track System	CM Principle Technical Case Officer (PTCO)	Within 30 min, depending of complexity of Case.	Jurisdiction determined <ul style="list-style-type: none"> • No jurisdiction- proceed to next step (2.1. Refer to Tribunal Members (TM) for closure) • Jurisdiction- proceed to step 4
3	Close Case File	EMS J Track System	TM	1 day	Case File closed
4	Assign file to Case Officer (CO)	EMS J Track System	CM	Within 5-10 min	File assigned to Case Officer <ul style="list-style-type: none"> • 2.1. Technical &

ANNEXURE B

Step	Activity	Control	Who	Throughput/ Time	Activity Output
					non- technical cases follow exact same process
5	Investigate case	Information provided Information gathered	CO	1 day	Case investigated <ul style="list-style-type: none"> • Unsuccessful Facilitation- proceed to next step • Successful Facilitation- proceed to step 5
6	Refer case to Mediation	CMS	CO	Within 5-10 min	Case referred to Mediation <ul style="list-style-type: none"> • 6.1. Refer to Mediation Process- Annexure B
7	Scrutinise facts	CMS	CO	1 hour	Facts scrutinised <ul style="list-style-type: none"> • 7.1. Facts of RHT case • Unsuccessful Case- proceed to next step • Successful Case- proceed to step 7
8	Refer case to Mediation	CMS	CO	Within 5-10 min	Case referred to Mediation <ul style="list-style-type: none"> • 8.1. Refer to Mediation Process- Annexure B
9	Recommend file closure	CMS J Track	CM	Within 5-10 min	File closure recommended
10	Close file	CMS J Track	Tribunal Members (TM)	Within 5-10 min	File closed
11	Draft Closing Letter	CM	Administrative Officer (AO)	1- 2 hours	Closing Letter drafted
12	Check J Track System	J Track	AO	Within 5-10 min	J Track System checked <ul style="list-style-type: none"> • 12.1. J Track System

ANNEXURE B

Step	Activity	Control	Who	Throughput/ Time	Activity Output
					checked, to determine, which CO dealt with case
13	J Track file to Registry	CM WCG Registry	CO	Within 5-10 min	File J Tracked to Registry
14	Inform Client of outcome	CM	CO	Within 5-10 min	Client Informed of outcome
Process End/ Output	Case resolved.				



Investigation/ Facilitation Process

Level 4

