

# THE PUBLIC PROTECTOR



The official Newsletter of Public Protector South Africa

Volume 4: 2011



**UNDER-FUNDED**

Core functions hit the hardest



**Our investigators sharpen their teeth!**



**It Is Our Time To Act Not Our Turn To Eat**

**THE NATION SPEAKS**

A mixed bag of service and conduct failure complaints as the Public Protector dialogues with the nation



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## MESSAGE FROM THE PUBLIC PROTECTOR

# We heard your views, now it's time for **ACTION!**

Once again I have the pleasure of presenting to you the latest edition of The Public Protector, our official external newsletter. This medium remains one of the key avenues that my office uses to get in touch with the citizens and residents of South Africa.

Published shortly after our annual stakeholder consultative forums and the Public Protector Good Governance Week, two of our premier outreach programmes, this newsletter affords me the opportunity to convey my heartfelt gratitude to you for making these expeditions a great success.

All the concerns you raised during our interactions have not fallen on deaf ears. As you will note on pages 4 and 5 of this edition, my team and I are hard at work looking into each and every one of the complaints lodged during my dialogue with the nation.

A separate report will also be sent to Parliament and government with a view to bringing people's grievances to the attention of relevant authorities.

The majority of the people we interacted with, including the public, civil society, government and legislatures, threw their weight behind us, calling on us to "keep up the good work." The warm and enthusiastic reception we received at places such as Atteridgeville Shopping

Centre in Atteridgeville in Pretoria and KwaMhlanga Shopping Complex during the Public Protector Good Governance Week, was overwhelming.

We are humbled by the public support we received during the outreach events and which continues to flow everyday. This tells me and my team that we are on the right track in fulfilling the Public Protector's mandate and role in supporting and strengthening constitutional democracy.

In the same spirit, my team and I vow to stay true to our pledge of being trusted by and accessible to all persons and communities; providing prompt remedial action and promoting good governance in the conduct of state affairs. While we commit to deliver in line with this pledge, it is important to note that we continue to struggle with the issue of resource constraints (see pages 6 and 7) and to engage relevant authorities to address this setback.

Among the items that are sure to interest you, is the story of a Western Cape woman whose home was partly damaged when a local municipal vehicle drove into her wall. When she approached the municipality for compensation, she was sent from pillar to post. This is one of the many stories that put a spotlight on the impact of our pursuit of justice for ordinary South

Africans. See page 5 to find out why that citizen is all smiles today!

Lastly, I would like to encourage you to write and give feedback on how we can improve our communication efforts. Your view as the end-user of our services is very important to us. Enjoy reading!

Your views are important in helping the Public Protector to continue to give the people a voice in so far as exacting accountability in the exercise of public power is concerned.

Till next time

**Adv TN Madonsela**  
Public Protector South Africa



## LETTERS TO THE PUBLIC PROTECTOR

### Public Protector a 'beacon of hope'

*Dear Public Protector*

I would like to take this opportunity to thank you for the excellent service you brought to me and all ex-soldiers with regards to the Military Veterans Bill.

I have been fighting my personal battle since 2002 and since your appointment and Ms Erika Cilliers' assistance, I have seen excellent progress.

I have followed your challenges in the media. Please note that you are one of the few beacons of hope for many like me.

Keep up the good work. Your efforts are not in vain and are well appreciated by many silent individuals that you have not met or heard of.

Warm regards

**Vinesh Selvan**  
Centurion, Gauteng

### Public Protector 'changed my life for the better'

*Dear Public Protector*

I would like to thank you and Mr Mashinini for the manner in which you dealt with my complaint against the South African Police Service and the Government Employees Pension Fund.

Your office did a wonderful job and you have changed my life for the better. I hope you will do the same for other South Africans.

**V.M. May**  
Heidedal, Free State

*Please send your comments to the Editor, The Public Protector South Africa, Private Bag X 677, Pretoria, 0001 or fax (012) 366 7047. You can also send e-mails to [momelezik@pprotect.org](mailto:momelezik@pprotect.org) or [oupas@pprotect.org](mailto:oupas@pprotect.org).*

# THE NATION S

## Public Protector road show elicits a mixed bag of service

Investigators are hard at work to get to the bottom of hundreds of service and conduct failure complaints lodged with Public Protector Adv Thuli Madonsela during her recent nationwide stakeholder consultation road show.

In addition, a comprehensive report detailing important outcomes of the two-month long road show, which will be handed over to Parliament and government, is being prepared.

The report is being compiled with a view to help the state take note of the trends relating to communities' service delivery and conducts failure grievances and therefore plan better.

The road show, *Public Protector Dialogues with the Nation*, unearthed an assortment of complaints, ranging from defective social houses and poor management of tenders to poor provision of basic services at local government level. The need for expanding services to ensure accessibility to marginalised communities, particularly rural communities, people with disabilities, older people and non-nationals were highlighted throughout the dialogue.

The Public Protector interacted directly with provincial and local government leaders, traditional authorities, civil society organisations, political parties, parliamentarians, women groupings, media representatives and ordinary people.

Speaking at the end of the dialogue in the Eastern Cape, the Public Protector said although the feedback received during the exercise would help tweak her office's strategies, it was also important for some issues to be brought to the attention of government.

"Some of the trends we picked up, such as the management of tenders,



A community member airs her views during an outreach clinic in Nkowa Nkowa in

are important for government's attention. Parliament also needs to hear about these," she said.

The Public Protector told delegates at that meeting that stakeholders throughout the country had pledged support to her office, reaffirming its constitutional mandate and her office's interpretation of the mandate as exacting accountability in the exercise of state power to

ensure administrative justice and that public power and control over public resources are executed in accordance with the law and in the public interest.

She added that ordinary people and representatives of organs of state alike encouraged her to continue "speaking truth to power" while doing her work without fear or favour.

"However, we also noted constructive criticism, which has

# SPEAKS...

ice and conduct failure complaints



Members of the community during an outreach clinic in Manenberg, Cape Town.

***“We also noted constructive criticism, which has highlighted some of our shortcomings. These include accessibility to our offices and our responsiveness to complainants”.***

Protector explained that inadequate funding was mainly responsible for limited accessibility and stalling investigations.

“We have promised the people of South Africa that we will be accessible to all persons and communities. We have also vowed to ensure speedy resolution of complaints, particularly those that have to do with ‘bread and butter’ matters,” she said.

The dialogue was aimed at soliciting feedback on the work of the Public Protector, foster a common understanding of the institution’s constitutional mandate and role, and get views on the Public Protector Rules.

It also focused on the importance of implementing the Public Protector’s remedial action.

## Municipality pays up after Public Protector’s intervention

A Western Cape grandma is counting her blessings after the Public Protector brokered a deal, which saw the Drakenstein Municipality agreeing to compensate her financially for damages caused to her home by an employee of the municipality.

The Public Protector’s intervention resulted in the municipality changing its mind with regard to contesting the claim by Ms Lindiwe Zungu\* and paying her nearly R40 000 for the reconstruction of her house.

This came after a municipal vehicle ploughed into Zungu’s house in Mbekweni township near Paarl, partly reducing it to a heap of rubble.

Initially, when Zungu approached the municipality to claim compensation, the municipality denied liability for the damages.

The municipality advised Zungu to pursue the case in the courts against the employee in his personal capacity.

The Public Protector found that in its refusal to pay, the municipality had committed an administrative wrong by acting unjustly and unfairly towards its citizen. The municipality finally agreed to pay.

The probe also uncovered that in taking that particular stance, the municipality abandoned its responsibilities of acting justly and fairly towards its citizens.

Zungu, who has since been paid, thanked the Public Protector for the assistance.

*\*Not real name*

Limpopo

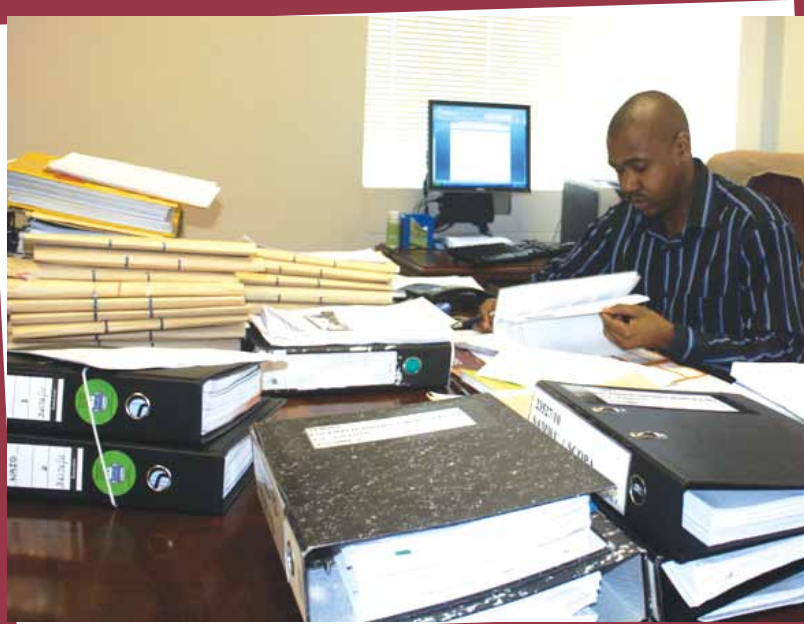
highlighted some of our shortcomings,” she said.

These shortcomings included accessibility to her office’s services and the office’s responsiveness to complainants.

Acknowledging the shortcomings, the Public

# GROSSLY UNDERF

Core functions hit the hardest as the Public Protector battles to meet constitutional promise of services accessible to all persons and communities while improving quality of governance



*Adv Ernel Masilela, a Senior Investigator at Head Office, is seen with a pile of files to be investigated*

***“At a recent community outreach clinic in Nkowankowa near Tzaneen, unhappy community members voiced their concerns about the limited access to the Public Protector’s services and called for an urgent solution”.***

**W**ith an ambitious strategic plan in pursuit of the constitutional imperative to be accessible to all persons and communities but few pennies in the kitty, the Public Protector’s promise to bring services closer to communities and ensure speedy resolution of complaints runs the risk of remaining a pipe dream. This is unless her office’s budget is reviewed urgently.

The office, which is charged investigating suspected or alleged improper conduct in state affairs including all three tiers of government and enterprises in which the state has a controlling share, receives R140 million per annum.

Compared to many other organs of state, whose annual slice of the national budget runs into billions of rands, the Public Protector’s

allocation is a drop in the ocean.

This state of affairs has been created over the years by, among other things, the increase in mandate areas through the passing of new legislation that gave the office more responsibilities. The additional tasks were, however, not accompanied by enabling resources.

The ever rising public profile of the office, which is good news when taking into account the constitutional injunction to be accessible to all persons and communities, has resulted in an influx of complaints that the already overstretched resources struggle to keep up with. This places a challenge on the Public Protector’s promise to combine investigation rigour with speed.

During a recent tour of the provinces, which saw the Public Protector dialogue with a varied

network of stakeholders including political parties, government authorities, civil society and ordinary people, it came as no surprise when communities complained about offices that are far apart and investigations took long to be completed.

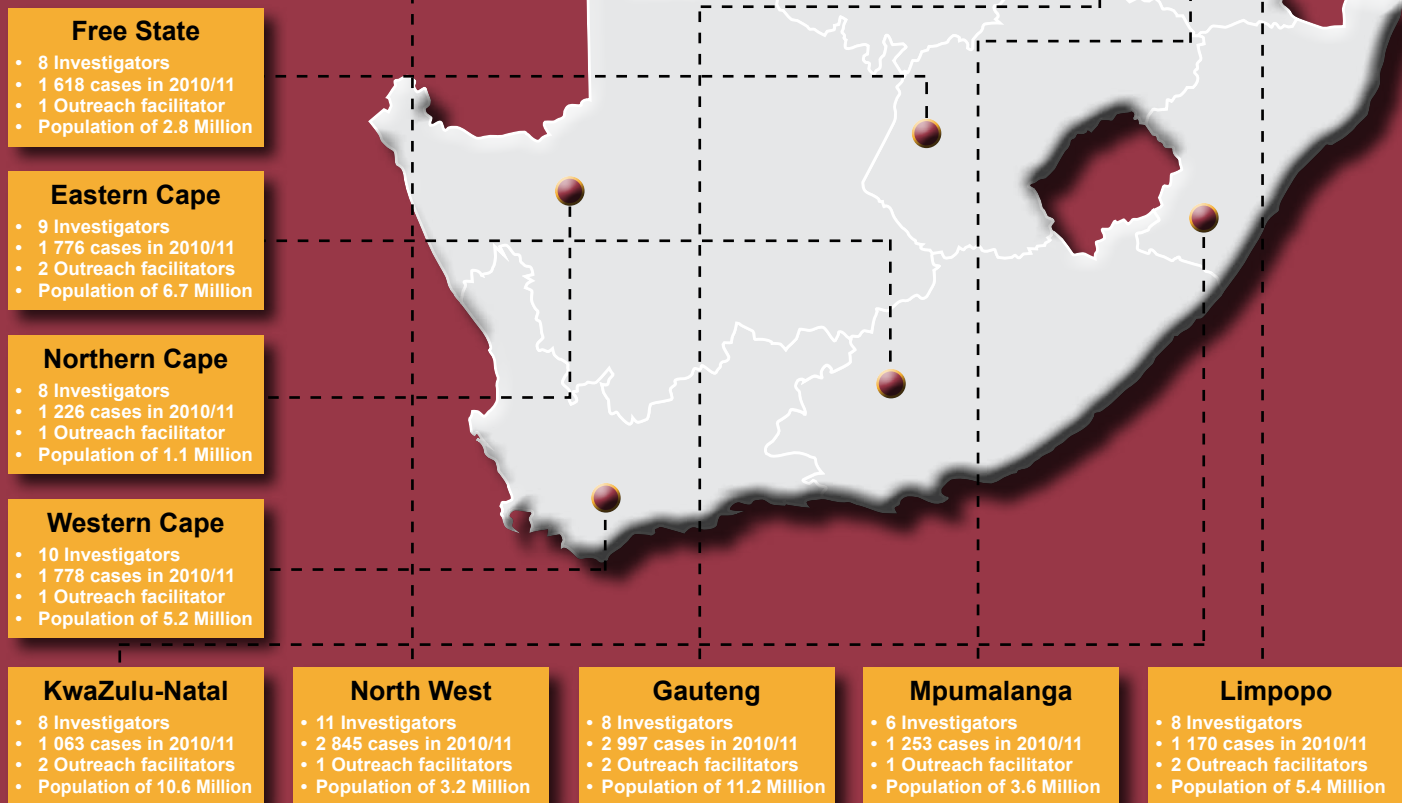
This flew in the face of the institutional service pledge to be trusted by and accessible to all persons and communities; provide prompt remedial action; and promote good governance in the conduct of all state affairs.

Even though the investigation function has recently received an additional seven new investigators with 16 more appointments on the cards after Parliament helped the office secure more funds, the resources are still far from enough.

For example Gauteng, which has only 8 investigators, handled about

# UNDED

Constitutional requirement to be  
 of investigations



2 997 of the 16 252 complaints received last year. This means that each investigator in that province had on average 374 files on their desks that year.

With a work load this big, it becomes a tall order to resolve matters expeditiously while ensuring quality investigations. It also becomes difficult to deploy teams to tackle complex investigations as this means other matters would stand unattended while complainants wait impatiently for redress.

While the office continues to strive to do more with the limited resources at its disposal, the Public Protector has assured communities that she will carry on engaging relevant authorities to inject more funds into her budget in order to alleviate the challenge.

Regarding accessibility, the Public Protector has only 20 walk in offices including the headquarters

in Pretoria. While provinces such as Eastern Cape and Free State have as little as two offices each, an equally vast province like Limpopo has only one office.

Home to five million heads, the predominantly rural Limpopo is too big to be served by a solitary office, which is based in the affluent provincial capital, Polokwane. In addition, the province has only two Outreach Facilitators with an enormous duty of raising awareness about the existence of the office and the services thereof.

At a recent community outreach clinic in Nkowankowa near Tzaneen, unhappy community members voiced their concerns about the limited access to the Public Protector's services and called for an urgent solution.

"We need an office here in the Mopani District because Polokwane

is far. There is also a need for increased outreach clinics in this area as people here do not know much about the Public Protector," said a distressed resident, who later lodged a complaint about the provision of water by the local municipality.

Explaining her office's challenges, the Public Protector told residents that the institution was "hopelessly underfunded." She said her office's budget was equivalent to what a directorate in a national government department is allocated in a financial year.

"Last year we received nearly a thousand complaints in this province. This indicates that the people here do not use this office optimally. This underutilisation can be attributed to the lack of accessibility," she said, vowing to make efforts to expand community outreach programmes.



Public Protector investigators listen attentively as Ontario Ombudsman Andre Marin addresses them

# Public Protector Investigators sharpen their teeth

By Amos Tshabalala

Public Protector investigation staff approached their work with renewed vigour after undergoing a three-day intensive training course aimed at improving thoroughness and speed of investigations. Titled “Sharpening Your Teeth: Advanced Training for Administrative Watchdogs”, the course was conducted by Ombudsman of Ontario in Canada, Andre Marin.

It enjoys the backing of the International Ombudsman Institute and has been attended by hundreds of administrative investigators and ombudsmen from all over the world.

These include the Canadian federal and provincial agencies, US states and federal departments, Europe, the Caribbean, Australia, South America and Asia, amongst others.

In an interview with this publication, Amos Bodikologa, an investigator based at the Mabopane regional office, who was one of the 85 attendees of course, said the course helped him learn the importance of team work when gathering evidence.

“The course was helpful in

assisting one identify important issues in an investigation such as key role players, resources needed and setting targets for speedy conclusion of cases,” said Bodikologa, who has been a Public Protector investigator for over ten years.

Another investigator, Benjamin

an eye-opener,” Ntombela said.

Credited for investigations that have resulted in major government overhauls in Ontario, Marin said his office has enjoyed a 100 percent implementation of his remedies by the government during his six-year term as the Ombudsman.

In Canada, Ombudsman Marin enjoys an unsurpassed reputation for fair, thorough and objective systemic investigations. His Special Ombudsman Response Team model has resulted in major government reforms that improved the lives of the people of Ontario.

Public Protector Adv Thuli Madonsela said although the course focused on systemic investigations,

its lessons were relevant to all investigations and would bring her office closer to achieving its goal of balancing rigour with speed.

“With this course, our investigators will also improve on their skills to balance thoroughness with expeditiousness in line with our aim to resolve complaints in a prompt yet in-depth manner,” she said.

*“Credited for investigations that have resulted in major government overhauls in Ontario, Marin said his office has enjoyed a 100 percent implementation of his remedies by the government during his six-year term as the Ombudsman”.*

Ntombela, who is based in Durban, was impressed by Marin’s utilisation of new media to obtain crucial information in the investigation process.

“They use social networking sites such as Facebook to gather evidence. The utilisation of cell phone footage and sourcing of possible witnesses on social networking sites was quite

# Use Power to Promote Justice, Women told

By Lerato Masakala

**W**omen exercising public power have been urged to use their positions to advance the course of justice, freedom and constitutionalism in honour of struggle heroines such as the late Albertina Sisulu.

Public Protector Adv Thuli Madonsela said it was the job of such women to ensure that freedom, justice and human dignity promised in the constitution were not sabotaged by waste of public resources through incompetence, selfishness, greed or corruption.

The Public Protector was speaking during an event to commemorate women's month in Polokwane, Limpopo recently.

She said there was a growing tendency to use public power to advance certain people's selfish interests or of those close to them.

"It is our time to act and not 'our turn to eat'", the Public Protector said, indicating however that her message was not meant to discourage women's economic empowerment.

She said the footprints of Sisulu and many other struggle heroines provided a plan for a life that was

*"It is our time to act and not 'our turn to eat'", the Public Protector said, indicating however that her message was not meant to discourage women's economic empowerment.*

not about advancing their individual course but rather about leadership that advanced the course of all humanity with special focus on the poor and marginalised.

Women's demands, the Public Protector said, had always transcended own selfish interests and focused on justice for all. This could be traced back to the 1954 charter of women's rights, she said.

The Public Protector added that in her role to exact accountability in the exercise of public power, her office gave priority to "bread and butter" complaints concerning ordinary people such as women and the elderly.

Such cases included delayed or denied access to foster care, disability, old age and child grants.

## UIF Pays up at Last

By Amos Tshabalala

**A** 65-year-old woman from Pinetown in KwaZulu-Natal has finally received her Unemployment Insurance Fund (UIF) benefits in October 2011 after waiting for nearly four years.

This comes after an agreement between the Public Protector and the UIF was signed, effectively putting Ms B\* in line to receive her long awaited benefits following her retirement in 2007.

While her co-workers have since received their dues, Ms B's benefits were withheld on the incorrect argument that she submitted her claims late.

"From time to time I would walk to Pinetown UIF offices with no progress and I was made fill in various forms, which I never got right as far as officials there concerned," she said.

Ms B complained that officials at the Pine town offices were rude and that led her with no option but to travel to the national UIF office in Pretoria.

Desperate and in distress, she sold her belongings in Pinetown so she could afford travel costs to her sister's place Pretoria, where she would be closer to the national UIF office.

Upon her arrival she wrote an appeal concerning the rejection of her UIF claim and pleaded for help. "An official handling my case tried tirelessly to help but nothing came out of it," she said.

It was the same official that ended up referring Ms. B to the Public Protector.

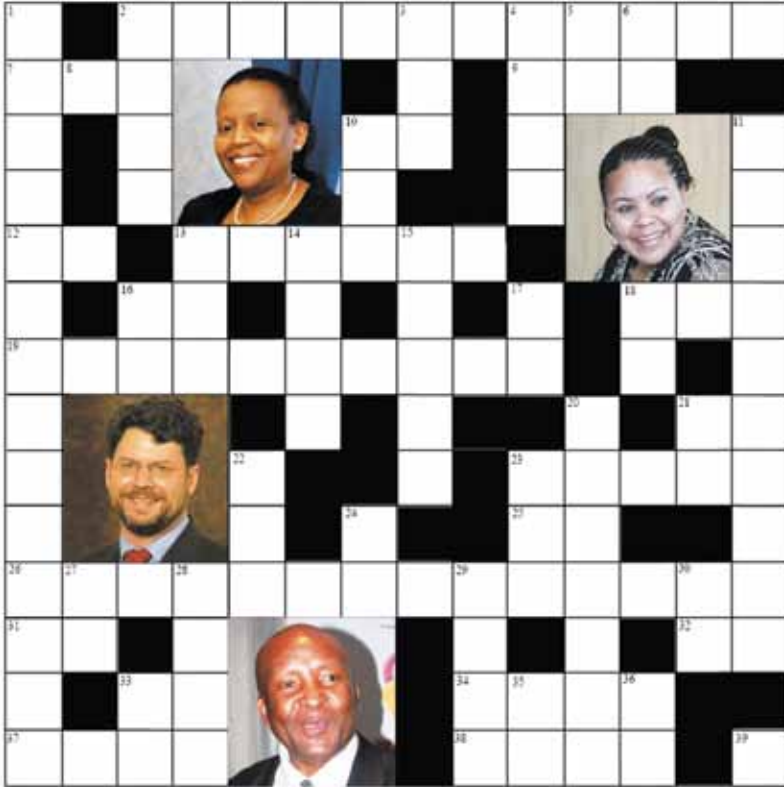
"I am very grateful for the splendid work the Public Protector has done for me. I am also glad the department of labour agreed to shortly issue a due payment of my benefits and I thank Office of the Public Protector for that," she said.

\*Ms B – not her real name.



The Public Protector and the Polokwane SAPS Xibelani Dance Group

# CROSSWORD PUZZLE



## DOWN

1. After investigating and reporting, the Public Protector must take appropriate ... (8,6)
2. Agony (4)
3. Also (3)
4. The world's biggest continent (4)
5. Knock Out (abbr)
6. The United States (abbr)
10. Premier Soccer League (abbr)
11. Deputy Public Protector (6,4)
13. Used in road surfacing (3)
14. Executive Members' Ethics Act (abbr)
15. An indigenous South African ethnic group, to whom the Makhadzi institution belong (5)
16. Editor (abbr)
17. Chlorine (abbr)
18. Roman four (2)
20. Fairness (7)
21. Port Elizabeth (abbr)
22. Robert (3)
23. Fish egg (3)
24. Post Meridian (abbr)
27. Hello (2)
28. Earth's natural satellite (4)
29. Not there ... (4)
30. West Indies (abbr)
33. Goalless draw (2)
35. Identity Document (abbr)
36. Anonymous (abbr)

## ACROSS

2. The Independent Electoral Commission's Chief Electoral Officer (5,7)
7. Time period (3)
8. South African currency (abbr)
9. ... Children's Village (3)
10. Post Office (abbr)
12. Event (2)
13. A dozen (6)
16. Each (abbr)
18. International Ombudsman Institute (abbr)
19. Deputy Minister for Justice and Constitutional Development (7,3)
21. Private Investigator (abbr)
23. Set of laws (5)
25. Outside (abbr)
26. Public Protector South Africa Chief Executive Officer (6,8)
31. Roman two (2)
32. One-all draw (2)
33. Goalless draw (2)
34. Regulation of Interception of Communication Act (abbr)
37. Midday (4)
38. Biblical garden (4)
39. First vowel (1)

## UK ombudsman officials pay the Public Protector a visit

By Lerato Masakala

The Public Protector South Africa continues to learn from and share experiences with its counterparts from elsewhere in the world.

This makes it possible for the office to keep up with the latest global trends and innovations in the work of ombudsman institutions.

The office recently welcomed into the country a six-member team from the United Kingdom's Parliamentary and Health Services Ombudsman (PHSO).

Led by the Head of Communications, Claire Forbes, the PHSO team comprised Lorna Hearson, Christine Moudler, Suzannah Beazley, Rebecca Lawson and Byron Johnson.

They were in the country on a five-day stay to share expertise and learn on various aspects of Public Protector South Africa operations including customer care, outreach, communications and human resources management, among other things.

This was a return visit after a team of Public Protector officials led by Chief Executive Themba Mthethwa made a trip to London last year on a learning expedition.

Forbes believes that their institution had something positive to learn from their South African counterparts.

"I am confident that what we have learnt here will be useful to our office. I was personally impressed by the management of the relationship between the complainants and organs of state against which complaints have been laid," she said.

Both visits were made possible by a three-year Memorandum of Understanding signed by Public Protector Adv Thuli Madonsela and her British counterpart Ann Abram in August last year, during the latter's short visit to South Africa.

The agreement seeks to foster cooperation between the two institutions through the sharing of information, expertise and good practices.

It covers, among other things, pairing of investigators for information sharing and exchange visits for persons at leadership levels and operational competence.



Claire Forbes, Head of Communications at the UK Parliamentary and Health Service Ombudsman

# HOW DOES THE PUBLIC PROTECTOR HELP?

## WHAT IS A PUBLIC PROTECTOR?

The Public Protector is a high level Independent constitutional officer, appointed by the President on the recommendation of Parliament in terms of the Constitution. The Public Protector has the power to receive complaints, investigate, take remedial action and issue reports.

## WILL ANYONE ELSE HEAR ABOUT MY COMPLAINT?

The Public Protector and staff will keep the name of a complainant confidential when necessary, and if at all possible.

## HOW DOES THE OFFICE OF THE PUBLIC PROTECTOR WORK?

Anyone can complain to the Public Protector. Think of the Public Protector as a referee who can look at all sides of a problem. If the Public Protector finds that the complaint is justified, he/she will do whatever possible to find a solution to the problem, which includes changes to the system. The Public Protector can also report on a matter to ensure that remedial action is taken. If implementation fails, the Public Protector may report to Parliament, among other things. Investigations are mostly done informally, but the Public Protector can summon people to give evidence under oath or affirmation when this becomes necessary.

## HOW MUCH DOES IT COST TO GET HELP FROM THE PUBLIC PROTECTOR?

Services are free.

## WHO CAN BE INVESTIGATED BY THE PUBLIC PROTECTOR?

Government at any level. This includes central, provincial and local government and state owned enterprises. Any person performing a public function. This includes anyone performing any official duty or public function including contracts. Corporations or companies where the State is involved such as Eskom and Telkom. Statutory councils, for example the Human Sciences Research Council and the Council for Scientific and Industrial Research.

## WHAT CAN THE PUBLIC PROTECTOR NOT INVESTIGATE?

Court decisions by judges and magistrates, including sentences imposed by them. Private acts by individuals. Private companies. However, staff of the Public Protector can help by advising you on where to complain or what to do in the above cases. In certain cases the Public Protector may refer you to a Court of Law or other competent bodies.

## HOW DOES ONE COMPLAIN TO THE PUBLIC PROTECTOR?

Should your complaint be about prejudice, you should try to solve the problem yourself before complaining to the Public Protector, for example by: Speaking to the officials involved and if that does not help you can write to the person in charge of the officials such as the Head of Department or the Chief Executive Officer or the Town Clerk. You may also consider approaching a member of the National or Provincial Parliament. Only if you are still unable to solve the problem, should you write to the Public Protector.

## WHAT CAN THE PUBLIC PROTECTOR INVESTIGATE?

Improper prejudice suffered by the complainant or another person, for example as a result of: Abuse of power, unfair, capricious, discourteous or other improper conduct. Undue delay, any other cause brought about, or decision taken by the authorities. Dishonesty or improper dealing with respect to public money. Improper enrichment, receipt of improper advantage.

# Vision

**A trusted , effective and accessible Public Protector that rights administrative wrongs and consistently acts with integrity to ensure fair, accountable and responsive decision-making, service and good governance in all state affairs and public administration in every sphere of government.**

## Core Values

- Independence and impartiality • Human Dignity
- Equality • Ubuntu • Redress • Accountability • Integrity
- Responsiveness • Transparency • Justice and fairness

## Service Pledge

- Be accessible to and trusted by all persons and communities;
- Take prompt remedial action; and
- Promote good governance in the conduct of all state affairs



**PUBLIC PROTECTOR  
SOUTH AFRICA**

Accountability • Integrity • Responsiveness

# WHERE TO FIND THE PUBLIC PROTECTOR

## HEAD OFFICE: PRETORIA

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Unathi House  
Independent Avenue, Bisho  
Behind Pick 'n Pay  
Tel: (040) 635 1286 / 7 / 1145 / 1126  
Fax: (040) 635 1291

## FREE STATE

P O Box 383, Bloemfontein 9300  
Standard Bank House  
Suit Office, 2nd Floor  
15 West Burger Street, Bloemfontein  
Tel: (051) 448 6172 / 6185  
Fax: (051) 448 6070

## GAUTENG

P O Box 32738, Braamfontein 2017  
Constitutional Hill, Women's Jail  
2 Kotze Street, Johannesburg  
Tel: (011) 339 3737 / 2047  
Fax: (011) 339 2858

## KWAZULU-NATAL

P O Box 4267, Durban 4000  
22nd Floor, Suite 2114  
Commercial City Building  
Durban  
Tel: (031) 307 5300 / 5250 / 5251  
Fax: (031) 307 2424

## LIMPOPO

P O Box 4533, Polokwane 0700  
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Fax: (013) 752 7883

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Fax: (053) 832 3404

## NORTH WEST

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Fax: (018) 381 2066

## WESTERN CAPE

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Fax: (021) 423 8708

## REGIONAL OFFICES

### GEORGE

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1st Floor South Wing  
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Fax: (044) 874 5922

### KURUMAN

P O Box 79, Mothibstad 8474  
1 Rose Avenue  
Shop 1, Kuruman 8460  
Tel: (053) 712 1762 / 2347  
Fax: (053) 712 2417

### MABOPANE

P O Box 3165, Rosslyn 0200  
Central House 2nd Floor,  
Room 334, Mabopane  
Tel: (012) 702 5458 / 4330  
Fax: (012) 702 8127

### RUSTENBURG

P O Box 371, Tlhabane 0309  
Suite No 12, Old SARS Building  
135 Klopper Street, Rustenburg  
Tel: (014) 592 9023 / 6  
Fax: (014) 592 9031

### MTHATHA

P O Box 7208, Mthatha 5099  
No 6 Knorf Street, Fortgalte, Mthatha  
Tel: (047) 531 3773 / 4 / 5  
Fax: (047) 531 3776

## SIYABUSWA

P O Box 2391, SIYABUSWA 0472  
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Siyabuswa 0472  
Tel: (013) 973 0033 / 6  
Fax: (013) 973 0029

## UPINGTON

P.O Box 15, Upington 8800  
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55-59 Mark Street, Upington 8800  
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