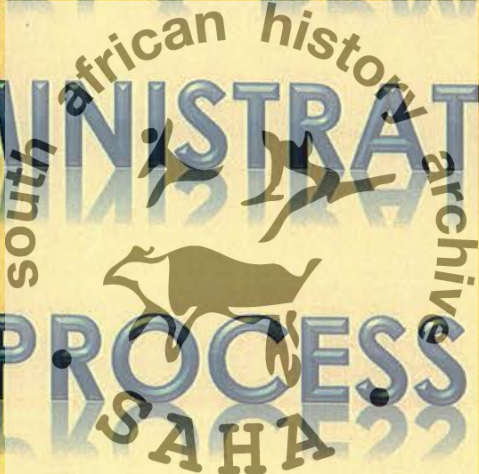


ANNEXURE A

BPT & BPM:
ADMINISTRATION
PROCESS
SAHA



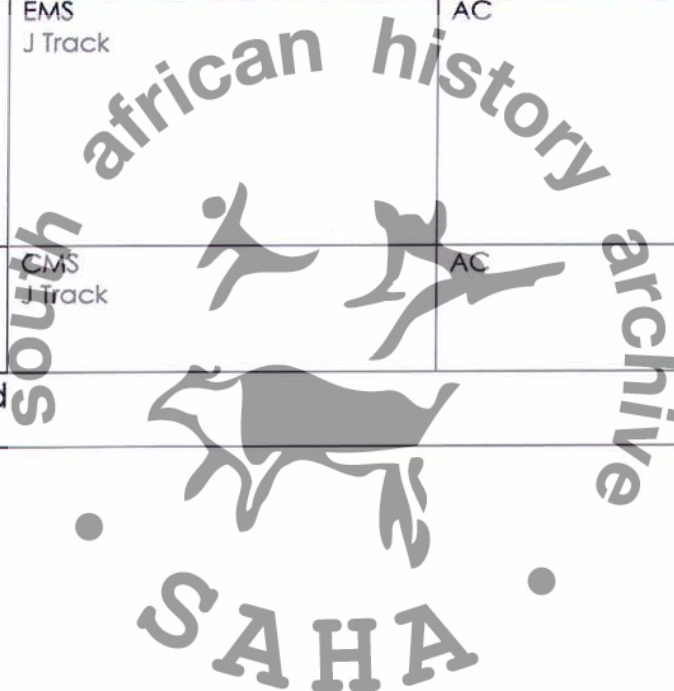
The logo for the South African History Archive (SAHA) is centered on the page. It consists of a circular emblem with a silhouette of a person in a dynamic pose and a silhouette of a bull. The words "south african history" are written along the top arc of the circle, and "archive" is written along the right arc. Below the emblem, the acronym "SAHA" is printed in a bold, sans-serif font.

BUSINESS PROCESS TABLE

Business Process Name	Rental Housing Tribunal: Administration 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	Rental Housing Complaint Form received.				
1	Complete Complaint Form	Rental Housing Tribunal (RHT) Complaint Form	Administrative Officer (AO)	Within 5-10 min	Complaint Form completed <ul style="list-style-type: none"> • 1.1. Received via e-mail, post or fax
2	Record complaint in Register & Fax Book	Register & Fax Book	Administrative Clerk (AC)	Within 5-10 min	<ul style="list-style-type: none"> • Complaint recorded in Register & Fax Book
3	Register Case on Systems	E Mat System (EMS) J track System	AC	Within 15 min	Case registered on Systems <ul style="list-style-type: none"> • 3.1. EMS and J Track System
4	Forward Case File to Registry for barcoding	Western Cape Government (WCG) Registry	CO	Within 48 hours	Case File forwarded to Registry for barcoding <ul style="list-style-type: none"> • 4.1. 48 hour turn-around period

ANNEXURE A

Step	Activity	Control	Who	Throughput/ Time	Activity Output
5	Barcode Case File	WCG Registry	HS: Registry	Within 48 hours	Case File barcoded <ul style="list-style-type: none"> • 48 hour turn-around period
6	Obtain barcoded Case File from HS: Registry	WCG Registry	AC	Within 48 hours	<ul style="list-style-type: none"> • Barcoded Case File obtained from Registry
7	Check Case File for correctness	EMS J Track	AC	Within 10 min	Case File checked for correctness <ul style="list-style-type: none"> • Not correct- (6.1) refer Case File back to step 4, for corrections • Correct- proceed to next step
8	J Track Case File	CMS J Track	AC	Within 5 min	Case File J Tracked <ul style="list-style-type: none"> • 7.1. To CM for Investigation/ Facilitation Process
Process End/ Output	Case File J Tracked				



Administrative Process

Level 4

