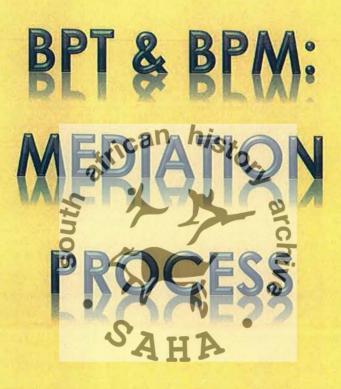
ANNEXURE C



		BUSINESS PRO	CESS TABLE				
Business Process Name	Rental Housing Tribunal: Mediation Process						
Process Scope	All Rental Housing Tribunal Cases to be expedited and amicably resolved.						
Governance	<ul> <li>Housing Act 107 Of 1997;</li> <li>Housing Code 2009;</li> <li>Rental Housing Act 50 of 1999</li> <li>Rental Housing Amendment Act 43 of 2007, Unfair Practice regulations P.N 22/2002, Prevention of Illegal Eviction and Unlawful Occupation of Land Act 09 of 1998;</li> <li>Sectional Title Act 95 of 1986;</li> <li>Administration of Estates Act 66 of 1965;</li> <li>Promotion of Access to Information Act 2 of 2000;</li> <li>Batho Pele Principles;</li> <li>Code of Conduct for Public Servants;</li> <li>Constitution of the Republic of South Africa 108 of 1926.</li> </ul>						
Process Beneficiary	Employees of the WCG, South African Citizens, Foreign Nationals, Local Government, NGOs, other Departments and Organisations.						
Step	Activity	Control	Who P	Throughput/ Time	Activity Output		
Process Trigger /Input	Declared dispute r	eceived	500				
1	Send formal invitation	C Mat System (CMS)	Case Officer (CO)	Within 5-10 min	Information sent		
2	Conduct pre- mediation	Complaints Manager (CM)	co	Within 5-10 min	Pre- mediation conducted		
		S'AH	A		<ul> <li>Unsuccessful Mediation- proceed to next step</li> <li>Successful mediation-</li> </ul>		
3	Refer case for Hearing	CMS	СО	Within 5-10 min	<ul> <li>Unsuccessful Mediation- proceed to next step</li> <li>Successful</li> </ul>		

## ANNEXURE C

Step	Activity	Control	Who	Throughput/ Time	Activity Output
5	Mediate proceedings	CMS	CO	Within 15-30 min	Proceedings mediated
6	Determine ruling	CMS	со	Within 5-10 min	<ul> <li>Ruling determined</li> <li>No ruling- proceed to next step</li> <li>Ruling proceed to step 8</li> </ul>
7	Refer case for Hearing	cms can h	CM	30 min	Case referred for Hearing 7.1. Refer to Hearing Process- Annexure C
8	Draft ruling	CIVI	CO	1 hour	Ruling drafted
9	Conduct quality check	south t	cm arch	Within 5-10 min	Quality check conducted • 9.1. Not to standard- return to step 8 • To standard- proceed to next step
10	Sign ruling	CM	Tribunal Members (TM)	Within 5-10 min	Ruling signed
11	Close file	СМ	TM D	Within 5-10 min	File closed
12	Draft Closing Letter	СМО	Administrative Officer_(AO)	1-2 hour	Closing Letter drafted
13	Check J Track System	CM SAHI	AO	Within 5-10 min	J Track System checked 13.1. J Track System checked, to determine, which CO dealt with case
14	J Track file to Registry	СМ	со	Within 5-10 min	File J Tracked to Registry
15	Inform Client of outcome	СМ	со	Within 5-10 min	Client informed of outcome
Process End/ Output		CM	0		[1] C. L. A. S. S. M.

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