ANNEXURE C

BPT & BPM: MEDIATION PROCESS

BUSINESS PROCESS TABLE					
Business Process Name	Rental Housing Tribunal: Mediation Process				
Process Scope	All Rental Housing Tribunal Cases to be expedited and amicably resolved.				
Governance	- Housing Act 107 0f 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 of1986; - 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	Declared dispute received				
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 • Unsuccessful Mediation- proceed to next step • Successful mediation- proceed to step 4
3	Refer case for Hearing	CMS	CO	Within 5-10 min	Case referred for Hearing 3.1. Refer to Hearing Process- Annexure C
4	Complete Mediation Certificate	CMS	CO	Within 5-10 min	Mediation Certificate completed

Step	Activity	Control	Who	Throughput/ Time	Activity Output
5	Mediate proceedings	CMS	CO	Within 15-30 min	Proceedings mediated
6	Determine ruling	CMS	CO	Within 5-10 min	Ruling determined • No ruling- proceed to next step • Ruling proceed to step 8
7	Refer case for Hearing	CMS	CM	30 min	Case referred for Hearing 7.1. Refer to Hearing Process- Annexure C
8	Draft ruling	CM	CO	1 hour	Ruling drafted
9	Conduct quality check	CMS	CM	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	CM	TM	Within 5-10 min	File closed
12	Draft Closing Letter	CM	Administrative Officer (AO)	1-2 hour	Closing Letter drafted
13	Check J Track System	CM	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	CM	CO	Within 5-10 min	File J Tracked to Registry
15	Inform Client of outcome	CM	CO	Within 5-10 min	Client informed of outcome
Process End/ Output	Case resolved				

Mediation Process

Level 4

Clients

Department: Human Settlements – Rental Housing Tribunal

Tribunal Members

- 10. Sign Ruling
- 11. Close file
- 13.1. Check J-Track System to determine, which CO dealt with Case

Administrative Office

- 12. Draft Closing Letter
- 13. Check J-Track System

Complaints Manager (CM)

- 9.1. Not to standard, return to step 8
- 9. Conduct quality check
- 3.1. Refer case to Hearing Process- Annexure C

To Standard

- 14. J-Track file to Registry
- 15. Inform Client of outcome
- Case successfully resolved

Case Officer (CO)

- Declared dispute received
- 1. Send formal invitation
- 2. Conduct Pre-mediation
- 3. Refer case for Hearing
- Case referred
- 8. Draft Ruling
- Un- successful Mediation
- Successful Mediation
- 4. Complete Mediation Certificate
- 5. Mediate proceedings
- 6. Determine Ruling
- Ruling
- Not to Standard
- No Ruling
- 7. Refer case for hearing
- Case referred
- 7.1. Refer case to Hearing Process- Annexure C