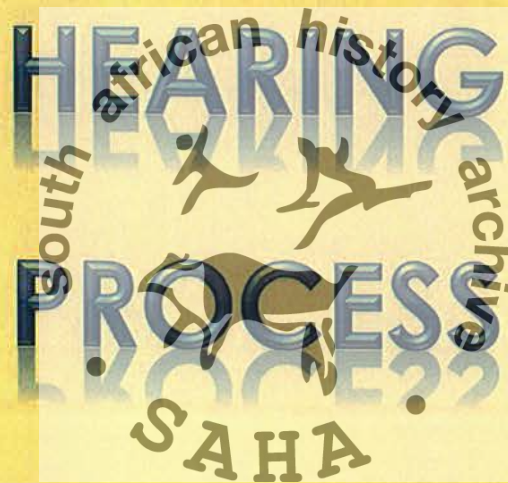


# ANNEXURE D

## BPT & BPM:



## BUSINESS PROCESS TABLE

<b>Business Process Name</b>	Rental Housing Tribunal: Hearing Process				
<b>Process Scope</b>	All Rental Housing Tribunal Cases to be expedited and amicably resolved.				
<b>Governance</b>	<ul style="list-style-type: none"> <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 19 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 1996.</li> </ul>				
<b>Process Beneficiary</b>	Employees of the WCG, South African Citizens, Foreign Nationals, Local Government, NGOs, other Departments and Organisations.				
<b>Step</b>	<b>Activity</b>	<b>Control</b>	<b>Who</b>	<b>Throughput/ Time</b>	<b>Activity Output</b>
<b>Process Trigger /Input</b>	Mediation referral received				
1	Establish Hearing Date	C-Mat System (CMS)	Clerk of the Court (COC)	Within 5-10 min	Hearing date established
2	Inform Complaints Officer (CO) of Hearing Date	Complaints Manager (CM)	COC	Within 5-10 min	CO informed of Hearing Date
3	Prepare subpoena's	CMS	CO	Within 30 min	Subpoena's prepared
4	Sign subpoena's	CMS	Tribunal Members (TM)	Within 5-10 min	Subpoena's signed
5	Assign CO/ TCO to deliver subpoena's	CMS TM	Principal Technical Case Officer (PTCO)	Within 5-10 min	CO/ TCO assigned to deliver subpoena's
6	Deliver subpoena's	CMS TM PTCO	CO	1 day	Subpoena's delivered <ul style="list-style-type: none"> <li>• Unsuccessful Delivery- (6.1.) loops back to Step 1</li> <li>Successful Delivery- proceed to step 9</li> </ul>



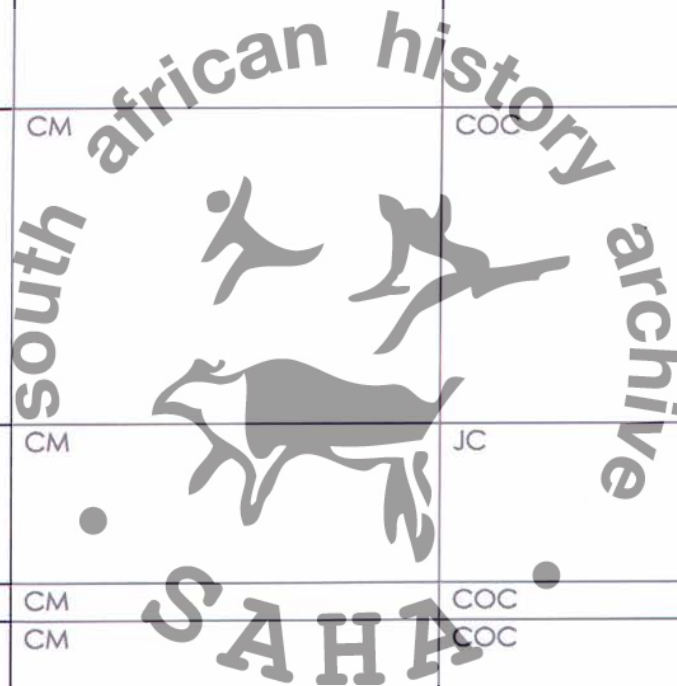
## ANNEXURE D

Step	Activity	Control	Who	Throughput/ Time	Activity Output
7	Schedule Hearing venue	CMS	COC	Within 5-10 min	Hearing venue scheduled
8	Conduct Hearing	CM	TM	Within 15- 30 min	Hearing Conducted
9	Make Ruling	CM	TM	Within 5-10 min	Ruling made
10	Draft ruling	CM TM	COC	1- 2 hours	Ruling drafted
11	Sign Ruling	CM	TM	Within 5-10 min	Ruling signed
12	Assess Ruling	CM TM	COC	Within 15- 30 min	Ruling assessed
13	Forward Ruling to Clients	CM TM	COC	Within 5-10 min	Ruling forwarded to Clients <ul style="list-style-type: none"> <li>13.1. Forwarded to Clients, via e- mail and telephonic</li> </ul>
14	Complete file	CM TM	Administrative Manager	Within 5-10 min	File completed
15	Post Ruling	CM TM	Administrative Clerk (AC)	Within 5-10 min	Ruling posted <ul style="list-style-type: none"> <li>15.1. Posted to Clients</li> </ul>
16	Send file to Registry	CM TM J Track System	AC	Within 5-10 min	File sent to Registry <ul style="list-style-type: none"> <li>Via J Track System</li> </ul>
17	Assess Ruling	CM	COC	Within 15- 30 min	Ruling assessed
18	Determine compliance to Ruling	CM TM	COC	Within 15- 30 min	Compliance to ruling determined <ul style="list-style-type: none"> <li>Compliance to ruling- proceed to next step</li> <li>Non- compliance to ruling-proceed to step 20</li> </ul>
19	Close file	CM	COC	Within 5-10 min	File closed
20	Forward Ruling to Judgement Creditor (JC)	CM	JC	Within 5-10 min	Ruling forwarded to JC <ul style="list-style-type: none"> <li>20.1. Ruling submitted to JC</li> </ul>

**ANNEXURE D**

Step	Activity	Control	Who	Throughput/ Time	Activity Output
21	Inform TM of non-compliance	CM	JC	Within 5-10 min	<ul style="list-style-type: none"> <li>20.2. Ruling received from COC</li> <li>TM informed of non-compliance</li> <li>21.1. Non-compliance submitted to TM</li> <li>21.2. Non-compliance received from JC</li> </ul>
22	Inform JC of Non-compliance	CM	COC	Within 5-10 min	<ul style="list-style-type: none"> <li>JC informed of Non-compliance</li> <li>22.1. Inform of Creditors Enforcement Process</li> <li>22.2. Credit Enforcement Process received from COC</li> </ul>
23	Draft affidavit	CM	JC	Within 15- 30 min	<ul style="list-style-type: none"> <li>Affidavit drafted</li> <li>23.1. Affidavit forwarded to COC</li> <li>23.2. Affidavit received from JC</li> </ul>
24	Draft warrant	CM	COC	Within 15- 30 min	Warrant drafted
25	Forward warrant to JC	CM	COC	Within 5-10 min	<ul style="list-style-type: none"> <li>Warrant forwarded to JC</li> <li>25.1. Warrant submitted to JC</li> <li>25.2. Warrant received from COC</li> </ul>
26	Refer warrant to Magistrate Court	CM	JC	Within 5-10 min	<ul style="list-style-type: none"> <li>Warrant referred to Magistrate Court</li> <li>File closed by COC</li> </ul>
Process End/ Output	Resolved case.				

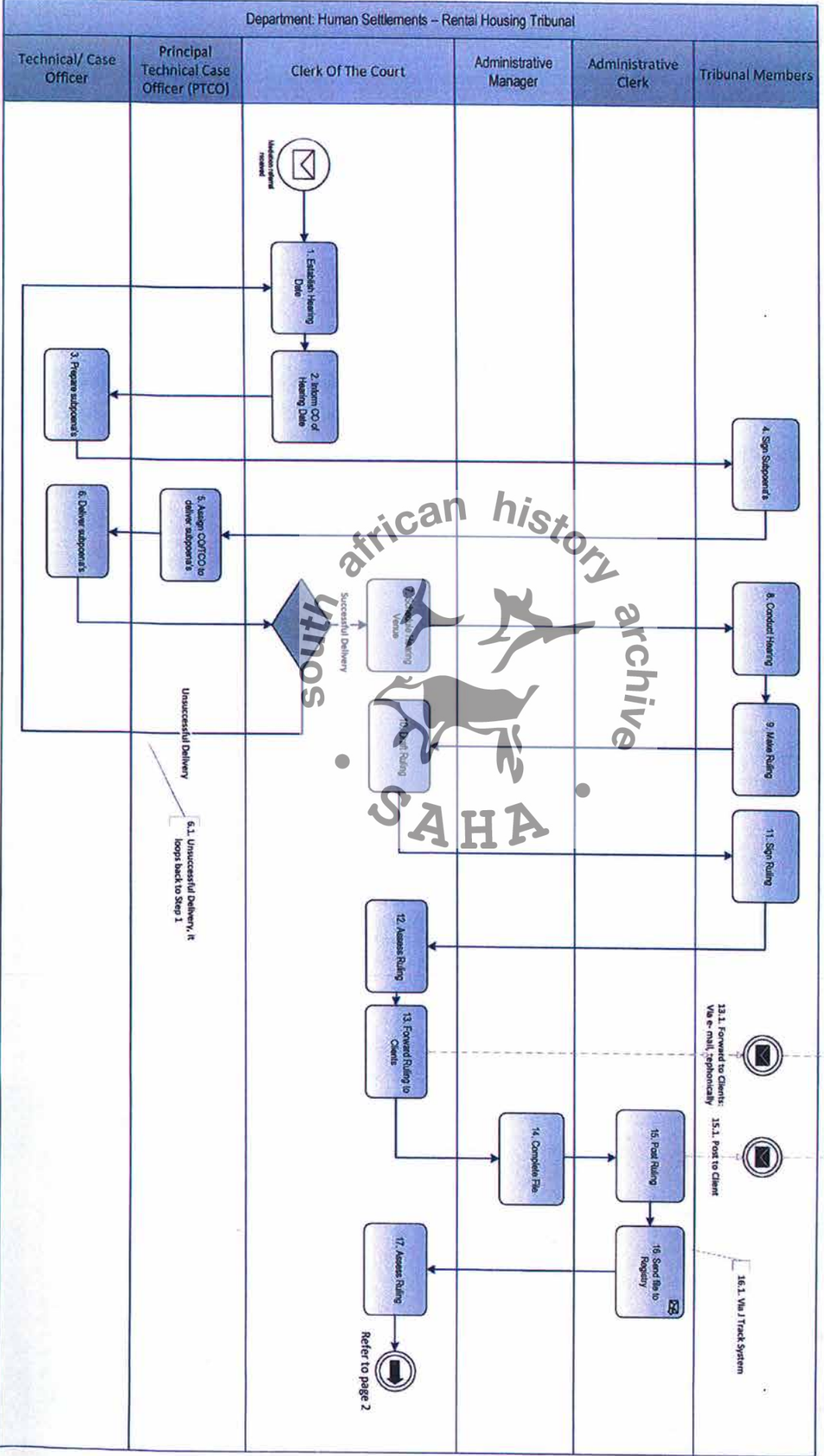
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# Hearing Process Level 4

Clients



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Compiled by: Directorate- Process Design & Improvement

# Hearing Process cont.

Level 4

