

the dti

and its entities



a user guide



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PHYSICAL ADDRESS:

77 Meintjies Street
Sunnyside
0002

POSTAL ADDRESS:

Private Bag X 84
Sunnyside
Pretoria
Gauteng
0002

TELEPHONE NUMBER: 0861 843 384

FAX NUMBER: 0861 843 888

E-MAIL: contactus@thedti.gov.za

WEBSITE: www.thedti.gov.za

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THE DEPARTMENT OF TRADE AND INDUSTRY (the dti)



1. Budget allocation for 2015/16

Division/Programme	Budget Amount R'000
1. Administration	689 740
2. International Trade and Economic Development	164 754
3. Special Economic Zones and Economic Transformation	263 224
4. Industrial Development	1 973 534
5. Consumer and Corporate Regulation	294 496
6. Incentive Development and Administration	5 795 639
7. Trade and Investment South Africa	412 328
TOTAL, the dti	9 593 715

2. How this will be spent

- Growing the manufacturing sector to promote industrial development, job creation, investment and exports.
- Improved conditions for consumers, artists and opening up of markets for new patents players.
- Strengthening capacity to deliver on **the dti** mandate.

3. Key products and services

- **Economic empowerment:** the dti provides strategic direction in the development of policies and strategies that promote enterprise growth, empowerment and equity in the economy.
- **Industrial development:** The Industrial Policy Action Plan (IPAP) provides a working outline of the National Programme of Action that has been put in place to implement the country's industrial policy objectives.
- **Trade, Exports and Investment:** the dti plays a critical role in the promotion of economic development and meaningful participation in the global economic and trade environment. It achieves this by working to build an equitable multilateral trading system that facilitates development, strengthens trade and investment links with key economies. **the dti** recognises the importance of promoting trade and inward investment, and building trade and investment relations. It focuses on encouraging exports, to leverage global growth for the development of the South African economy, through the establishment of collaborative agreements with existing trading partners and dynamic fast-growing emerging markets. **the dti**, in partnership with the Provincial Investment Promotion Agencies, undertakes investment and export promotion activities in targeted markets that are aligned to South Africa's international relations and co-operation agreements.
- **Financial Assistance (incentives):** the dti provides financial support to qualifying companies in various sectors of the economy. Financial support is offered for various economic activities, including manufacturing, business competitiveness, export development and market access, as well as foreign direct investment.
- **Legislation and Business Regulation:** the dti develops and reviews regulatory systems in the areas of competition, consumer protection, company and intellectual property, as well as public interest regulation. It also oversees the work of national and provincial regulatory agencies mandated to assist **the dti** in providing competitive and socially responsible business and consumer regulations, for easy access to redress and efficient markets.

4. How these products and services can be accessed

Contact the Customer Contact Centre on 0861 843 384 or visit **the dti** website www.thedti.gov.za

5. Contact details

the dti	
Physical Address	the dti Campus, 77 Meintjies Street, Sunnyside, Pretoria, 0002
Telephone – Customer Contact Centre	0861 843 384
Website	www.thedti.gov.za

6. Success stories for 2014/15

- **Business Process Services (BPS) incentive scheme:** Call Centre International (Pty) Ltd received a grant of R58 720 000 from **the dti** BPS incentive scheme. CCI Call Centres is based in KwaZulu-Natal and is the largest international outsourcer in South Africa, providing both outbound and inbound sales, as well as end-to-end offerings. CCI has been particularly successful in the Australian and UK markets. It was the first company to receive the BPS bonus incentive for creating more than 800 jobs in one year. The company is projected to create 1 835 jobs.
- **Manufacturing Competitiveness Enhancement Programme (MCEP) incentive scheme:** A grant amount of R17 032 953 was approved for Crown Chickens (Pty) Ltd, which is based in the Eastern Cape and produces halaal chicken products. The company has been instrumental in setting up two black-owned broiler farms, which now supply poultry directly to its processing plant. The approved grant should lead to the retention of 542 jobs.
- **Critical Infrastructure Programme (CIP) incentive scheme:** **the dti** approved a grant amount of R50 222 925 for Kalagadi Manganese (Pty) Ltd, a new manganese mine (Greenfield) and sinter plant located on the farm of Umtu, 6km west of Hotazel in the Northern Cape. The investment is expected to create 877 jobs.
- **Film and Television Production incentive scheme:** A grant amount of R4 736 787 was approved for the production of *Four Corners*, the story of a young chess prodigy from the Cape ganglands who has to choose between his own family and the family of the gangs. It tells the universal story of a father and son in tough circumstances who want to make good.
- **Enterprise Investment Programme (EIP) incentive scheme:** **the dti** approved a grant amount of R29 600 000 for Grain Field Chickens (Pty) Ltd, a chicken abattoir based in the Free State to produce pre-packed chicken pieces for sale to NTK branches, community branches and wholesale distribution channels. The project originated from a need to create employment, a value-add to local maize production and to diversify production opportunities in the Eastern Free State. The investment is expected to create 996 jobs.



NATIONAL METROLOGY INSTITUTE OF SOUTH AFRICA (NMISA)

**1. Budget allocation for 2015/16**

R2.6 million

2. How this will be spent

- Development of new National Measurement Standards (NMS) fit for purpose for the South African economy. Examples of these are:
 - o NMS for energy efficient lighting (light emitting diodes - LEDs);
 - o Traceability for relevant for nanomaterial analysis for the photovoltaic industry;
 - o New reference gas mixtures for environmental monitoring;
 - o Pesticides and residue analysis reference material for environmental monitoring;
 - o Investigation of new techniques for additive manufacturing including 3D printing; and
 - o Develop an African Feed and Food Reference Material programme to support industry.
- Maintenance and Dissemination of National Measurement standards. Examples of these are:
 - o Dissemination of Standards for the Railway Infrastructure built programme and the Automotive industry;
 - o Dissemination of standards for heavy manufacturing (machinery and transport industry);
 - o Assisting the Environmental Monitoring and Stack emission testing community with traceability for air flow measurement.
- Modernisation of NMISA through recapitalisation of NMS equipment and a feasibility study for a new NMISA building/accommodation.
- Human capital development for modern metrology:
 - o Increase of the number of Post Graduate students (MSc and PhD) supported by NMISA.
- Supporting SMEs with measurement solutions.
- Upliftment and support of developing NMIs in the SADC region.

3. Key products and services

- Calibrations and Measurement Services
- Consulting
- Training
- CRMs

4. How these products and services can be accessed

At the NMISA office

5. Contact details

NMISA National Office	
Physical Address	CSIR Campus, Building 5, Meiring Naude Road, Brummeria, Pretoria, 0182
Telephone	012 841 4152
E-mail	info@nmisa.org / calibrationoffice@nmisa.org

6. Success stories for 2014/15

- **Methods and specifications for the accurate measurement of light emitting diodes**
 The development and implementation of a measurement capability for LEDs to support the energy-saving drive in South Africa is one of the top priorities of NMISA. The move towards LED lighting is propelled by its high efficiency, which promises savings in terms of energy and cost. Accurate LED measurement methods and standards have to be developed to ensure that performance can be assessed when comparing different products or when comparing with existing lighting installations. A pressing need for calibrations traceable to national

measurement standards for LEDs exists within the local industry. Significant progress has been made by the SABS LED working group (hosted and advised by NMISA) in terms of the development of standards and the adoption of IEC standards for the South African industry. NMISA has designed and demonstrated proof of concept for a facility to measure photometric properties of LEDs. This facility is being refined and tested. A calibration service for LED products will be provided in the near future.

- **International representation and its benefits to South Africa and Africa**

South Africa is a signatory to the Metre Convention, the treaty that defines the use of the international system of units (SI) worldwide. The system is governed by an 18-member body known as the International Committee for Weights and Measures (CIPM). Members are selected according to their scientific standing and the capability to lead one of the 10 consultative committees responsible for worldwide agreements on measurement units and practices, each in a specific field (mass, temperature, ionising radiation, etc.). Wynand Louw from NMISA has been selected as one of the 18 members, making him the first South African-born and schooled member of the CIPM since its inception in 1875. In addition, he has been appointed as the President of the Consultative Committee for Ionising Radiation (CCRI), with the task of co-ordinating matters of accurate measurement internationally in neutron measurements, radioactivity standards and X-ray and gamma-ray diagnostics and therapy. The CEO of NMISA, Ndwakhulu Mukhufhi, was also elected to the Committee for Election of the CIPM (CEC). He is the only member of the CEC from an NMI (other members are all government representatives from state departments) and thus will fulfil a very important role during the next election of the CIPM (2018).

- **Safeguarding our food and the environment**

Nothing man puts into the environment simply disappears. Chemical pollutants, in particular, will return to humans through the food we eat, the water we drink and the air we breathe. These pollutants endanger our health. International regulations therefore stipulate acceptable chemical pollutant exposure levels. To support measurements that safeguard the South African environment and all who live in it, NMISA has developed accurate measurements for determining hazardous chemical pollutants in air, water, sediment and fish. The following services were provided in 2014:

- Reference measurements to determine the presence and concentration of pesticides, including pyrethroids and their associated metabolites in blood samples;
- Reference measurements of perfluorinated pollutants in water, mine tailings, eggs and sediment for the Orange-Senqu River Commission;
- Reference measurements for the determination of polyaromatic hydrocarbons (PAHs) in fish, bird eggs and sediment, in collaboration with the North-West University for the South African Water Research Commission;
- Proficiency testing schemes to testing laboratories for the determination of organochlorine and organophosphorus pesticides in water; and
- Gas reference standards for monitoring stack gas emissions.

- **Driving under the influence of alcohol**

Driving under the influence of alcohol is a criminal offence and the accuracy of the measurement result produced is critical. Should the driver be found guilty, they would have a criminal record for life. The NMISA Chemistry Division continues to support South African forensic laboratories with the provision of certified reference materials of the highest accuracy for use in blood-alcohol analysis.

- **RCS Catalyst Report**

The NMISA Length Laboratory developed a Rule Calibration System (RCS) for use by African NMIs in the calibration of line scales, tapes and rules. The in-house-developed and assembled systems were presented to countries during a training course on 10 and 11 November 2014.

COMPANIES TRIBUNAL (CT)



1. Budget allocation for 2015/16?

R15 620 000

2. How this will be spent

- Providing adjudication and dispute resolution services to the public
- Filling vacant posts to ensure operational efficiency and effectiveness
- Outreach initiatives and ICT enhancement to raise awareness about the Tribunal and improve its accessibility

3. Key products and services

- **Adjudication services:** Client disputes such as company names and directorships are adjudicated in terms of the Companies Act, 2008.
- **Alternative Dispute Resolution Services:** Parties are assisted to resolve company disputes in terms of mediation, conciliation and arbitration.

4. How these products and services can be accessed

Via the Tribunal website at www.companiestribunal.org.za, walk-ins (at the address mentioned below), telephone (012 3943071) and e-mail (registry@companiestribunal.org.za)

5. Contact details

Companies Tribunal: Ms Tebogo Mputle	
Physical Address	the dti Campus, Third Floor Block E, 77 Meintjies Street, Sunnyside, Pretoria
Telephone	012 394 3071
E-mail	registry@companiestribunal.org.za

6. Success stories for 2014/15

- The Tribunal handled more than 100 cases in 2014/15 and its decisions have not been taken on review. This is a reflection on the calibre of decisions being issued by the Tribunal.
- The Companies Tribunal, in collaboration with the Government Communication Information System (GCIS) and the Sedibeng Municipality, reached out to the Sedibeng community.
- It further collaborated with the City of Tshwane in Cullinan and Alexander to inform entrepreneurs and would-be entrepreneurs about the Tribunal's services.
- The Tribunal hosted a seminar to inform stakeholders about its services and to obtain views on the services rendered. The seminar discussed business ethics, the social and ethics committee, compliance with the Companies Act, 2008, and protection of minority shareholders.



1. Budget allocation for 2015/16

As a schedule 3b public entity in terms of the PFMA, the ECIC does not receive an allocation from **the dti** for its operational expenditure, but operates on a financially sustainable basis. Premium income is used to meet all obligations to ensure that the corporation is financially sustainable. The budget allocation that is relevant for ECIC purposes is the Interest Make Up (IMU) export incentive scheme of **the dti** that is managed by ECIC. For the 2015/16 financial year, the IMU budget amounts to R165.447 million. The total ECIC operational budget as outlined in the Annual Performance Plan is R497 million, made up as follows:

• Operating expenditure	R132,4 million
• Reserve movement	R138,1 million
• Exchange rate movement	R30,3 million
• Tax	R181,4 million
• Corporate Social Investment	R14,3 million
• Commission	R0.3 million

The IMU budget allocation is part of **the dti** budget that ECIC is administering as an agent of Government.

2. How this will be spent

The ECIC has no allocation from **the dti** budget for its operational activities.

3. Key products and services

The ECIC's insurance protects clients against political and commercial risk. A range of products is used to provide insurance policies to financial institutions, exporters and South African investors, with the aim of facilitating the export of South African goods and services for foreign capital projects, as well as facilitating foreign investments.

Political Risk Insurance (PRI) cover: PRI is protection against certain acts of a host government or events occurring within the host country that result in the loss of investment, exporter's goods or a loss suffered by the financial institution in connection with a loan granted to a borrower in the host country.

Commercial Risk Insurance (CRI) cover: CRI is protection against the inability of a borrower in a host country to honour its debt payment obligations due to the following commercial risk events:

- Insolvency – the sequestration, liquidation or judicial management of a borrower;
- Protracted default – an undisputed payment default by a borrower.

The following products are available: Exporter's insurance cover; supplier credit insurance cover; financial credit insurance cover; investment insurance cover; commercial loan insurance cover; bond insurance cover; and insurance cover for boat builders.

4. How these products and services can be accessed

Guidelines for insurance applications can be accessed by contacting the ECIC directly or via its website.

5. Contact details

Export Credit Insurance Corporation of South Africa SOC Ltd	
Physical Address	Block C8, Eco Origins Office Park, 349 Witch Hazel Avenue, Highveld Ext 79, Centurion, 0157
Telephone	012 471 3800
E-mail	Cthirion@ecic.co.za
Website	www.ecic.co.za

6. Success stories for 2014/15

ECIC's role is to facilitate exports and cross-border investments from South Africa to other parts of the world, with a strategic focus on the rest of the continent as a key growth market. The projects and transactions that it supports span across many sectors and the nature of exports includes services and goods that support the growth of the manufacturing sector. In the past five years, the value of projects approved and supported by ECIC are in excess of R20 billion and includes:

- ECIC has supported the export of 34 train locomotives produced by Grindrod to a mining project in Sierra Leone. This transaction helped Grindrod break into markets in West Africa, increase its production line in Pretoria and create jobs as a result of the increased orders. Another transaction of 11 train locomotives for Grindrod was supported by ECIC in the Democratic Republic of Congo (DRC).
- It has supported nine articulated dump trucks supplied by Bell Equipment that are used in mining projects in the DRC. It emerged from engagements with Bell that numerous downstream, smaller sub-contractors are part of the Bell Equipment supply value chain that contribute to the final truck product exported to other countries. This serves as testimony of how ECIC products benefit the smaller contractors and contribute to local procurement and job creation in South Africa.
- In line with the Industrial Policy Action Plan (IPAP), ECIC has developed specific products for the boat-building industry. It has supported Nautic Africa, a manufacturer of boats based in Cape Town, which has supplied two patrol boats to Nigeria. There is further scope to exploit other markets for this sector across the continent by utilising the ECIC-supported export credit scheme.
- In the power sector, ECIC has supported gas-fired power plants for independent power producers in Mozambique and Ghana. It would like to focus specifically on the rollout of the rural electrification project in Ghana, where Thengashep, a South African contractor, is responsible for the electric meters and overseeing the installation processes on the ground. This project has created at least 46 jobs for South Africans, 36 of those permanent.
- In Zimbabwe, Group Five is involved in the construction and management of the rehabilitation of the road between Plumtree, Harare and Mutare. This road is critical in the North-South Corridor for the efficient movement of goods and people. The ECIC political risk insurance has been critical in unlocking the long-term debt funding provided by the Development Bank of Southern Africa for this project.



1. Budget allocation for 2015/16?

R31,483 million

2. How this will be spent

The gambling regulation needs to create a balance between revenue generation and protection of the public, while taking cognisance of Government's developmental priorities. The spending focus will be on the following areas:

- Inputs into the development of Gambling Policy and Regulation;
- Conduct regulatory oversight and enforcement of compliance;
- Dialogue with stakeholders;
- Suppression of illegal gambling; and
- Provision of reliable information through the establishment and maintenance of national systems, namely:
 - o Central electronic monitoring system;
 - o Functional information register;
 - o Monitoring socio-economic patterns of the gambling activity;
 - o Significantly progress broad-based black economic empowerment within the gambling industry;
 - o Providing a national public education programme about the risks and socio-economic impact of gambling;
 - o Conduct research studies to inform gambling policy on the impact of gambling; and
 - o Monitoring market conduct and market share in the gambling industry.

3. Key products and services

- Evaluate issuing of national licences by Provincial Licensing Authorities.
- Collaborate with Provincial Licensing Authorities to detect and suppress illegal gambling.
- Assign a unique registration number for each limited pay-out machine to retain manufacturing detail and ownership of the machine or device.
- Advise on matters of national policy and any matter referred to it by the National Gambling Policy Council.
- Monitor market share and conduct and refer any concerns regarding these to the Competition Commission.

4. How these products and services can be accessed

- The NGB products and services can be accessed via the website www.ngb.org.za.
- National registers and a register of illegal operatives are available from the NGB's compliance division on request, directed to the Administrator – NGB at the address below.
- Provincial and national statistics are published on the NGB website.
- Research reports, once finalised, are published on the NGB website.
- Products and services can be accessed during information-sharing forums, such as the **dti** stakeholder forums (COTII, CEO Forum, Stakeholder Forum for Regulatory Agencies, Communication and Marketing Forum), the National and PLA forums such as the Legal and Compliance Forum, Law Enforcement Forum and ICT and Governance Forum.

5. Contact details

Shaheed Manuel	
Physical Address	420 Witch Hazel Avenue, Eco Glades 2, Block C, Eco Park, Centurion, 0144
Telephone	010 003 3375
E-mail	info@ngb.org.za
Website	www.ngb.org.za

6. Success stories for 2014/15

- The NGB established the Africa Gambling Regulators Forum with a vision to create norms and standards applicable in Africa for the effective regulation of gambling, particularly illegal and online gambling.
- The NGB takes leadership in producing research products on the:
 - o Impact of gambling (socio-economic);
 - o Impact of gambling (illegal online gambling); and
 - o Mapping of growth in the industry (gambling sector reports).
- On 20 March 2015, the NGB did an outreach activity on the impact of gambling and responsible gambling (including exclusion registers) on television named *Lungelolakho*. The response from the public was excellent, particularly denoting an interest on the use of exclusion registers.



1. Budget allocation for 2015/16?

R65 727 000

2. How this will be spent

- Conduct workshops with credit providers on affordability assessment regulations as well as conduct investigations on the total cost of credit and take appropriate enforcement action, where necessary.
- Conduct reckless lending investigations into credit providers and take appropriate enforcement action, where necessary.
- Investigate credit bureaus in respect of consumer credit information. Review credit bureaus audited reports and take appropriate enforcement action, where necessary.
- Improve operational efficiency through ICT automated processes.
- Improve awareness and compliance with the National Credit Amendment Act No. 19 of 2014 (NCAA) and its regulations. Conduct investigations relating to the NCAA and take appropriate enforcement action, where necessary.

3. Key products and services

- Register credit providers, debt counsellors, alternative dispute resolution agents, payment distribution agents and credit bureaus.
- Educate and create awareness in line with the NCA and its amendments.
- Receive and investigate complaints.
- Conduct research on the developments and trends in the credit market.
- Enforce compliance with the NCA and its amendments.

4. How these products and services can be accessedWebsite: www.ncr.org.za

Call Share: 0860 627 627

Workshops: workshops@ncr.org.zaComplaints: complaints@ncr.org.za

dccomplaints@ncr.org.za

General queries/information: info@ncr.org.za**5. Contact details**

National Credit Regulator	
Physical Address	127 15 th Road, Randjespark, Midrand
Telephone	0860 627 627
E-mail	info@ncr.org.za

6. Success stories for 2014/15

- **Removal of adverse consumer credit information and information relating to paid-up judgments:** The published regulations by the dti on the Removal of Adverse Consumer Credit Information and Information Relating to Paid-Up Judgments came into effect on 1 April 2014. Consumers who were previously disadvantaged as a result of adverse listings in their credit profiles benefited as they were now in a better position to access credit if they could afford it, obtain jobs and rental accommodation. Approximately three million consumers benefitted from this initiative.
- **Referrals to the Tribunal:** During the 2014/15 financial year, the NCR approved numerous investigations, of which some were referred to the Tribunal for appropriate sanctions. In certain instances, the NCR issued compliance notices and criminal cases were opened. The

majority of the contraventions related to reckless lending and retention of bank cards and identity documents of consumers.

- **Establishment of the Credit Industry Forum (CIF):** During the year under review, the NCR established the CIF, which is a stakeholder industry forum consisting of representatives from various key stakeholders in the credit industry and is chaired by the NCR. The forum operates on a consensual basis to identify and address operational difficulties that come with implementation of the Act. It also facilitates and negotiates industry agreements in addition to co-operation on related credit industry aspects.
- **Education and Awareness of the NCA and its amendments:** The NCR conducted successful educational workshops nationally and provincially in conjunction with various stakeholders, including the trade unions, universities and church groups to create awareness of the Act in general. These workshops were meant to also educate consumers about their rights and responsibilities in terms of the Act. Through media coverage to create such awareness, the NCR achieved good exposure across all media channels, with a total Advertising Value Equivalency (AVE) of more than R200 million. AVE refers to the value of the media coverage which NCR did not pay for. This resulted in the NCR reaching the more vulnerable people in our society.
- **The National Credit Amendment Act No. 19 of 2014 (NCAA) was signed into law on 14 May 2014 and gazetted on 13 March 2015.** The NCAA and Regulations will benefit consumers by providing guidance to credit providers on conducting rigorous affordability assessments, curbing reckless lending, effective debt reviews, automatic removal of paid-up adverse listings and preventing the collection of prescribed debts,



1. Budget allocation for 2015/16

R356 471 000

2. How this will be spent

Below is a detailed budget allocation

	Audited Outcome	Audited Outcome	Audited Outcome	Revised estimate	Average growth rate (%)	Expenditure/total: Average (%)	Medium-term estimate			Average growth rate (%)	Expenditure/total: Average (%)
R thousand	2011/12	2012/13	2013/14	2014/15	2011/12 - 2014/15	2015/16	2016/17	2017/18	2014/15 - 2017/18		
Administration	51,757	58,705	41,231	63,201	6.9%	22.7%	65,714	68,360	72,550	4.7%	18.8%
Strategic Goal One: To develop, maintain and administer compulsory specifications and technical regulations	6,930	8,437	8,133	15,330	30.9%	3.9%	14,799	16,374	17,173	3.4%	4.4%
Strategic Goal Two: To maximise compliance with all specifications and technical regulations	97,036	119,747	155,827	175,688	21.9%	56.2%	212,940	227,088	239,768	10.9%	59.0%
Strategic Goal Three: To inform and educate NRCS stakeholders on the mandate of the NRCS	5,293	6,721	7,583	8,033	14.9%	2.9%	8,033	8,570	9,029	4.0%	2.3%
Strategic Goal Four: To ensure an optimally capacitated institution	6,820	30,495	35,491	50,515	94.9%	11.9%	54,902	57,464	60,658	6.3%	15.5%
Strategic goal 5: To ensure that the National Regulator for Compulsory Specifications is a capacitated organisation with fit for purpose resources available to support decision making and action	17,516	-	-	-	-100.0%	2.4%	-	-	-	-	-
Total expense	185,352	224,185	240,265	312,975	19.1%	100.0%	356,388	378,796	399,178	8.4%	100.0%

3. Key products and services

- Services rendered include LOA applications (letter of authority) to import goods into South Africa, homologation of motor vehicles, sampling of products as well as issuing of calibration certificates.
- Resolution of disputes relating to building plans as mandated by the National Building Regulation and Standard Act.
- Administers the Review Board, which addresses disputes within the built environment.
- Administers the new Legal Metrology Act, which has an extended scope to verify instruments that are used to conclude legal transactions apart from what the old Trade Metrology Act offered.

4. How these products and services can be accessed

The LOA can be obtained from the NRCS website, which will outline all the relevant information to be provided. More information is available on the NRCS website at www.nrcs.org.za

5. Contact details

NRCS	
Physical Address	SABS Campus, 1 Dr Lategan Road, Groenkloof, Pretoria
Telephone: 012 482 8700	012 482 8700
E-mail	nrcs@nrcs.org.za
Website	www.nrcs.org.za

6. Success stories for 2014/15

- **Food and Associated Industry**

South Africa will resume seafood exports to Russia after this Eurasian country inspected and officially listed 12 South African seafood companies to supply canned, frozen fish and fishery products. The inspection of Competent Authority in October 2014 by the Rosselkhoznadzor Mission (Customs Union Competent Authority in Russia) was led by the NRCS on behalf of South Africa. This is the first time since the late 1990s that South African fish will be exported to Russia on a commercial basis. The initial anticipated monetary value for this trade is estimated at R70 million and it is envisaged that this will increase as the NRCS is assisting more seafood companies to be approved for export to this Customs Union. The NRCS has also facilitated exports of live seafood products to the Republic of China and its territories, including Hong Kong. This trade was approved following an inspection by the Chinese Competent Authority in June 2014. A total of 108 South African seafood companies are officially listed for the export of fish and fishery products to China. The estimated monetary value of these products is R1.3 billion per annum.

- **Electro-technical Industry**

The NRCS destroyed unsafe goods worth R8.5 million in Durban and Port Elizabeth in 2014/15. It stopped 22 containers with approximately 2.2 million incandescent lamps valued at R11 million at the Durban and Cape Town harbours as part of the NRCS broader enforcement campaign working with SARS and the SAPS. Energy consumption of these lamps is high, putting further pressure on the already struggling national electricity grid. The NRCS promulgated a new compulsory Specification (VC 9008- for electrical and electronic apparatus), which will come into force on 29 May 2015. This specification has requirements for energy efficiency, performance and labelling.

- **Regulatory Research and Development**

Six compulsory specifications were gazetted for first publication and seven as final publications in 2014/15.

- **Legal metrology**

- The legal metrology Eastern Cape office embargoed 11 520 units of imported baby wipes to a total value of R288 000 due to them being short measure.
- The KwaZulu-Natal office embargoed 79 200 units of 125ml imported glue to the value of R396 000 due to them being short measure, by 7ml on average.
- The Western Cape office embargoed an imported consignment of 24 000 units of 1,5kg baby hake to the value of R2,88 million due to the units being 32g short on average.

- **Chemical, Mechanical and Materials**

- Successful raid in the environmental industry, with 2 945 027 non-compliant plastic carrier and flat bags identified and sanctioned. More than 3.5 million non-compliant plastic carrier bags were confiscated in Gauteng in less than a week. Nine companies were issued with sanctions.
- Media press release conducted on 29 October 2014, regarding the implementation of the new VC on plastic carrier bags. Coverage by various media outlets: including. *Pretoria News, New Age online, ANN7* etc.



1. Budget allocation for 2015/16

The 2015/16 budget allocation for the SABS is a total of R191 million.
The grant allocation is 23% of the SABS's total income.

2. How this will be spent

- Developing standards and ensuring there are relevant conformity assessment programmes geared at supporting localisation and industrialisation.
- Implement standardisation programmes in support of technology diffusion in South Africa through the development of faster innovation cycles to promote and support efficient and sustainable technologies.
- Growth in standardisation services offered to the South African economy.
- Increase geographic footprint to enable easy access to standardisation services for businesses in Limpopo, Mpumalanga and North West provinces.
- Develop capacity to adequately service small businesses.

3. Key products and services

The SABS operates as the national standardisation institution in South Africa and offers the following:

- Testing
- Certification
- Innovation and design
- Local content verification
- Conformity assessments
- Training

4. How these products and services can be accessed

- Certification and testing services: 012 428 6400
- Purchasing a standard online at www.store.sabs.co.za
- Visiting the SABS standard sales office at 1 Dr Lategan Street, Groenkloof, Pretoria

5. Contact details

SABS Head Office: Thato Chabeli	
Physical Address	1 Dr Lategan Street, Groenkloof, Pretoria
Telephone	012 428 6711
E-mail	thato.chabeli@sabs.co.za
Customer Services Call Centre	0860 12 14 14
E-mail	info@sabs.co.za
East Coast Telephone	15 Garth Road, Durban 031 428 6443
West Coast Telephone	Liesbeek Parkway, Rosebank, Cape Town 021 681 6700
Eastern Cape Telephone	The Acres Office Park, 20 Nile Road, Perridgevale, Port Elizabeth 041 391 8400

6. Success stories for 2014/15

- **ISO 50001 – towards an energy-efficient future**

Two leading companies in the South African industry recently attained SABS certification to ISO 50001. Johnson Matthey, a manufacturer of automotive components, has used the system to save nearly 9,5 million kilowatt hours of electricity, reducing CO₂ emissions by more than 9 000 tons. Valpre has embarked on a range of energy-efficient, water-saving and recycling programmes to significantly reduce its environmental footprint. The introduction of ISO 50001 Energy Management Systems applies to organisations of any size, and gives guidelines for establishing, managing and improving their energy consumption and efficiency. The purpose of SANS 50001 Energy Management System (EnMS) is to enable organisations to establish the systems and processes necessary to improve energy performance, including energy efficiency, use and consumption.

- **Next Generation Industrialist Fair**

The SABS Design Institute hosted the country's first Next Generation Industrialist Fair to showcase the young industrialists who are being nurtured at the Design Institute. This stakeholder event was graced by the Minister of Small Business Development, who delivered the keynote address and was filmed by CNBC Africa and broadcast on 2 April 2015.

- **Animal Welfare Workshops Multi-stakeholder Engagement Workshop**

The SABS hosted a multi-stakeholder engagement workshop on Animal Welfare to create awareness of the standards dealing with the humane treatment and transportation of domestic and wild animals. This successful workshop took place on 17 February 2015 at the National Zoological Gardens, Pretoria, and was attended by delegates from NGOs, animal auctioneers, academia, farmers and farmers associations, media and the Department of Environmental Affairs and Agriculture.

- **PRASA recognises SABS as a preferred service provider**

The two entities entered into a Memorandum of Understanding as a platform that will provide SABS with an opportunity to offer its services to the various divisions within PRASA. This MoU presents the SABS with opportunities to grow its business portfolio within the PRASA group of companies through the provision of certification, training, testing and SME development.

- **CRM Efficiencies**

The SABS also prides itself in the successful roll-out of CRM to 15 laboratories for the improvement in efficiencies and turnaround times, to enable laboratories to manage customer queries and helps them understand the nature of their customer via a central database. As part of customer centricity, this new system provides the customers with e-mail notification on the progress of queries and allows laboratories the to check the status of customer queries.



1. Budget allocation for 2015/16

R37 652 000

2. How this will be spent

- Growing the pool of accredited Testing, Inspection and Certification bodies to 1 550 to provide services to manufacturers and exporters.
- Assessing the pool of accredited Testing, Inspection and Certification bodies of 1 199.
- Maintaining SANAS international recognition in 73 economies across the world, represented by 85 accreditation bodies for the global acceptance of goods produced in South Africa.
- Developing two new accreditation programmes for Inspection of Energy Performance certificates to Buildings and Information Technology Service Management Systems.
- Providing accreditation support to Government and its regulators to protect the public and the environment.

3. Key products and services

ACCREDITATION FIELDS	ACCREDITATION STANDARD
Laboratories (Calibration and Testing): Physical testing; Mechanical testing; General testing; Verification; Calibration; Veterinary; Pharmaceutical; Forensic	ISO/IEC 17025
Medical laboratories	ISO 15189
Verification laboratories	SANS 10378 (the national standard)
Proficiency testing schemes	ISO/ IEC 17043
Certified reference material	ISO Guide 34
Certification	
Quality Management System (QMS)	ISO/ IEC 17021
Environmental Management System (EMS)	ISO/ IEC 17021
Green House Gas Validation and Verification	ISO/IEC 14065
Road Transport Management	ISO/IEC 17021
Responsible Tourism	ISO/IEC 17021
Product certification systems: Organic Agricultural Production and Processing; Globalgap; British Retail Consortium; FSSC and the Global Food Safety Initiative	ISO/ IEC 17065 and relevant national standards
Personnel certification systems	ISO/ IEC 17024
Inspection	
Energy efficiency measurement and verification	ISO/IEC 17020 and relevant national standards
Risk-based inspection and certification	ISO/IEC 17020 and relevant national standards
In-service pressure vessels	ISO/IEC 17020 and relevant national standards
Occupational hygiene	ISO/IEC 17020 and relevant national standards
Others	ISO/IEC 17020 and relevant national standards
Good Clinical Practice Veterinary (GCPV)	ISO/IEC 17025 (compliance monitoring of veterinary laboratories conducting animal clinical trials)
Good Laboratory Practice (GLP)	According to the OECD's principles of GLP for facilities conducting non-clinical environmental health and safety studies

B-BBEE accreditation of verification agencies	SANAS R47 and the B-BBEE Codes of Good Practice
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4. How these products and services can be accessed

- SANAS accreditation services: 012 394 3760
- Each accreditation programme is managed by an Accreditation Field Manager. See the SANAS website www.sanas.co.za
- SANAS directory of accredited facilities – each facility contains a schedule in pdf format on the SANAS website

5. Contact details

South African National Accreditation System (SANAS) Head Office	
Physical Address	the dti Campus, 77 Meintjies Street, Sunnyside, Pretoria, 0002
Telephone:	+27 (0)12 394 3760
E-mail:	leratom@sanas.co.za

6. Success stories for 2014/15

- An accreditation programme for certification bodies to certify Organic Agricultural Production and Processing (OAPP) in accordance with the South African National Standards SANS 1369 was launched on 26 March 2015. The rollout of this programme will give consumers peace of mind that they are buying genuine organic products certified by the technical competent organic certification body accredited by SANAS.
- An accreditation programme for Road Transport Management System (RTMS) Certification was launched on 19 March 2015. The finalisation of the RTMS SANS 1395 and the SANAS accreditation programme for RTMS Certification is considered a milestone for the industry and will contribute positively to road safety, preserving the road infrastructure and increasing productivity. Each organisation, consignor/consignee or operator that implements SANS 1395 will be required to develop appropriate processes, systems and measurement methods that would enable it to demonstrate compliance to this standard.
- A programme for the recognition of the Food Safety System Certification (FSSC) 22000 was launched on 7 November 2014. The accreditation requirements for FSSC are aligned to the SANS/ISO 22000 and additional requirements. SANS/ISO 22000 was adopted from the International Organisation for Standardisation's ISO 22000, which provides a common framework across the entire supply chain to manage requirements, communicate internally and externally and continually improve the system. FSSC 22000 is an independently owned ISO-based food safety management system and has additional requirements over and above those of the SANS/ISO 22000, for which SANAS is already providing accreditation. These additional requirements have been established to ensure consistency and integrity and make provision for governance.

NATIONAL LOTTERIES COMMISSION (NLC), PREVIOUSLY THE NATIONAL LOTTERIES BOARD

1. Budget allocation for 2015/16

The NLC receives funding from the proceeds of the National Lottery.

Revenue	R1 811 703 000
EXPENDITURE	
Grants allocation	R1 606 718 000
Salaries	R202 201 000
Goods and services	R179 485 000
Capex Budget	R170 253 000

2. How this will be spent

The funding of the NLC is allocated according to sectors as illustrated below. Each sector has its own Distributing Agency and the budget is allocated as follows:

Charities	45%
Arts, Culture and National Heritage (including Environment)	28%
Sport and Recreation	22%
Miscellaneous Purposes	5%

3. Key products and services

The National Lotteries Commission regulates the National Lottery and other lotteries, including society lotteries and promotional competitions, and distributes funds to good causes from the proceeds.

4. How these products and services can be accessed

Funding from the NLC is accessed on an application basis. The adjudication of applications for funding is done by committees known as Distributing Agencies, which periodically issue a call for applications in each sector.

5. Contact details

National Lotteries Commission Head Office	
Physical Address	Block D, Hatfield Gardens, 333 Grosvenor Street, Hatfield, Pretoria
Information Centre	08600 65383
Switchboard	012 432 1300
E-mail	nldtf@nlb.org.za
Provincial Offices	
Eastern Cape	Phase 4A, Waverly Office Park, Phillip Frame Road, Chislehurst, East London
Free State	No. 321/322, Corner Stateway and Ryk Roads, Welkom
KwaZulu-Natal	Smartxchange, 05 Walnut Road, Durban, 4001
Limpopo	5 Landros Mare Street, Polokwane, 0699
Mpumalanga	25 Rood Street Sonheuwel Dorp, Nelspruit
North West	Henque Building 2313 Aerodome Crescent, Mafikeng
Northern Cape	Suite D, 9-11 Roper Street, Kimberley
Western Cape	4th Floor, Manhattan Place, 130 Bree Street, Cape Town

6. Success stories for 2014/15

- The then National Lotteries Board began a process to develop Norms and Standards for Grant Funding in South Africa.
- Anti-fraud initiatives prevented more than R220 million intended for good causes from falling into the wrong hands during the 2013/14 financial year.
- The rollout of provincial offices was completed, ensuring that services are taken to the people across all provinces of South Africa.
- Calls for applications were made in the Charities Sector with a special focus on Early Childhood Development, and two in the Sports Sector; one for Federations and another for no-fee schools and clubs.



1. What is your budget allocation for 2015/16?

R484 340 million

2. How this will be spent

The CIPC contributes to three main priority areas:

- Improving the ease of doing business in South Africa through fast efficient integrated and other value-adding services (2015/16 Budget R249 976);
- CIPC promotes the culture of innovation through promoting and protecting IP (2015/16 Budget R50 608); and
- CIPC contributes to strengthening the state's transformative role in achieving an inclusive, equitable society through effective, well-balanced regulation and the promotion of good governance (2015/16 Budget R139 682).

3. Key products and services

- Customer registration is required to transact with CIPC
- Company and co-operative registration
- IP protection (patent, trade mark, design and copyright – cinematography only)
- Maintaining entities (director/member, address, financial year-end changes, annual returns)
- Disclosure of information on its register
- Promote education, awareness of and compliance with Company and IP law and ensuring efficient and effective enforcement of relevant legislation
- Licensing of business rescue practitioners

4. How these products and services can be accessed

A. Online applications

- Register as a customer – you will be provided with a code and password where the code will be a reference when you make a deposit to CIPC ABSA account 4055681017
- New company application - eservicescoreg@cipc.co.za
- Name reservation
- Company Director change -eservicecor39@cipc.co.za
- Address change
- Close corporation address and member change (CK2A and CK2) eservicesck2@cipc.co.za
- Lodging annual returns

B. Manual applications

- Download and send completed forms to dedicated e-mail
- Co-operatives – cooperativesonline@cipc.co.za
- NPC – Companydocs@cipc.co.za
- Company name change (CoR 15.2) – namechange@cipc.co.za
- Conversion from CC to pty (CoR 18.1) – companydocs@cipc.co.za
- Restoration of deregistered companies due to Annual Returns – reinstatements@cipc.co.za
- Business Rescue – conditional licencing of nominated practitioner CoR 126.1 and filing of Business Rescue CoR 123.1 – businessrescue@cipc.co.za

C. Visit to Self-Service Centres where clients use terminals. The following are requirements for visiting the terminals since they use biometrics verification for ID confirmation:

- Working cellphone
- Working e-mail
- Must be a South African citizen

5. Contact details

CIPC Head Office	
Acting Commissioner	R Voller
Physical Address	the dti Campus, Block F, 77 Meintjies Street, Sunnyside, Pretoria, 0002
Website	www.cipc.co.za

Self-Service Terminals	
Pretoria	Sunnypark Shopping Centre Shop L309, Level 3, corner Steve Biko and Robert Sobukwe Streets, Sunnyside
Johannesburg	Carlton Centre, Shop 205 level 200, 150 Commissioner Street
Cape Town	NBS Building, Waldorf Arcade, 80 St Georges Mall, 1st floor

6. Success stories for 2014/15

- Revamp of the website.
- Expansion of CIPC services to self-service terminals.
- FNB collaboration that allows clients to register entities without names.
- Service offering for listed entities through JSE partnership.
- **the dti** B-BBEE certificate launch.

1. What is your budget allocation for 2015/16

INCOME:

Dividends	95 000 000
Interest Received Banks	73 179 911
Interest from Investments	257 933 434
Fees	3 020 160
Enterprise Development Fund	23 000 000
Other income	-
Bad Debts Recovered	2 000 000
	454 133 505

EXPENDITURE

Goods & Services	72 373 357
Compensation to employees	194 289 973
Depreciation	4 975 471
Projects/ Non-financial support	15 312 000
Impairment Provision	149 151 782
Total Expenditure	436 102 583

OPERATIONAL SURPLUS/(DEFICIT)

	18 030 922
Fair value Adj - Held at fair value	-
Fair value Adj - unincorporated equity inventments	-
Fair value adj - investment in associates	-
TOTAL FAIR VALUE ADJUSTMENTS	-

Net surplus/(deficit)

18 030 922

2. How this will be spent

Support to black-empowered businesses

3. Key products and services

The NEF is an agency of **the dti** mandated to grow black economic participation. Accordingly, its funding mandate is directed by the Codes of Good Practice on Broad-Based Black Economic Empowerment, as well as by the Industrial Policy Action Plan (IPAP). The NEF provides business loans from R250 000 to R75 million across a range of sectors, for start-up, expansion and equity acquisition purposes. A key requirement for NEF funding is for the investees to be directly involved in the operations of their businesses.

Product/Fund	Description	Funding amounts
Entrepreneurship Finance	For starting a new business	R250 000 - R10 million
Procurement Finance	For tenders and contracts	R250 000 - R10 million
Franchise Finance	For pre-approved franchise licences	R250 000 - R10 million

Acquisition Finance	For black investors to acquire a stake in medium to large companies	R2 million - R75 million
Expansion Capital	For growing an existing business	R250 000 - R75 million
*New Ventures	Participation in greenfield projects	R5 million - R75 million
Capital Markets	Listing on the JSE or its junior AltX markets	R2 million - R75 million
Liquidity and Warehousing	The NEF has BEE Facilitator status, which can help black shareholders and companies wishing to sell a stake while keeping the shareholding black	R2 million - R75 million
*Rural and Community Development Fund	For agri-processing, tourism, mining and beneficiation, manufacturing etc.	R1 million - R50 million
*Strategic Projects Fund	Venture-capital fund investing in early-stage projects for the purpose of developing strategic industrial capacity in poverty nodes, in renewable energy, business process outsourcing, tourism, manufacturing, mining and mineral beneficiation, etc.	R1 million - R75 million

On average, the NEF's business loans are repayable over four to seven years, and up to 10 years where marked with an asterisk (*).

4. How these products and services can be accessed

The first point of entry in applying for NEF funding is through the Pre-Investment Department (PID), which can be reached on toll-free number 0861 843 633. This department then reviews the business plan to assess commercial viability and compliance with developmental criteria. The PID assists entrepreneurs in navigating the necessary application procedures.

5. Contact details

Head Office Gauteng	011 305 8000 / 0861 843 633 / 0861 THE NEF
Eastern Cape	043 783 4200/ 0861 633 327 / 0861 NEF ECP
Free State	051 400 0862 / 0861 633 377 / 0861 NEF FSP
KwaZulu-Natal	031 301 1960 / 0861 633 596 / 0861 NEF KZN
Limpopo	015 299 4085 / 0861 633 327 / 0861 NEF LIM
Mpumalanga	013 754 9860 / 0861 633 678 / 0861 NEF MPU
North West	014 592 9220 / 0861 633 697 / 0861 NEF NWP
Western Cape	021 431 4760 / 0861 633 927 / 0861 NEF WCP

6. Success stories for 2014/15

- As of March 2015, the NEF had benefited more than 2 000 black entrepreneurs through the approval of 600 transactions worth more than R5.8 billion. Approximately R4.1 billion has been disbursed to 429 of these companies.
- To date, the NEF has supported in excess of 80 000 jobs.
- In a transaction worth more than R1 billion, the NEF Asonghe Share Scheme made available more than 12 million MTN shares to over 87 000 investors comprising black individuals and groups. Forty-nine per cent of these investors were women.
- The NEF reached more than 20 000 people in villages and townships through 80 community seminars on how to save and invest, personal financial discipline, shares, dividends, bonds, the property and money markets.
- Business skills training provided to 2 500 potential entrepreneurs, who attended 97 seminars from 2012 to date.

1. Budget allocation for 2015/16

R54 596 000

2. How this will be spent

Total revenue	54 596
Compensation of employees	38 275
Salary and wages	34 275
Social contributions (employer contributions only)	3 693
Use of goods and services	16 321
Administrative fees	690
Advertising	210
Assets less than R5 000	20
Audit costs	1500
Bank charges	26
Catering: internal activities	195
Communication	800
Computer services	550
Consultants	750
Contractors	1 393
Consumables / Groceries	60
Lease Payments	5 686
Legal fees	500
Non-life insurance	80
Printing and Publication	450
Repairs and maintenance	90
Research and development	400
Training and staff development	420
Travel and subsistence	1 295
Water and electricity	451
Venues and facilities	300
Depreciation and amortisation	455
Total expenses	16 321
Surplus / (Deficit)	-

3. Key products and services

- Establishing a legal framework for the achievement of a fair, accessible, responsible and sustainable market.
- Reducing any disadvantages experienced in accessing the supply of goods and services by low-income, low-literacy, rural and vulnerable consumers.
- Promoting fair business practices.
- Protecting consumers from unfair and deceptive conduct.
- Improving consumer awareness.
- Providing for an accessible, efficient and effective system of redress for consumers.

4. How these products and services can be accessed

At the NCC offices or via e-mail.

5. Contact details

National Consumer Commission	
Name:	Mr E Mohamed
Physical address:	Bld 10 Berkeley Office Park 08 Bauhinia Road Highveld Technopark Centurion, 0157
Contact number:	012 761 3000
E-mail:	complaints @thencc.org.za

6. Success stories for 2014/15

- **Labelling of foodstuff**

Targeted inspections were conducted relating to food sold by retailers. This involved inspections of 65 retailers, spanning nine municipalities in two provinces. The inspections focused on returns and refund policies, labelling and expired goods.

- **Timeshare**

The NCC has been inundated with complaints emanating from consumers in relation to timeshare. The marketing of timeshare has been particularly problematic. The NCC's legal division brought applications to the National Consumer Tribunal to declare certain conduct within the timeshare industry as prohibited.

- **Accreditation of the Motor Industry Ombud**

The code of the Motor Industry has been accredited by the Minister following a recommendation by the NCC. The NCC has been receiving a significant number of complaints relating to the motor industry. The costs of obtaining redress have been high in many instances. In accrediting the Code and the Ombud, consumers can now approach the office of the Ombud. This will provide a speedy and cost-effective forum for consumers and suppliers to resolve disputes.

- **Accreditation of the Consumer Goods and Services Ombud**

The code of the Consumer Goods and Services and related Ombud scheme has been accredited by the Minister following a recommendation by the NCC. This Ombud will deal with complaints relating to furniture, appliances and fast-moving consumer goods.

- **Product safety-related activity**

The NCC proactively conducted extensive inspections in relation to non-pressure paraffin stoves and heaters. The said inspections spanned the period 4 to 23 September 2014. The purpose was to determine the level of compliance (or non-compliance) by retailers with the CPA and related legislation, as well as compulsory specifications prescribed by the National Regulator for Compulsory Specifications (NRCS). Besides legal compliance, the inspections were prompted by the phenomenon of the mass burning of informal dwellings allegedly sparked by non-pressure paraffin stoves and heaters. In total, 127 retailers were visited in several municipalities in Gauteng, Mpumalanga, North West and Limpopo. The non-complying retailers signed Consent Agreements and the NCC will conduct follow-up inspections.





1. Budget allocation for 2015/16

Income	49 830 859
the dti transfer payment (grant)	43 029 000
Additional or donor funding	4 960 000
Filing fees and service charges	1 259 800
Interest	582 059

2. How this will be spent

Personnel	26 351 390
Goods and services	22 749 470
Fees for Tribunal members	9 261 210
Operating costs	2 719 373
Training	420 000
Consultants and special services	5 819 080
Travel and subsistence	2 296 000
Administration	1 753 806
Communication	480 000
Capital expenditure	730 000
Total expenditure	49 830 859

3. Key products and services

Adjudication on applications and referrals brought in terms of the NCA, National Credit Amendment Act No. 19 of 2014 and the CPA.

4. How these products and services can be accessed

Products and services can be accessed at the NCT offices. The NCT anticipates that during 2015/16 its services will be accessible for filing parties via e-filing.

5. Contact details

National Consumer Tribunal	
Physical Address	Building B, Lakefield Office Park, 272 West Street (corner West and Lenchen streets), Centurion, 0157
Telephone	012 742 9900
E-mail	registry@thenct.org.za

6. Success stories for 2014/15

- The promulgation of the NCT's Amended Rules made room for the NCT to be more efficient and cost-effective in relation to its case management processes. These amended rules further make provision for e-filing, which the NCT will roll out during 2015/16. This initiative will make the NCT more accessible to its filing parties as well as assist the NCT in effectively managing its increasing caseload.
- The NCT managed to implement an electronic Case Management System during 2014/15. The NCT has since inception experienced increases in its caseload, with no sign of the numbers plateauing in the near future. This consistent increase has necessitated the implementation of ICT interventions to assist the NCT in dealing with its caseload. This system will assist the NCT in offsetting the impact of the consistent increases on its human and financial resources.
- The Supreme Court of Appeal, on 18 September 2014, upheld the NCT's decision in the matter of *Barko Financial Services (Pty) Ltd v National Credit Regulator, National Consumer Tribunal*. This is a key decision in favour of consumers in that the Tribunal found that a credit provider is

not entitled to charge consumers fees in excess of the R50 as allowed for in the NCA, even if these fees are payable in terms of more than one agreement. The Tribunal further ordered that fees charged in excess must be repaid to consumers.

- Youth employment is and has always been a key focus for the Tribunal. A contingent pool of employees was created by the NCT to assist the youth in gaining work experience as well as to assist the NCT in dealing with its increasing caseload. In terms of this programme, participating students are engaged for a period of one year, during which their services are called for (and paid for per hour) as and when the NCT's caseload spikes. At the end of this period, the NCT provides participants with appropriate references, in addition to work experience gained, which will assist them in their quest to find gainful employment.



the dti Campus
77 Meintjies Street
Sunnyside
Pretoria
0002

the dti
Private Bag X84
Pretoria
0001

the dti Customer Contact Centre: 0861 843 384

the dti Website: www.thedti.gov.za