



Sasria SOC Limited

(Nomoro ya Ngodiso: 1979/000287/06)

*Manuale wa Tlhahisolesedi ho ya ka
dipehelo tsa karolwana ya 14 ya*

*Phatlalatso ya Phihlello Tlhahisoleseding
Molao wa 2 wa 2000*

DITOKELO TSA BANGODI DI SIRELEDITSE

Tokomane ena e na le tlhahisolesedi ya moga thepa mme ditokelo tsohle tse kahare di sireleditse. Tlhahisoleseding e kahara tokomane ena e ke ke ya kopiswa, senolwa kapa ya sebediswa ka mokgwa ofe kapa ofe ntle le tumello e fanweng pele e ngotsweng ya SASRIA SOC Ltd. ("SASRIA" kapa "khamphani"). Tlhahisobotjha efe kapa efe e sa dumellwang kapa tshenolo ya tlhahisoleseding e kahara tokomane ena e tla nkuwa e le ho hatikela ditokelo tsa moga thepa tsa boiqapelo le ditokelo tsa bangodi mme e etse motho eo a be molato tlasa molao wa botlokotsebe. Kgatekelo e jwalo ya ditokelo e ka baka tshenyehelo ho SASRIA mme e etse hore motho eo a be molato tlasa molao wa baahi.

Le ha ho ile ha hlokomelwa ho nepahala ha tlhahisoleseding e kahare ho tokomane ena, SASRIA ha e amohele boikarabello bofe kapa bofe ba ketso ya ho tlohela, tahlehelo, tshenyo kapa ditlamorao tse bakilweng ke ho tshepa ha motho ofe kapa ofe dikahare tsa yona.

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SEHLOMATHISO SA B – Ditefo	

TAOLO YA TOKOMANE

Mohla	Kgatiso	Description	Mongodi
1 Tlhakubele 2021	1.0	Mokgwaritso wa Pele	Wayne Beelders of RAIN Chartered Accountants
11 Tlhakubele 2021	1.1	Mokgwaritso wa Bobedi	Wayne Beelders of RAIN Chartered Accountants

1. DIKGUTSUFATSO

Dikgutsufatso tse latelang difumanwa le ho sebeditswa haholo ka Manualeng ona:

DIO	-	Motlatsi wa Mohlanka wa Tlhahisoleseding
IO	-	Mohlanka wa Tlhahisoleseding
PAIA	-	Molao wa 2000 wa 2 wa Phatlalatso ya Phihlello ya Tlhahisoleseding
POPI	-	Molao wa 2013 wa 4 wa Tshireletso ya Tlhahisoleseding ya Botho
SAHRC	-	Khomishini ya Ditokelo tsa Batho ya Afrika Borwa
SASRIA	-	Mokgatlo wa Inshoreense ya Dikotsi tse Ikgethang wa Afrika Borwa

2. SELELEKELA

Molao wa 2000 wa Phatlalatso ya Phihlello ya Tlhahisoleseding (Molao wa Nomoro ya 2 wa 2000) (PAIA) o fana ka tokelo ya phihlello ya tlhahisoleseding jwalo ka ha ho hlalositswe karolong ya 32 ya Molaotheo, ho ipapisitswe le dithibelo tse itshetlehileng hodima toka, ho kenyeleditswe, empa ho sa sehwa moedi, dithibelo tseo sepheo sa tsona se nang le mabaka a utlwahalang a ho seriletsa sephiri, sephiri sa kgwebo, le e sebetsang hantle le tsamaiso ya puso e ntle.

Karolo ya 9 ya PAIA e ela hloko hore tokelo ya phihlello ya tlhahisoleseding e ipapisitse le dithibelo tse nang le mabaka a utlwahalang tseo sepheo sa tsona, hara tse ding:

- tshireletso ya mabaka a utlwahalang a ho sireletsa sephiri;
- sephiri sa kgwebo;
- e sebetsang hantle le tsamaiso ya puso e ntle.

Karolo ya 14(1) ya PAIA e totobatsa hore Mohlanka wa Tlhahisoleseding wa lekala la Mmuso o tlameha ho hlophisa manuale bonyane ka dipuo tse tharo tsa semmuso o nang le tlhahisoleseding ya lekala la Mmuso bakeng sa tshebediso ya setjhaba. Haeba manuale ona o fetolelwa puong efe kapa efe mme ho na le kgohlano ka ho se tshwane mahareng a kgatiso ya Senyese mane le dipuo tse ding, sengolwa sa manuale wa Senyese mane se tla nkwa se nepahetseng.

Sepheo sa PAIA ke ho kgothaletsa tlwaelo ya ponaletso le boikarabelo ho makala a mmuso le a poraefete ka bobedi ka ho kgonahatsa hore motho e mong le e mong a be le tokelo ya ho fihlella tlhahisoleseding e tla etsa hore a phethahatse le ho sireletsa ditokelo tsohle tsa hae ka botlalo kamoo ho ka hlokalang kateng.

Sepheo sa POPI ke ho phethahatsa karolo ya 14 ya Molaotheo (Molao wa Motheo), eleng tokelo ya molaotheo ya sephiri ka ho sireletsa Tlhahisoleseding ya Botho le ho laola tsamaiso e lokolohileng le Tshebediso ya Tlhahisoleseding ya Botho.

Molao wa POPI o fana ka tokelo ho Batho ba Senotsweng (Data Subjects), ka mokgwa o laeditsweng, ho kopa Motho a Ikarabelang ho lokisa kapa ho hlakola Tlhahisoleseding ya Botho ya Motho a Senotsweng (Data Subject) e tshwerweng ke yena kapa e tlasa taolo ya hae e sa nepahalang, e seng ya bohlokwa, e ngata ho tlola, e feletsweng ke nako, e sa fellang, e kgelosang kapa e fumanweng ntle le molao; kapa ho senya kapa ho hlakola rekoto ya Tlhahisoleseding ya Botho ya Motho a Senotsweng hore Motho a Ikarabelang ha a sa dumellwa ka molao ho boloka phihlello le/kapa ho kopa tokiso kapa ho hlakola Tlhahisoleseding ya Botho efe kapa efe e tshwerweng ka yena e ka nnang ya ba e fosahetse, e kgelosang kapa e feletsweng ke nako.

3. SEPHEO SA MANUALE

Manuale ona o hlophisitswe ho latela PAIA e laelang hore lekala la mmuso le tlameha ho fana ka dintlha tsa direkoto tse tshwerweng kelekala le jwalo e le hore dikopo tsa tlhahisoleseding di be le hona ho phethahatswa. Manuale ona o sebetsa jwalo ka tataiso kamoo mokopi wa tlhahisoleseding a ka kopang phihlello ya tlhahisoleseding (rekoto) e tshwerweng ke Mokgatlo wa Inshoreense ya Dikotsi tse Ikgethang (The South African Special Risks Insurance Association (“SASRIA”).

Sepheo sa Manuale ona ke ho fana ka mekgwatshebetso e tlamehang ho latelwa le ditsela tse lokelang ho phethahatswa ke mang kapa mang (“mokopi”) ho kopa ho fihlella direkoto tse tshwerweng ke kapa tlasa taolo ya SASRIA. Bakeng sa sepheo sena dintlha tsa batho ba ikarabellang ho laola dikopo tse jwalo ho fanwe ka tsona.

SASRIA e tshetsa tokelo ya molaotheo ya ho fihlella tlhahisoleseding mme re itlamme ka ho fana ka ho o fa phihlello direkotong tsa rona ho latela diphelelo tsa Molao, poloko ya sephiri sa batho ba bang eo re itlammeng ka yona le ditheo tsa molao wa Afrika Borwa.

Bakeng sa dipheo tsa POPI, Manuale ona o hlalosa sepheo seo Tlhahisoleseding ya Botho e ka nnang ya sebediswa; tlhaloso ya dihlopha tsa Batho ba ka Senolwang bao Khamphani e Sebedisang Tlhahisoleseding ya Botho ha mmoho le dihlopha tsa Tlhahisoleseding ya Botho e amanang le le Batho ba ka Senolwang ba jwalo; le baamohedi ba ka fuwang Tlhahisolesding ya Botho.

4. MATSWE A THUSANG/DITLHALOSO

Tefo ya Phihlello: Ena ke tefo e lefuwang ke mokopi ho lekala la mmuso kapa lekala la poraefete le o o batlang tlhahisoleseding, ho jara ditjeho tsa batla le ho koisa direkoto.

Molao: Molao wa 2000 wa Phatlalatsa ya Phihlello ya Tlhahisoleseding (Molao wa Nomoro ya 2 wa 2000). Hape e tsejwa e le (PAIA).

Tlelaente: Motho ofe kapa ofe ya phelang kapa mokgatlo o mothofaditsweng ka molaong/khamphani e ngodisitsweng molaong e amohetseng kapa e amohelang ditshebeletso ho hlaha ho SASRIA.

Motho a ka Senolwang: Motho eo tlhahisoleseding ya hae ya botho e amangwang le yena.

Foromo ya A: E fumanehang qetellong ya PAIA, websaeteng ya SAHRC, le di websaeteng tsa mekgatlo ya mmuso e fapafapaneng. Foromo ena e sebedisetswa ho kopa phihlello ya tlhahisoleseding e tshwerweng ke lefapha la mmuso.

Foromo ya C: E fumanehang qetellong ya PAIA, websaeteng ya SAHRC, le di websaeteng tsa dikhamphani tsa poraefete tse fapafapaneng. Foromo ena e sebedisetswa ho kopa phihlello ya tlhahisoleseding e tshwerweng ke lekala la poraefete.

Tataiso: Ho supa Tataiso ena mabapi le PAIA e hlophisitsweng le ho phatlalatswa ke SAHRC, ho thusa batho tshebedisong le ho utlwisisa PAIA, jwalo ka ho ho hlalositse Karolong ya 10 ya PAIA.

Mohlanka wa Tlhahisoleseding le Motlatsi wa Mohlanka wa Tlhahisoleseding: Mohlanka wa Tlhahisoleseding (ka dinako tse ding a bitswang IO) ke motho a dumeletsweng ka molao ho sebetsana le dikopo tsa PAIA. Bakeng sa lekala la setjhaba, enwa ke motho a sebetanang kapa motshwaredi wa hlooho ya lekala. Motlatsi wa Mohlanka wa Tlhahisoleseding (kadinako tse ding a bitswang DIO) ke motho a hlomamisitsweng ke

Mohlanka wa Tlhahisoleseding wa lekala la setjhaba ho thusa mokopi ka tlhahisoleseding eo a e kopang.

Ka molao: Khamphani kapa lekala le nkwang le le molaong jwalo ka mokgatlo kapa 'motho' a nang le ditokelo le boikarabelo.

Letona: Ho supuwa Letona leo e leng Letona la Toka le Tlhabollo ya Batshwaruwa.

Motho wa sebele: Ke motho wa sebele, ho fapana le khamphani/mokgatlo o mothofaditsweng ka molao.

Dipuo tsa Mmuso tsa Afrika Borwa: Senyese mane, Seafrikanse, isiNdebele, isiXhosa, isiZulu, Sepedi, Sesotho, Setswana, isiSwati, Tshivenda and Xitsonga.

Tlhahisoleseding ya Botho: Tlhahisoleseding ya motho a ka senolwang, ho kenyeleditswe, empa ho sa sehwe moedi, tlhahisoleseding e amamang le morabe bong, boimana, boemo ba lenyalo, botjhaba, kapa boemo setjhabeng, mmala, tshekamelo ya bong, dilemo, bophelo ba mmele kapa ba kelello, borui, bokowa, bodumedi, boemo ba maikutlo, tumelo, setso, puo le tshwalo ya motho jwalo ka ha e hlalositse kahara PAIA karolong ya 1.

Basebetsi: Motho ofe kapa ofe a sebeletsang, kapa a fanang ka ditshebetso ho kapa lebitsong la SASRIA, mme a amohela kapa a na le tokelo ya ho amohela moputso le motho ofe kapa ofe a thusang ho phethahatsa kapa ho tsamaisa kgwebo ya SASRIA, e kenyeleditseng, ntle le ho qhelela thoko, balaodi (balaodi ba phethahatso le ba e seng ba phethahatso), basebetsi bohle ba sebetsang ka dinako tsohle, nakwana ha mmoho le ba konteraka.

Lekala la poraefete: Ho bolelwa motho wa sebele kapa mokgatlo o mothofaditsweng ka molao ka selekane se neneng se amanang kapa se neng se amana le kgwebo efe kapa efe kapa boemo ba boprofeshenale.

Tshebetso: Tshebetso kapa ketso kapa sehlopha sefe kapa sefe sa ditshebetso, ho sa natswe hore di a iketsa kapa tjhe, tse amanang le tlhahisoleseding ya botho, ho kenyeleditswe pokeletso, kamohelo, ho rekota, tlhophiso, poloko, ntjhafatso kapa phethoho, ho ntsha, ho fetola, ho batla keletso kapa tshebediso, ho phatlalatsa ka mokgwa wa ho fetisa, ho aba kapa ho etsa phumaneho ka mokgwa ofe kapa ofe, kapa ho kopanya, kapa ho hokela, ha mmoho le ho thibela, ho senya, ho hlakola kapa ho senya tlhahisoleseding.

Direkoto tse Sireleditsweng: Direkoto tse nang le tlhahisoleseding e sa lokeleng ho pepeswa mme e ke ke ya etswa hore e fumanehe setjhabeng ho latela dipehelo tsa PAIA dikarolo tsa 33 le 45.

Lekala la Mmuso: Lefapha lefe kapa lefe la mmuso kapa tsamaiso boemong ba mmuso ba naha kapa ba provense, masepala ofe kapa ofe boemong ba mmuso wa selehae kapa institjushene efe kapa efe e etsang mosebetsi wa mmuso ho ya ka molao ofe kapa ofe jwalo ka ha ho hlalositse kahara PAIA karolo ya 1.

Rekoto: Tlhahisoleseding efe kapa efe e rekotilweng ho sa natswe sebopelo, ho kenyeletswa, mohlala, ditokomane tse ngotsweng, disebediswa tsa vidio jj. Rekoto e kopuwang ho tswa lekaleng la mmuso kapa la poraefete ho bolelwa rekoto e tshwerweng ke lekala ho sa natswe hore lekala leo le entse rekoto eo.

Direkoto tse fumanehang ka botsona: Direkoto tse ka fihlellwang ntle le hore motho a kope phihlello ya tsona ho latela Molao jwalo ka ha ho totobaditswe karolong ya 15(1)(a) ya PAIA.

Direkoto tse fumanehang nakong eo di kopuwang: Direkoto tse ka fihlellwang ka ho latela ditshebetso tse totobaditsweng ho PAIA dikarolong tsa 11 le 18; phihlello direktong tsena e ka nna ya hanelwa ho ipapisitswe le dikarolo tsa 33 le 45 tsa Molao.

Ditefo tsa Kopo: Ditjeho tse lokelang ho lefuwa bakeng sa ho kenya kopo bakeng sa ho fihlella tlhahisoleseding. Bakeng sa tlhahisoleseding ho tswa ho lekala la mmuso ho na le tefo e behilweng ya R35; bakeng sa tlhahisoleseding e kopuwang ho lekala la poraefete ho na le tefo e behilweng ya R50.

Kopo ya phihlello: Kopo ya phihlello rekoto ya mokgatlo ho latela Karolo ya 50 ya PAIA.

Mokopi: Motho wa sebele kapa lekala le mothofaditsweng ka molao a kopang tlhahisoleseding. Ka mokopi hape ho ntse ho bolelwa motho a etsang kopo lebitsong la motho e mong o sele.

Motho e Mong: Motho e Mong kapa lekala le mothofaditsweng ka molao eo e seng mokopi wa tlhahisoleseding, kapa lekala leo kopo e etswang lebitsong la lona.

Matsatsi a mosebetsi: Matsatsi afe kapa afe ntle le Meqebelo, Disontaha kapa matsatsi a phomolo.

5. TATAISO YA MOLAODI HO LATELA KAROLO YA 10 YA MOALAO

Ho tlatsela hodima Manuale ona, bakopi ba lemoswa hore Khomishini ya Ditokelo tsa Botho ya Afrika Borwa (“SAHRC” kapa “molaodi”) (South African Human Rights Commission (“SAHRC” or “the regulator”)) e phatlaladitse tataiso, ho latela karolo ya 10 ya PAIA, e hlalolang kamoo kopo e ka etswang ho fihlella rekoto.

Motho ofe kapa ofe ya lakatsang ho phethahatsa tokelo efe kapa efe ya hae jwalo ka ha e hlahelletse Molaong a ka nna a fumana khopi ya tataiso ya tlhahisoleseding e ntshitsweng ke Khomishini ya Ditokelo tsa Botho. Tataiso e fumaneha ka dipuo tsohle tsa mmuso. Dikhopi tsa Tataiso di ka fumanwa ntlokgolong ya SAHRC le diofising tsohle tsa yona tsa diprovense. Ho phaella moo, khopi ya ilekroniki e fumaneha ho websaete ya SAHRC (www.sahrc.org.za).

Dintlha tsa boiteanyo tsa molaodi ke tsena:

Nomoro ya mohala: 011 887-3600 **Nomoro ya fekse:** 011 484 0582/1360

Aterese ya Seterata: Braampark Forum 3, 33 Hoofd Street, Braamfontein, 2017

Aterese ya Poso: Private Bag X2700, Houghton, 2041

Aterese ya websaete: www.sahrc.org.za **Aterese ya imeili:** PAIA@sahrc.org.za

POPI e fetola PAIA ka ditsela tse ngata. E nngwe ya ditsela tsa sehlooho eo POPI e fetolang PAIA e amana le karolo ya SAHRC. Tlisa POPI mosebetsi ya SAHRC ho latela PAIA e tla fetisetswa ho Molaodi wa Tlhahisoleseding, lekala le letjha le ikemetseng le tla thehwa ho beha POPI le PAIA leihlo. Le ho sebetsana le ditletlebo tse amanang le ho fihlella tlhahisoleseding le ho sireletsa tlhahisoleseding ya botho.

Le ha ho le jwalo, SAHRC e tla nne e dule e na le boikarabelo ho latela Molaotheo ho phatlalatsa, ho sireletsa le ho beha tokelo ya phihlello ya tlhahisoleseding leihlo jwalo ka ha ditokelo di kenyeleditswe ho Molao wa Ditokelo (Bill of Rights).

6. DINTLHA TSA BOITEANYO TSA SASRIA

Ho latela PAIA, Mohlanka e Moholo wa Phethahatso wa lekala la mmuso o se a hlomamiswa boemong ba Mohlanka e Moholo wa Tlhahisoleseding. Dintlha tsa Mohlanka e Moholo wa Phethahatso wa SASRIA ke tsena:

Mohlankawa Tlhahisoleseding: Mpumelelo Tyikwe

Molaodi wa Tsamaiso

mpumit@sasria.co.za.

Motlatsi wa Mohlanka wa Tlhahisoleseding o se a hlomamisitswe ke Mohlanka wa Tlhahisoleseding, ho latela karolo ya 17 ya PAIA, ho sebetsana le dikopo bakeng sa phihlello ya tlhahisoleseding ho latela PAIA. Ha ho le jwalo bakopi la lokela ho lebisa dikopo tsohle ho Motlatsi wa Mohlanka wa Tlhahisoleseding dintlheng tse katlase tsa boiteanyho.

Motlatsi wa Mohlanka wa Tlhahisoleseding: Mziwoxolo Success Mavuso

Mongodi wa Khamphani

mziwoxolom@sasria.co.za

Aterese ya Poso:

P.O. Box 653367

Aterese ya Seterata: 36 Fricker

Road

Benmore

Illovo

2010

2196

Nomoro ya mohala: 011 214 0800

Nomoro ya fekse:

011 447 8630

Aterese ya websaete: www.sasria.co.za

7. PEBOFATSO YA KOPO BAKENG SA PHIHLELLO YA TLHAHISOLESEding

Tlhahisoleseding e sa fumaneheng hanghang jwalo ka ha ho bontshwitswe Manualeng ona, e ka nna ya kopuwa ho ya ka mokgwatshebetso e laetsweng ho latela Molao. Dikhopi tsa diforomo tse laeditsweng di lokela ho tlatswa bakeng sa ho romelwa jwalo ka kopo, di a fumaneha ho hlaha ho **SASRIA SOC Limited**.

Direkoto tse tshwerweng ke SASRIA di ka nna tsa fihlellwa ha di kopuwa hang feela ha ditlhoko tsa phihlello di phethisitswe. Mokopi ke motho ofe kapa ofe a etsang kopo ho fihlella rekoto ya SASRIA mme ka lebaka lena, Molao o etsa phapano mahareng a mefuta e mmedi ya bakopi:

- Mokopi ka Seqo - Mokopi a etsang kopo ka seqo ke mokopi a batlang ho fihlella rekoto e nang le tlhahisoleseding ya hae ya botho. Ho itshetlehlwe hodima dipehelo tsa Molao le molao o amehang, SASRIA e tla fa mokopi tlhahisoleseding, kapa e fe phihlello ya rekoto efe kapa efe ya tlhahisoleseding ya botho ba mokopi. Tefo e laeditsweng ho hlahisa tlhahisoleseding e kopuwang hape e tla lefiswa ke SASRIA.
- Mokopi e Mong - Mokopi enwa (eseng mokopi ka seqo) o na le tlakela ya ho kopa phihlello ya tlhahisoleseding e amanang le batho ba bang. Le ha ho le jwalo, SASRIA ha e a qobeleha ho fana ka phihlello pele mokopi a phethisa ditlhoko bakeng sa phihlello ho latela Molao. Tefo e laeditsweng ho hlahisa tlhahisoleding hape etla lefiswa ke SASRIA.

8. TSE MABAPI LE SASRIA

Mokgatlo wa Inshoreense ya Dikotsi tse Ikgethang wa Afrika Borwa (South African Special Risks Insurance Association) (e kgutsufatswang e le SASRIA) o ne o thewe ka 1979. SASRIA SOC Limited ke kgwebo ya mmuso eo qalong e ne e kenyeleditswe Molaong wa Dikhamphani wa Nomoro ya 61 ya 1973 e le khamphani ya karolo ya 21 (section 21 company) moo mmuso e ne e le radiabo a le mong. Yaba SASRIA e fetolwa ho tloha ho khamphani ya karolo ya 21 ho ba khamphani ya setjhaba ho latela Molao wa Conversion SASRIA, wa Nomoro ya 134 wa 1998 mme mmuso o dula o tse o le radiabo a le mong wa khamphani.

SASRIA ke Khamphani ya Inshoreense ya Nako e Kgutshwane e fanang ka tshireletso tshenyong e bakilweng ke dikotsi tse ikgethileng jwalo ka diketso tsa tshenyo e hloholetswa ke dipolotiki, merusu, diseteraeke, boferekanyi le merusu e bakwang ke setjhaba. SASRIA ke yona feela khamphani ya ishoreense ya nako e kgutshwane e nang le matla a ho sireletsa dikotsing tse ka hodimo ho latela Molao wa Reinsurance of Damages and Losses, wa Nomoro ya 56 wa 1989.

Jwalo ka kgwebo ya mmuso, re tlalehela Letona la Ditjhelete ka Lekala la Kabo ya Matlotlo la Naha (National Treasury). Re sebeletsa ditaetso tsa mawa a mabedi a motheo (fundamental strategic directives); la pele ke le itshetlehileng molaong le kgothaletsang ho tsepamisa maikutlo hodima phuputso le patliso ya dikotsi dife kapa dife tse ka nkwang e le tse amang naha. Thomo ya bobedi ke e kenyeletsang ho ba le seabo se setle sa ho tliisa diphetoho indastering ya ditshebeletso tsa ditjhelete ho ipapisitse le Moralo wa Naha wa Ntshetsopele (National Development Plan). Ho bopa tikoloho e tshwanelehang ya moruo le phedisano bakeng sa Mafrika Borwa.

SASRIA ke FSP e dumeletsweng ka molao tlasa lakesense ya nomoro ya 39117.

9. SEPHEO SA RONA

Pono:

- Dikotsi tse ikgethang tse sireleditsweng.

Morero:

- Ho fana ka ditharollo tsa dikotsi tse ikgethang bakeng sa botsitso ba Afrika Borwa.

Makgabane:

- Ho hloka leeme
- Boitshwaro bo botle
- Ditshebeletso tse babatsehang
- Tshebedisanommoho
- Ntlafatso

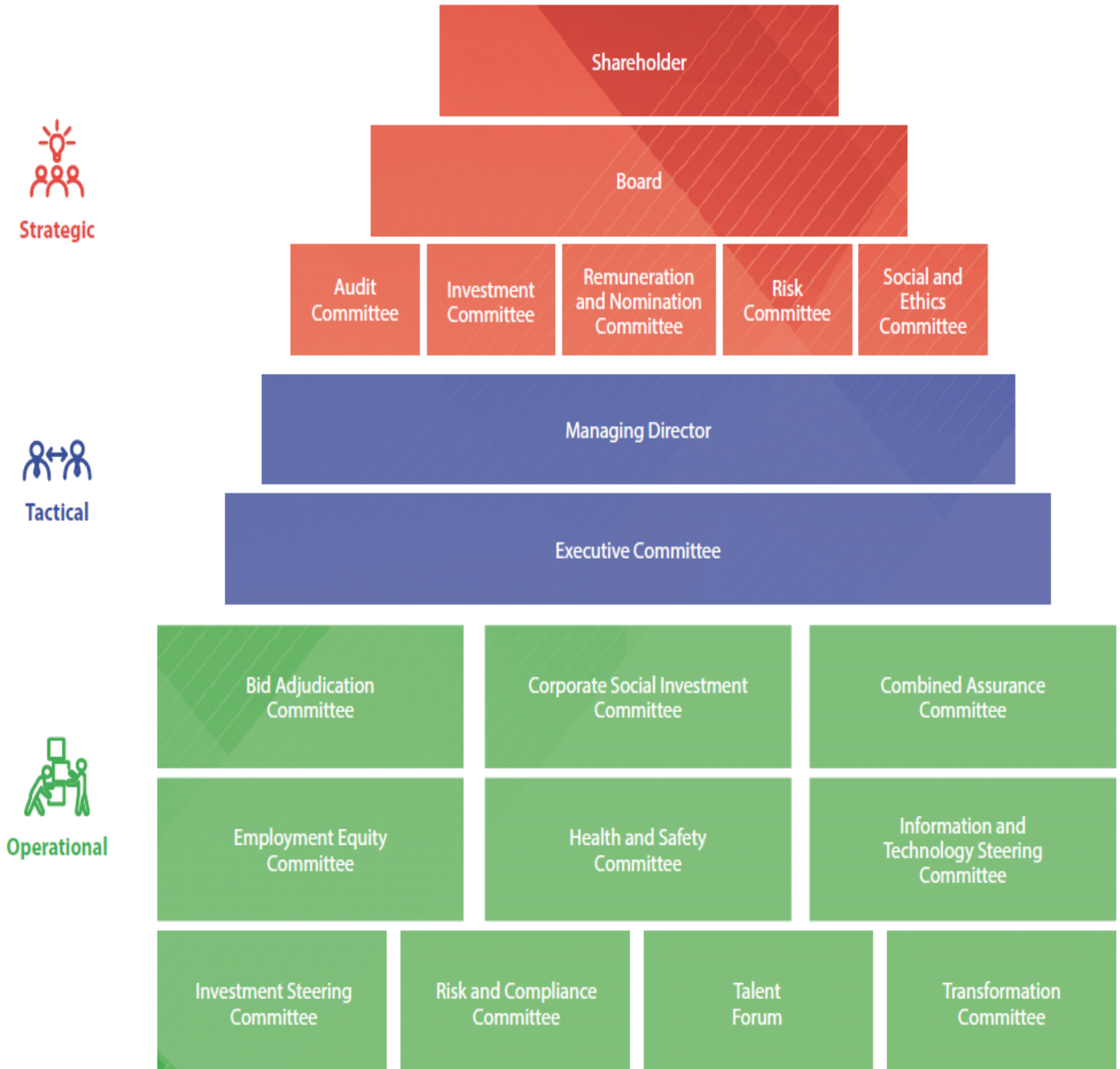
10. KGWEBO YA RONA

Business process	Explanation	Stakeholders
Provide special risk cover	We do not sell our products directly to our end-customers. Instead, we enter into agreements with other short-term insurance companies and intermediaries in South Africa who then, as agents, represent and sell the special risks cover to our end-customers, be they individuals, businesses, government or corporate entities. The agents and brokers (intermediaries) engage with our end-customers on policy administration and collect premiums on our behalf.	<ul style="list-style-type: none"> • Customers
Pay fees	We pay the agents binder fees for performing administration on our behalf. We also pay intermediaries commission for selling our products to current and new customers.	<ul style="list-style-type: none"> • Agents and brokers
Pay claims	The only contact that we have with end-customers is on the settlement of claims. Customers submit claims to the intermediaries or insurance companies, who confirm their validity prior to submission to Sasria. We receive and verify all claims before payment directly to the customer.	<ul style="list-style-type: none"> • Customers
Reinsure risks	We buy reinsurance cover to protect and strengthen our balance sheet and pay reinsurance premiums to reinsurers. We receive recoveries from reinsurers when the reinsurance treaties are triggered.	<ul style="list-style-type: none"> • Reinsurers
Pay salaries and other expenses	We incur costs in managing the business, including paying our directors, employees and service providers, as well as suppliers, for goods and services, and benefactors of our corporate social investment activities.	<ul style="list-style-type: none"> • Employees • Suppliers • Community
Pay taxes and fees	We pay all the relevant taxes and statutory fees to the authorities.	<ul style="list-style-type: none"> • Authorities • Regulatory bodies • Associations
Invest	Our premium, after payment of claims and expenses, is invested, whilst ensuring and maintaining the adequate liquidity levels for claims payment. Our investments earn good returns in the form of interest, dividends and capital growth.	<ul style="list-style-type: none"> • Investments
Pay dividends	We pay our shareholder a dividend from our distributable reserves.	<ul style="list-style-type: none"> • Shareholder

11. SEBOPHEHO SA MOKGATLO

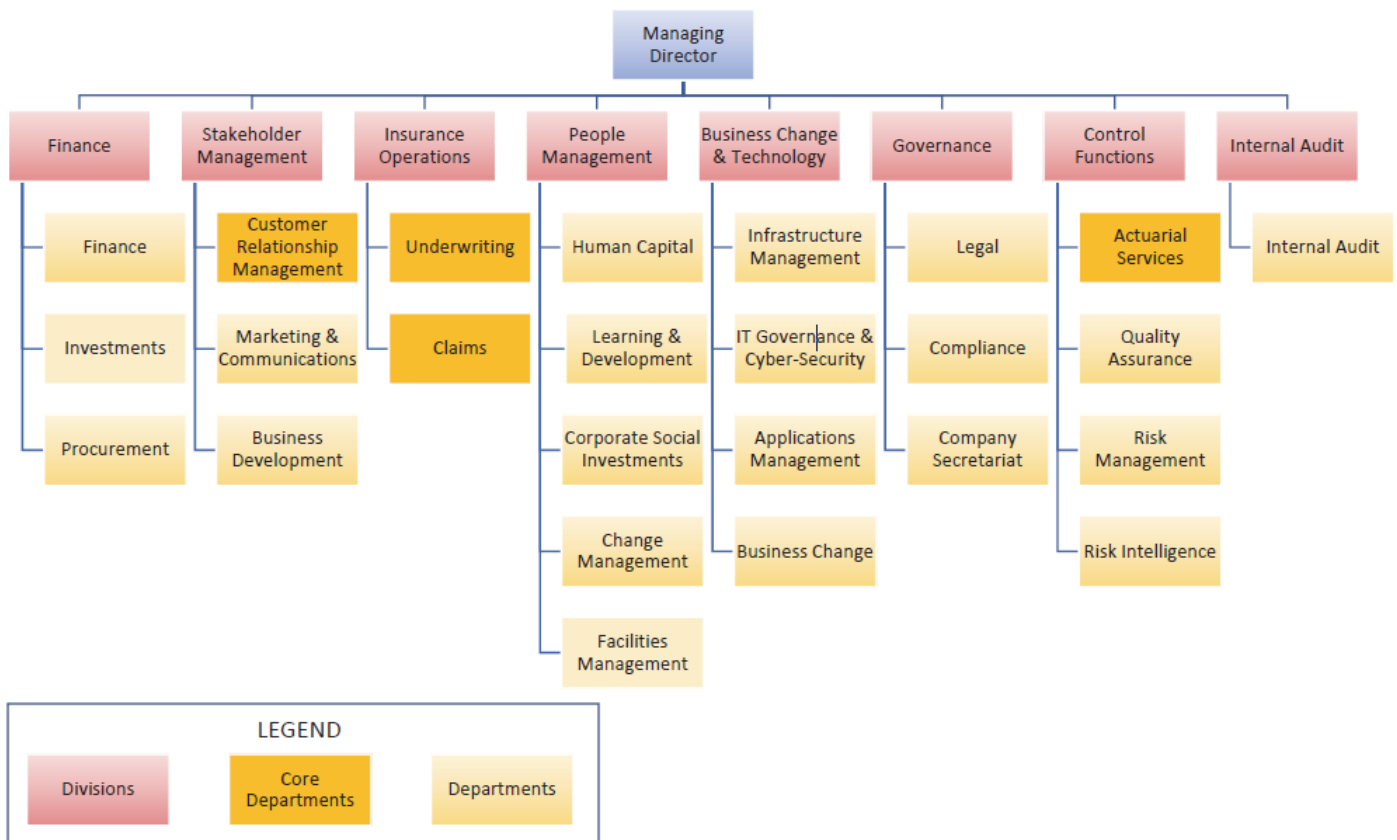
Boto ya SASRIA, jwalo ka molaodi a ikarabelang, e itlamme ditheong tsa ho ba pepeneneng, ponaletso, botshepehi le boikarabelo jwalo ka ha di totobaditswe ho King IV.

Sebopeho sa mokgatlo wa SASRIA ke se latelang:



12. SEBOPEHO SA TSHEBETSO

Sebopeho sa tshebetso sa SASRIA ke se latelang:



13. LEANO LE MABAPI LE SEPHIRI LE PHIHLELLO YA TLHAHISOLESERING

SASRIA e tla sireletsa sephiri sa tlhahisoleseding e fanweng ke batho ba bang, ho itshetlehlwe boitlamong ba yona ho phatlalatsa tlhahisoleseding ho latela molao kapa molawan ofe kapa ofe o amehang kapa taelo ya lekgotla e hlokang hore tlhahisoleseding e phatlalatswe. Haeba phihlello e hloka hla ho rekoto e nang le tlhahisoleseding ya motho e mong, SASRIA e tlameha ho leka ho iteanya le motho eo a jwalo ho mo tsebisa ka kopo.

SASRIA e tla fa motho e mong monyetla wa ho araba a dumella phihlello kapa ho fana ka mabaka hobaneng phihlello e lokela ho hanwa. Ha ho etsahala hore motho eo a fane ka mabaka ho tshahetsa kapa ho hana phihlello, Motlatsi wa Mohlanka wa Tlhahisoleseding o tla sekaseka mabaka a ho etsa qeto ya hore a fane kapa a hane kopo.

14. TLHAHISOLESERING E FUMANEHANG KA BOYONA

Dihlopha tse latelang tsa direkoto di fumaneha ka botsona ho SASRIA mokopi a batlang ho kopa phihlello ho latela PAIA:

- Basebetsi ba etsa kopo ya rekoto ya hae ya mosebetsi ya botho ka Mohlanka wa Tlhahisoleseding haeba Mosebetsi a sitwa ho fihlella rekoto e jwalo ka Lefapha la Basebetsi.
- Diketso tsa Khalendara tsa SASRIA.
- Tlhahisoleseding e kentsweng ho websaete ya SASRIA (www.sasria.co.za):

- Tlhahisoleding ka SASRIA
 - Dinyehelo le Dihlahiswa
 - Tlhahiso ya Ditaba (Ditaba & Marangrang a Ditaba)
 - Manuale wa Thupello
 - Disetjhula
 - Boto le Dikomiti ysa Boto
 - Leano la Taolo ya Melao ya Boitshwaro
 - Leano la Thibelo ya Bomenemene le Tlaleho ya Bomenemene
 - Leano la Dimpho le Diphomoseiso
 - Leano la Taolo ya Ditletlebo
 - Leano Taolo ya Dikgohlano
 - Leano la Taolo ya Tlhahisoleseding le Direkoto
 - Taolo ya Phepelo ya Thepa/Ditshebeletso (Maano; Dimanuale tsa Mokgwatshebetso; Ditataiso; Diforomo tsa Kopo)
 - Dikgeo tsa mosebetsi
- Dibukana tsa Tlhahisoleseding.
 - Dipampitshana
 - Diphoustra.
 - Diphatlalatso tsa Ditaba.
 - Diforomo tsa ho tleleima.
 - Diborotjhara tsa papatso le disebediswa tsa tlhahisoleseding tse amanang le mesebetsi le ditshebeletso tsa SASRIA.
 - Ditokomane tsa lekgotla (kamora dikgato tsa semolao) - tse fumanehang ho motho ka mong.
 - Ditaelo tsa lekgotla – tse fumanehang ho motho ka mong.
 - Dikahlolo tsa lekgotla – tse fumanehang ho motho ka mong.
 - Direkoto tsa molao.
 - Meralo ya mawa.
 - Ditlaleho tsa selemo le selemo.
 - Raporoto ya molao ya kotara le kotara, tlaleho ya FSCA, raporot ya selemo le selemo (Ditjhelete: Tlaleho) dintlha le diakhaunte tsa banka (Ditjhelete: lekala la kabo ya ditjhelete) (Finance: Treasury).
 - Molao wa taolo ya ditjhelete tsa setjhaba le melawana ya lekala la kabo ya la ditjhelete (Public Finance Management Act).
 - Dithendara/Ledikhotheisheni.

Boholo ba tlhahisoleseding e fumaneha ntle le tefiso. Dipehelo tsa tshebediso ya tlhahisoleseding di ka fumanwa ho websaete.

15. TLHAHISOLESEDING E FUMANEHANG HO LATELA MELAO E MENG

SASRIA e boloka direkoto tse amanang le melao e mmalwa, e kenyeletsang, hara e meng, e latelang:

Tlhahisoleseding e fumanehang ho latela dipehelo tse itseng tsa melao e latelang:

- Molao wa Bonamodi wa Nomoro ya 42 wa 1965 (Arbitration Act)
- Molao wa Tekolo ya Ditshenyehelo wa Nomoro ya 9 wa 1969 (Assessment of Damages)
- Molao wa Dipehelo tsa Motheo tsa Mosebetsi wa Nomoro ya 75 wa 1997 (Basic Conditions of Employment)
- Molao wa Matlafatso ya Moruo wa Batho ba Batsho ka Kakaretso wa Nomoro ya 53 wa 2003 (Broad-Based Black Economic Empowerment)
- Molao wa Dikhamphani wa Nomoro ya 61 wa 1971 (Kgaolo ya XIV Feela) (Companies Act)
- Molao wa Dikhamphani wa 71 wa 2008 (Companies Act)
- Molao wa Puseletso Bakeng sa ho tswa Kotis Mosebetsing le Malwetse a Bophelong bo botle wa Nomoro ya 130 wa 1993 (Compensation for Occupational Injuries and Health Diseases Act)
- Molao wa Tshireletso ya Bareki wa Nomoro ya 68 wa 2008 (Consumer Protection Act)
- Molao wa Molaotheo wa Afrika Borwa wa Nomoro ya 108 wa 1996 (Constitution of the Republic of South Africa)
- Molao wa Babokeletsi ba Dikoloto wa Nomoro ya 114 wa 1998 (Debt Collection Act)
- Molao wa Kgokahanyo tsa Ilektroniki wa Nomoro ya 36 wa 2005 (Electronic Communications Act)
- Molao wa Dipuisano le Kgwebisano ya Ilektroniki le wa Nomoro ya 25 wa 2002 (Electronic Communications and Transactions Act)
- Molao wa Takatekano Mosebetsing wa Nomoro ya 55 wa 1998 (Employment Equity Act)
- Molao wa Lekgetho la Kgothaletso wa Nomoro ya 26 wa 2013 (Employment Tax Incentive Act)
- Molao wa Setsi sa Mautlwela a Ditjhelete wa Nomoro ya 38 wa 2001 (Financial Intelligence Centre Act)
- Molao wa Taolo ya Lekala la Ditjhelete wa Nomoro ya 9 wa 2017 (Financial Sector Regulations Act)
- Molao wa Ombud Schemes wa Ditshebeletso tsa Ditjhelete wa Nomoro ya 37 wa 2004 (Financial Services Ombud Schemes Act)
- Molao wa Lekenwa wa Nomoro ya 58 wa 1962 (Income Tax Act)
- Molao wa Inshoreense wa Nomoro ya 18 wa 2017 (Insurance Act)
- Molao wa Dikamano tsa Tshebedisano ya Mafapha a Mmuso wa Nomoro ya 13 wa 2005 (Intergovernmental Relations Framework Act)
- Molao wa Dikamano tsa Mosebetsi wa Nomoro ya 66 wa 1995 (Labour Relations Act)

- Molao wa Naha wa Mokitlane wa Nomoro ya 34 wa 2005 (National Credit Act)
- Molao wa Moputso o Tlasetlase wa Nomoro ya 9 wa 2018 (National Minimum Wage Act)
- Molao wa Naha wa Tshebetso ya Tefo Nomoro ya 78 wa 1998 (National Payment System Act)
- Molao wa Polokeho le ya Bophelo bo Botle Mosebetsing wa Nomoro ya 85 wa 1993 (Occupational Health and Safety Act)
- Molao wa Lenao la Moralo wa Phepelo e Ikgethang Nomoro ya 5 wa 2000 (Preferential Procurement Policy Framework Act)
- Molao wa Thibelo le Twantsho ya Diketso tsa Bobodu Nomoro ya 12 wa 2004 (Prevention and Combating of Corrupt Activities Act)
- Molao wa Thibelo ya Botlokotsebe bo Hlophisitweng wa Nomoro ya 121 wa 1998 (Prevention of Organised Crime Act)
- Molao wa Tshireletso ya Molaotheo wa Demokrasi Kgahlano le Diketso tsa Bofereka le tse Amang le Bona ya Nomoro ya 33 wa 2004 (Protection of Constitutional Democracy Against Terrorist and Related Activities Act)
- Molao wa Tshireletso ya Tlhahisoleseding wa Nomoro ya 84 wa 1982 (Protection of Information Act)
- Molao wa Tshireletso ya Pepeso ya Tlhahisoleseding ya Nomoro ya 26 wa 2000 (Protected Disclosures Act)
- Molao wa Phatlalatso ya Phihlello ya Tlhahisoleseding wa Nomoro ya 2 wa 2000 (Promotion of Access to Information Act)
- Molao wa Phatlalatso ya Taekatekano le Thibelo ya Kgethollong e Leeme wa Nomoro ya 4 wa 2000 (Promotion of Equality and Prevention of Unfair Discrimination Act)
- Molao wa Thsireleto ya Kgwebo Nomoro ya 99 wa 1978 (Protection of Businesses Act)
- Molao wa Taolo ya Ditjhelete tsa Setjhaba wa Nomoro ya 1 wa 1999 (Public Finance Management Act)
- Molao wa Inshoreense ya Tshenyehelo le Tahlehelo wa Nomoro ya 56 wa 1989 (Reinsurance of Damage and Losses Act)
- Molao wa Kgiro ya Matlo wa Nomoro ya 50 wa 1999 (Rental Housing Act)
- Molao wa Dithaetlediti tse ka Mmoho wa Nomoro ya 95 wa 1986 (Sectional Titles Act)
- Molao wa Taolo ya Dithaetlelediti tse ka Mmoho wa Nomoro ya 8 wa 2011 (Sectional Titles Schemes Management Act)
- Molao wa Taolo ya Diabo wa Nomoro ya 59 wa 1980 (Share Blocks Control Act)
- Molao wa Inshoreense ya Nako Kgutshwane wa Nomoro ya 53 wa 1998 (Short-Term Insurance Act)
- Molao wa Lekgetho ka Ntshetsopele ya Bokgoni ya Nomoro ya 9 wa 1999 (Skills Development Levies Act)
- Molao wa Lekgetho la Ntshetsopele ya Bokgoni wa Nomoro ya 97 wa 1998 (Skills Development Act)

- Molao wa Tsamaiso ta Lekgetho wa Nomoro ya 28 wa 2011 (Tax Administration Act)
- Molao wa Nyehelo ya Tlhoko ya Mosebetsi ya Nomoro ya 4 wa 2002 (Unemployment Contributions Act)
- Molao wa Inshoreense ya Tlhoko ya Mosebetsi ya Nomoro ya 63 wa 2001 (Unemployment Insurance Act)
- Molao wa Lekgetho le Kenyeleditsweng ho Boleng wa Nomoro ya 89 wa 1991 (Value Added Tax)

SASRIA e sebedisitse boikittaetso ba yona ho hlahisa lenane la molao o amehang. Le ha ho le jwalo, ho na le kgonahalo ya hore lenane le ka hodimo le ka nna la ba ha le a fella. Haeba re ka hlokomediswa hore molao wa jwale kapa o motjha o dumella mokopi phihlello ho ipapisitswe le sete e molaong wa PAIA, re tla ntjhafatsa lenane ho ya kamoo ho lokelang.

16. DIREKOTO TSE TSHWERWENG KE SASRIA

Dihlooho tseo SASRIA e tshwereng direkoto tsa tsona le dihlopha tsa sehlooho ka seng di lenaneng le ka tlase. Ka kopo ela hloko hore mokopi ha a dumellwa ho fihlella direkoto tsena ntle le ho latela metjha e behilweng le hore phihlello ya tsona e ka nna ya dumellwa kapa ya hanwa ho ya ka karolo ya 62 ho isa ho ya 69 ya Molao.

<p>Moralo wa Molao le Taolo</p> <p>(Mesebetsimyohele e amanang le ho kgwaritsa le ho fetola Melao, Melawana, Dibili, Diraporoto tsa mantlha tsa mmuso tsa Ditshisinyo tse phatlalatswang ho nonya maikutlo a setjhaba, Diraporoto tsa mmuso ho fana ka tlhahisoleseding kapa tshisinyo hodima taba, Ditokomane tsa tlatsetso tsa polokeho mosebetsing, jj.)</p>
<ul style="list-style-type: none"> • Molao
<ul style="list-style-type: none"> • Molao wa rona
<ul style="list-style-type: none"> • Molao wa bona
<ul style="list-style-type: none"> • Difaele tsa Leano
<ul style="list-style-type: none"> • Melawana ya rona
<ul style="list-style-type: none"> • Melawana ya bona
<p>Mokgatlo le Taolo</p> <p>(Mesebetsi yohle e amanang le boikemisetso ba dipheo tsa mokgatlo, maikemisetso le taolo ya mokgatlo)</p>
<ul style="list-style-type: none"> • Tlhopiso ya botjha ha Khamphani
<ul style="list-style-type: none"> • Tlhomello ya matla ke Molaodi ya ka Sehloohong
<ul style="list-style-type: none"> • Taolo ya Tshebetso ya Kgwebo
<ul style="list-style-type: none"> • Ya aktjuari
<ul style="list-style-type: none"> • Mokgwa wa ho etsa qeto ya tjelete e tla hlokahala
<ul style="list-style-type: none"> • Ho beha theko e loketseng kotsi e ka hlahang
<ul style="list-style-type: none"> • Tlhophollo ya Datha
<ul style="list-style-type: none"> • E etswang ho phethisa sepheo se itseng

• ORSA
• Tlaleho ya Semolao
• Ntjhafatso ya ho Inshora
• Ho thehwa ha Mafapha a Matjha
• Sebopeho sa Mokgatlo
• Meralo ya Mawa a ho Rala Khamphani
• Meralo ya Kgwebo
• Nefatso ya Boleng (Quality Assurance (QA))
• Taolo ya Odit ya kahare (Internal Audit Control)
• Dioditara tsa ka ntle
• Taolo ya Kotsi (Risk Management)
• Lewa la Kotsi (Risk Strategy)
• Boemo ba Kotsi boo khamphani e ikemiseditseng ho bo jara
• Kotsi e sa lebellwang khamphaning (Risk Escalation)
• Tshebetso ya hlwaya Kotsi (Risk Identification)
• Tekolo ya Kotsi (Risk Assessment)
• Tekanyo ya Kotsi (Risk Measurement)
• Mehato ya ho fokotsa kotsi
• Ho beha Kotsi Leihlo (Risk Monitoring)
• Tekolo ya Kotsi ya ho ba le dikoloto tse sa feteng tjehelete e teng Khamphaning (Own Risk Solvency Assessment)
• Teko ya ho sithabela maikutlo
• Taolo ya Kotsi ya ho Inshora
• Taolo ya Tekolo ya Kotsi
• Taolo ya Kotsi ya Khamphani (Market Risk Management)
• Taolo ya Kotsi ya Mokitlane (Credit Risk Management)
• Taolo ya Kotsi ya Tshebetso (Operational Risk Management)
• Taolo ya Kotsi ya Kgwebo (Enterprise Risk Management)
• Taolo ya Kotsi e amang Lewa (Strategic Risk Management)
• Dipehelo tsa Setekgeniki (Technical Provisions)
• Motlolo wa Tsamaiso ya Puso (Model Governance)
• Inshoreense ya Kahare (Internal Insurance)
• Ditshebeletso tsa Tsamaiso (Secretariat Services)
• Bot ya Balaodi (Tsamaiso ya Khamphani) (Board of Directors (Corporate Governance))
• Boelets'i ba Balaodi (Directors Advisor Provision)
• Kwetliso le Ntshetsopele ya Molaodi (Director Induction and Development)

• Baphethahatsi le Dikomitjhana (Exco and Sub Committees)
• Komiti ya Matsete (Investment Steering Committee)
• Komiti ya Marangrang a Khomputa (IT Steering Committee)
• Komiti ya Kgiro ya Tekatekano (Employment Equity Committee)
• Komiti e shebaneng le Dikotsi le Kobamelo (Risk and Compliance Committee)
• Komiti e shebaneng le Kabo ya Dithendara (Bid Adjudication Committee)
• Komiti e shebaneng le Tekolo ya Dithendara (Bid Evaluation Committee)
• Komiti e shebaneng le Dintlha tse Hlokahalang tsa Thendara (Bid Specification Committee)
• Matsete a Ntshetsopele ya Tikoloho ya Khamphani (Corporate Social Investment)
• Boiteanyo ba Baphethahatsi (Exco Touchbase)
• Ntshetsopele ya Kgwebo (Business Development)
• Phetolo ya Kgwebo (Business Transformation)
• Komiti e Tataisang Ditshebetso tsa Khamphani (Operations Committee)
• Komiti e Fetolang Lakesense (Licencing Conversion Committee)
• Komiti e Hlophisang Raporto ya ho Qetela ya Khamphani (Moderation Committee)
• Foramo ya Talente (Talent Forum)
• Komiti ya Hlokomelo ya Diphihlello (Recognition Committee)
• Leano la Ntshetsopele le Tekolobotjha (Policy Development and Review)
• Komiti ya Raporoto e Kgutsufaditsweng (Integrated Report Steering Committee)
• Setso sa Khamphani (Culture Steering)
• Komiti ya Boto ya Balaodi (Board of Directors Committee)
• Komiti ya Oditi (Audit Committee)
• Komiri ya Moputso le ho Thonya (Remuneration and Nominations Committee)
• Melao ya Boitshwaro ya Phedisano (Social and Ethics)
• Komiti e shebaneng le Dikotsi (Risk Committee)
• Kopano ya Boto ya Balaodi (Board of Directors Meeting)
• Ngollano le Baamehi (Correspondence with Stakeholders)
Taolo ya Basebetsi (Human Resources Management) (Ditshebeletso tsohle tse amanang le taolo ya basebetsi ba mokgatlo)
• Thaotho le Kgetho

<ul style="list-style-type: none"> • Bodulo (On Boarding)
<ul style="list-style-type: none"> • Taolo ya Tshebetso (Performance Management)
<ul style="list-style-type: none"> • Dikamano tsa Basebetsi
<ul style="list-style-type: none"> • Kgaotso mosebetsing
<ul style="list-style-type: none"> • Tsamaiso ya Meputso (Payroll Administration)
<ul style="list-style-type: none"> • Thuto le Ntshetsopele
<ul style="list-style-type: none"> • Ho kokobeletsa Molao (Submissions to Authorities)
<ul style="list-style-type: none"> • Matsete a Ntshetsopele ya Tikoloho ya Khamphani (Corporate Social Investment)
<ul style="list-style-type: none"> • Taolo ya Phetoho (Change Management)
<ul style="list-style-type: none"> • Meralo ya Tshebetso
<p>Taolo ya Ditjhelete (Financial Management) (Ditshebeletso tsohle tse amanang le phumano, kabo, tshebediso le boikarabelo bakeng sa mehlodi ya tjhelete tsa mokgatlo)</p>
<ul style="list-style-type: none"> • Direkoto tsa Ditjhelete (Financial Accounting)
<ul style="list-style-type: none"> • Ho kwaloa ha Disetamente tsa Ditjhelete (Financial Statement Close)
<ul style="list-style-type: none"> • Tlhalisoleseding ya Tshebeto (Performance Information)
<ul style="list-style-type: none"> • Tlaleho e Kgutsufaditsweng (Integrated Reporting)
<ul style="list-style-type: none"> • Pokeletso (Accruals)
<ul style="list-style-type: none"> • Thepa, Polante, Metjhini
<ul style="list-style-type: none"> • Thepa e sa Tshwareheng (Intangible Assets)
<ul style="list-style-type: none"> • Porimoamo
<ul style="list-style-type: none"> • Matsete
<ul style="list-style-type: none"> • Bajete
<ul style="list-style-type: none"> • Lekgetho
<ul style="list-style-type: none"> • Dividente (Dividend)
<ul style="list-style-type: none"> • Taolo ya Tshebediso ya Tjhelete (Expenditure Management)
<ul style="list-style-type: none"> • Ntshetsopele ya Kgwebo le Bafepedi (Enterprise and Supplier Development)
<ul style="list-style-type: none"> • Tshebediso e seng Molaong, e seng Molemong le e Bohlaswa (Fruitless, Wasteful and Irregular Expenditure)
<p>Taolo ya Phepele ya Thepa/Ditshebeletso (Supply Chain Management) (Ditshebeletso tsohle tse amanang le phumano, tokiso le taolo ya disebediswa)</p>
<ul style="list-style-type: none"> • Phumantsho ya Thepa (Procurement)
<ul style="list-style-type: none"> • Kgiro ya Ditsebi (Appointment of Consultants)
<ul style="list-style-type: none"> • Dikontraka
<p>Taolo ya Sebaka sa Tshebetso (Facilities Management)</p>

(Ditshebeletso tsohle tse amanang le ho rera, ho rala le ho laola meaho, disebediswa tse hoketsweng meahong (mechanical and electrical installations and air-conditioning plants) j.j. thepa fanitjhara mabala mmoho le ditshebelotso tsa poso le dikgokahanyo)
<ul style="list-style-type: none"> Mesebetsi ya Sebaka (Facilities Functions)
<ul style="list-style-type: none"> Taolo ya ho Ntshetsa Kgwebo pele (Business Continuity Management)
Dihlophiso tsa Maeto le Dipalangwang (Ditshebeletso tsohle tse amanang le tshebetso ya ditlhopiso tsa maeto le phumantsho ya dipalangwang tsa phano ya ditshebeletso)
<ul style="list-style-type: none"> Maeto
Ditshebeletso tsa Tlhahisoleseding (Information Services) (Ditshebeletso tsohle tse amanang le phumantsho le taolo ya mehlodi ya tlhahisoleseding ya mokgatlo)
<ul style="list-style-type: none"> Dikopo
<ul style="list-style-type: none"> Taolo ya Meralo ya Motheo (Infrastructure Management)
<ul style="list-style-type: none"> Taolo ya Ditshebeletso (Service Management)
<ul style="list-style-type: none"> Polokeho kgahlano le Kotsi ya Puso le Cyber (Governance Risk and Cyber Security)
<ul style="list-style-type: none"> Taolo ya Diprojeke
<ul style="list-style-type: none"> Taolo ya Direkoto
<ul style="list-style-type: none"> Taolo ya Tsebo
<ul style="list-style-type: none"> Phihlelo ya tlhahisoleseding ho latela Molao wa Phatlalatso ya Phihlelo ya Tlhahisoleseding
<ul style="list-style-type: none"> Phihlelo ya tlhahisoleseding ho latela Molao wa Tshireletso ya Tlhahisoleseding ya Botho (Access to Information in terms of Protection of Personal Information Act)
<ul style="list-style-type: none"> Boleng ba Datha (Data Quality)
<ul style="list-style-type: none"> Moralo wa Kgwebo (Enterprise Architecture)
<ul style="list-style-type: none"> Tlhaloso ya Moralo (The Architecture Metamodel)
<ul style="list-style-type: none"> Sebopeho sa Moralo (Architecture Landscape)
<ul style="list-style-type: none"> Log ya Puso (Governance Log)
<ul style="list-style-type: none"> Polokeho ya Kgwebo (The Enterprise Repository)
<ul style="list-style-type: none"> Dathabeisi ya Dintlha tsa Tlhahisoleseding (Standards Information Base)
<ul style="list-style-type: none"> Laeborari ya Tshupo (Reference Library)
Dikgokahanyo (Communications) (Ditshebeletso tsohle tse amanang le moralo o ipapisitseng le dipatlisiso tsa saense, ho kenyea tshebetso, ho beha leihlo le poeletso ya phatlalatso le mawa a papatso mmoho le ho hasanya tlhahisoleseding)
<ul style="list-style-type: none"> Thekiso le Papatso
<ul style="list-style-type: none"> Lewa

• Lewa la Thekiso
• Thekiso ya Kahare
• Papatso
• Thekiso ka mokgwa wa Dijithale
• Marangrang a Ditaba
• Websaete
• Mehloodi ya Thekiso
• Dikgokahanyo
• Dikamano tsa Setjhaba
• Mehloodi ya Ditaba e Mengata
• Tshehetso
• Mefutafuta
Ditshebeletso tsa Molao (Ditshebeletso tsohle tse amanang le phumantsho ya boeletsisi ba molao, tseko le taolo ya kontraka)
• Molaong
• Boikamanyo
• Taolo ya Molao ya Boitshwara (Ethics Management)
• Taolo ya Ditletlebo
• Taolo ya Kgohlano ya Ditabatabelo (Conflict of Interest Management)
• Dithoko Nepahetseng le tse Loketseng (Fit and Proper Requirements)
• Thibelo ya Bomenemene le Tlaleho ya Bomenemene
• Ditshebeletso tsa khamphani tse etswang kante lebitsong la khamphani (Outsourcing)
Boteng le Dikopo tsa Kamohelo
• Diboka
Inshoreense (Mesebetsi ya mantlha ya mokgatlo, wa sehlooho ke inshoreense)
• Ditleleimi
• Tatello ya Puseletso
• Ho inshora
• Dikamano tsa Bareki
• Tihophollo ya Tikoloho
• Taolo ya Ntshetsopele ya Kgwebo
• Ntshetsopele ya Thekiso
• Pokeletso ya dintla tse amang kgwebo (Market Intelligence)

• Diketso tsa Tshebetso (Operational Activities)
• Ntshetsopele ya Dihlahiswa le Ntlafatso (Product Development and Enhancement)

17. TSHIRELETSO YA TLHAHISOLESERING YA BOTHO E SEBEDISITSWENG KE SASRIA

Kgaolo ya 3 ya POPI e fana ka Dipehelo tse seng kae tsa Tshebetso e Molaong ya Tlhahisoleseding ya Botho ke Motho a Ikarabellang. Dipehelo tsena di se fapohe ntle le ha hona le diqhelelo thoko tse ikgethang tse teng jwalo ka ha di totobaditswe ho POPI. SASRIA e hloka Tlhahisoleseding ya Botho e amanang le motho wa sebele le lekala le mothofaditsweng ka molao hore e phethe kgwebo ya yona le mesebetsi ya yona ya mokgatlo. Mokgwa oo tlhahisoleseding e Sebetswang ka wona le sepheo se e Sebetswang ka sona se nkelwa qeto ke SASRIA. Ka mokgwa o jwalo, SASRIA ke Motho a Ikarabellang morerong wa POPI mme e tla netefatsa hore Tlhahisoleseding la Botho ya Motho a Senolwang. Katlase ke tlhaloso ya Dipehelo bakeng sa Tshebetso e molaong jwalo ka ha e kentsweng ho POPI:

- Boikarabelo – Motho a Ikarabellang o na le boitlamo ba ho netefatsa hore ho na le kobamelo le POPI malebana le Tshebetso ya Tlhahisoleseding ya Botho
- Moedi wa Tshebetso – Tlhahisoleseding ya Botho e tlameha ho bokeletswa ka kotloloho ho Motho a Senolwang boemong bo loketseng; e tlameha e sebetswe feela ka tumello ya Motho a Senolwang mme e lokela ho sebediswa feela morerong oo e neng e o fumanelwa
- Tlhaloso ya Morero – Tlhahisoleseding ya Botho e tlameha ho sebetswa feela bakeng sa morero o itseng oo e neng e o fumanetswe mme ha e a lokela ho bolokwa nako e teletsana ho feta phihlello ya morero oo e neng e o hlokelwa
- Moedi o mong wa ho sebetswa – ho sebetswa ho hong ha Tlhahisoleseding ya Botho e tlameha ho nyalana le morero wa mantlha oo e neng bokellwa ka wona
- Boleng ba tlhahisoleseding – Motho a Ikarabellang o tlameha ho etsa bonnete ba hore Tlhahisoleseding ya Botho e tshwerweng e nepahetse mme e ntjhafatswa kgafetsa le hore tshpahalo ya tlhahisoleseding e bolokilwe ka mehato e lokelang ya tshireletso
- Ho ba pepeneneng - Ho lokela ho be le ponaleto mahareng a Motho a Senolwang le Motho a Ikarabellang
- Mehato ya polokeho – Motho a Ikarabellang o tlameha ho nka mehato ho netefatsa hore tshireletso e lekaneng e teng ho netefatsa hore Tlhahisoleseding ya Botho e sebetswa ka boikarabelo le hore ha e fihlellwe ka tlolo ya molao
- Bonkakarolo ba Motho a Senotsweng – Motho a Senotsweng o tlameha ho hlokomediswa hore tlhahisoleseding ya hae e ntse e sebetswa le hore o tlamehile a ile a fana ka tumello ka kutlisiso bakeng sa ho sebetswa ho jwalo

Tlhahisoleseding ya Motho e ka Sebetswa feela ka morero o ikgethang. Meroro eo SASRIA e Sebetsang kapa e tla Sebetsa Tlhahisoleseding ke e latelang:

- Ho fana ka (di)tshebeletso ho ditlalaente le bafani ba ditshebeletso
- Tsamaiso ya Basebetsi
- Ho boloka diakhaonto le direkoto
- Kobamelo ya melao ya lekgetho

- Dihlopha tsa Batho ba Senotsweng (ditlelaente le bafani ba ditshebeletso) le Tlhahisoleseding ya Botho ya bona
 - Mabitso
 - Dintlha tsa boiteanyo
 - Aterese ya Bodulo
 - Letsatsi la Tlhaho
 - Nomoro ya Boitshebiso, Tokomane/Karete ya Boitsebiso, phasepoto kapa lengolo la tumello ya ho sebetsa
 - Lakesense ya ho kganna
 - Tlhahisoleseding e amanang le Lekgetho
 - Botjhaba
 - Bong
 - morabe
 - Boemo ba lenyalo
 - Tlhahisoleseding ya thuto
 - Nalane ya mosebetsi
 - Tlhahisoleseding ya ditjhelete
 - Boitshwaro ba tlolo ya molao

SASRIA e ka nna ya fana ka Tlhahisoleseding ya Botho ho bafani ba ditshebeletso ba fanang ka ditshebeletso tse latelang:

- Pokeletso le tlhopiso ya datha
- Ho hlopha datha
- Ho romela diimeili le mangolo a mang ho ditlelaente
- Ho nka mehato ya tlhokomelo ho qoba ho etsa phoso

SASRIA e sebedisa theknoloji ya moraorao ho netefatsa sephiri, ho tshepahala le phumaneho ya Tlhahisoleseding ya Botho e tlhokomelong ya yona. Mehato e kenyeletsa:

- Dinetweke tsa tshireletso khomputeng
- Tshireletso ya vaerese ho softewere le ho ntjhafatsa diprothokholo
- Taolo thibelang ka dumellang phihlello
- Ho fumana hatewere le softewere ho marangrang a khumputa
- Ho fumana Bafani ba Ditshebeletso ba kantle ho Khamphani ho sebetsana le Tlhahisoleseding ya Botho lebitsong la Khamphani ba fuwa kontraka ho kenya

Karolo ya 72 ya POPI e laela hore Tlhahisoleseding ya Botho e ka fetiswa kantle ho Rephaboliki ya Afrika Borwa tlasa maemo a itseng. SASRIA ha ena morero wa ho Fetisa Tlhahisoleseding ya Botho ho Tlola Meeding.

Motho a Senotsweng, neng kapa neng a ka hana ha Tlhahisoleseding ya Botho ba hae e Sebetswa ka sebopeho se laeditsweng ho itshetlehlwe mekgelong e kahare ho POPI.

Motho a Senotsweng a ka nna a kopa hore Tlhahisoleseding ya Botho ba hae e nepahatswe/hlakolwe ka sebopeho se laeditsweng.

18. MEKGWATSHEBETSO YA HO KOPO

Motlatsi wa Mohlanka wa Tlhahisoleseding o teng ho thusa katlatso ya di foromo tsa PAIA.

Mokopi o tlameha ho fuwa phihlello rekotong ya lekala la mmuso haeba mokopi a kobamela tse latelang:

- Mokopi o kobamela ditlhoko tsohle tsa mokgwatshebetso tse Molaong tse amanang le kopo bakeng sa ho filella rekoto mme
- Phihlello rekotong e sa hanwa ka mabaka a boletsweng Molaong
- Puisano e ngotsweng e tla lebiswa ho mokopi ho arabela kopo ho sa natswe hore kopo e dumeletswe kapa tjhe
- Haeba tlhahisoleseding e sa fumanehe, avidaviti e ngotsweng e tla saenwa mme e romelwe ho mokopi
- Kopo e tla sebetswa mahareng a matsatsi a mashome a mararo (30) ho tloha nako ya kopo kapa e ka eketswa ke mohlanka wa tlhahisoleseding ka matsatsi a mang a mashome a mararo (30)
- Le ha ho le jwalo, nako e boletsweng ka hodimo, motlatsi wa mohlanka wa tlhahisoleseding o tlameha ho fumana tumello ya Komiti ya Phethahatso kapa Molaodi a ka Sehloohong pele tlhahisoleseding e lokollelwa mokopi

Mofuta wa kopo:

- Mokopi o tlameha ho sebedisa foromo e printilweng kahare ho Koranta ya Mmuso 259099 [Tsebiso ya R887-20 Phuptjane 2003 Foromo ya A]. Sehlomathiso sa A se tshwantsha foromo e lokelang ho tlatswa ha ho kopuwa tlhahisoleseding. Foromo ena e ka fihlellwa ho www.sahrc.org.za
- Foromo ya A e tlameha ho ngollwa ho Motlatsi wa Mohlanka wa Tlhahisoleseding atereseng kapa fekseng e boletsweng kapa ho imeili ya mziwoxolom@sasria.co.za
- Mokopi o tlameha hape ho bontsha haeba kopo e le bakeng sa khopi ya rekoto kapa haeba mokopi o batla ho hlahloba rekoto diofising tsa lekala la mmuso. Ka mokgwa o mong, haeba rekoto e se tokamane e ka lekolwa sebopehong seo e kopilweng ka sona, moo ho kgoneha [Karolo ya 29(2)]
- Haeba mokopi o hloka phihlello ka sebopeho se kgethehileng, mokopi o tshwanela ho fumantshwa phihlello ka mokgwa oo a o kopileng. Ke hore, ntle le haeba ka ho etsa jwalo ho tla sitisa ka mokgwa o sa amoheleheng tsamaiso ya lekala la mmuso le amehang, kapa e senye rekorto, kapa e bake tlolo ya molao wa bangodi. Haeba ka mabaka a utlwahalang, phihlello e ke ke ya fumantshwa ka sebopeho seo e kopilweng ka sona empa ka mokgwa o fapaneng, tefo e tlameha ho sebetswa ho latela sebopeho sa phihlello e kopilweng lekgetlo la pele ke mokopi [Karolo ya 29(3) le (4)]

- Haeba, ka hodimo ho karabo e ngotsweng ya kopo ya rekoto, mokopi a hloka ho tsebiswa ka qeto ka tsela efe kapa efe, mohlala; mohala, hona ho lokela ho bontshwa [Karolo ya 18(2)(e)]
- Haeba mokopi a kopa tlhahisoleseding lebitsong la motho e mong o sele, boemo boo kopo e etswang ka bona bo tshwanela ho bontshwa [Karolo ya (2)(f)]
- Haeba mokopi a sa kgone ho bala kapa ho ngola kapa a na le bokowa, kopo ya rekoto e ka nna ya etswa ka molomo. Mohlanka wa tlhahisoleseding o tlameha ho ngola kopo ya molomo ka mokgwa wa ho ngola foromong e laeditsweng mme a fe mokopi khopi ya yona [Karolo ya 18(3)]

Mefuta e mmedi ya ditefeso tse hlokaalang di lokela ho lefuwa ho latela Molao, e leng tefo ya Kopo le tefo ya phihlello [Karolo ya 22]

Mokopi a batlang phihlello rekotong e kentseng tlhahisoleseding ya botho ka mokopi eo ha ho hloka hlahle ho lefa tefo ya Kopo. Mokopi e mong le e mong o sele, eo e seng mokopi ka seqo, o tlameha ho lefa tefo ya Kopo. Mohlanka wa Tlhahisoleseding o tlameha ho tsebisa mokopi (ntle le mokopi ka seqo) ka tsebiso, a batle hore mokopi a lefe tefo e laeditsweng (haeba e le teng) pele a sebetsa kopo.

- Tefo ya kopo e lefuwang lekala la mmuso ke R35.00. Mokopi a ka nna a etsa boipiletso ba kahare, moo ho loketseng, kapa kopo lekgotleng kgahlano le tjehelete kapa tefiso ya tefo ya kopo
- Kamora hore mohlanka wa tlhahisoleseding a etse qeto kopong, mokopi o tlameha ho tsebiswa ka qeto e jwalo ka mokgwa oo mokopi a kgethileng ho tsebiswa ka wona
- Ha ho fanwa ka tumello, tefo ya phihlello e a lefiswa bakeng sa ho batla, tokiso, ho hlahisa hape le nako efe kapa efe e fetileng dihora tse laeditsweng tsa ho lokisa rekoto bakeng sa ho senola

Motho a batlang ho fihlella direkoto o tlameha ho tlatsa diforomo tse hlokehang, tse fumanehang ofising ya **SASRIA SOC Limited**, kapa a ka di fumana ho www.sahrc.org.za. Difomo tse tlatsitsweng tsa kopo di tlameha ho romelwa atereseng kapa nomorong ya fekse eo ho fanweng ka yona manualeng ona, mme di ngolwe lebitso la Mohlanka wa Tlhahisoleseding.

19. TLHAHISOLESERING KAPA DIREKOTO TSE TSA FUMANEHENG

Haeba SASRIA e sa fumane direkoto tseo Mokopi a di batlang le ha ho entswe malebaleba a hlwahlwa phuputso e sehlahlo mme e kgolwa hore direkoto di lahlehile kapa direkoto di tshwerwe ke yona empa ha di fihlellwe, Mokopi o tla fumana tsebiso e hlahang ho Mohlanka wa Tlhahisoleseding mabapi le sena e hlahang ho sebopelong sa afideviti e hlahang ka botlalo mehato e nkuweng ho fumana tokomane mme le ho sekgonahale ho fumana tokomane.

20. MABAKA A HO HANA HO FIHLELLA DIREKOTO

Molao o fana ka mabaka ao ka wona phihlello ya direkoto e ka hanwang le mabaka ao SASRIA, hara tse ding, e ka hanang phihlello ya direkoto ke a latelang:

- Tshireletso e tlamang ya tlhahisoleseding ho latela Molao wa FAIS [Karolo ya 3 ya Molao ya Boitshwaro e Akaretsang] (General Code of Conduct) moo e amanang le motho a inshorilweng tlasa pholisi efe kapa efe ya inshoreense moo motho a jwalo a sa fang mokopi ka ho totobala taelo e ngotsweng ya ho fumana tlhahisoleseding e ikgethang ya motho a jwalo a inshorilweng

- Tshireletso e tlamang ya tlhahisoleseding ya ditlaleho, diraporoto, ditlhahiso, dipalopalo, jj. e amanang le dikamano tsa kgwebo mahareng a SASRIA le rainshoreense of kapa ofe kapa motsamaisi
- Tshireletso e tlamang ya tlhahisoleseding e amanang le ditlhahiso, diraporoto, ditlaleho, ngollano, jj. mahareng a SASRIA le molaodi ofe kapa ofe [ho kenyeleditswe, empa ho sa sehwa moedi, the Financial Sector Conduct Authority, the Prudential Authority le Financial Intelligence Centre]
- Tshireletso e tlamang ya sephiri sa motho e mong eo e leng motho wa sebele e tla fana ka ho senola ntle le mabaka tlhahisoleseding ya botho ya motho wa sebele
- Tshireletso e tlamang ya tlhahisoleseding ya kgwebo ya motho e mong moo rekoto e kopilweng e kentseng:
 - diphiri tsa kgwebo ya motho eo
 - tlhahisoleseding ya ditjhelete, saense kapa ya thekhnoloji (tshenolo e ka kgonahatsang ho thefula ditabatabelo tsa motho eo tsa ditjhelete kapa tsa kgwebo)
 - tlhahisoleseding e senotsweng ka sephiri ke motho e mong ho SASRIA, haeba tshenolo ya tlhahisoleseding e jwalo e beha motho e mong ka mosing dipuisanong kapa phehisanong ya kgwebo
- Tshireletso e tlamang ya tlhahisoleseding ya sephiri ya batho ba bang haeba e sireleditswe ho latela tumellano
- Tshireletso e tlamang ya polokeho ya batho le polokeho ya thepa
- Tshireletso e tlamang ya direkoto tsa menyetla tsa tlhahiso dinyeweng tsa molao
- Tlhahisoleseding ya kgwebo ya SASRIA e ka kenyeletsang, ntle le ho seha moedi:
 - diphiri tsa kgwebo
 - tlhahisoleseding ya ditjhelete, saense kapa ya thekhnoloji (tshenolo e ka kgonahatsang ho thefula ditabatabelo tsa ditjhelete kapa tsa kgwebo tsa SASRIA)
 - tlhahisoleseding haeba e senotswe, e ka beha SASRIA ka mosing dipuisanong kapa phehisanong ya kgwebo
 - mananeo a khomputa a amanang le tlhahisoleseding ya software ya thekhnoloji e leng ya SASRIA mme e sireleditswe ke ditokelo tsa bangodi
- Tshireletso e tlamang ya tlhahisoleseding ya phuputso e bokeletsweng ke SASRIA kapa ke motho e mong haeba tshenolo e ka beha phuputso ka mosing ka tsela e mahlonoko
- Phihlollo yohle tlhahisoleseding e kopilweng ho SASRIA e amanang le tlhahisoleseding ya botho jwalo ka ha e hlahositswe Molao wa Tshireletso ya Tlhahisoleseding ya Botho e tla hanwa ho latela polelwana ena ntle le ha ho ka bontshwa, ke mokopi ka ditjeho tsa hae, hore phano ya tlhahisoleseding ena ho motho a kopang ha e na tlola Molao
- Tlhaloso ya tlhahisoleseding ya botho Molaong ke tlhahisoleseding e amanang le motho wa sebele a ka senolwang ka yona, motho a phelang, mme moo e sebetsang, lekala le mothofaditsweng molaong a ka senolwang le teng le kenyeletsa empa ho sa sehwa moedi:
 - tlhahisoleseding e amanang le morabe, bong, boimana, boemo ba lenyalo, botjhaba, boitshwaro kapa boemo setjhabeng, mmala, tshakamelo ya bong, dilemo, bophelo ba

mmele kapa ba kelello, borui, bokowa, bodumedi, boemo ba maikutlo, tumelo, setso, puo le tswalo ya motho

- tlhahisoleseding e amang thuto kapa boemo ba bophelo, ditjhelete, botlokotsebe kapa nalane ya mosebetsi ya motho
- nomoro efe kapa efe e tsebahatsang (ho kenyeleditswe nomoro ya akhaonte), letshwao, aterese ya imeili, aterese ya bodulo, nomoro ya mohala kapa dintlha tse ding tse abetsweng motho
- mofuta wa madi kapa tlhahisoleseding efe kapa efe ya setho sa mmele wa motho
- mehopolo ya botho, maikutlo kapa dikgethollo tsa motho
- ngollano e rometsweng ke motho e sa totobalang kapa e totobetseng e sebopehong sa sephiri kapa ngollano e tla latela e tla senola dikahare tse ngollano ya sethatho
- maikutlo kapa mehopolo ya motho e mong ka motho
- lebitso la motho haeba le hlaha le tlhahisoleseding ya botho e nngwe e amanang le motho kapa haeba tshenolo ya lebitso ka boyona e ka senola tlhahisoleseding ka motho

Ho bohlokwa ho ela hloko hore PAIA e ke ke ya sebediswa ho fumana direkoto bakeng sa tshebediso nakong ya dinyewe tsa molao tsa baahi kamora ho qala ha dinyewe tse jwalo haeba ho hlalishwa kapa phihlello direktong bakeng sa sepheo se tshwanang di fanwe molaong.

21. PHUMANEHO YA MANUALE

Manuale ona o tla fumaneha/phetlatlatswa inthaneteng websaeteng ya SASRIA ho (www.sasria.co.za)

Dikhopi tsa manuale di a fumaneha mahala bakeng sa tlhahlobo, diofising tsa SASRIA.

Tlase POPI, manuale ona ha o hloka hore o romelwe ho SAHRC.

22. DIPHEKO TSE FUMANEHANG HAeba DIPEHELO TSA MOLAO DI SA KOBAMELWE

Molao ha o hloke, mme SASRIA ha ena, mekgwatshebetso efe kapa efe ya kahare ya boipiletso e ka latelwang bakeng sa ho fihlella tlhahisoleseding e hannweng. Ha ho le jwalo, qeto e entsweng ke mohlanka wa tlhahisoleseding e mabapi le kopo ke ya moshwelella.

Mokopi (kapa motho e mong, moo ho lokelang) a ka nna a batla ho namolelwa ke lekgotla lefe kapa lefe nang le matla a tshwanetseng mabapi le diqeto tse latelang tsa Mohlanka wa Tlhahisoleseding:

- Ho hana kapa ho hana ho ka mmoho ha kopo bakeng sa philehlo
- Tjhelete ya ditefiso e hloka hore e lefuwe
- Ho lefatswa ha nako eo tlhahisoleseding e tla fanwa ka yona
- Ho fana ka phihlello rekoteng sebopehong se fapaneng le sa kopo ya mantlha

Ditshebetso tsohle tsa molao di lokelwa ho lebiswa ho Mohlanka wa Tlhahisoleseding a sebetsaneng le kopo.

23. NTJHAFATSO YA MANUALE

Manuale wa PAIA ke tokomane ya tshebetso e lokelang ho lekelwa botjha nako le nako. Manuale ona o tla ntjhafatswa selemo le selemo.

24. KANANELO YA LEANO KE BASEBETSI

Basebetsi bohle ba amehang ba tlameha ho ananela hore ba badile le ho utlwisisa dikahare tsa tokomane ena ka ho saena leqephe la kananelo la basebetsi.

Leqephe la kananelo ya Basebetsi e tla hloka hore re boele e saenwe ke basebetsi kamora tekolobotjha ya manuale wa PAIA.

25. MOSAINI

Basebetsi bohle ba amehang ba ananela hore ba badile le ho utlwisisa dikahare tsa manuale ona.

Re tiisa, ka tsebo ya rona e feletseng, le tumelo, ho nepahala le ho phethahala ha tlhahisoleseding eo ho fanweng ka yona.

Mpumelelo Tyikwe

Mohlanka wa Tlhahisoleseding

**Mosaeno wa Mohlanka wa
Tlhahisoleseding**

18 Phupu 2022

Mohla