



IManyuwali yeYunivesithi yaseStellenbosch ngokuhambelana noMthetho wokuPhakanyiswa koFikelelo kwiNgcaciso wango2000 (“PAIA”)

1. Isakheko Sethu

IYunivesithi yaseStellenbosch (“le Yunivesithi”) yiyunivesithi yoluntu nalapho eyona khampasi yayo inkulu ifumaneka eStellenbosch, eNtshona Koloni, eMzantsi Afrika, isebenza ngokuhambelana noMthetho wezeMfundo ePhakamileyo 101 wango1997 noMmiselo weZiko wale Yunivesithi ofumanekayo kule webhusayithi www.sun.ac.za/english/management/statute. Ukwahlulahlulwa okuvakalayo kwesakheko seli ziko, iziqinisekiso zezifundo ezahluka-hlukeneyo, iinkqubo, iinkalo zolwazi, uphando nezinye iinkonzo enikezela ngazo le Yunivesithi kuyafumaneka kwiwebhusayithi yale Yunivesithi neefakhalathi zayo ezahlukahlukeneyo, nefumaneka apha www.sun.ac.za.

2. IGosa leNgcaciso no(noo)Sekela Gosa leNgcaciso

2.1. IGosa leNgcaciso

UMphathi nokwanguSekela-Tshansela wethu nguye iGosa lethu leNgcaciso. UMphathi nokwanguSekela-Tshansela kungaqhagamshelwana naye ngolu hlobo:

IGama neFani	Professor WJS (Wim) de Villiers
IDilesi yePosi	Private Bag X1, Matieland, 7602, South Africa
IDilesi yeNdawo:	Administration B Building, Victoria Street, Stellenbosch, 7600
Umnxeba	+27 21 808 4490
I-imeyili	paia@sun.ac.za

2.2. U(o)Sekela Gosa leNgcaciso

UMphathi wethu nokwanguSekela-Tshansela utyumbe aba sekela gosa lengcaciso balandelayo:

IGama neFani	Mr Jerall Toi
IDilesi yePosi	Private Bag X1, Matieland, 7602, South Africa
IDilesi yeNdawo:	12 Murray Street, Stellenbosch, 7600
Umnxeba	+27 21 808 4139
I-imeyili	paia@sun.ac.za



3. Isikhokelo sokusebenzisa le manyuwali

Umlawuli weNgcaciso uye wapapasha isikhokelo ngokuhambelana necandelo 10 lePAIA, nesichaza indlela onokuyisebenzisa ngayo le manyuwali. Esi sikhokelo siyafumaneka ngolwimi ngalunye kwiilwimi ezisemthethweni zoMzantsi Afrika kwaye injongo yayo kukukuncedisa ekubeni usebenzise amalungelo akho okufikelela kwingcaciso. Esi sikhokelo singafumaneka kwiofisi eyintloko yoMlawuli weNgcaciso kule dilesi:

**JD House
27 Stiemens Street
Braamfontein
Johannesburg**

Kungenjalo, ungasifumana esi sikhokelo kule webhusayithi yoMlawuli weNgcaciso <https://inforegulator.org.za/paia-guidelines/>.

4. Ukufumaneka kwale manyuwali

Le manyuwali iyafumaneka kwiwebhusayithi yethu nakwii-ofisi zethu ngelixa leeyure zomsebenzi eziqhelekileyo. Siza kukubonelela ngekopi yale manyuwali xa uthe wahlawula intlawulo yayo emiselweyo.

Le manyuwali ibonelela nabani na ofuna ukufikelela kwingcaciso ngokuhambelana nePAIA ngeenkukacha zoqhagamshelwano ezifanelekileyo neenkqubo zokucela loo ngcaciso kule Yunivesithi. Ibonelela ngesishwankathelo esicacileyo sesakheko, imisebenzi, iinkonzo, noluhlu lwengcaciso lwale Yunivesithi ukunceda ekuchongeni indawo leyo inokuba kuyo kule manyuwali ingcaciso leyo ifunekayo. Ikwabonelela kananjalo ngeefomu neentlawulo ezimiselweyo esizifunayo ukuze sikuncedise.

5. Ukwakhiwa kwemigaqonkqubo nokwenziwa kwezigqibo

Abafundi nabasebenzi bangathatha inxaxheba ekwakhiweni kwemigaqonkqubo nasekwenziweni kwezigqibo kule Yunivesithi nanjengoko kumiselwe nguMthetho wezeMfundo ePhakamileyo nonguMthetho 101 wango1997, njengoko ulungisiwe, neenkqubo zangaphakathi ekuvunyelwana ngazo ngaloo maxesha nalo maxesha kunye namaqumrhu abameli afanelekileyo ale Yunivesithi.

Abanye abantu abanomdla bangangenisa izimvo zeengcebiso ezibhalwe phantsi ngelixa lamathuba othethathethwano noluntu ukuze baveze izimvo zabo ngokujoliswe kumaxwebhu emigaqonkqubo esayilwayo.

6. The Ingcaciso neekhathegori zeerekhodi esizigcinayo

Nalu uluhlu olungaqulathanga onke amabakala nenkcazelo yeminye imixholo esinengcaciso malunga nayo, neekhathegori zeerekhodi esizigcinayo ngomxholo ngamnye:

6.1. Iirekhodi ezifumaneka ngokunokwazo okanye ezivezwa ngokuzithandela:



Yonke ingcaciso okanye iirekhodi ezipapashwayo kule webhusayithi www.sun.ac.za zifumaneka ngokunokwazo ngokuzithandela, ngaphandle kokuba kude kufuneke ukuba ungenise izicelo zePAIA. Ezi ziquka, phakathi kwezinye:

- Iingxelo eziquka iingxelo zarhoqo ngonyaka neengxelo zezezimali zarhoqo ngonyaka;
- Imigaqo-nkqubo nemimiselo yeziko;
- Iincwadana zabafundi, imigaqo, nengcaciso engesilabhasi; kunye
- Neeleta zeendaba neengxelo ezilungiselelwe abeendaba.

6.2. Iikhathegori zeerekhodi eziginwe yile Yunivesithi ezinokucelwa ngokuhambelana nePAIA kodwa ezinokuthi zoxhomekeke kwizithintelo ezithile:

- Iirekhodi zamaqumrhu olawulo angaphakathi (iBhunga, iQumrhu loLawulo eliPhezulu, iibhodi zeeFakhalthi, iForam yeZiko, iBhunga laBameli baBafundi) neekomiti zeYunivesithi;
- Iirekhodi zabafundi ngamnye ngamnye (namphi na umfundi wangoku okanye wexesha eladlulayo angayifumana ingcaciso yakhe yobufundi xa eyicelile ngaphandle kokude kufuneke ukuba enze isicelo ngokuhambelana nePAIA; xa kucelwa ukukhutshwa ngokutsha kweempepha kuya kufunwa intlawulo);
- Iirekhodi zabasebenzi ngamnye ngamnye (namphi na umsebenzi wangoku okanye wexesha eladlulayo angayifumana ingcaciso engengqesho yakhe ngaphandle kokude kufuneke ukuba enze isicelo ngokuhambelana nePAIA);
- Uphando, iirekhodi zenzululwazi nezobugcisa; kunye
- Neerekhodi zezezimali, iingxelo, iikhontrakthi, neerejista zeempahla.

6.3. Iikhathegori zeerekhodi ezifumanekayo ngaphandle kokuba kude kufuneke ukuba umntu acele ufikelelo kuzo (icandelo 15):

- Akukho saziyo sele sipapashiwe ukuza kuthi ga ngoku.

7. Ukhuseleko lwengcaciso yomntu buqu

Ingcaciso yomntu buqu yiyo nayiphi na ingcaciso ephathelene nomntu ophilayo okanye iqumrhu elikhoyo nelinokuchongeka. Siqokelela size sisebenzise ingcaciso engomntu buqu ukuze sibonelele ngeemveliso zethu neenkonzo zethu, nokuze silawule iziko lethu. Ungafumana ingcaciso ethe vetshe malunga nendlela esisebenzisa ngayo ingcaciso engomntu buqu kwizaziyo zethu ezingobungasese ezifumaneka kule webhusayithi www.sun.ac.za/privacy.

8. Indlela yokucela ufikelelo kwirekhodi

Ungacela ukufikelela kwiirekhodi ngokuthi ugcwalise iFomu 2. Ukuba awukwazi ukufunda okanye ukubhala, okanye kungenjalo awukwazi ukuyigcwalisa le fomu, kwaye ucela irekhodi kuthi ngomlomo, siza kukugcwalisela ngokwethu iFomu 2 size sikunike ikopi yayo.

Kufuneka ugcwalise iFomu 2 uze uyingenise kusekela gosa lengcaciso (jonga kumhlathi 2.2 ongentla), kunye nayo nayiphi na ingcaciso eyenye esiyithatha njengokuba iyimfuneko ukuze sithathele isicelo sakho ingqalelo. Nasiphi na isicelo esingayithobeliyo imimiselo ekule manyuwali siza kubuyiselwa kuwe kunye neengcebiso ezimalunga namanyathelo ekufuneka



ukuba uwalandele ukuze ube uyayithobela le mimiselo. Ukuba wenzela omnye umntu isicelo, kufuneka ungenise ubungqina obuvakalayo bokunikwa kwakho igunya.

Kufuneka usibonelele ngobungqina obuchaza ubuwena ngaphambi kokuba sibe sinako ukusebenza ngaso nasiphi na isicelo.

9. Isiphumo sesicelo sakho neentlawulo ezihlawulwayo

Siza kuthatha isigqibo sokuba sisiphumeze okanye singasiphumezi isicelo sakho zingaphelanga iintsuku ezingama30 sisifumene isicelo sakho. Siza kukwazisa ngesigqibo sethu size sibonelele ngezizathu zokuba sisamkele okanye sisikhabe isicelo sakho.

Siza kukwazisa kananjalo nangeentlawulo ekufuneka uzihlawule, nanjengoko zimiselwa ngaloo maxesha nalo maxesha. Singafuna ukuba uhlawule idiphozithi ngaphambi kokuba sisebenze ngesicelo sakho. Ukuba ufuna imithamo emikhulu yengcaciso okanye ukuba asinako ukuyifumana loo ngcaciso uyicelayo singaphelanga isithuba seentsuku ezingama30 ezingummiselo, kungafuneka ukuba sisandise esi sithuba sexesha, ukuya kufikelela kwezinye iintsuku ezingama30. Siza kukwazisa ngokuthi sikubhalele ukuba sifuna ukusongeza esi sithuba sexesha.

Ukuba asikunikanga sigqibo malunga nesicelo sofikelelo kwiirekhodi phakathi kwesi sithuba simiselweyo apha ngentla, oko kuthetha ukuba sisikhabile isicelo sakho ngokuhambelana necandelo 27 lePAIA, ngaphandle kokuba siye sakwazisa ngenye indlela ngokungqalileyo.

10. Izizathu ezinokubangela ukuba sisikhabe isicelo sakho

Ukuba loo rekhodi ayikho, siza kukwazisa.

Ukuba kukho iirekhodi esingenako ukuzifumana nangona sizikhangele ngokuvisayo nangokwaneleyo, siza kukwazisa ngeafidavithi okanye isiqinisekiso esicacisa amanyathelo esiwathathileyo ukuzama ukufumana loo rekhodi.

Ukuze ufumane ezinye izizathu zokukhatywa kwezicelo zofikelelo kwiirekhodi nceda ujonge kwiSahluko 4 seNxaIenye 2 yePAIA.

11. Oko unokuthi ukwenze ukuba awanelisekanga sisigqibo esithile

- 11.1. Ungafaka isibheno malunga nayo nayiphi na kwezi zinto zilandelayo:
- ukwala kwethu ukukunika ufikelelo kwiirekhodi;
 - intlawulo yofikelelo esiyihlawulisayo
 - isigqibo sethu sokwandisa isithuba seentsuku ezingama30 zokuphendula isicelo sakho; kunye/okanye
 - Indlela ekunikezelwa ngayo ngofikelelo.
- 11.2. Ungafaka isibheno sangaphakathi ngokuchasene nesigqibo ngale ndlela ilandelayo:
- kufuneka usifake eso sibheno sangaphakathi esichasene nesigqibo ngokuthi ugcalise iFomu 4
 - kufuneka uyihambise okanye uyithumele iFomu 4 leyo kwidilesi okanye idilesi ye-imeyili kasekela gosa lengcaciso (jonga kumhlathi



2.2 ongentla) kwiinsuku ezingama60 emveni kokufumana isaziso ngesigqibo;

- kufuneka uchonge isihloko sesibheni eso uze uxele izizathu zokusenza kwakho isibheni eso, kwaye ungaquka nayo nayiphi na ingcaciso eyenye efanelekileyo;
- kufuneka uhlawule intlawulo yesibheni emiselweyo (singafuna ukuba uhlawule idiphozithi ngaphambi kokuba sisebenze ngesicelo sakho); kwaye
- kufuneka ucacise idilesi yeposi okanye idilesi ye-imeyili emakubuyiselwe kuyo impendulo ngesigqibo.

11.3. Isibheni sangaphakathi siza kuchotshelwa liGosa loQhutyomsebenzi eliyiNtloko lale Yunivesithi.

11.4. Ukuba isibheni sakho sangaphakathi asiphumelelanga ungathatha la manyathelo kubonelelwe ngawo kumacandelo 74 ukuya ku82 oMthetho wePAIA. Oku kukubonelela ngokuba ukwazi:

- ukhalaza ngesigqibo sethu kuMlawuli weNgcaciso; kananjalo
- nokufaka isicelo enkundleni emva kokulandela inkqubi yesibheni sangaphakathi.

12. Khalaza kuMlawuli weNgcaciso

Xa sele ufake isibheni sangaphakathi (jonga kumhlathi 11 ngentla apha) kwaye ukuba awukaneliseki, unganenisa isikhalazo kuMlawuli weNgcaciso ngokuphathelene nesigqibo.

- sokukhaba isicelo sakho sofikelelo;
- esingentlawulo yofikelelo ebizwayo;
- sokwandisa isithuba seentsuku ezingama30 sokuphendula isicelo sakho; okanye
- indlela ekunikezelwa ngayo ngofikelelo.

Kufuneka usifake isikhalazo sakho zingaphelanga iintsuku ezili180 emva kwesigqibo sethu.

Kufuneka usebenzise iFomu 5 ukuze ungenise isikhalazo sakho kule dilesi PAIAComplaints@infoeregulator.org.za.

13. Ukufakwa kwezicelo enkundleni

Ungafaka isicelo senkululo efanelekileyo esuka enkundleni ukuba awaneliseki sisigqibo soMlawuli weNgcaciso okanye sisigqibo seGosa lethu leNgcaciso:

- sokukhaba isicelo sakho sofikelelo;
- ngokuphathelene nentlawulo yofikelelo ebizwayo;
- sokwandisa isithuba seentsuku ezingama30 sokuphendula isicelo sakho; okanye
- indlela ekunikezelwa ngayo ngofikelelo.

Ungafaka isicelo enkundleni emva kokuba uzisebenzisile iindlela zethu zangaphakathi ezidweliswe apha ngentla okanye emva kokuba uyisebenzisile indlela yezikhalazo eziya kuMlawuli weNgcaciso.



Kufuneka ufake isicelo enkundleni zingaphelanga iintsuku ezili180.

14. Ingcaciso eyenye

Ukuze ufumane nayo nayiphi na ingcaciso eyenye engaqulathwanga kule manyuwali, nceda uqhagamshelane neGosa leeNgcaciso, okanye uSekela Gosa leeNgcaciso.

linkcukacha zakhe zoqhagamshelwano zinikeziwe kumhlathi 2.

Kungenjalo ngena kwiwebhusayithi yale Yunivesithi ethi www.sun.ac.za.

Le manyuwali ikwafumaneka nangesi-Afrikansi nangesiEnglish.

15. Manual control information

Inombolo yesalathiso yolu xwebhu	MAN-001-2016
UHlobo loxwebhu	Imanyuwali engummiselo
Ukufikeleleka	Kuwonkewonke
Umhla wokumiselwa	1 uMeyi 2023
Amaxesha ohlaziyo	Rhoqo ngonyaka
Uhlaziyo lwangaphambili	2016, 2018, 2019, 2020, 2021
Umnikazi wale manyuwali	UMphathi nokwanguSekela-Tshansela (iGosa leeNgcaciso)
Onoxanduva ngale manyuwali	Usekela Gosa leeNgcaciso
Umhla wokuphunyezwa	22 uNovemba 2022
Iphunyezwe	yi-Ofisi yoMphathi