



Umtsetfo Wetikweleti Wavelonkhe kanye neUmlawuliWetikweleti Wavelonkhe

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Umtsetfo Wetikweleti Wavelonkhe

Umtsetfo No. 34 wanga-2005

Inhloso yaloMsetfo kukhutsata nekwenza kancono temnotfo netenhlalakahle tebantfu baseNingizimu Afrika, kukhutsata timakethe tetikweleti netimboni leticotfo, letenta tintfo ngalokusebaleni, leticudzelanako, letisebenta ngemphumelelo, letisebenta kahle, kanye nekuvikela batsengi.

WAVUNYWA nguMengameli mhla tingu-10 Indlovulenkulu 2006
Lusuku lwekucala kusebenta: 1 Inhlaba 2006

Lomtsetfo ubeka kutsi Umlawuli Wetikweleti Wavelonkhe afundzise, abhalise labahlanganyela kutimboni, endlulisele emacala eNkantolo Yemacala Ebatsengi kute kubekwe emacala lafanele, akhutsate kusonjululwa kwetingcabano ngalokungakahleleki, aphenye ngetikhalo bese ucinisa kusetjentiswa kwemtsetfo.

Tinhloso taloMsetfo Wetikweleti Wavelonkhe

- Kukhutsata imakethe lecotfo futsi lengabandlululi yekufinyelela kwebatsengi etikweletini futsi ngenca yaleyo nhloso wenta kutsi kube nemitsetfomgomo jikelele yetikweleti temtsengi kanye nemazinga letintiwe abancono elwatiso lwemtsengi
- Kukhutsata kuhlonyswa kwemakhono ebantfu abamnyama nekuba banikati ngekhatsi embonini yetikweleti tebatsengi;
- Kuvimbela tindlela tekubolekisa letingakalungi tetikweleti nekuniketa tikweleti;
- Kukhutsata kuniketa tikwelele nekutisebentisa ngalokunesibopho; nangenhloso yekuvimbela kubolekisa tikweleti budlabha;
- Kwenta kutsi kuhlelwe kabusha sikweleti nangabe umntfu sewucwile etikweletini kakhulu;
- Kulawula lwatiso lwelihovisi letikweleti;
- Kusungula imihambo nemazinga laphatselene netikweleti tebatsengi;
- Kukhutsata luhlakamsebeni lwekucinisekisa loluphatselene netikweleti tebatsengi
- Kusungula Umlawuli Wetikweleti Wavelonkhe kanye Nenkantolo Yebatsengi Yavelonkhe;
- Kucitsa Umtsetfo Wekukhokhisa Intalo Lenkhulu Kumalimboleko, 1968, kanye neMsetfo Wesivumelwane Sesikweleti, 1980; kanye nekubonelela letinye tindzaba letiphatselene nawo.

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Tintfo letibalulekile taloMsetfo Wetikweleti Wavelonkhe

- Lulwimi lwetivumelwane tetikweleti lufanele kutsi lube lula futsi luvisiseke;
- Tonkhe tivumelwane tetikweleti tifanele kutsi tinikwe ikhotheshini, futsi titawuba sibophelelo semalanga ekusebenta langu-5;
- Kukhangisa nekutsengisa kufanele kutsi kube nelwatiso loluncunyiwe lwetindleko tesikweleti;
- Kutsengisa sikweleti ekhaya lemuntfu noma emsebeni kunemkhawulo locinile;
- Kufanele kutsi kuniketwe tizatfu nangabe umntfu walelwa kunikwa sikweleti;
- Kumane nje kukhuliswe tikweleti kuyalawulwa;
- Kuniketa sikweleti budlabha akukavunyelwa;
- Intalo netimali kuyalawulwa kuto tonkhe tivumelwano, kufaka ekhatsi timalimboleko letincane;
- Emahhovisi Etikweleti ayalawulwa kantsi futsi batsengi banelilungelo lekutfofala lirekhodi labo ehovisi letikweleti mahhala kanye ngemnyaka;
- Kwetfulwa kwelulekwa ngetikweleti kute kutsi kuhlelwe kabusha tikweleti tebatsengi lasebakhanywa tikweleti.

Yini umsebeni Wemlawuli Wetikweleti Wavelonkhe?

Umlawuli Wetikweleti Wavelonkhe ufanele kutsi:

- Acwaninge imakethe yetikweleti abuye futsi alandzelele kufinyelela sikweleti kanye netindleko tesikweleti kute atfole tintfo letingentela phansi kufinyelela sikweleti, kucudzelana kanye nekuvikeleka kwemtsetfo;
- Emukele abuye aphenye ngetikhalo futsi acinisekise kutsi emalungelo emtsengi ayavikelwa, kanye
- Nekucinisa kulandzelwa kwaloMsetfo abuye futsi atsatse tinyatselo mayelana netikhungo letephula lomtsetfo.

Yini Inkantolo Yebatsengi Yavelonkhe?

Inkantolo sikhungo lesitimele lesingahlangani neMlawuli Wetikweleti Wavelonkhe.

Lenkantolo inaSihlalo kanye futsi nalokungenani lamanye emalunga la-10. Lenkantolo ilalela emacala ekungahambisani naloMsetfo futsi ingakhipha letigwebo letilandzelako ngekwemibandzela yeSigaba-150 sib. ingalengisa noma icishe kubhaliswa kwalo lobhalisiwe, ingabita kutsi umtsengi abuyiselwe imali layikhokhiswe ngalokwecile, incume tinhlawuliswe futsi yente kutsi kulungiswe ludzaba lwebatsengi njll.

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Ibhajethi Yasekhaya Yenyanga

	Imali lengenako		
	Umholo	Lelindzelekile	Lenguyonayona
Umholo			
Wendvodza/Umfati wakho			
Ibhonasi			
Intalo			
Imali lengenako yelutjalomali			
Samba			
	Tindleko		
	Umholo	Lelindzelekile	Lenguyonayona
Irenti/Imalimboleko yendlu			
Umshwalensi			
Emafutsa/Insita			
Tindleko tasebhange			
Igrosa			
Timpahla tekugcoka			
Kunakekela bantfwana			
Gezi			
Kutijabulisa			
Timalimboleko			
Imali leyongiawako			
Tekwelashwa			
Lucingo			
Samba			

Uchumana njani neMlawuli Wetikweleti Wavelonkhe?

- **Inombolo yamahhala:** 0860 627 627 noma 0860 NCR NCR
- **Tindzaba tekubhalisa:** (011) 554 2600

Incwadzigezi: Imibuto ingacondziswa ku: info@ncr.org.za noma mayelana neTikhalo Jikelele: complaints@ncr.org.za noma mayelana neTikhalo Tekwelulekwa Ngetikweleti dccomplaints@ncr.org.za noma mayelana nekucela Umhlanganosikolwa: workshops@ncr.org.za

Iwebhusayithi: www.ncr.org.za

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Batsengi balutfole njani lusito?

Batsengi bangabonana neMlawuli Wetikweleti Wavelonkhe mayelana nekwelulekwa noma kusitwa nganoma ngabe ngukuphi kwesikweleti lesiwela ngaphansi kweMtsetfo Wetikweleti Wavelonkhe. Umlawuli Wetikweleti Wavelonkhe naye angaphindze asite batsengi mayelana netintfo letiphatselene nelihhovi letikweleti noma lwatiso lwetikweleti- nekwelulekwa ngetikweleti.

Batsengi nabo bangatsintsa letikhungo letilandzelako letibukene ngco ngalokukhetsekile netinhlobo letisite tetikhalo:-

- **I-Ombudsman Yetinsita Tekubhanga (0860 800 900)** ibukana netikhalo letiphatselene nemabhange
- **I-Ombudsman Yelwatiso Lwetikweti (0861 662 837)** ibukana netikhalo letiphatselene nemahhovi etikweleti noma lwatiso lwelihhovi letikweleti;
- **Bacondzisi Betindzaba Tebatsengi Betifundza** babukana netikhalo tebatsengi jikelele.

Umlawuli Wetikweleti Wavelonkhe utawusebentisana neMahhovi Etindzaba Tebatsengi besifundza, i-Ombudsman yetekubhanga ne-Ombudsman Yelwatiso Lwetikweti kucinisekisa kutsi batsengi basitwa kahle ngemphumelelo

Ngukuphi lokungena ngaphansi kwaloMtsetfo?

- Timalimboleko naletinye tikweleti letibuya emabhange, kufaka ekhatsi timalimboleko tetindlu, ema-ovadrafthi, emakhadisekweleti/ emakhredithikhadi, timalimboleko tetimoto nalokunye;
- Imalimboleko yekutsenga ifenisha, ema-akhawunti etimpahla naletinye tinhlobo tetikweleti;
- Timalimboleko letivikelekile;
- nanoma nguluphi lolunye luhlobo lwesikweleti noma imalimboleko lolunika umtsengi.

Umtsetfo wekuchibila wetikweleti wavelonkhe usho kutsini kuwe mtsengi?

Umtsetfo Wekuchibila Wetikweleti Wavelonkhe (No.19 wanga-2014) neMtsetfosimiso ulungisa tintfo letinyenti, kufaka ekhatsi:

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Kuswa lokuchebakako kwelwatiso lolubi lwekutsi konkhe sekukhokhelwe

- nangabe sikweleti sakho sewusikhokhele sonkhe ngalokuphelele, umnikisikweleti ufanele kutsi, kungakapheli emalanga la-7 ngemuva kwekukhokha kwakho ente lolwatiso lube lwamanje kuwo onkhe emahhovi etikweleti.
- emahhovi etikweleti afanele kutsi asuse lonkhe lwatiso lolungasilule kungakapheli emalanga la-7 ngemuva kwekutfole lwatiso loluvela kumnikisikweleti lwekutsi sikweleti sakho sewusikhokhele sonkhe ngalokuphelele.
- Nangabe umnikisikweleti uyehluleka kwenta lwatiso lube lwakamuva mayelana nesikweleti semtsengi lesekhokhwe sonkhe ngalokuphelele, umtsengi-ke angafaka sikhalo kuMlawuli Wetikweleti Wavelonkhe.

Indlela lensha leyetfuliwe yekuhlola kukhona kukhokhela

Kuyini kuhlola lukhono lwekukhokhela?

Lolu luhlolo noma sivivinyo lesisetjentiswa ngumnikisikweleti kutfole kutsi ingabe umtsengi uyakhona yini kutsatsa nekukhokhela sikweleti ngaphandle kwekukhameka.

- Indlela yekuhlola kukhona kukhokhela sikweleti sakho ngeyabo bonkhe baniketisikweleti.
- Baniketisikweleti bafanele babopheleleke kutsi bente luhlolo lolungolonalona lwekukhona kukhokhela sikweleti ngembi kwektsi banike batsengi tikwleti.
- Umtsengi ubopheleleke kutsi anikete bufakazi lobungibo kanye nekubeka ebaleni kumnikisikweti tikweleti takhe kute kutsi uminiketisikweleti angakhona kwenta kahle luhlolo lwakhe lwekutsi umtsengi utawukhona kukhokhela sikweleti sakhe.
- athathele ingqalelo iindlela abhatala ngayo amatyala akhe,
- Uminiketisikweleti ufanele kutsi atsatsa tinyatselo letitsatsekako kucinisekisa kutsi umtsengi uyawawisisa emalungelo akhe, tibopho, tingoti netindleko letiphatselene nesivumelwane sesikweleti.

Kute ahlolisise kahle simo setetimali temtsengi, uminikisikweleti ufanele kutsi:

- Abuke imali yemtsengi lengenako ngembi kwekutsi advonselwe leto timali landvonselwa tona, timali temtsetfo letidvonselwa, tindleko letincane tekuphila naletinye tikweleti letitibopho.
- Acele titatimende tasebhange tetinyanga letintsatfu nona siphisi semholo (idokhumentinchanti noma emakhophi lacinisekisiwe).
- Acabange ngemlandvo wemtsengi wekukhokhela tikweleti.
- Ente loluphenyo kungakapheli emalanga ekusebenta lange-7 ngembi kwekutsi aphasise lesikweleti noma akhuphule umkhawulo wesikweleti lesikhona, noma kungakapheli emalanga langu-14 ekusebenta mayelana netimalimboleko tendlu

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Nangabe umtsengi angajabuli ngemiphumela yeluhlolo, angafaka sicelo kumnikisikweleti lokutawutsi-ke ngemuva kwaloko umtsengi angandlulisela sikhalo sakhe kuyo iNCR nangabe/akajabuli ngalomphumela wenchubo leyentiwe ngumnikisikweleti.

Kuvimbela kutsengiswa nekugcogcwa kwetikweleti letincunyiwe noma "letetandile"

Sikweti lesincunyiwe noma "lesidzala" ngulapho:

- Kuleminyaka leyengcile le-3 lelandzelako umnikisikweleti usingake akubitele lesikweleti;
- Kuleminyaka le-3 leyendlule ngekulandzelana kwayo awukasinaki sikweleti sakho ngemlomo noma ngeluchumano lolubhale phansi; kanye/noma
- Awukasikhokheli sikweleti sakho noma-ke wente setsembiso sekukhokhela lesikweleti lesisele
- Uma usumazisile oqoqa izikweleti ukuthi isikweleti sesiphelelewe yisikhathi futhi awusenabopho ngokomthetho sokusikhokhela, oqoqa izikweleti kumele ayeke ukuxhumana nawe.

Caphela kutsi: Nangabe letimo letingetulu kuhlangebetwene nato, kusho kutsi-ke lesikweleti sincumile. Awukabopheleleki ngekwemtsetfo kukhokhela lesikweleti futsi lesikweleti angeke sivusetelwe.

Ngumaphi emalungelo lonawo?

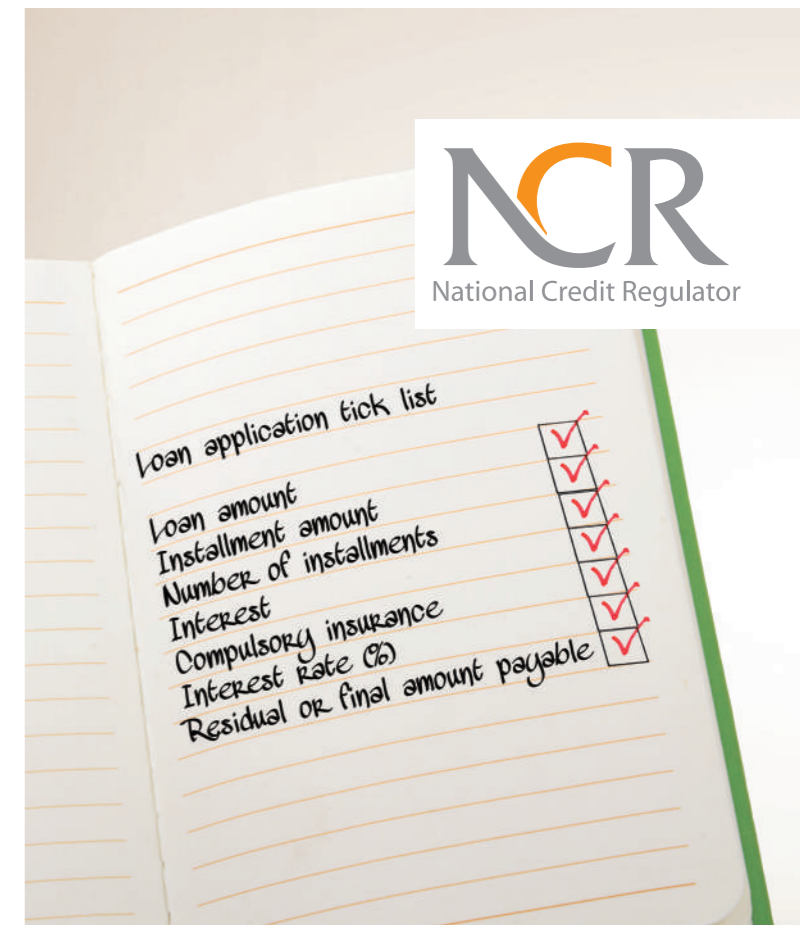
- Unelilungelo lekucela, nekutfole bufakazi, bekutsi incenye yesikweleti yekugcina yakhokhelwa nini.
- Unelilungelo lekucela, nekutfole bufakazi, bekutsi wake wanikwa yini lisamane lalesikweleti.
- Unelilungelo lekutjela umgocgitimali kutsi awukaboshwa ngekwemtsetfo kutsi ukhokhele lesikweleti njengobe sincumile.
- Nangabe umatisile umgocgitimali kutsi lesikweleti sincumile futsi awukabopheleleki ngekwemtsetfo kutsi usikhokhele, umgocgitimali-ke ufanele kutsi masinyane nje ayekele kukutsintsa.

Nangabe ungumhlukunyetwa wemgocgitimali lochubeka njalo nekukutsintsa kute agcogce sikweleti lesincumile noma ukwentela buhonga ngisho nangemuva kwekutjela kutsi lesikweleti sincumile, nangabe kunjalo-ke ungafaka sikhalo ku-NCR.



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