



**MINIMUM STANDARDS
ON SERVICES FOR VICTIMS OF CRIME**



FOR IMPLEMENTING THE
SERVICE CHARTER
FOR VICTIMS OF CRIME
IN SOUTH AFRICA



the doj & cd

Department:
Justice and Constitutional Development
REPUBLIC OF SOUTH AFRICA





TABLE OF CONTENTS (continued)



5. The right to assistance	26
6. The right to compensation	30
7. The right to restitution	32
PART IV:	
COMPLAINTS MECHANISMS	33
FURTHER INFORMATION	38
LIST OF USEFUL ADDRESSES	39
NOTES	42



PURPOSE OF THE MINIMUM STANDARDS

The Minimum Standards on Services for Victims of Crime (Minimum Standards) is an information document, which was developed in order to further explain your rights as contained in the Service Charter for Victims of Crime in South Africa (Victims' Charter) and make these rights a reality. The Victims' Charter, together with the Minimum Standards, is intended to provide you with information relating to government's commitment to improving service delivery for victims of crime. The Minimum Standards aim to explain the minimum standards on services provided for victims of crime. This document not only outlines basic rights and principles, but also supplies detailed information to enable you to exercise your rights and to enable service providers to uphold your rights as explained in the Victims' Charter. The Minimum Standards will assist you to hold everyone involved in the criminal justice system accountable to ensure that you receive appropriate assistance and services.




INTRODUCTION

When you report a crime and give evidence in court, you play a crucial role in making the criminal justice system more responsive to the needs of society and ensuring offender accountability. In return, the criminal justice system should attend to you promptly and courteously, treat you with respect for your dignity and privacy and meet your needs. The Minimum Standards are an attempt to ensure that this does happen by empowering you with the necessary information to enable you to enforce your rights.

The Minimum Standards are divided into four parts. Part I briefly provides background information on your rights and outlines who can access the





rights. Part II briefly explains the processes in the criminal justice system and what will happen to you if you fall prey to a crime and report the crime to the police. Part III contains the minimum standards on services that you can expect from the various role-players in the criminal justice system, with reference to each right explained in the Victims' Charter. This is the most important part of the Minimum Standards, as it is intended to make the rights listed in the Charter real for you. It is in this section that you will see that a number of the restorative justice principles are embodied in the legal framework explained in the Victims' Charter and the Minimum Standards.

Part IV outlines the complaints procedures. Although the role-players in the criminal justice system will aim to ensure that the unpleasant effects of the crime are not made worse by what happens later, and will aim to treat you fairly and courteously and provide you with good service, things sometimes do go wrong. You may feel that the service you received did not meet the standards that you reasonably expected. This section explains how to file a complaint and also contains an address list with important contact numbers.

The Minimum Standards are intended to make the monitoring of service delivery easier, as they set out minimum standards against which it will be measured. Relevant institutions, agencies and departments will monitor the application of the rights and standards of services set out in the Minimum Standards and, as part of their own monitoring, these agencies may consult with you. Some of the results of this monitoring and consultation process may be published.

PART I

PART I: YOUR RIGHTS AS A VICTIM OF CRIME


If you have been a victim of crime, you can expect that the role-players in the criminal justice system will ensure that your rights, as explained in the Victims' Charter, are enforced and that the minimum standards of services outlined in this document are implemented.

For the purposes of this document, and in line with the definition in the United Nation's Declaration of the Basic Principles of Justice for Victims of Crime and Abuse of Power (GA/Res/40/30), to which South Africa is a signatory, a victim of crime is defined as a person who has suffered harm, including physical or mental injury, emotional suffering, economic loss or substantial impairment of his or her fundamental rights through acts or omissions that are in violation of our criminal law. The term 'victim' also includes, where appropriate, the immediate family or dependants of the direct victim.

A person may be considered a victim regardless of whether the perpetrator is identified, apprehended, prosecuted or convicted, and regardless of the familial relationship between the perpetrator and the victim.

The provisions contained in the Minimum Standards are applicable to all victims without prejudice of any kind on the grounds of race, gender, sex, pregnancy, marital status, ethnic or social origin, colour, sexual orientation, age, disability, religion, conscience, belief, culture, language and birth, as set out in section 9 of the Constitution of the Republic of South Africa, 1996 (Act 108 of 1996).

During your contact with the criminal justice system, the following rights, as explained in the Victims' Charter and in accordance with the Constitution and relevant legislation, will be upheld:

- 
- The right to be treated with fairness and with respect for dignity and privacy
 - The right to offer information
 - The right to receive information
 - The right to protection
 - The right to assistance
 - The right to compensation
 - The right to restitution


What will happen?

If someone has committed a crime:

1. If a crime has been committed, reporting it to the South African Police Service (SAPS) will set the criminal justice system in motion. The SAPS is responsible for investigating crimes and bringing offenders to book. Once a charge is laid, the police will open a docket and investigate the charge. If the police are not sure whether a prosecution should follow, a formal charge will not be brought immediately. However, the police will still investigate such a case and submit the police docket to the public prosecutor for a decision.
2. From the moment that a crime is committed and reported, it is important that all the available evidence is collected and protected in a way that will assist in the investigation of the case and subsequent trial. Injuries or damages sustained by you can serve to corroborate your evidence against the accused. A medical report should be completed and submitted, where applicable.
3. Once someone is charged, the case is referred to the court, where the prosecutor assumes responsibility for the prosecution of the case.

When the case is handed to the prosecutor:

4. The prosecutor will consider the facts of every case carefully. The prosecutor may do one of three things:
 - Decide that there is sufficient evidence on which to prosecute and proceed with the prosecution


- 
- Decide that more information is needed to make an informed decision and therefore instruct the investigating officer to further investigate the case
 - For various reasons, such as public interest, decide to withdraw the charges

The prosecutor will take your interests into account when making any of these decisions and may also decide to alter the charges, depending on the relevant facts of the case.

5. You can expect a speedy and efficient process, which will ensure that the case comes before court as soon as possible.
6. You can expect that the prosecutor will request all information relevant to the bail proceedings from the investigating officer and present this to the court to ensure that the decision to grant or deny bail to the accused is taken with your best interests and protection in mind.
7. Before accepting a plea of guilty, the prosecutor will take your interests, as well as that of your family, into account.

If you are called as a witness for the prosecution:

8. The police will inform you if you need to appear in court as a witness. Most cases are dealt with in the magistrates' courts and the more serious offences in the regional or the high court.
9. Getting a case to court for trial can be complicated, particularly if there are a number of people involved. Those dealing with the case will do their best to make sure that it comes to court as quickly as possible.
10. The investigating officer, the senior public prosecutor or a representative of the Office of the Director of Public Prosecutions will ensure that, after



the court on time. You have to inform the prosecutor if you will be arriving late or if you will not be able to attend court on the court date.

At the trial:

15. If you have to give evidence you may, in certain cases, ask a friend or supporter to accompany you to the court. After you have given evidence you will be told whether you may leave. You may attend the rest of the proceedings if you want to do so.
16. The law allows for the following provisions when you are giving evidence:
 - You may, under certain circumstances, testify by way of a closed-circuit television (CCTV) system (this means you are not in the court in the presence of the accused, but in another room).
 - You may also, if you are under the age of 18 and if the presiding officer (ie the magistrate or judge) is of the view that testifying at the trial would cause you undue mental stress or suffering, have assistance of an intermediary (person acting as a go-between) when testifying by way of closed-circuit television.
 - If you have to testify in court, the proceedings may, under certain circumstances, take place *in camera* (behind closed doors).
17. A high standard of proof is needed before someone can be found guilty. The prosecution has to prove the accused's guilt beyond a reasonable doubt. This may mean that someone whom you believe to be guilty, is found not guilty. This is not a judgment on you, but is based on the strength of the prosecution's case as a whole.
18. The prosecutor will call state witnesses in support of the case against the accused in appropriate cases. An interpreter will be made available when



Prosecutions may appeal against the sentence to a court that can hear appeals. The appeal must be noted within a specified period.

22. An accused may appeal against a conviction and the sentence imposed by the court. If an appeal is filed, you may ask the prosecutor in the original case, or the state advocate dealing with the appeal, to be kept informed of further developments in the case, for example, the date set for the appeal hearing, whether the accused has been granted bail, and the result of the appeal.
23. If there is concern about your safety or that of a state witness, the police, the prosecutor or a representative from the Witness Protection Unit will be able to give you advice on what needs to be done for protection. They will assist you as far as possible.

When sentence is executed:

24. The Department of Correctional Services will ensure that sentences of imprisonment are served in accordance with the law. When the release of the accused is being considered, the Department of Correctional Services will carefully consider the supervision of the accused person released on parole.
25. You may request to attend the Correctional Supervision and Parole Board hearings. If you wish to attend, you will be informed of the date of the hearing and the board will take your concerns into account when considering the accused's release on parole.
26. In every case where the accused is released on parole, the Parole Board will attach conditions to the accused's release, if it deems this to be in your best interest.

1. THE RIGHT TO BE TREATED WITH FAIRNESS AND RESPECT FOR YOUR DIGNITY AND PRIVACY

1.1 You can expect that all role-players in the criminal justice system will treat you fairly, with respect for your dignity and privacy, and in a sensitive manner.

If a crime has been reported to the police, you can expect that –

1.2 the crime will be investigated;

1.3 if you have reported the crime to the police, they will respond to your report as quickly as they can;

1.4 measures will be taken to minimise any inconvenience to you;

1.5 a police official will take your statement and complete the forms necessary to register the crime;

1.6 you will be referred for medical attention or counselling if required;

1.7 if you are a victim of sexual violence, you will be interviewed in private by a member of the police;

1.8 you will be interviewed in a language that you understand, and if the person speaking to you cannot speak a language you understand, you may ask for an interpreter; and

1.9 you may ask to be interviewed by a member of the police who is of the same sex as yourself and, if available, your request will be granted.

If the case goes to court, you can expect that –

The presiding officer –

1.10 will ensure that the trial proceedings are conducted in a manner that does not violate your right to fair treatment and respect for your dignity and privacy.

The prosecutor –

1.11 will take steps, especially in cases of sexual offences and domestic violence, to ensure that, wherever possible, the case is handled by only one prosecutor throughout the proceedings;


1.12 will call you to give evidence as soon as possible; and if there is any delay, the prosecutor assigned to your case will inform you why there is a delay and how long you are likely to wait;

1.13 will give you the chance to refresh your memory, read your statement and, where necessary, consult with you; and

1.14 or a member of the court the staff will inform you that you are entitled to be paid travelling and certain other expenses for the time you spend at court to give evidence, and will also give you information on and assist you in claiming these expenses.


The court staff –

1.15 will do their best to protect you from being further victimised or traumatised by what happens in court;

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- 1.16 will designate, where available, staff and trained volunteers from Victim Support Services to assist you and your family at the court before, during and after the trial;
 - 1.17 will on request and if possible, allow you to see a courtroom before the case starts to familiarise yourself with the court facilities, so that you know what to expect when you testify;
 - 1.18 will allow a support person (a relative or friend) to accompany you to court; and
 - 1.19 will allow you, on request and if facilities are available, to wait separately from the accused or his or her witnesses in the case.

From social service providers and volunteers you can expect that –


- 1.20 if you are interviewed, you will be interviewed in private, the conversation will be treated as confidential and you will be interviewed in a language that you understand;
- 1.21 you will not be left to deal with the case on your own (if you have not yet reported the case to the police, the social service provider will help you to report the case); and
- 1.22 if you have been a victim of a sexual offence, the police may need your clothing as evidence, in which case you may ask the social service provider to assist you in obtaining alternative clothing.

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- 1.30 if you attend the Parole Board hearing and have to give input, you may request any person of your choice to accompany you to the hearing for support; and
 - 1.31 if you attend the Parole Board hearing, every effort will be made to protect you from being victimised or traumatised again during the hearing.

2. THE RIGHT TO OFFER INFORMATION

During the investigation of the case you can expect that –

- 2.1
 - a. a police officer will take your statement and ask you to read and confirm its contents by signing it;
 - b. if you cannot read, you should inform the police, in which case the police officer will read the statement to you and require you to confirm its contents by signing it or by placing your thumbprint on it; and
 - c. if an interpreter is available and you wish your statement to be read to you in a language that you understand before confirming it by signature or thumbprint, an interpreter will be engaged for this purpose;
- 2.2 if you realise that your statement is incomplete or incorrect, you will be allowed to add to or amend your initial statement or to make a further statement;
- 2.3 you will be given the chance to explain in your statement how the crime has affected you and, where relevant, your interests will be taken into account.

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- 2.11 consult with you prior to acceptance of a lesser plea and ask you to explain how the crime has affected you or your family.

At this consultation you will have the chance to disclose details of any loss or harm that you have suffered as a result of the crime. The prosecutor will take these circumstances into account before taking any decision on the acceptance of a plea on a lesser charge. The effect that the crime has had on you or your family will be disclosed to the court or you will be given the opportunity to give evidence in court, or a report prepared by an expert will be submitted to the court during the sentencing stage; and


- 2.12 at the consultation stage, ask you to disclose any additional facts which have not yet been included in your statement. If relevant, the prosecutor will disclose these facts to the defence prior to trial.

Social service providers will –

- 2.13 if necessary, interview you, and if obtaining medical evidence is relevant to the case, make arrangements for a medical examination; and
- 2.14 as far as possible, maintain continuity by ensuring that the same social service provider or volunteer work with you from the time of reporting the crime to the finalisation of the case.

Health care workers will –


- 2.15 if the court (prosecutor or magistrate) requests them to do so, provide the court with your medical records and any other information relevant to the case which you have offered to them.

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- d. The dates of bail hearings
 - e. The outcome of the bail hearings (whether the suspect is to be released on bail)
 - f. The progress of the investigation and prosecution of your case
 - g. Any decision to withdraw or alter the charges substantially
 - h. Whether you will have to attend the court proceedings, and the date or dates of those proceedings
 - i. The trial date and the final result
 - j. The date of sentencing and the outcome
 - k. Whether the accused has appealed against conviction or sentence and the outcome of the appeal
 - l. How and when confiscated property can be reclaimed
 - m. What services are available to deal with your particular needs and how to make use of these services

If the case goes to court, you can expect that:

The court staff will –

- 3.5 where possible and on your request, enable you to see a courtroom before the case starts, so that you know what to expect; and
- 3.6 ensure that clear signs and directions are provided in the court and will give you directions to the courtroom. Where available help/information/advice desk will inform you about which courtroom your evidence will be heard in.

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- 3.16 if possible, accompany you to court prior to the trial to familiarise you with the courtroom and its surroundings; and
 - 3.17 offer you support and counselling or refer you to professional counselling and support services.

If a health care worker is involved in the case, you can expect that he or she will –

- 3.18 give you information on examination or treatment procedures performed on you;
- 3.19 on request, give you a copy of your medical records; and
- 3.20 inform you of available community support services and relevant help-lines.

Officials from educational services will –

- 3.21 on request, inform you of relevant school-based victim services available in the area.

If the offender has been sentenced to imprisonment, the Department of Correctional Services will –

- 3.22 on request, inform you when the offender is to be considered for release on parole;
- 3.23 on request or if necessary, inform you during the Parole Board hearing of available support and counselling services;
- 3.24 inform you in writing of any changes to hearing dates or postponements, the outcome of the Parole Board hearing and of all conditions imposed;



- 4.1.5 provision may be made for the payment of allowances while you are in the Programme, as determined by the Witness Protection Act and Regulations;
 - 4.1.6 you will have to give all your financial details to the officials of the Witness Protection Programme, so that the correct allowances are determined;
 - 4.1.7 when accepted into the programme, you will be placed in a safe house and under no circumstances will your address be given to anybody, not even to family members;
 - 4.1.8 after you have testified, you will be served with a notice informing you that you will be removed from the programme within a reasonable period of time; and
 - 4.1.9 you may contact the investigating officer at the police station or the senior public prosecutor for any further information on the Witness Protection Programme.
- 4.2 If you do not want the accused to know your personal particulars, you may contact the investigating officer and/or prosecutor and request that the information be withheld from the accused:
- 4.3 A responsible official will at all times ensure that any property belonging to you and which is being held for evidentiary purposes, is maintained in good condition and returned to you as soon as it is no longer needed; and





Social service providers will –

4.8 take steps to ensure that you or your family are not at risk or in danger.

Health care workers will –

4.9 report or refer any case where a crime is suspected to the police.

Correctional Services will –

4.10 if you have requested to be kept informed of the serving of the sentence by the accused, inform you if the accused has escaped from custody and of any transfer of the accused and the particulars thereof; and

4.11 in rape and sexual abuse cases in particular, the Parole Board may include provisions in the accused's parole conditions if it appears to be necessary to prevent him or her from making unwanted contact with you.

5. THE RIGHT TO ASSISTANCE


You can expect that the police will assist you by –

5.1 making referrals to other service providers for the necessary support and on-site crisis intervention, for example, medical first aid;

5.2 by explaining police procedures;

5.3 informing you of your rights;

5.4 treating your safety as a priority;



5.14 the presiding officer will, if an intermediary has been appointed, ensure that all questions put to you will be done through the intermediary;

5.15 the presiding officer will inform you that the intermediary may, unless the court directs otherwise, convey the general meaning of any question put to you;

5.16 the presiding officer may, if an intermediary has been appointed, direct that you give your evidence at any place which –

- a. is informally arranged so as to put you at ease;
- b. is situated in such a way that any person whose presence may upset you is out of your sight and hearing; and
- c. enables the court and any person whose presence is necessary at the relevant proceedings to see and hear - either directly or through any electronic or other device - you and the intermediary during your testimony.

5.17 cases involving vulnerable victims will be expedited as far as possible; and

5.18 if a CCTV link is to be used during the court proceedings, the prosecutor will explain how the equipment works or where possible allow you and your parents or guardian to see a demonstration of the equipment before the trial.

Social service providers will, where possible and available –

5.19 provide counselling and practical support;



5.24 they will, on request, facilitate mediation between you and the accused when the need arises; and

5.25 on request or where necessary – for example, if you are a victim and you are in custody or if it appears during the Parole Board hearing that you are in need of support – you will be referred to appropriate service providers for counselling or support services.

You can expect that a health care worker will ensure that –

5.26 where appropriate, a medical certificate for absence from school or work will be issued to you.

6. THE RIGHT TO COMPENSATION

“Compensation” refers to an amount of money that a criminal court awards to you if you have suffered loss or damage to property (including money) as a result of a criminal act or omission by the person convicted of committing the crime. The compensation award seeks to restore the recipients to the position prior to the loss or damage.

If the case goes to court you can expect that –

6.1 the prosecutor and the police will, in appropriate cases, inform you that you may be present at court on the date of sentencing and that you may ask the prosecutor to apply to the court for a compensation order;

6.2 in appropriate cases, the court may suspend a sentence on condition that the accused compensate you for loss or damage suffered to property as a result of the offence;



7. THE RIGHT TO RESTITUTION

“Restitution” refers to cases where the court, after a conviction, orders the accused to give back to you the property or goods which have been taken from you unlawfully or which have been damaged unlawfully, in order to restore the position you were in prior to the commission of the offence.

If the case goes to court, you can expect that –

The prosecutor will –

- 7.1 inform you that you may, in appropriate cases, request the offender to make fair restitution to you, your family or dependants;
- 7.2 inform you that such restitution will involve the return of property or goods or reparation of damaged property or goods; and
- 7.3 inform you that your request in this regard can be enforced by the court and that in appropriate cases you will be allowed to submit such a request to the court.

COMPLAINTS MECHANISMS

All the departments, institutions and agencies involved in the case aim to provide a high standard of service, but things sometimes go wrong. If they do, the departments, institutions and agencies want to know what happened. This part of the document tells you what you can do if you are not satisfied with –

- a. the way you have been treated;
- b. the information you have received; or
- c. decisions that have been made.

The South African Police Service

1. You can file a complaint about a police officer, a police service policy, practice or procedure, by writing to the Station Commissioner of the police station concerned.
2. If your complaint is about your property having been lost or damaged while in police possession, you may be entitled to compensation. Address any enquiries to the Station Commissioner. If you are not satisfied, you can also approach the Area Commissioner of the police station concerned with details of your claim. If the complaint is still not addressed to your satisfaction, you can approach the Office of the Public Protector.
3. If your complaint still has not been addressed to your satisfaction, you can approach the Independent Complaints Directorate, but please note that this office can only be approached with complaints relating to cases of alleged criminal conduct or misconduct against Metro Police Service members and members of the South African Police Service who failed to execute their duties.




Prosecutors

4. The court where the case has been dealt with can solve most complaints. If you have a complaint, you can write to or make an appointment with the Senior Public Prosecutor at the court that dealt with the case. However, if the local Prosecutor's Office does not respond to your complaint to your satisfaction, you may complain to the Chief Prosecutor in the area. If your complaint is still not attended to satisfactorily, you can complain to the Director of Public Prosecutions of the area. He or she will carry out an independent review. If your complaint still has not been addressed satisfactorily, you can approach the National Director of Public Prosecutions.
5. If your complaint still has not been addressed to your satisfaction, you can approach the Office of the Public Protector. Please note that this office can only be approached with complaints relating to administrative action. The Office of the Public Protector may not, by law, investigate decisions of the court.

The Courts

6. If your complaint concerns the conduct of a presiding officer, you can write to or make an appointment to see the Head of the Judicial Head of the district. You can obtain the address and telephone particulars from the local magistrate's court.
7. If you are dissatisfied with the response from the District Head, you may write to or make an appointment with the Judicial Cluster Head of the particular region.

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13. If you are still not satisfied with the response you have received from a government official, you can also contact the Council for Social Service Professions or the Office of the Public Protector.

Health care workers

14. If you are not satisfied with the service rendered by a health care worker in the public health sector, you should first complain to the person who attended to you. However, if your complaint is not resolved to your satisfaction, you may refer your complaint to the head or manager of the public health facility where you have been examined or treated.
15. If you receive no response or are dissatisfied with the way in which your complaint has been attended to by the head or manager of the public health facility, you can refer your complaint to the relevant Provincial Health Department. If you are dissatisfied with the way in which the Provincial Health Department has dealt with your complaint, you can request the relevant professional board or council, such as the Health Professions Council of South Africa, to investigate the matter.

Officials from Educational Services

16. If your complaint concerns an educator or any other member of staff at a particular school or educational institution, you can contact the principal of that school or educational institution. If the complaint concerns the principal, you can contact the Education District or Regional Manager.
17. If you are not satisfied with the way in which your complaint is attended to, you can contact the Head of the Department of Education in that particular province.



FUTHER INFORMATION

If you require futher information on any issue contained in this document, you can contact the Gender Directorate of the Department of Justice and Constitutional Development at the following numbers:

Tel: (012) 315 1670

Fax: (012) 315 1960

Email: victimcharter@justice.gov.za

The Minimum Standards on Services for Victims of Crime document was developed by the Gender Directorate in the Department of Justice and Constitutional Development, in cooperation with the Departments of Social Development, Correctional Services, Education and Health, as well as the National Prosecuting Authority of South Africa, the South African Police Service, the South African Law Reform Commission, the South African Human Rights Commission, the Office of the Public Protector, the Independent Complaints Directorate, members of the Magistrates' and Judicial Service Commissions and members of the Tshwane Metro Police.

The Department of Justice and Constitutional Development deeply appreciates the contribution made to the development of the document by various non-governmental organisations.



LIST OF USEFUL ADDRESSES

• **THE DIRECTOR-GENERAL**
Department of Justice and Constitutional Development
 Private Bag X81
 PRETORIA
 0001
 Tel No: (012) 315 1111
 Fax No: (012) 326 0991
 Website: <http://www.doj.gov.za>

• **THE COMMISSIONER**
Department of Correctional Services
 Private Bag X136
 PRETORIA
 0001
 Tel No: (012) 307 2000
 Fax No: (012) 325 8080
 Website: <http://www.dcs.gov.za>

• **THE DIRECTOR-GENERAL**
Department of Education
 Private Bag X895
 PRETORIA
 0001
 Tel No: (012) 312 5911
 Fax No: (012) 321 6770
 Website <http://education.pwv.gov.za>

• **THE NATIONAL COMMISSIONER**
The South African Police Service
 Private Bag X94
 PRETORIA
 0001
 Tel No: (012) 339 1000
 Fax No: (012) 339 1530
 Website: <http://www.saps.org.za>

• **THE DIRECTOR-GENERAL**
Department of Social Development
 Private Bag X901
 PRETORIA
 0001
 Tel No: (012) 312 7601
 Fax No: (012) 312 7782
 Website: <http://www.welfare.gov.za>

• **THE DIRECTOR-GENERAL**
Department of Health
 Private Bag X828
 PRETORIA
 0001
 Tel No: (012) 312 0000
 Fax No: (012) 325 5706
 Website: <http://www.doh.gov.za>

• **The National Prosecuting Authority**

Private Bag X752
Silverton
PRETORIA
0001
Tel No: (012) 845 6000
Fax No: (012) 845 7311
Website: <http://www.npa.gov.za>

• **The Office of the Public Protector**

Private Bag X677
PRETORIA
0001
Tel No: (012) 322 2916
Fax No: (012) 322 5093
Website: <http://www.polity.org.za/govt>

• **THE SECRETARY
Magistrates Commission**

PO Box 9096
PRETORIA
0001
Tel No: (012) 325 3951
Fax No: (012) 325 3957

• **Lawyers for Human Rights**

National Directorate
Democracy Centre
357 Visagie Street, cnr Prinsloo
Street
PRETORIA
0002
Tel No: (012) 320 2943/8
Fax No: (012) 320 2949
Website: <http://www.lhr.org.za>

• **National Director of the Witness Protection Programme**

National Prosecuting Authority
Private Bag X655
PTA
0001
Tel No: (012) 315 1732/33
Fax No: (012) 323 5434
Website: www.npa.gov.za

• **Council for Social Service Professions**

The Registrar
Private Bag X2
Hatfield
0028
Tel No: (012) 342 5437
Fax No: (012) 342 3025



• **The Independent Complaints Directorate**

Private Bag X941
PRETORIA
0001
Tel No: (012) 320 0431
Fax No: (012) 320 3116
Website: <http://www.icd.gov.za>

• **South African Human Rights Commission**

Private Bag X2700
HOUGHTON
2047
Tel No: (011) 484 8300
Fax No: (011) 484 1360
Website: <http://www.sahrc.org.za>

• **National Association of Democratic Lawyers (NADEL)**

PO Box 15803
Vlaeberg
CAPE TOWN
8018
Tel No: (021) 421 0577
Fax No: (021) 421 0633
Website: <http://sunsite.wits.ac.za>

• **Commission on Gender Equality**

PO Box 32175
BRAAMFONTEIN
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Tel No: (011) 403 7182
Fax No: (011) 403 7188
Website: <http://www.cge.org.za>

• **Health Professions Council of South Africa**

PO Box 205
PRETORIA
0001
Tel No: (012) 338 9300/01
Fax No: (012) 328 5120

• **Judicial Service Commission The Secretary**

PO Box X258
BLOEMFONTEIN
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Fax No: (051) 447 0836



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the doj & cd

Department:
Justice and Constitutional Development
REPUBLIC OF SOUTH AFRICA