

INDEPENDENT POLICE INVESTIGATIVE DIRECTORATE

Your Guide to Police Accountability and Complaints Processes

Isikhokelo Sakho Seenkqubo Ezilandelwayo Ekuphendulisweni Kwamapolisa Nezikalazo

Umhlahlandlela Wakho Ngokubikwa Kwamaphoyisa kanye Nohlelo Lokufaka Izikhalo


U gids oor Polisieaanspreeklikheid en Klagteprosesse


Tataiso ya Maikarabelo a Sepolisa le Tsamaiso ya Ditlelebo


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Introduction

This booklet contains information on police oversight in South Africa. It is prepared by the Independent Police Investigative Directorate (IPID) and the African Policing Civilian Oversight Forum (APCOF) and explains the role of IPID, and other oversight agencies, in dealing with complaints from the public about the South African Police Service (SAPS) and the Municipal Police Services (MPS).

This booklet also explains the role of SAPS and MPS, and explains why it is important that organisations like IPID play an oversight role to ensure that the police perform their duties in a lawful and professional manner. This booklet also provides information about how to make a complaint against the SAPS or MPS to IPID and to other oversight agencies.

More information about the IPID and police oversight is available on the IPID website www.ipid.gov.za or by calling IPID on **012 399 0000**.

About the South African Police Service (SAPS)

The SAPS were established in 1995. The power of the SAPS is contained in the Constitution of South Africa and the 1995 South African Police Services Act. When read together, they give the police power to:

- prevent, combat and investigate crime;
- maintain public order;
- protect and secure people who live in South Africa, and to protect and secure their property; and
- uphold and enforce the law.

Importantly, the police are required to uphold and enforce the law. This means that all police actions must be lawful and not discriminate against any person for any reason. If the police break the law, they should be subject to disciplinary action or criminal charges.

The vision and mission of the SAPS speaks to the role of the police not only to detect and to investigate crime, but to play a role in crime prevention and community safety. The SAPS should strive to:

- create a safe and secure environment for all people in South Africa;
- prevent and investigate anything that may threaten the safety or security of any community;
- ensure that criminals are brought to justice; and
- participate in efforts to address the causes of crime.

About the Municipal Police Services (MPS)

Some municipalities, including the major metros of Johannesburg, Tshwane, Cape Town and Durban, have police services that operate separately to the SAPS. These municipal police services (MPS) are responsible for the following types of policing:

- traffic policing;
- enforcing municipal by-laws and regulations; and
- preventing crime.

The MPS does not investigate crime. If an MPS officer arrests a person, that officer is required to transfer the suspect into the custody of the SAPS as soon as possible. In this way, the MPS is required to work in cooperation with the SAPS.

The importance of police oversight

What is police oversight?

Police are not above the law – they work and live by the same laws that they are required to uphold.

The police have an important role to play in detecting and investigating crime. Officers are given special powers to stop and search people, to arrest and detain suspects, and to use force.

However, South African law puts limits on the circumstances in which the police have the authority to use these powers. These limits protect the rights of suspects, the community and the police.

Limitations placed on the authority of the police include that force only be used when strictly necessary, that lethal force is only used in self-defence or in the defence of others, and that decisions to stop, search, arrest and detain are only made when consistent with the law and not based on discrimination of any kind.

The police are also prohibited from using torture, engaging in acts of corruption and abuse of power. The police also have a duty to treat suspects, witnesses and victims with dignity and respect.

Who keeps a check on the actions of the police?

To keep a check on the actions of the police, and to ensure that the public can make complaints against the police if they act unlawfully or unreasonably, South Africa has a number of agencies to receive complaints and make investigations into police misconduct.

Some agencies, such as the IPID, the South African Human Rights Commission (SAHRC), and the Civilian Secretariat of Police and Public Service Commission (the Civilian Secretariat) have the power to receive complaints and investigate police misconduct. Others, such as the Parliamentary Police Portfolio Committee can deal with recurring concerns about police performance in their regular reviews of police annual reports and budget.

This booklet provides information on the agencies with the power to receive and investigate complaints against the police.

Together, these oversight agencies work to ensure that police officers do not take advantage of their position of power by breaking the law, acting unreasonably or discriminating against any person for any reason. If the police are 'accountable', and illegal or unreasonable activities by the police are detected, punished and corrected by these agencies, this will promote community confidence in the police.

Making a complaint against the police

A. COMPLAINING DIRECTLY TO THE POLICE

If a person wants to make a complaint about police conduct, and that person feels confident and safe in approaching the police directly with that complaint, both the SAPS and MPS have *internal accountability structures* to receive and investigate complaints from the public.

1. South African Police Service (SAPS)

The SAPS have its own internal accountability mechanism that can deal with complaints against police misconduct, including police crime, abuse or corruption. Complaints can be made to the commissioner in charge of the police station at which the officer against whom you want to make a complaint is stationed. To open a docket against an officer for a criminal case, complainants can also approach the station commissioner at a neighbouring police station.

Complaints can also be made to a representative from the Community Policing Forum at the relevant police station. One of the roles of the Community Policing Forum is to follow-up on complaints with the station commander and to provide complainants with assistance and support.

If a complaint is made about any deaths in police custody or deaths as a result of police actions, discharge of official firearms, rape, torture or assault by police officers (while in the execution of their duties), the police *must* report this to the IPID.

If a person making a complaint to the SAPS believes that the SAPS is not taking action in an appropriate and timely manner, that person can contact the Civilian Secretariat of Police (www.policeseecretariat.gov.za). If the complaint relates to serious misconduct, such as torture, police killings, rape or the discharge of an official firearm by a police officer acting in his or her official capacity, a complaint can be made directly to the IPID.

Contact details for all SAPS stations are available at the SAPS website:

www.saps.gov.za

2. Municipal Police Services (MPS)

As with the SAPS, the MPS have their own internal accountability mechanism that can deal with complaints against officer misconduct, including police crime, abuse or corruption. The process is the same as for the SAPS: individuals can lodge a complaint against an MPS officer to the commissioner in charge of the station at which the officer against whom the complaint is made is stationed. Alternatively, complaints can be made at the nearest SAPS station if the complaint involves opening a docket against an MPS official for a criminal case (as the MPS do not conduct criminal investigations).

Municipalities with metro police services,
and their corresponding contact details:

Tshwane

www.tshwane.gov.za
012 310 6500

Durban

www.durban.gov.za
031 3112801

Johannesburg

www.joburg.org.za
011 375 5911

Cape Town

www.capetown.gov.za
021 4275000

B. COMPLAINING TO AN OVERSIGHT AGENCY

If making a complaint directly to the police station or a neighbouring police station, is not possible, not practical or has not resulted in any action, then complaints can be made to one of the external accountability agencies.

For complaints about **serious police misconduct and criminality**, including deaths in police custody or as a result of police action, discharge of official firearms by an officer, rape or torture and assault (while in the execution of their duties):

Independent Police Investigative Directorate
www.ipid.gov.za or 012 399 0000

For complaints against **human rights violations**:

South African Human Rights Commission
www.sahrc.gov.za or 011 484 8300 or sahrc@tip-offs.com

For complaints about police **corruption**:

Public Service Commission
www.psc.gov.za and
National Anti-Corruption Hotline 0800 701 701

For complaints about police **service delivery**:

Civilian Secretariat of Police
www.policeseecretariat.gov.za/provincial.php
012 393 2500

1. Independent Police Investigative Directorate (IPID)

Who is the IPID?

The IPID was established in 2012 to replace the Independent Complaints Directorate (ICD). The IPID is an organisation that works independently of the SAPS and MPS to promote proper police conduct and to conduct effective, independent and impartial investigations into allegations of police criminality.

What kind of complaints can the IPID receive?

The IPID can receive complaints about the most serious cases of police misconduct and criminality. This includes:

- any deaths in police custody;
- deaths as a result of police actions;
- any complaint relating to the discharge of an official firearm by any officer;
- rape of any person while that person is in police custody; and
- any complaint of torture or assault against a police officer in the execution of his or her duties.

Who can make a complaint to the IPID?

Any person, either as a victim, witness or representative, can make a complaint directly to the IPID. Non-governmental organisations and community-based organisations can also lodge complaints with the IPID.

Complaints can be lodged in person, by telephone, by letter or email to any IPID Office. A Complaint Reporting Form can be downloaded from the IPID website: www.ipid.gov.za/lodge_complaint/lodge_complaint.asp

If a person makes a complaint directly to the police about any of the misconduct listed above, the police must immediately inform the IPID about the complaint.

What happens once a complaint is lodged?

A case worker is assigned to complaint that is lodged with the IPID. The case worker will screen the case to determine whether it falls within the mandate of the IPID.

After registering the case, the case worker must print the IPID registration form to ensure that the complainant/victim/referral authority signs the registration form. The form is then uploaded onto the IPID database.

What if the case is outside the IPID's mandate?

If the case falls outside the mandate of the IPID, the case worker will record it as 'Outside Mandate' and refer it to another relevant institution or organisation. The case worker must inform the complainant that this decision has been made, and that a referral has been made.

What are the procedures for an investigation into a death?

If the case is notification of a death, a case worker on standby must attend the crime scene as soon as it is possible to do so. The case worker must obtain and record all relevant information regarding the location of the crime scene, the time that the notification was made and the time of death. When the IPID case worker arrives at the crime scene, he or she must:

- advise the SAPS/MPS member in charge to preserve the crime scene and to keep it intact;
- introduce himself or herself by production of a valid IPID appointment certificate to the SAPS/MPS member in charge of the crime scene and take over the scene;
- receive a briefing on what transpired on the crime scene;
- inspect any wounds or bruises on the body of the deceased and make note of each and exact location;
- identify the deceased and record his/her name, surname, age and gender;
- ensure that all vital clues and forensic evidence have been marked and photographed in their original position by the Local Criminal Record Centre;
- collect or ensure the collection of exhibits from the crime scene for processing by the Forensic Science Laboratory and ensure that the exhibits are booked in with the SAP13 at the Police Station within that jurisdiction;
- identify all witnesses to the crime and obtain their particulars for interview as soon as it is practically possible; and
- obtain particulars of the SAPS and MPS members involved for future interview.

After the scene investigation the case worker must:

- ensure that the exhibits (obtained by the IPID case worker) are sent to the Forensic Science Laboratory within 48 hours;
- upon receiving exhibits back from the Forensic Science Laboratory, the exhibits need to be returned to the Police Station for it to be booked back into the SAP13;
- visit all the identified witnesses to conduct interviews and obtain statements;
- establish the identity of the person who allegedly caused the death of the victim;
- visit the next of kin to notify them of the incident and the role of the IPID investigator; and
- interview the next of kin to obtain any information that may assist in the investigation.

If a post mortem is undertaken the case worker must:

- where possible, attend post mortem on the date, time and place identified for purposes of observing the conducting of the post mortem;
- advise the pathologist of any investigations the IPID investigator would like to concentrate on;
- ensure that all vital clues and forensic evidence have been marked and photographed on their original position;
- inform the pathologist of observations made at the crime scene, and in the event of any inconsistencies with his/her findings or where there is disagreement with the pathologist report, report this to the supervisor; and
- document and file detailed notes on the observations made during the post mortem.

During further investigation the case worker must:

- conduct outstanding investigations as per directives and make a finding on the outcome of the investigation; and
- write regular progress letters to the next of kin and relevant stakeholders.

What if my complaint is about sexual violence?

If the complaint is one of sexual violence, IPID case workers must:

- ensure, if not yet done, that the victim is examined by a medical practitioner;
- ensure a sexual assault kit is obtained, properly sealed and submitted to the Forensic Science Laboratory; and
- ensure compliance with the provisions of the Sexual Offences and Related Matters Amendment Act and any SAPS national instruction relating to rape.

How long do the IPID take to investigate?

The IPID strives to complete all investigations contemplated within 90 days. In concluding the investigation the IPID case worker will:

- Compile a recommendation to the SAPS or the Director of Public Prosecutions. If completion of case was done with interim report, recommendations may be made to the SAPS. If completion of the case was done with a final report, recommendations may be made to the SAPS or the Director of Public Prosecutions.
- Where no misconduct/criminal activities can be proven, the case should be closed as unsubstantiated and forwarded to a supervisor for approval.

- Where a file is closed as 'Withdrawn', the complainant/victim/referral authority's withdrawal statement must be filed, or an affidavit by the case worker in the event that the complainant/victim/referral authority's withdrawal statement could not be obtained.

How will I be kept informed of progress?

Progress letters will be forwarded monthly on the status of the case until the case is completed, thereafter quarterly or when there is a change in the status of the case.

What is the relationship between the IPID and the police?

During IPID investigations, the SAPS and MPS have an obligation to cooperate with the IPID. If the IPID makes disciplinary recommendations, the National Commissioner of Police is required to act or respond to those recommendations.

IPID: Where do I find more information?

More information about the IPID complaints procedure is available at the IPID website: www.ipid.gov.za

A copy of the IPID brochure that sets out its powers is available in a number of languages at www.ipid.gov.za/brochures/brochures.asp.

2. South African Human Rights Commission (SAHRC)

Who is the SAHRC?

The SAHRC was established in 1995 to support South African democracy by promoting respect for, observance of, and protection of human rights of every person and community in South Africa. The SAHRC has the power to monitor and assess the observance of human rights, including in relation to the SAPS and MPS, and can investigate, report and take appropriate action where human rights have been violated.

What kind of complaints can the SAHRC receive?

Complaints about police *violations of human rights* can be made to the SAHRC.

Complaints can be made on issues such as discrimination by the police on any grounds (including race, gender, social status and nationality) or conduct of the police that is against the law or discriminatory and has an impact on the human rights that are protected by the South African Constitution. Key protected rights include:

- *Equality*: Everyone has the right to equal protection and benefit of the law, and the SAPS and MPS are not permitted to discriminate against a person on any grounds or for any reason, including race, gender, sex, pregnancy, marital status, ethnicity or social origin, colour, sexual orientation, age, disability, religion, conscience, belief, culture, language or birth.

- *Human dignity*: To be treated in a dignified manner, including by the SAPS and MPS.
- *Life*: Not to be unlawfully deprived of life. Unlawful police conduct (such as an unlawful police shooting or the unlawful death of a person in custody) that results in a death may be a violation of the right to life. *However, the IPID has the power to investigate deaths as a result of police contact, and complaints about violations of the right to life should be made to the IPID in the first instance.*
- *Freedom and security of the person*: The right not to be arrested or detained for a reason that is unlawful or discriminatory, and the rights to be free from police violence, detention without trial, torture, or punishment by the police that is cruel, inhuman or degrading.
- *Privacy*: The police must have a lawful reason for searching a home or property, seizing property or infringing the privacy of a person's communications.
- *Assembly, demonstration, picket and petition*: Everyone has the right to peaceful and unarmed assembly, demonstration, picketing and petitioning, and there are restrictions on the use of force by SAPS and MPS against peaceful and unarmed demonstrators.

SAHRC: Where do I find more information?

Complaints against the police for human rights violations can be made to SAHRC either via the website: www.sahrc.org.za or calling **011 484 8300**.

3. Public Service Commission (PSC)

Who is the PSC?

The PSC was established in 1996 to investigate and monitor all public services, including the SAPS and MPS, for corruption.

What type of complaints can the PSC receive?

Complaints about police *corruption* can be made to the Public Service Commission (PSC).

Police corruption is a form of police misconduct whereby the police ask for, or receive, a gift or favour (usually known as a 'bribe') for any number of reasons associated with their special position of power and influence. This can include activities such as taking action in relation to an investigation or arrest (or agreeing not to take action in relation to a criminal offence), releasing a person from custody, adding or planting evidence on an accused person, or protecting illegal business or activities.

PSC: Where do I find more information?

Complaints can be made via the PSC website www.psc.gov.za or by calling the National Anti-Corruption Hotline on **0800 701 701**.

4. Civilian Secretariat of Police

Who is the Civilian Secretariat of Police?

Every province has a Civilian Secretariat of Police. The Secretariats are responsible for providing oversight over SAPS and providing support to the Minister of Police.

What type of complaints can the Civilian Secretariat of Police receive?

In each province, the Civilian Secretariat of Police can receive complaints about *police service delivery*, which includes complaints about police failing to provide feedback on a case, if police are not complaint with the requirements of the Domestic Violence Act, or if police behave or conduct themselves in an inappropriate manner. The Secretariat can investigate complaints and, if the police officer is found guilty of the alleged misconduct, can make a finding to the Provincial Commissioner or the SAPS.

Civil Secretariat of Police: Where do I find more information?

Information for the Secretariats in each province is available at www.policesecretariat.gov.za/provincial.php

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Ingabula-zigcawu

Le ncwadana iqulethe ulwazi malunga nokubekw' esweni kwamapolisa eMzantsi Afrika. Ilungiselelwe liCandelo loLawulo loPhando lwamaPolisa Elizimeleyo (i-IPID) ne-African Policing Civilian Oversight Forum (i-APCOF) yaye ichaza indima ye-IPID, nezinye ii-arhente ezongamelayo, ekusebenzeni ngezikhalazo zoluntu malunga neNkonzo yamaPolisa yoMzantsi Afrika (SAPS) kunye neNkonzo zamaPolisa kaMasipala (iMPS).

Kanjalo le ncwadana ichaza indima yeSAPS neyeMPS, ichaza nokuba kutheni kubalulekile ukuba imibutho efana no-IPID inendima yokubek' esweni ekuqinisekiseni ukuba amapolisa enza imisebenzi yawo ngendlela esemthethweni nefanelekileyo. Le ncwadana ikwaphethe nolwazi malunga nokuba sifakwa njani na isikhalazo ngakwiSAPS okanye iMPS kwi-IPID nakwezinye ii-arhente ezongameleyo.

Olunye ulwazi malunga ne-IPID kunye nokonganyelwa kwamapolisa luyafumaneka kwiwebhusayithi ye-IPID engu-www.ipid.gov.za okanye ngokutsalela umnxeba kwi-IPID ku- **012 399 0000**.

Malunga neNkonzo yamaPolisa yoMzantsi Afrika

I-SAPS yasekwa ngo-1995. Igunya leSAPS liqulethwe kuMgaqo-siseko woMzantsi Afrika nakwi-1995 South African Police Services Act. Xa ifundwa kunye le mithetho, inika amapolisa igunya:

- lokuthintela, ukulwa nokuphanda ulwaphulo-mthetho;
- lokugcina ucwangco eluntwini;
- lokukhusela nokuqiniseka ngokhuseleko lwabantu abahlala eMzantsi Afrika, nokukhusela nokuqiniseka ngokhuseleko lwendawo yabo; kunye
- nokuphakamisa nokunyanzelisa ukugcinwa komthetho.

Okubalulekileyo kukuba, amapolisa kufuneka ephakamise yaye enyanzelise ukugcinwa komthetho. Oku kuthetha ukuba zonke izenzo zamapolisa zimele zibe semthethweni yaye zingacaluli namphi na umntu nangasiphi na isizathu. Ukuba amapolisa ophula umthetho, amele athathelwe amanyathelo oluleko okanye izimangalo zolwaphulo-mthetho.

Ngokutsho kombono nomnqophiso weSAPS indima yamapolisa asikokucupha nokuphanda ulwaphulo-mthetho nje kuphela, kodwa amele abe nendima ayidalayo ekuthintelweni kolwaphulo-mthetho nakukhuseleko loluntu. I-SAPS imele izabalazele:

- ukudala ummandla okhuselekileyo nonqabisekileyo wabantu bonke boMzantsi Afrika;
- ukuthintela nokuphanda nantoni na enokubeka engozini ukhuseleko lwawo nawuphi na ummandla;
- ukuqinisekisa ukuba izaphuli-mthetho zijongana nengalo yomthetho; kunye
- nokuthatha inxaxheba kwimizamo yokujongana nezinto ezibangela ulwaphulo-mthetho.

Malunga neNkonzo zamaPolisa kaMasipala

Abanye oomasipala, kuquka oomasipala abambaxa abakhulu njengeJohannesburg, iTshwane, iKapa neThekwini, baneenkonzo zesipolisa ezisebenza ngokwahlukileyo kwiSAPS. Umsebenzi wala mapolisa kamasipala (iMPS) uquka ezi ntlobo zilandelayo zobupolisa:

- amapolisa endlela;
- ukunyanzelisa ukugcinwa kwemithetho nemimiselo kamasipala; kunye
- nokuthintela ulwaphulo-mthetho.

I-MPS ayiphandi lwaphulo-mthetho. Ukuba igosa eliphantsi kweMPS libamba umntu, elo gosa kufuneka lidlulisele umrhanelwa elugcinweni lweSAPS ngokukhawuleza. Ngale ndlela, kufuneka iMPS isebenze ngokubambisana neSAPS.

Ukubaluleka Kokonganyelwa kwamaPolisa

Yintoni ukonganyelwa kwamapolisa?

Amapolisa akakho ngaphezulu komthetho –basebenza yaye baphila ngale mithetho ifanayo ekufuneka bephakamise ukugcinwa kwayo.

Amapolisa anendima ebalulekileyo amele ayidlale ekucupheni nasekuphandweni kollwaphulo-mthetho. La magosa anikwa amagunya awodwa okumisa nokusetsha abantu, ukubamba nokugcina abarhanelwa, nokusebenzisa amandla. Kodwa ke, umthetho waseMzantsi Afrika unemida oyibekayo kwimeko amapolisa anegunya lokusebenzisa la mandla kuyo. Kule mida ikhusela amalungelo abarhanelwa, uluntu namapolisa. Imida ebekelwe igunya lamapolisa iquka into yokuba amandla asetyenziswa xa kuyimfuneko ngokungqongqo. Into yokuba amandla anokuphumela ekubulaleni asetyenziswa kuphela ekuzikhuseleni okanye ekukhuseleni abanye, nento yokuba izigqibo zokumisa, ukusetsha, ukubamba nokugcina eluvallelweni zenziwa kuphela xa zingqinelana nomthetho yaye zingasekelwanga ekucalucalulweni kwalo naluphi na uhlobo. Kanjalo amapolisa akavumelekanga ukungcungcuthekisa, ukubandakanyeka kwizenzo zorhwaphilizo nokusebenzisa kakubi amandla. Amapolisa anembopheleleko yokuphatha abarhanelwa, amangqina namaxhoba ngesidima nentlonelo.

Ngubani obek' esweni izenzo zamapolisa?

Ukuze kubekw' esweni izenzo zamapolisa, nokuqinisekisa ukuba uluntu lunako ukufaka izakhalazo ngakumapolisa ukuba athe enza ngokungekho mthethweni okanye ngendlela engekho ngqiqweni, uMzantsi Afrika uneqela lee-arhente zokwamkela ezo zikhalazo nokwenza uphando ngokuziphatha gwenxa kwamapolisa. Ezinye ii-arhente, ezifana ne-IPID, iKhomishini yamaLungelo oluNtu yoMzantsi Afrika (iSAHRC), kunye neQumrhu loluntu loLawulo lwamaPolisa kunye neKhomishini yeNkonzo kaRhulumente (iCivilian Secretariat) zinegunya lokwamkela izikhalazo nokwenza uphando ngokuziphatha gwenxa kwamapolisa. Ezinye, njengeKomiti yeCandelo lamaPolisa yasePalamente zinokusebenza ngezikhalazo eziziphandileyo malunga nendlela enza ngayo amapolisa xa zisenza uhlaziyo olwenziwa rhoqo lweengxelo zonyaka nohlahlo lwabiwo-mali lwamapolisa. Le ncwadana iphethe ulwazi malunga nee-arhente ezinegunya lokwamkela nokuphanda izikhalazo ngakumapolisa.

Xa zizonke, ezi arhente zongameleyo zisebenzela ukuqinisekisa ukuba amapolisa akasebenzisi kakubi isikhundla sawo segunya ngokuthi aphule umthetho, enze izinto ezingekho ngqiqweni okanye acalucalule namphi na umntu ngenxa yaso nasiphi na isizathu. Ukuba amapolisa 'anokuphandwa', yaye izenzo ezingekho mthethweni okanye ezingekho ngqiqweni ezenziwa ngamapolisa ziyabhaqwa, kubekho izohlwayo nolungiso olwenziwa zezi arhente, oku kuza kwenza ukuba uluntu luwathembe kakhulu amapolisa.

Ukufaka isikhalazo ngakumapolisa

A. UKUKHALAZA NGQO EMAPOLISENI

Ukuba umntu ufuna ukufaka isikhalazo malunga nokuziphatha kwamapolisa, yaye loo mntu uzithembile yaye uziva ekhuselekile ngokuya ngqo emapoliseni neso sikhalazo, zombini iSAPS neMPS *zinamacandelo angaphakathi okuphanda* ezenzelwe ukwamkela nokuphanda izikhalazo ezivela eluntwini.

1. Inkonzo yamaPolisa yoMzantsi Afrika (iSAPS)

I-SAPS inenkqubo yayo yangaphakathi yokuphanda nenokuthi ijongane nezikhalazo ezifakiweyo ngakumapolisa malunga nokuziphatha kwawo okugwenxa, kuquka ulwaphulo-mthetho, ukuxhatshazwa okanye izenzo zenkohlakalo ezenziwa ngamapolisa. Izikhalazo zinokufakwa kumkhomishinala ophethe isikhululo samapolisa elisebenza kuso elo gosa ufuna ukufaka isikhalazo ngakulo. Ukuze kuvulwe idokethe letyala lolwaphulo-mthetho nxamnye negosa, abantu abanezikhalazo bangaya nakumkhomishinala wesikhululo samapolisa esiselumelwaneni.

Kanjalo izikhalazo zingafakwa nakwilungu elimele iCommunity Policing Forum kwisikhululo samapolisa esifanelekileyo. Omnye wemisebenzi yeCommunity Policing Forum kukulandelela izikhalazo kumphathi wesikhululo nokunika uncedo nenkxaso ebantwini abanezikhalazo.

Ukuba kufakwa isikhalazo esimalunga nokufa kwabantu elugcinweni lwamapolisa okanye ukufa kwabantu ngenxa yezenzo zamapolisa, ukusetyenziswa kwemipu yomsebenzi ligosa esikhundleni salo esisemthethweni, ukudlwengulwa, ukungcungcuthekiswa okanye ukubethwa ngamapolisa, amapolisa amele ukubika oku kwi-IPID.

Ukuba umntu ofaka isikhalazo kwiSAPS unenkolo yokuba iSAPS ayithathi nyathelo ngendlela efanelekileyo nangexesha elililo, loo mntu unokuqhakamshelana neQumrhu loluNtu lokuLawulwa kwamaPolisa (www.policeseecretariat.gov.za). Ukuba isikhalazo simalunga nokuziphatha gwenxa okunzulu, njengokungcungcuthekiswa, ukubulala okwenziwa ngamapolisa, ukudlwengulwa okanye ukudubula ngompu womsebenzi lipolisa elenza oko kwisikhundla salo somsebenzi, isikhalazo sinokufakwa ngokuthe ngqo kwi-IPID.

Linkcukacha zoqhakamshelwano zazo zonke izikhululo zeSAPS ziyafumaneka kwiwebhusayithi yeSAPS:
www.saps.gov.za.

2. linkozo zamaPolisa kaMasipala (iMPS)

Ngokufanayo noSAPS, iMPS inenkqubo yayo yangaphakathi yokuphanda nenokuthi ijongane nezikhalazo ezifakiweyo ngakwigosa malunga nokuziphatha kwalo gwenxa, kuquka ulwaphulo-mthetho, ukuxhathazwa okanye izenzo zenkohlakalo ezenziwa ngamapolisa. Le nkqubo iyafana neyakwaSAPS: abantu banokufaka isikhalazo ngakwigosa lakwaMPS kumkhomishinala ophethe isikhululo elisebenza kuso elo gosa kufakwa isikhalazo ngakulo. Kungenjalo, izikhalazo zinokufakwa kwisikhululo seSAPS esikufutshane ukuba eso sikhhalazo siquka ukuvulwa kwedokethi nxaanye negosa lakwaMPS ukwenzela ityala lolwaphulo-mthetho (kaloku uMPS akaphandi ngolwaphulo-mthetho).

Naba oomasipala abambaxa abaneenkonzelo zesipolisa, kunye neenkukacha zokuqhakamshelana nawo:

Tshwane

www.tshwane.gov.za

012 310 6500

Thekwini

www.durban.gov.za

031 311 2801

Rhawuti

www.joburg.org.za

011 375 5911

Kapa

www.capetown.gov.za

021 427 5000

B. UKUFAKA ISIKHALAZO KWI-ARHENTE EYONGAMELEYO

Xa ngaba ukufaka isikhalazo ngokuthe ngqo esikhululweni samapolisa okanye kwesinye isikhululo samapolisa esisebumelwaneni kungenakwenzeka, kungenakusebenza okanye kungekho nyathelo lithathiweyo emva kokuba sifakiwe, ngoko izikhalazo zinokufakwa kwenye yee-arhente eziphandayo zangaphandle.

Izikhalazo malunganokuziphatha gwenxa okunzulu kwamapolisa nolwaphulo-mthetho, kuquka ukufa komntu eselugcinweni lwamapolisa okanye ngenxa yento eyenziwe lipolisa, ukusetyenziswa kwemipu yomsebenzi ligosa lisenza umsebenzi walo osemthethweni, ukudlwen-gulwa okanye ukungcungcuthekiswa nokubethwa. Icandelo loLawulo loPhando lwamaPolisa Elizimeleyo www.ipid.gov.za okanye ku-012 399 0000

Izikhalazo malunga nokwaphulwa kwamalungelo omntu: iKhomishini yamaLungelo oluNtu yoMzantsi Afrika www.sahrc.gov.za okanye ku-011 484 8300 okanye sahrc@tip-offs.com

Izikhalazo malunga nenkohlakalo emapoliseni: iKhomishini yeeNkonzo zoluNtu www.psc.gov.za neZiko lemiNxeba leSizwe Elichasene neNkohlakalo ku-0800 701 701

Izikhalazo malunga nonikezelo lweenkonzo zesipolisa: uCivilian Secretariat of Police www.policeseecretariat.gov.za/provincial.php okanye ku-012 393 2500

1. Icandelo loLawulo Elizimeleyo lokuPhandwa kwamaPolisa (IPID)

Ngubani i-IPID?

I-IPID yasekwa ngo-2012 ingena endaweni yeCandelo loLawulo lweziKhalazo Elizimeleyo (ICD). I-IPID ngumbutho osebenza ngokuzimele geqe kwiSAPS neMPS ekuphakamiseni ukuziphatha okufanelekileyo kwamapolisa nokuqhuba uphando olufanelekileyo, oluzimeleyo nolungakhethi cala kwizenzo ezigwenxa nezithyolo zolwaphulomthetho emapoliseni.

Luhlobo olunjani lwezikhalazo ezinokwamkelwa yi-IPID?

I-IPID angamkela izikhalazo eziphathelele amatyala anzulu kakhulu okuziphatha gwenxa kwamapolisa nolwaphulo-mthetho. Oku kuquka:

- nakuphi na ukusweleka eluvalelweni lwamapolisa;
- ukusweleka okubangelwe zizenzo zamapolisa;
- nasiphi na isikhalazo malunga nokukhutshwa kompu wepolisa;
- udlwengulo olwenziwe ligosa lamapolisa, nokuba igosa elo lamapolisa lisemsebenzini okanye alikho msebenzini; kunye
- naso nasiphi na isikhalazo sokungcungcuthekiswa okanye ukubethwa lipolisa ngelixa lisenza umsebenzi walo.

Ngubani onokufaka isikhalazo ku-IPID?

Nowuphi na umntu, nokuba ngaba lixhoba, lingqina okanye ummeli, unakho ukufaka isikhalazo ngqo kwi-IPID. Imibutho engekho phantsi korhulumente nemibutho esekwe luluntu nayo inako ukufaka izikhalazo ku-IPID.

Izikhhalazo zinokufakwa ngokuthi umntu aye ngeenyawo zakhe, ngokutsala umnxeba, ngokubhala incwadi okanye ngokuthumela i-email kuyo nayiphi na i-ofisi ye-IPID. IFomu yokuFaka isiKhalazo ingakhutshelwa kwiwebsite ye-IPID: www.ipid.gov.za/lodge_complaint/lodge_complaint.asp.

Ukuba umntu ufaka isikhhalazo ngokuthe ngqo emapoliseni malunga nako nakuphi na ukuziphatha okugwenxa okudweliswe ngasentla, ngoko nangoko amapolisa amele azise i-IPID ngeso sikhhalazo.

Kwenzeka ntoni emva kokuba kufakwe isikhhalazo?

Kumiselwa umntu oza kusebenza ngeso sikhhalazo sifakwe kwi-IPID. Lo mntu umiselwe ukusebenza ngelo tyala uza kulihlola ityala ukuze kubonwe ukuba ngaba lingena phantsi kwezinto agunyaziswe ukuziqwalasela na i-IPID.

Emva kokubhaliswa kwetyala, umntu omiselwe ukusebenza ngalo umele akhuphele ifomu yokubhaliswa ye-IPID ukuze kuqinisekiswa ukuba umntu ofake isikhhalazo/ixhoba/ugunyaziwe othumele eso sikhhalazo uyayisayina ifomu yobhaliso. Emva koko lo fomu ifakwa kwicomputer eneenkcukacha zolwazi oluqokelelweyo lwe-IPID.

Kwenzeka ntoni xa ngaba ityala alikho phantsi kwezinto egigunyaziselwe ukuziqwalaselwa i-IPID?

Ukuba elo tyala *alikho phantsi kwezinto egunyaziswe ukuziqwalaselwa* yi-IPID, umntu omiselwe ukusebenza ngelo tyala uza kulibhala athi 'Lingaphandle Kwezinto

Esigunyaziselwe Ukuziqwalaselwa' aze alidlulisele kwelinye iziko okanye umbutho ofanelekileyo. Umntu omiselwe ukusebenza ngelo tyala umele azise umfaki-sikhhalazo ukuba senziwe isigqibo, nokuba ityala lidluliselwe kwindawo efanelekileyo.

Ziziphi iinkqubo ezilandelwayo xa kusenziwa uphando ekuswelekeni komntu?

Xa ngaba ityala sisaziso sokusweleka, umntu omiselwe ukusebenza ngetyala nokhoyo emsebenzini umele aye kwindawo yolwaphulo-mthetho kamsinya kangangoko kunokwenzeka. Lo mntu umiselwe ukusebenza ngelo tyala umele afumane ze abhale zonke iinkcukacha ezifanelekileyo malunga nendawo olwenzeke kuyo ulwaphulo-mthetho olo, ixesha lokwenziwa kwesaziso kunye nexesha lokufa. Xa umntu okhutshwe ngu-IPID efika kwindawo yolwaphulo-mthetho, umele:

- ayalele ilungu leSAPS/MPS eliphetheyo ukuba ligcine indawo yolwaphulo-mthetho ingaphazanyiswanga;
- azazise ngokuvelisa isiqinisekiso esifanelekileyo sokuqeshwa kwakhe yi-IPID asibonise ilungu leSAPS/MPS eliphetheyo kuloo ndawo lwenzeke kuyo ulwaphulo-mthetho ze athabathele kuye amagunya kwindawo yolwaphulo-mthetho;
- afumane iinkcukacha malunga noko kwenzekileyo kwindawo okwenzeke kuyo ulwaphulo-mthetho olo;
- ahlole nawaphi na amanxeba okanye imigruzuko emzimbeni womfi ze abhale inxeba ngalinye nendawo kanye elikuyo;
- afumanise ukuba ngubani na umfi ze abhale igama lakhe, ifani, iminyaka yobudala nokuba ngumntu wesiphi na isini;

- aqinisekise ukuba yonke imikhondo ebalulekileyo nobungqina obunokusetyenziswa enkundleni buphawuliwe yaye kufotwe kanye kwindawo yokuqala liZiko leeNgxelo zoLwaphulo-mthetho Lasekuhlaleni;
- aqokelele okanye aqinisekise ukuba kuqokelelwe izinto ezinokusetyenziswa njengobungqina kwindawo yolwaphulo-mthetho ukuze kusetyenzwe ngazo yiForensic Science Laboratory (FSL) ze aqinisekise nokuba izinto zobungqina zibhaliwe kwifomu iSAP13 kwiSikhululo samaPolisa esikulo mmandla;
- achonge onke amangqina olo lwaphulo-mthetho ze afumane iinkcukacha zawo ukulungiselela udliwano-ndlebe olumele lwenziwe kamsinya ngokukhawuleza; yaye
- umele afumane iinkcukacha zamalungu eSAPS neMPS abandakanyekileyo ukulungiselela udliwano-ndlebe oluza kwenziwa kwixesha elizayo.

Emva kokwenziwa kophando kwindawo yolwaphulo-mthetho umntu osebenza ngetyala umele:

- aqinisekise ukuba izinto zobungqina (ezifunyenwe ngumntu wakwa-IPID) zithunyelwa kwaForensic Science Laboratory (FSL) zingekadluli iiyure ezingama-48;
- emva kokufunyanwa kwezinto zobungqina zibuyiswa nguFSL, kufuneka zibuyiselwe kwiSikhululo samaPolisa ukuze zibhalwe kwakhona kwifomu iSAP13;
- atyelele onke amangqina achongiweyo ukuze aqhube udliwano-ndlebe afumane nobungqina bawo;
- aqinisekise ukuba ngubani na loo mntu kuthiwa ubangele ukufa kwexhoba; yaye

- umele atyelele isalamane sexhoba ukuze saziswe ngesi siganeko kunye nendima edlalwa ngumphandi wakwa-IPID; ze adlan' indlebe nesalamane ukufumana naluphi na ulwazi olunokuba luncedo kuphando olwenziwayo.

Ukuba kwenziwe uqhaqho lwesidumbu umntu osebenza ngetyala umele:

- ukuba kunokwenzeka, abekho xa kusenziwa uqhaqho ngomhla, ixesha nendawo echaziweyo ngenjongo yokuba abukele xa kusenziwa olo qhaqho;
- azise ugqirha owenza uqhaqho lwezidumbu ngalo naluphi na uphando angathanda ukujolisa kulo umphandi wakwa-IPID;
- aqinisekise ukuba yonke imikhondo ebalulekileyo nobungqina obunokusetyenziswa enkundleni buphawuliwe yaye kufotwe kanye kwindawo yokuqala;
- azise ugqirha owenza uqhaqho ngazo naziphi na izinto eziye zaqapheleka kwindawo yolwaphulo-mthetho, yaye ukuba kungenzeka kubekho nakuphi na ukungangqinelani nezinto azifumeneyo okanye ukuba kukho ukungavumelani okuthile nengxelo kagqirha woqhaqho, akubike oku kumphathi; yaye
- abhale ze agcine amanqakwana aneenkcukacha zezinto aziqaphelelo ngethuba kusenziwa uqhaqho.

Ngethuba kusenziwa uphando olungakumbi umntu osebenza ngetyala umele:

- aqhube uphando olusaseleyo ngokokutsho kwemiyalelo ze abonise ukuba yintoni na efanisekileyo ngokwesiphumo sophando; yaye
- umele abhale rhoqo iincwadi ezibonisa inkqubela-phambili

ebhalela isalamane kunye nabanye ababandakanyekileyo kulo mbandela.

Kwenzeka ntoni xa ngaba isikhalazo sam sesokuhlaselwa ngokwesini?

Xa ngaba isikhalazo sesokuhlaselwa ngokwesini, abasebenzi bakwa-IPID abasebenza ngelo tyala bamele:

- baqinisekise ukuba ixhoba lixilongwa ngugqirha, xa oku kwenzekile;
- baqinisekise ukuba ziyafumaneka izinto ezithathwayo kumatyala okuhlaselwa ngokwesini, zitywinwe ngokufanelekileyo ze zithunyelwe kwiForensic Science Laboratory; yaye
- baqinisekise ukuba kuthotyelwa izibonelelo zeSexual Offences and Related Matters Amendment Act kunye nawo nawuphi na umyalelo wesizwe olawula iSAPS ngokuphathelele kudlwengulo.

Kuthatha ixesha elingakanani nge-IPID ukwenza uphando?

I-IPID izabalazela ukugqiba lonke uphando oluqalisiweyo zingekapheli iintsuku ezingama-90. Ekuqoshelisweni kophando umntu omiselwe yi-IPID ukuba asebenze ngeli tyala uza:

- Kubhala into acebisa ukuba yenziwe yiSAPS okanye uMlawuli wezoTshutshiso. Ukuba ityala liqosheliswe ngengxelo yethutyana, unokuthumela iingcebiso zoko makwenziwe kwiSAPS. Ukuba ityala liqosheliswe ngengxelo yokugqibela, unokuthumela iingcebiso zoko makwenziwe kwiSAPS okanye kuMlawuli wezoTshutshiso.
- Ukuba akukho bungqina bokuziphatha gwenxa/

bezenzo zolwaphulo-mthetho, ityala limele livalwe njengelingenabungqina ze lithunyelwe kumphathi ukuze anike imvume.

- Xa ifayile ivaliwe ngokuthi 'Iirhoxisiwe', kumele kufakwe ubungqina bokurhoxiswa nobenziwa ngumfaki-sikhalazo/ixhoba/igosa elinegunya nelithumele elo tyala, okanye ke ubungqina obufungelweyo bomntu osebenza ngetyala ukuba akwenzeka kufunyanwe ubungqina bokurhoxiswa nobenziwa ngumfaki-sikhalazo/ixhoba/igosa elinegunya nelithumele elo tyala.

Ndiza kwaziswa njani ngenkqubela-phambili

Uza kuthunyelwa iincwadi ezichaza inkqubela-phambili nyanga zonke malunga nemeko yetyala de liggitywe ityala elo, emva koko ngekota okanye xa kukho utshintsho kwimeko yetyala.

Buyintoni ubudlelwane phakathi kwe-IPID namapolisa?

Ngethuba i-IPID iqhuba uphando, uSAPS noMPS bafanele basebenzisane ne-IPID. Ukuba i-IPID ucebisa ukuba kuthathwe amanyathelo oluleko, uMkhomishinala wamaPolisa kuZwelonke kufuneka athathe inyathelo okanye aphenidule kwezo ngcebiso.

IPID: Ndingalufumana phi olunye ulwazi?

Olunye ulwazi malunga nenkqubo elandelwayo malunga nezikhalazo ku-IPID iyafumaneka kwiwebhusayithi ka-IPID: www.ipid.gov.za yaye ikopi yencwadana echaza amagunya e-IPID iyafumaneka ngeelwimi eziliqela ku-www.ipid.gov.za/brochures/brochures.asp.

2. Ikhomishini yamaLungelo oluNtu yaseMzantsi Afrika (iSAHRC)

Ngubani iSAHRC?

I-SAHC yasekwa ngo-1995 kuxhaswa idemokhrasi yoMzantsi Afrika ngokuphakamisa ukuhlonitshwa, ukugcinwa, nokukhuselwa kwamalungelo oluntu abo bonke abantu nemimandla eMzantsi Afrika. I-SAHC inegunya lokubek' esweni nokuhlola ukugcinwa kwamalungelo abantu, kuquka noko kwenziwa yiSAPS neMPS kule nkalo, yaye inokuphanda, ibike ze ithathe inyathelo elifanelekileyo xa ngaba athe ophulwa amalungelo abantu.

Luhlobo olunjani lwezikhaziso ezinokwamkelwa yiSAHRC?

Izikhaziso malunga *nokwaphulwa kwamalungelo abantu* ngamapolisa zinokufakwa kwiSAHRC.

Kunokufakwa izikhaziso malunga nemiba efana nokucalucalulwa ngamapolisa ngenxa yaso nasiphi na isizathu (kuquka isizwe, isini, iwonga entlalweni nobuhlanga) okanye ukuziphatha kwamapolisa okukhabanayo nomthetho okanye okucalucalulayo nokunefuthe kumalungelo abantu akhuselweyo nguMgaqo-siseko woMzantsi Afrika. Amalungelo angundoqo akhuselweyo aquka:

- *Ukulingana*: Wonke umntu unelungelo lokukhuselwa ngokulinganayo nokuxhamla emthethweni, yaye iSAPS neMPS abanayo nayiphi na imihlaba okanye isizathu esibavumelayo ukucalula umntu, kuquka isizwe, isini, ukukhulelwa, imeko yomtshato, uhlanga okanye imvelaphi

ngokwentlalo, ibala, ukuthamba abantu besini esithile, ubudala, ukukhubazeka, unqulo, isazela, inkolo, inkcubekho, ulwimi okanye uzalo.

- *Isidima somntu*: Ukuphathwa ngendlela enesidima, kuquka iSAPS neMPS.
- *Ubomi*: Ukungohluthwa ubomi ngokungekho mthethweni. Ukuziphatha okungekho mthethweni kwamapolisa (okufana nokudutyulwa okungekho mthethweni ngamapolisa okanye ukufa okungekho mthethweni komntu elugcinweni) okuthi kuphumele ekufeni komntu ingaba kukwaphulwa kwelungelo lobomi. *Kodwa ke, i-IPID inegunya lokuphanda ngokufa komntu ngenxa yokudibana namapolisa, yaye izikhaziso ezimalunga nokwaphulwa kwelungelo lobomi zimele zifakwe kwi-IPID kwasekuqaleni.*
- *Inkululeko nokhuseleko lomntu*: Ilungelo lokungabanjwa okanye uvalelwe ngesizathu esingekho mthethweni okanye socalucalulo, namalungelo okukhululeka kubundlobongela bamapolisa, ukugcinwa eluvalelweni ngaphandle kokuthethwa kwetyala, ukungcungcuthekiswa, okanye ukohlwaywa ngamapolisa ngendlela yenkohlakalo, engabafanelanga abantu okanye ehlazisayo.
- *Ubomi obubobakho wedwa*: Amapolisa amele abe nesizathu esisemthethweni xa eza kusetsha ikhaya okanye ipropati, ukuthimba ipropati okanye ukungenelela kwiincoko zomntu zangasese.
- *Ukuhlanguanisana, ukubonisa ekuhlени isikhaziso, ukunqanda abanye bangasebenzi nokudlulisa uxwebhu lwesicelo*: Wonke umntu unelungelo lokuhlanguanisana ngoxolo yaye kungaxhotywanga, ukubonisa ekuhlени isikhaziso,

ukunqanda abanye bangasebenzi kuqhushululu nokudlulisa amaxwebhu lwesicelo, yaye kukho imiqathango ekusebenziseni amandla kwamapolisa eSAPS neMPS ebantwini ababonisa ekuhlени izikhalazo zabo besenjenjalo ngoxolo yaye bengaxhobanga.

iSAHRC: Ndingalufumana phi olunye ulwazi?

Izikhalazo ngakumapolisa malunga nokwaphulwa kwamalungelo abantu zinokufakwa kuSAHRC ngokuya kwiwebhusayithi: www.sahrc.org.za okanye ngokutsalela umnxeba ku-011 484 8300.

3. Ikhomishini yeNkonzo kaRhulumente

Ngubani iPSC?

I-PSC yasekwa ngo-1996 ukwenzela ukuphanda nokubek' esweni zonke iinkonzo zakwarhulumente, kuquka iSAPS neMPS, malunga nenkohlakalo.

Luhlobo olunjani lwezikhalazo olunokwamkelwa yiPSC?

Izikhalazo malunga *nenkohlakalo* yamapolisa zinokufakwa kwiKhomishini yeNkonzo kaRhulumente (iPSC).

Inkohlakalo yamapolisa luhlobo oluthile lokuziphatha kwamapolisa nalapho athi acele, okanye amkele, isipho okanye ukwenzelwa into ethile (ngokuqhelekileyo le nto yaziwa ngokuthi 'sisinyobo') ngenxa yazo naziphi na izizathu ezininzi ezinxulumene nento yokuba ekwisikhundla esisodwa segunya nokuba nempembelelo.

Oku kungaquka izenzo ezifana nokuthatha inyathelo elithile malunga nophando okanye ukubanjwa (okanye ukuvuma ukungathathi nyathelo ngelixa kukho isenzo solwaphulo-mthetho esenziweyo), ukukhulula umntu eluvalelweni, ukongeza okanye ukutyala ubungqina kummangalelwa, okanye ukukhusela amashishini okanye izenzo ezingekho mthethweni.

iPSC: Ndingalufumana phi olunye ulwazi?

Izikhhalazo zinokufakwa ngokuthi kusetyenziswe iwebhusayithi yePSC ku www.psc.gov.za okanye ngokutsalela umnxeba kwiZiko lemiNxeba Elichasene neNkohlakalo ku-0800 701 701.

iQumrhu loluNtu lokuLawulwa kwamaPolisa: Ndingalufumana phi olunye ulwazi?

Iinkcukacha zokuqhagamshelana namaQumrhu oLawulo kwiphondo ngalinye ziyafumaneka ku-www.policeseecretariat.gov.za/provincial.php

4. Iqumrhu loluNtu lokuLawulwa kwamaPolisa

Ngubani iQumrhu loluNtu lokuLawulwa kwamaPolisa?

Kwiphondo ngalinye kukho iQumrhu loluNtu lokuLawulwa kwamaPolisa. Umsebenzi weli Qumrhu loLawulo kukongamela iSAPS nokunika inkxaso kuMphathiswa wamaPolisa.

Luhlobo olunjani lwezikhhalazo ezinokwamkelwa liQumrhu loluNtu lokuLawulwa kwamaPolisa?

Kwiphondo ngalinye, eli Qumrhu loluNtu lokuLawulwa kwamaPolisa linokwamkela izikhhalazo eziphathelele *unikezelo lweenkonzo ngamapolisa*, kuquka izikhhalazo malunga nokusilela kwamapolisa ukunika ingxelo ngetyala, ukuba amapolisa awalandeli izinto eziyimfuneko ngokutsho kweDomestic Violence Act, okanye ukuba amapolisa aziphatha ngendlela engafanelekanga. Eli Qumrhu loLawulo linokwenza uphando nezi zikhhalazo ze, ukuba ipolisa lifumaniseka linetyala lokuziphatha elityholwa ngako, lazise uKhomishinala wePhondo okanye iSAPS ngoko likufumanisileyo.

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Isethulo

Leli bhukwana linolwazi mayelana nokwenganyelwa kwamaphoyisa eNingizimu Afrika. Leli bhukwana lenziwe Uphiko Lokuphenywa Kwamaphoyisa Oluzimele, okuyi--Independent Police Investigative Directorate (IPID) kanye nesigungu i-African Policing Civilian Oversight Forum (APCOF) kanti lichaza kabanzi ngendima edlalwa yi-IPID, kanye nezinye izikhungo zokubheka ukusebenza, nezibhekana nezikhalo ezivela emphakathini mayelana nombutho wamaphoyisa kuleli, i-South African Police Service (SAPS) kanye nezimayelana Nombutho Wamaphoyisa Kamasipala (MPS).

Leli bhukwana libuye futhi lichaze iqhaza kanye nendima edlalwa yi-SAPS kanye ne-MPS, futhi lichaza ukuthi kungani izinhlangano ezifana ne-IPID zidlala indima yokubheka ukusebenza kwamaphoyisa ukuqinisekisa ukuthi amaphoyisa aziphatha ngendlela esemthethweni futhi ngendlela ekhombisa ukufundiseka. Leli bhukwana libuye futhi lihlinzeke ngolwazi ukuthi ungasifaka kanjani isikhalazo, uma umangalela ama-SAPS noma ama-MPS isimangalo sakho usiqondise kwi-IPID kanye nakwezinye izikhungo ezibheke ukusebenza ngendlela kanye nokuziphatha kwamaphoyisa.

Ulwazi oluningi mayelana ne-IPID kanye nokubhekwa kokusebenza kwamaphoyisa luyatholakala kuwebhusayithi ye-IPID ethi: www.ipid.gov.za noma ngokushayela i-IPID ucingo ku: **012 399 0000**.

Konke mayelana Nombutho Wamaphoyisa i-South African Police Service

Umbutho wama-SAPS wasungulwa ngonyaka ka 1995. Amandla ombutho i-SAPS aqukethwe nguMthetho sisekelo waseNingizimu Afrika kanye noMthetho Wezamaphoyisa ka 1995. Uma le mithetho ifundwa ndawonye ngokuhlanganyela, inika amaphoyisa amandla:

- okuvikela, ukuqeda nya kanye nokuphenya ngobugebengu;
- okugcina ukuthula emphakathini;
- okuvikela kanye nokuhlenga abantu abahlala eNingizimu Afrika, kanye nokuvikela nokuhlenga kanye nokuphephisa impahla yabo; kuhlenganisa
- nokugcina kanye nokuhlonipha umthetho.

Okubaluleke kakhulu, ukuthi amaphoyisa kudingeka agcine aphinde ahloniphe umthetho. Lokhu kusho ukuthi zonke izenzo zamaphoyisa kufanele ukuba zibe ngezisemthethweni futhi akufanele ukuba amaphoyisa acwase abantu abathile ngenxa yanoma yisiphi isizathu. Uma amaphoyisa ephula umthetho, kufanele ukuthi aqondiswe izigwegwe noma abhekane namacala obugebengu, uma kufanele.

Umbono kanye nenhloso ye-SAPS kuchaza indima yamaphoyisa okungesiyona nje kuphela ukulandela izigebengu, ukulwa nobugebengu kanye nokuphenya ngobugebengu, nokudlala indima ebonakalayo ekuvimbeni ekwenziweni kobugebengu kanye nokuphepha komphakathi. Amaphoyisa e-SAPS kufanele ukuthi alwele:

- ukwakha indawo ephephile nekhuselekile kubona bonke abantu eNingizimu Afrika;
- ukuvikela kanye nokuphenya nanoma yini engathikameza ukuphepha noma ukuvikeleka kwanoma yimuphi umphakathi;
- ukuqinisekisa ukuthi izephulamthetho zilethwa phambi kobulungiswa; kanye
- nokubamba iqhaza emizamweni yokubhekana nezimbangela zodlame.

Konke mayelana Nombutho Wamaphoyisa Kamasipala, i-Municipal Police Services

Omasipala abathile, kuhlangukisa nomasipala abakhulu okuyiGoli, iTshwane, iKapa kanye neTheku, banamaphoyisa abo azimele nawehlukile kuma-SAPS. Lawa Maphoyisa Kamasipala (MPS) enza le misebenzi yobuphoyisa elandelayo:

- ukuqapha ukuhamba nokusebenza kwezimoto;
- ukuqikelela ukuthi imithetho kamasipala nemithetho yedolobha iyahlonishwa; kanye
- nokuvimba ubugebengu.

Amalungu e-MPS awaphenyi ngamacala obugebengu. Uma iphoyisa likaMasipala libopha umuntu, lelo phoyisa kuyaye kudingeke ukuthi lowo msolwa limedlulise ezandleni zamaphoyisa ophiko lwe-SAPS ngokushesha ngendlela okungenzeka ngayo. Ngale ndlela-ke umbutho i-MPS kudingeka ukuthi usebenzisane kahle nombutho i-SAPS.

Ukubaluleka Kokubhekwa Kokusebenza Kwamaphoyisa

Kuyini ukubhekwa kokusebenza kwamaphoyisa na?

Amaphoyisa awekhohlo ngaphezu komthetho – kodwa asebenza futhi aphile ngayo imithetho efanayo le okudingeka ukuba aqinisekise ukuthi iyahlonishwa.

Amaphoyisa anendima ebalulekile nayidlala ekutholeni kanye nasekuphenyeni ngobugebengu. Amaphoyisa anikwa amandla athile ayisipesheli ukuthi akwazi ukumisa abantu abaseshe, abophe aphinde avalele abasolwa, kanye nokusebenzisa amandla. Yize-ke kunjalo, kodwa-ke umthetho waseNingizimu Afrika unemikhawulo oyibekayo kulokhu ngokuthi kusezimweni ezinjani lapho amaphoyisa engakwazi khona ukusebenzisa la mandla anawo. Le mikhawulo ivikela amalungelo abasolwa, amalungelo omphakathi kanye namalungelo awo amaphoyisa uqobo. Imikhawulo ebekwe kulawa mandla amaphoyisa ifaka phakathi ukuthi amandla noma indlakadla kufanele isetshenziswe kuphela uma kunesidingo esikhulu salokho, kanye nokuthi amandla okubulala amaphoyisa angawasebenzisa kuphela uma ezama ukuvikela izimpilo zawo noma evikela izimpilo zabanye abantu, kanye nokuthi izinqumo zokumisa, nokusesha, nokubopha kanye nokuvalela umuntu zenziwa kuphela ngokuhambisana nomthetho hayi ngokucwasa kwanoma yiluphi uhlobo.

Amaphoyisa futhi awavunyelwe ukusebenzisa indlela ezwisa umuntu ubuhlungu obukhulu, awavunyelwe futhi ukwenza izenzo zenkohlakalo kanye nokusebenzisa amandla awo ngendlela enokhlukumeza. Amaphoyisa futhi anesibopho kanye nomthwalo wokuphatha abasolwa, ofakazi kanye nezisulu zodlame/zokhlukunyezwa ngendlela enesizotha kanye nangenhlonipho.

Ngabe ubani ngempela obheka ukuthi enzani amaphoyisa?

Ukuze kubhekwe izenzo zamaphoyisa, kanye nokuqinisekisa ukuthi umphakathi uyakwazi ukufaka izikhalazo ngamaphoyisa uma emaphoyisa eziphathe ngendlela engekho emthethweni noma eziphathe ngendlela engaphusile, iNingizimu Afrika inezinhlaka eziningi ezikhona ukwamukela izikhalazo kanye nokuphenya ukuziphatha budlabha kwamaphoyisa. Ezinye izinhlaka ezithile ezifana ne-IPID, Ikhomishana YaseNingizimu Afrika Yamalungelo Oluntu, okuyi-South African Human Rights Commission (SAHRC), kanye Nenhlangano Yabantu Phaqa Ebheka Ukusebenza Kwamaphoyisa, okuyi-Civilian Secretariat of Police kanye neKhomishani Kahulumeni, i-Public Service Commission (the Civilian Secretariat) zonke zinamandla okwamukela izikhalazo kanye nokuphenya ngokuziphatha budlabha kwamaphoyisa. Ezinye izinhlaka ezifana Nekomidi LoMnyango Wamaphoyisa ePhalamende okuyi-Parliamentary Police Portfolio Committee ziyakwazi nazo ukubhekana nezinkinga ezidamane zibikwa ngokungenzi ngendlela kwamaphoyisa umsebenzi wawo nokusuke kuvela emibikweni yawo amaphoyisa kanye nakwimiqingo yemibiko yonyaka kuhlangukisa nangesikhathi kwabiwa izimali okusuke

kufanele zingene eMnyangweni Wamaphoyisa. Leli bhukwana lihlinzeka ngolwazi ngalezi zinhlaka ezinamandla okwamukela kanye nokuphenya izikhalazo ezifakwa ngabantu mayelana namaphoyisa.

Ngokuhlanganyela, lezi zinhlaka zokubheka ukusebenza kwamaphoyisa zisebenzela ukuqinisekisa ukuthi amaphoyisa awawasebenzisi kabi amandla anikezwe woma ngokuthi ephule umthetho, ngokwenza izinto ngendlela engaphusile noma acwase umuntu othile ngenxa yanoma yisiphi isizathu. Uma amaphoyisa ezokwazi 'ukuphendula ngalokho akwenzayo', futhi kubhekwe nezenzo ezenziwa amaphoyisa ezingekho emthethweni noma ezingaphusile, ajeziswe amaphoyisa lapho kufanele ajeziswe khona, noma alungiswe lapho kufanele alungiswe khona yilezi zinhlaka, lokhu kuyokwenza ukuthi umphakathi ubenokuwethemba amaphoyisa.

Ukuvulela icala amaphoyisa

A. UKUBIKA ISIKHALAZO SAKHO NGQO EMAPHOYISENI

Uma umuntu efisa ukufaka isikhalazo mayelana nokuziphatha kwamaphoyisa, bese uthola ukuthi lowo muntu uyazethemba futhi uzizwa ephephile ukuthi angakwazi ukuqonda ngqo emaphoyiseni naleso sikhhalazo sakhe, zombili izinhloko zamaphoyisa okungama-SAPS kanye nama-MPS *anezinhlaka zangaphakathi* eziqinisekisa ukuthi kubhekwana nezinto ezifuze lezi, kanti yizona kanye lezi zinhloko ezamukela izikhalazo ezivela emphakathini bese ziziphanya.

1. Umbutho Wamaphoyisa AseNingizimu Afrika, i-South African Police Service (SAPS)

UMbutho i-SAPS unohlelo lwayo lwangaphakathi ukuqinisekisa ukuthi zonke izinto zihamba ngendlela futhi lolu hlelo lubhekana nezikhhalazo ezifakwa ngabantu ngamaphoyisa ngenxa yezenzo zokuziphatha budlabha kwamaphoyisa, kuhlanganisa nobugebengu obenziwa amaphoyisa, ukuhlukumeza kanye nenkohlakalo. Izikhalo zingabikwa kuKhomishana okunguyena ophethe kuleso siteshi samaphoyisa lapho kusebenzela khona iphoyisa lelo. Ukuze kuvulwe lelo phoyisa elisolakala ngokungaziphathi kahle livulelwe idokodo lecala lobugebengu, labo abafaka isikhalazo bangakwazi ukuthi baye kuKhomishana wesitshi samaphoyisa esingumakhelwane.

Izikhalo futhi zisuke zingabikwa kulowo omele Uphiko Lomphakathi Lokulwa Nobugebengu okuyi-Community Policing Forum (Iforamu) esitshini samaphoyisa esifanele. Enye yezindima ze-Community Policing Forum ukulandelela izikhalazo ngokuhlanganyela noMkhuzi wamaphoyisa esitshini esebenzela kuso kanye nokuhlinzeka labo abasuke bevule izikhalazo ngosizo kanye nokwesekwa.

Uma kwenziwe isikhalazo nganoma yikuphi ukufa komuntu ezandleni zamaphoyisa ngenxa yezenzo zamaphoyisa, ukusetshenziswa kwesibhamu somsebenzi sisetshenziswa yiphoyisa ngokwesikhundla salo sokuba yiphoyisa, ukudlwengula, ukuhlukumeza noma ukushaya konke lokhu kwenziwa ngamaphoyisa, amaphoyisa wona kanye qobo *kufanele nakanjani* konke lokhu akubike kwi-IPID.

Uma umuntu obika isikhalazo sakhe embuthweni wama-SAPS ekholwa ukuthi umbutho wama-SAPS awenzi lokho okufanele akwenze ngendlela efanele kanye nangesikhathi esifanele, lowo muntu ke kusuke sekufanele ukuthi avele axhumane ne-Civilian Secretariat of Police (www.policeseecretariat.gov.za). Kodwa uma isikhalazo kuyisikhalazo sokungaziphathi kahle futhi esibi kakhulu, esifana nokuzwisa ubuhlungu obukhulu, ukufa komuntu ebulawa amaphoyisa/yiphoyisa, ukudlwengula noma ukukhipha isibhamu kwenziwa yiphoyisa lokho likwenza ngokwesikhundla salo, lapho ke isikhalazo singabhekiswa ngqo ku-IPID.

Izindlela zokuxhumana nazo zonke iziteshi zamaphoyisa e-SAPS zitholakala lapha kwiwebsite ye-SAPS: www.saps.gov.za.

2. Umbutho Wamaphoyisa Kamasipala (MPS)

Njengendlela efanayo nakuma-SAPS, Umbutho Wamaphoyisa Kamasipala, i-MPS, nawo unazo izinhlaka zawo zangaphakathi zokubheka ukusebenza kwawo ukuze zikwazi nokuphenya izikhalo ezifakwe ngalo mbutho nezimayelana nokuziphatha budlabha kwephoyisa, kuhlanganisa nobugebengu bamaphoyisa, ukuhlukumeza noma inkohlakalo. Indlela elandelwayo ukubhekana nalezi zikhalo iyefana naleyo esetshenziswa kuma-SAPS: umuntu uyakwazi ukuthi afake icala abophe ilungu iphoyisa likamasipala kuKhomishana okunguyena ophethe kuleso sitheshi samaphoyisa lapho kusebenzela khona lephoyisa lelo. Noma futhi uma umuntu ethanda, angahamba ayobika udaba lwakhe esitheshini samaphoyisa esiseduzane uma kuwukuthi isikhalo leso simayelana necala lobugebengu futhi kufanele kuvulwe idokodo livulelwa lelo phoyisa likamasipala udaba olungalo (lokhu phela kungenxa yokuthi amaphoyisa kamasipala awalwenzi uphenyo lwezobugebengu).

Omasipala abanamaphoyisa abo kanye nezindlela zokuxhumana nabo kumi kanje:

ITshwane

www.tshwane.gov.za

012 310 6500

ITheku

www.durban.gov.za

031 311 2801

EGoli

www.joburg.org.za

011 375 5911

EKapa

www.capetown.gov.za

021 427 5000

B. UKUFAKA ISIKHALO ESIKHUNGWENI ESENGAMELE UKUSEBENZA KWAMAPHOYISA

Uma ungeke ukwazi ukufaka isikhalo ngqo esitheshini samaphoyisa noma esitheshini samaphoyisa esiseduzane, noma uma lokhu kungenzeki, noma uma kwenzekile kodwa ungaboni mnyakazo, lapho ke izikhalo zisuke zingafakwa kwesinye sezikhungo ezingaphandle kwasembuthweni wamaphoyisa okuyilezi ezilandelayo.

Izikhalo mayelana **nokungaziphathi kahle kwamaphoyisa kuhlenganisa namacala obugebengu enziwa ngamaphoyisa**, okubalwa ukushona komuntu esezandleni zamaphoyisa noma ukushona komuntu ngenxa yezenzo samaphoyisa, ukusetshenziswa kwesibhamu somsebenzi sisetshenziswa yiphoyisa ngokwesikhundla salo sokuba yiphoyisa, ukudlwengula noma ukuzwiswa ubuhlungu obukhulu kanye nokushaywa okwenziwa yiphoyisa: Xhumana ne-Independent Police Investigative Directorate www.ipid.gov.za okanye ku-**012 399 0000**

Ukufaka izikhazazo mayelana **nokungahlonishwa kwamalungelo oluntu okwenziwa ngamaphoyisa**: Xhumana neSouth African Human Rights Commission www.sahrc.gov.za okanye ku-**011 484 8300** okanye sahrc@tip-offs.com

Ukufaka izikhalo ezimayelana **nenkohlakalo eyenziwa ngamaphoyisa**: Xhumana nePublic Service Commission www.psc.gov.za kanye neNational Anti-Corruption Hotline kule nombolo: **0800 701 701**

Ukufaka izikhalo ezimayelana **nokungawenzi umsebenzi kwamaphoyisa**: Xhumana neCivilian Secretariat of Police www.policesecretariat.gov.za/provincial.php okanye ku-**012 393 2500**

1. Uphiko Oluzimele Lokuphenywa Kwamaphoyisa (IPIID)

Ngabe iyini i-IPIID na?

I-IPIID yasungulwa ngonyaka ka 2012 ingena esikhundleni esikhundleni salokho okwakwaziwa ngokuthi Wuphiko Lwezikhalo Oluzimele, okuyi-Independent Complaints Directorate (ICD). I-IPIID lena yinhlangano ezimele nezisebenzela yodwa ngaphandle kwamaphoyisa, ama-SAPS kanye nama-MPS kanti inhloso yayo ukukhuthaza ukuziphatha kwamaphoyisa okufanele futhi ihlose ukwenza ucwaningo olusebenzayo, oluzimele nolungavuni hlangothi ekungaziphatheni ngendlela kwamaphoyisa kanye namacala obugebengu amataniswa namaphoyisa.

Ngabe yiziphi izinhlobo zezikhazazo ezingemukelwa yi-IPIID na?

I-IPIID ingemukela izikhazazo ngamacala amabi kakhulu enziwe ukungaziphathi ngendlela yamaphoyisa kanye namacala obugebengu. Lokhu kufaka phakathi:

- ukushona kwanoma yimuphi umuntu eshonela ezandleni zamaphoyisa;
- ukushona komuntu ngenxa yezenzo zamaphoyisa;
- noma yisiphi isikhalo esimayelana nokudonsa/nokukhipha isibhamu okwenziwe yinoma yiliphi iphoyisa;
- ukudlwengulwa kwanoma yimuphi umuntu esezandleni zamaphoyisa; kanye
- nanoma yisiphi esinye isikhazazo esimayelana nokuzwiswa ubuhlungu obukhulu noma ukushaywa yiphoyisa lapho lenza umsebenzi walo.

Ngabe uyena bani-ke onelungelo lokufaka isikhalo kwi-IPID na?

Noma ngabe yimuphi umuntu, ngisho noma ngabe uyisisulu sokuhlukunyezwa (ngamaphoyisa), noma ngabe ungufakazi walokho noma mhlawumbe ungumuntu omele isisulu sokuhlukunyezwa (ngamaphoyisa), lowo muntu-ke unelungelo lokubika isikhalazo sakhe ngqo kwi-IPID. Ngisho nezinhlango ezingekho ngaphansi kukahulumeni kanye nezinhlango zomphakathi zinelungelo lokufaka izikhalazo ngokungaziphathi ngendlela kwamaphoyisa kwi-IPID.

Umuntu angakwazi ukuzifikela yena mathupha ezobika ukuhlukumezeka, noma akubike ngocingo, ngokubhala incwadi noma ngokuthumela i-email kunoma yiliphi lhovisi le-IPID. Ifomu lokubika isikhalazo liyatholakala lapha kuwebsite ye-IPID: www.ipid.gov.za/lodge_complaint/lodge_complaint.asp.

Uma umuntu efaka isikhalazo esibhekisa ngqo emaphoyiseni mayelana nokungaziphathi ngendlela kwamaphoyisa, ngendlela osekukhulunywe ngayo ngenhla, amaphoyisa ke kufanele kuthi ngokushesha okukhulu azise i-IPID ngaleso sikhhalazo.

Ngabe kwenzakalani-ke uma isikhalazo sesibikiwe?

Kuyaye bese kuqokwa umuntu ozoba ngumsebenzi ozolandeleva leso sikhhalazo esisuke sibikiwe kwi-IPID. Lowo msebenzi ozolandeleva leso sikhhalazo umsebenzi wakhe kuwukucubungula ukuthi ngabe lelo cala elisuke selibikiwe kufanele yini ukuthi liphenywe yi-IPID, na. Ngamanye amazwi ubheka ukuthi ngabe lingena ngaphansi kwawo yini amandla e-IPID na.

Ngemuva kokubhalisa icala, umsebenzi wecala lowo kusuke sekufanele ukuthi akhuphele kwicomputer ifomu le-IPID

lokubhalisa ukuqinisekisa ukuthi lowo ovule lelo cala/isisulu/ noma yimuphi ke umuntu olethe isikhalazo leso uyalisayina ifomu lelo lokubhaliswa kwesikhalazo. Ifomu ke liyaye bese lifakwa kwisizinda lapho kufakwa khona amafomu ezikhalo eziqondiswe kwi-IPID kwikhompyutha.

Kwenzakalani ke uma kutholakala ukuthi icala lingaphandle kwamandla e-IPID?

Uma kutholakala ukuthi lelo cala *lingaphandle kwamandla e-IPID*, umsebenzi wecala lowo uyobe esebhala kulelo cala ukuthi 'Lingaphandle Kwamandla e-IPID' bese eledlulisela esikhungweni esiphenyayo esifanele noma kwizinhlangano efanele. Umsebenzi wecala lowo kufanele amazise lowo oyobe evule lelo cala ngokuthi sekwenziwe lesi sinqumo, futhi amazise nokuthi leli cala selisiwe kwenye indawo.

Ngabe zimi kanjani izinqubo zokuphenya ngokushonela komuntu ezandleni zamaphoyisa?

Uma icala elivuliwe kuwukwazisa ngokushonela komuntu, umsebenzi wecala osuke ekhona ngaleso sikhathi kufanele nakanjani aye lapho kushonele khona umuntu lowo, ngendlela ewukushesha asuke engakwazi ukwenza ngayo. Umsebenzi wecala kufanele athole lonke ulwazi olufanele futhi aluqophe phansi. Ulwazi olufana nokuthi indawo okwenzeka kuyo icala leyo ikuphi, isikhathi okwawulwa ngaso icala lelo kanye nesikhathi sokushonela komufi. Uma umsebenzi wecala wakwa-IPID efika endaweni yesigameko, kufanele:

- azise ilungu lombutho wama-SAPS/MPS okuyilona elingabe liphethe kuleyo ndawo yesigameko ukuthi kufanele lengamele indawo yesigameko futhi liyigcine igadiwe noma

ingaphazamisekile;

- azethule ngokuthi akhiphe ikhadi lakhe elibonisa ukuthi uvela kwa-IPID alikhombise ilungu le-SAPS/MPS okuyilona ebelengamele indawo yesigameko, bese kuba nguyena osethatha izintambo zokwengamela indawo yesigameko;
- athole ulwazi olufushane mayelana nokuthi kwenzakaleni kwindawo yesigameko;
- ahlole noma ngabe yiziphi izilonda ezikhona noma imihuzuko okungenzeka ibe semzimbeni womufi bese likubhala phansi konke elikutholayo nendawo lapho likuthola khona emzimbeni womufi;
- ahlole umufi bese libhala phansi igama lakhe, isibongo, iminyaka yakhe yobudala kanye nobulili bakhe;
- aqinisekise ukuthi noma yiziphi izici ezibonisa umkhondo ezibalulekile kanye nobufakazi obunzulu kuyaboniswa futhi kuthathwa nezithombe njengoba kunjalo lokho kwenziwa yisikhungo i-Local Criminal Record Centre;
- aqoqe noma aqinisekise ukuthi kuqoqwa wonke amazibithi endaweni yesigameko ukuze konke lokho kubhekiswe yi-Forensic Science Laboratory futhi aqinisekise ukuthi amazibithi atholakele ayabhalwa kwifomu elaziwa ngokuthi yi-SAP13 esiteshini samaphoyisa esiseduzane naleyo ndawo lapho kwenzeke khona lesi sigameko;
- ahlole bonke ofakazi ngecala elenzakele bese ethola neminingwane yabo ukuze akwazi ukubahloma imibuzo ngokushesha ngesikhathi ayokwazi ngaso ukwenza lokho; bese ethola iminingwane yamalungu e-SAPS kanye ne-MPS ayinxenye yakho konke lokhu ukuze nawo awafake imibuzo ngelinye ilanga.

Ngemuva kocwaningo olwenziwa endaweni yesigameko, umsebenzi wecala lelo kufanele:

- aqinisekise ukuthi amazibithi (atholwe ngumsebenzi wecala wakwa-IPID) ayathunyelwa e-Forensic Science Laboratory (FSL) engakapheli amahora angama-48;
- ngemuva kokuthola la mazibithi esivela kwisikhungo i-Forensic Science Laboratory (FSL), amazibithi kufanele ukuthi abuyiselwe esiteshini samaphoyisa ukuze abuye abhalwe phansi futhi afakwe kwi-SAP13;
- avakashele bonke ofakazi abahlonziwe ukuze ayobahloma imibuzo bese ethola nezitatimende kubo;
- akwazi nokuthola ukuthi uyena bani kahle hle okusolakala ukuthi ubulale umufi; futhi
- avakashele nesihlobo kumbe lowo osondelene nomufi ukuze amazise ngesigameko lesi kanye nendima ezodalalwa ngumpheni we-IPID kukho konke lokhu; bese efaka imibuzo isihlobo noma lowo osondelene nomufi ukuze athole noma ngabe yiluphi ulwazi okungenzeka lusize ekwenziweni kophenyo.

Uma umzimba kamufi uye wahlinzwa, umsebenzi wecala kufanele:

- lapho engakwazi khona ukwenza lokhu, aye lapho kuhlinzwa khona isidumbu sikamufi, ngosuku, ngesikhathi esiyohlinzwa ngaso, endaweni leyo eyobe ishiwo ngokwenhloso yokuthi abone futhi abuke lapho isidumbu sihlinzwa;
- azise udokotela oyobe ehlinza isidumbu ngaleso sikhathi nganoma yiluphi ucwaningo umseshi we-IPID angathanda ukugxila kulo;

- aqinisekise ukuthi noma yiziphi izici ezibonisa umkhondo ezibalulekile kanye nobufakazi obunzulu kuyaboniswa futhi kuthathwa nezithombe njengoba kunjalo endaweni yakho obekuvele kukuyo;
- azise udokotela ohlinza isidumbu nganoma yini ayibona endaweni lapho kwenzeka khona icala, futhi uma kwenzeka kukhona okushayisanayo nokungasahambisani nalokho yena akutholile, noma lapho kunokuphikisana nodokotela ohlinza isidumbu, akubike lokhu kumphathi wakhe; bese
- ebhala phansi yonke into kanye namanothi amaningi akufake efayeleni konke akubonile ngesikhathi kuhlinzwa isidumbu.

Uma kuqhubeka uphenyo futhi umsebenzi wecala kufanele:

- enze ucwaningo kulokho obekusasele ngokulandela imigomo efanele bese esho lokho akutholayo ngocwaningo lolo – umphumela walo; bese
- ebhala izincwadi njalo mayelana nokuqhubeka kocwaningo, ezibhalela lowo osondelene nomufi kanye nabo bonke abanye abathintekayo kulokhu.

Ngenzenjani uma isikhalo sami simayelana nodlame lwezocansi (umsolwa kuyiphoyisa)?

Uma isikhalo noma icala elivuliwe limayelana nodlame lwezocansi, umsebenzi wecala wakwa-IPID kufanele:

- aqinisekise, uma lokhu kungakenziwa, ukuthi isisulu sokuhlukunyezwa sihlolwa ngumuntu oqeqeshelwe ukwenza njalo kwezempilo, isib. udokotela;
- aqinisekise ukuthi kuthathwa zonke izinsalela ezimayelana nokunukubezwa ngokucansi futhi kwenziwa konke

okufanele, bese zivalwa thaqa bese zihanjiswa e-Forensic Science Laboratory; bese

- eqinisekisa ukuthi konke okwenziwayo kwenziwa ngokulandela izimiso zoMthetho i-Sexual Offences and Related Matters Amendment Act kanye nanoma yimuphi umyalelo kazwelonke we-SAPS ngokuhlobene necala lokudlwengula.

Ngabe kuthatha isikhathi esingakanani pho ukuthi i-IPID yenze uphenyo?

I-IPID izimisele futhi izibophezele ukuphuthula lonke uphenyo engabe isuke ilwenza zingakapheli izinsuku ezingama-90. Uma esephetha ukwenziwa kophenyo, umsebenzi wecala wakwa-IPID uyokwenza lokhu okulandelayo:

- Uyobhala izincomo azibhekise kwi-SAPS noma kuMqondisi Wezokushushiswa Komphakathi. Uma ukuphuthulwa kwecala kwenziwa ngombiko wesikhashana, izincomo zingenziwa kwi-SAPS noma kuMqondisi Wezokushushiswa Komphakathi.
- Ezimweni lapho khona kungatholakali ukuthi kwaba nokuziphatha ngendlela engafanele kwalowo obephenywa, noma kwatholakala ukuthi akukho cala lobugebengu elingavulelwa lowo obephenywa, lapho ke icala kuyodingeka ukuthi livalwe ngokuthi abukho ubufakazi bese ledluliselwa kumphathi ukuthi naye afake isigxivizo sokugcina mayelana nalokho okutholwe umsebenzi wecala.
- Esimweni lapho khona ifayele liye lavulwa ngaphansi kombandela wokuthi 'Lihoxile', kufanele ukuthi kufakwe efayeleni isitatimende sokuhoxisa icala salowo ovule icala/

sisulu/ noma salowo obekunguyena obike udaba kwi-IPID, noma kwenziwe incwadi efunyelwe – i-afidavithi – yenziwa umsebenzi wecala esimweni lapho khona lowo ovule icala/ isisulu/ noma lowo okunguyena obike udaba kwi-IPID kungekwazeke ukuthi abhale isitatimende sokuhoxisa icala.

Pho mina ngiyokwaziswa kanjani ngenqubekela phambili yecala na

Kuyoba nezincwadi mayelana nokuqhubeka kwesikhalo sakho noyozithola zinyanga zonke kuze kuba icala liyaphothulwa, bese kuthi ngemuva kwalokho njalo ngemuva kwezinyanga ezine, noma uma kunoshintsho esimweni secala.

Ngabe buthini ubudlelwano phakathi kwe-IPID kanye namaphoyisa?

Ngesikhathi i-IPID yenza uphenyo, umbutho i-SAPS kanye nombutho i-MPS inesibopho sokuthi ibambisane ne-IPID. Uma i-IPID yenza izincomo zokuthi iphoyisa lelo kudingeka ukuthi liqondiswe izigwegwe, uKhomishana Wamaphoyisa Kazwelonke kudingeka ukuthi kube khona akwenzayo ukulandela lokho okuvela kwizincomo lezo ezenziwe ngemuva kophenyo lwe-IPID.

i-IPID: Ngabe ngingaluthola kuphi ulwazi na?

Olunye ulwazi olwengeziwe mayelana nenqubo yokufaka izikhalazo kwi-IPID lutholakala kwiwebsite ye-IPID ethi: www.ipid.gov.za kanti ikhophi yebhukwana le-IPID ebalula wonke amandla akhona ngezilimi eziningi ezahlukene iyatholakala lapha: www.ipid.gov.za/brochures/brochures.asp

2. South African Human Rights Commission (SAHRC)

Ngabe iyini i-SAHRC na?

I-SAHRC yasungulwa ngonyaka ka 1995 ukweseka intando yeningi eNingizimu Afrika ngokuthi ikhuthaze inhlonipho, ukuhloniswa kanye nokuvikelwa kwamalungelo oluntu kuwona wonke umuntu kanye nomphakathi waseNingizimu Afrika. I-SAHRC inamandla okubheka kanye nokuhlola ukuhloniswa kwamalungelo oluntu, kuhlenganisa nasezimweni lapho khona lokhu kuthinta ama-SAPS kanye nama-MPS, futhi ingakwazi ngisho nokuphenya, ukubika kanye nokuthatha izinyathelo ezifanele lapho amalungelo oluntu aye angahlonishwa khona.

Ngabe yizikhalo ezinjani ezemukelwa yi-SAHRC na?

Izikhalazo mayelana *nokwepulwa kwamalungelo oluntu* kwenziwa ngamaphoyisa kungabikwa kwi-SAHRC.

Izikhalazo zingenziwa ngezindaba ezithinta ukucwaswa ngamaphoyisa lokho ekwenza ngenxa yanoma yisiphi isizathu (kuhlanganisa nesizathu sobuhlanga, ubulili, isimo somuntu emphakathini kanye nobuzwe bomuntu lowo) noma ukuziphatha kwamaphoyisa okuphambene nomthetho noma okunokucwasa futhi kunomthelela othile kumalungelo oluntu avikelwe nguMthethosisekelo waseNingizimu Afrika. Amalungelo avikelekile afaka phakathi lawo alandelayo:

- *Ukulingana:* Wonke umuntu unelungelo lokuvikelwa ngendlela elinganayo kanye nokuzuzwa ngokomthetho, kanti amalungu e-SAPS kanye nawe-MPS awavumelekile ukucwasa umuntu ngenxa yanoma yisiphi isizathu okuhlanganisa ubuhlanga, ubulili, ukukhulelwa, isimo

sokushada nokungashadi, ubuzwe, noma indawo lapho umuntu evela khona, ibala lesikhumba, ubulili umuntu azikhethele bona, iminyaka yobudala, ukukhubazeka, inkolo, ukukholelwa, isiko, ulimi noma ukuzalwa.

- *Isithunzi somuntu:* Wonke umuntu unelungelo lokuphathwa ngendlela enesithunzi, kuhlenganisa nokuphathwa kahle amalungu e-SAPS kanye nawe-MPS.
- *Impilo:* Akekho umuntu okufanele emukwe impilo ngokungekho emthethweni. Ukuziphatha budlabha kwamaphoyisa (okufana nokuvele amaphoyisa adubule nje ngokungekho emthethweni noma ukufa komuntu ngendlela engekho emthethweni komuntu esezandleni zamaphoyisa) nokuholela ekutheni kube nokufa komuntu, kungenzeka kube ukuhlukunyezwa kwelungelo lempilo. *Kodwa-ke i-IPID inamandla okuphenya ukufa komuntu okubangelwe ukusondelana kwalowo muntu namaphoyisa, kanti izikhalazo ezimayelana nokuhlukunyezwa kwelungelo lokuphila kumele zifakwe ziqondiswe kwi-IPID zibekwa nje.*
- *Inkululeko kanye nokuvikeleka komuntu:* Umuntu unelungelo lokungaboshwa noma lokungavalelwa ngenxa yesizathu esingekho emthethweni noma ngenxa yesizathu esingelona icala lobugebengu, kanye nelungelo lokungahlukunyezwa ngodlame ngamaphoyisa, kanye nelungelo lokuvela enkantolo uma eboshiwe, angavele nje aboshwe atoke ngaphandle kokuyovela enkantolo, azwiswe ubuhlungu obukhulu, noma ajeziswe ngamaphoyisa ngendlela ebonisa unya, isihluku noma ukubukelwa phansi.

- *Ukunikwa indawo yakho yangasese:* Amaphoyisa kufanele abe nesizathu esisemthethweni ukusesha ikhaya lakho noma indawo yakho, ukuthatha izinto ezithile noma ukuncisha umuntu ilungelo lakhe langasese lokuxhumana nabanye abantu.
- *Ukuhlangana, ukuyigxoba/ukuyinyova, ukuzwakalisa ulaka kanye nokunxusa ukuthi kulalelwe izimfuno:* Wonke umuntu unelungelo lokuhlanyela nabanye abantu ngendlela enokuthula futhi ngaphandle kokuphatha isikhali, ilungelo lokuyinyova/lokuyigxoba, ilungelo lokuzwakalisa ulaka lakhe lokungenami kanye nelungelo lokunxusa ukuthi kulalelwe izimfuno zakhe futhi kunemikhawulo ekhona mayelana nokusebenzisa amandla kwamaphoyisa e-SAPS kanye nawe-MPS ezimweni ezifuze lezi lapho khona ababhikishi lokhu bekwenza ngokuthula futhi bengahlomile.

i-SAHC: Ngabe ngingaluthola kuphi ulwazi na?

Izikhalo ezimayelana nokuhlukunyezwa kwamalungelo oluntu kwenziwa ngamaphoyisa zingabhekiswa kwi-SAHC ngokungena kwiwebsite yayo ethi: www.sahrc.org.za noma ngokushaya ucingo ku: **011 484 8300.**

3. I-Public Service Commission

Ngabe iyini i-PSC na?

I-PSC lena yasungulwa ngonyaka ka 1996 ukuze iphenye futhi ibheke zonke izinhlaka zikahulumeni, kuhlanganisa nama-SAPS kanye ne-MPS, ukuthi azinayo yini inkohlakalo na.

Ngabe izikhalazo ezinjani ezingemukelwa yi-PSC na?

Izikhalo mayelana *nenkohlakalo* emaphoyiseni zingabikwa kwi-Public Service Commission (PSC).

Inkohlakalo emaphoyiseni kuqondwe ukuziphatha budlabha kwamaphoyisa lapho khona amaphoyisa noma iphoyisa licela, noma lemukela isipho noma intshontsho (isikhathi esinigi elaziwa ngokuthi 'ukugwazisa/ukugwaza') nganoma yiziphi izizathu eziningi ezihlobene namandla awo amaphoyisa anawo kanye negunya analo. Lokhu kufaka phakathi imisebenzi efana nokwenza okuthile mayelana nophenyo olwenziwayo noma ukubopha lapho kufanele khona (noma ukuvuma ukungenzi lutho ekubeni kunecala lobugebengu elenziwe), ukudedela umuntu oseboshiwe, ukwengeza noma ukutshala ubufakazi kummangalelwa, noma ukuvikela ibhizinisi elingekho emthethweni noma ukuvikela izenzo ezenziwayo ezingekho emthethweni.

i-PSC: Ngabe ngingaluthola kuphi ulwazi na?

Izikhhalazo zingafakwa kwiwebsite ye-PSC ethi: www.psc.gov.za noma ngokushayela i-National Anti-Corruption Hotline ku: **0800 701 701**.

4. Uhlaka i-Civilian Secretariat of Police

Ngabe iyini i-Civilian Secretariat of Police na?

Zonke izifundazwe zinohlaka olwaziwa nge-Civilian Secretariat of Police. Lezi zinhlaka-ke umsebenzi wazo ukwengamela ukusebenza kwe-SAPS kanye nokuhlinzeka uNgqongqoshe Wezamaphoyisa ngokwesekelwa.

Ngabe luhlobo luni lwezikhhalazo ezingemukelwa yi-Civilian Secretariat of Police na?

Kusifundazwe ngasinye, uhlobo i-Civilian Secretariat of Police luyakwazi ukwamukela izikhhalazo mayelana *nokwehluleka ukwenza umsebenzi kwamaphoyisa*, nokufaka phakathi izikhalo mayelana nokwehluleka kwamaphoyisa ukwazisa labo abathintekayo ecaleni elithile ukuthi selihambe lafika kuphi icala lelo, uma futhi amaphoyisa engahambisi izinto njengokulawula koMthetho Wodlame Lomndeni, okuyi-Domestic Violence Act, noma uma amaphoyisa eziphatha ngendlela engemukelekile. Lolu hlaka lungakwazi ukuphenya izikhhalazo futhi, uma iphoyisa litholwe linecala ngalokho kuziphatha kwalo budlabha ebelisolakala kulo, lolu hlaka lungakwazi ukusho kuKhomishana Wamaphoyisa Wesifundazwe noma kwi-SAPS ukuthi lona belubona ukuthi kufanele lenziwe njani lelo phoyisa elitholwe linecala.

i-Civilian Secretariat of Police Ngabe ngingaluthola kuphi ulwazi na?

Izindlela zokuxhumana Zonobhala kusifundazwe ngasinye zitholakala lapha: www.policeseecretariat.gov.za/provincial.php

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Inleiding

Hierdie brosjure bevat inligting omtrent polisie-toesig in Suid-Afrika. Dit is voorberei deur die Onafhanklike Polisieondersoekdirektoraat (OPOD) en die Afrikaanse Polisie Burgerlike Toesig Forum (APBTF) en verduidelik die rol van die OPOD, en ander toesigagente, in die hantering van klagtes omtrent die Suid-Afrikaanse Polisie (SAPD) en die Munisipale Polisie (MPD) vanaf die publiek.

Hierdie brosjure verduidelik ook die rol van die SAPD en MPD en verduidelik waarom dit belangrik is dat organisasies soos die OPOD 'n toesigrol moet speel om te verseker dat die polisie hulle pligte op 'n regmatige en professionele manier uitvoer. Hierdie brosjure voorsien ook inligting omtrent die manier waarop 'n klagte teen die SAPD of MPD aan die OPOD en ander toesigagente ingedien kan word.

Meer inligting omtrent OPOD en polisie-toesig is op die OPOD webwerf, www.ipid.gov.za beskikbaar, of deur OPOD op **012 399 0000** te skakel.

Omtrent die Suid-Afrikaanse Polisiediens

Die SAPD in sy huidige form is in 1995 gestig. Die bevoegdheid van die SAPD is in die Grondwet van Suid-Afrika en die Wet op die Suid-Afrikaanse Polisiediens vervat. Wanneer dit saam gelees word, gee dit aan die polisie die bevoegdheid om:

- misdaad te voorkom, te bevog en te ondersoek;
- openbare orde te handhaaf
- mense wat in Suid-Afrika woon, sowel as hulle eiendom te beskerm en beveilig,
- die wet te handhaaf en af te dwing.

Daar word van die polisie verwag om die wet te handhaaf en af te dwing. Dit beteken dat alle polisieaksies regmatig moet wees en teen enige persoon, om enige rede, te diskrimineer nie. Indien die polisie die wet oortree, moet hulle onderhewig wees aan dissiplinêre aksie en/of kriminele vervolging.

Die visie en missie van die SAPD ondersteun die rol van die polisie om nie net misdaad te bespeur en te ondersoek nie, maar om 'n rol in misdaadvoorkoming en gemeenskapsveiligheid te speel. Die SAPD moet streef om:

- 'n veilige en beveiligde omgewing vir alle persone in Suid-Afrika te skep;
- enigiets wat die veiligheid of sekuriteit van enige gemeenskap mag bedreig, te voorkom en te ondersoek;
- te verseker dat kriminele voor die gereg gebring word; en
- deel te neem aan die inisiatiewe om die oorsaak van misdaad aan te spreek.

Omtrent die Munisipale Polisiediens

Sommige munisipaliteite, insluitende die vernaamste metro's van Johannesburg, Tshwane, Kaapstad en Durban, het polisiedienste wat afsonderlik van die SAPD optree. Hierdie munisipale polisiediens (MPD) is verantwoordelik vir die volgende tipes polisiëring:

- verkeerspolisiëring;
- afdwinging van munisipale bepalings en regulasies; en
- voorkoming van misdaad.

MPD ondersoek nie misdade nie. Indien 'n MPD beampte 'n persoon arresteer, word daar van hierdie beampte verwag om die verdagte so gou as moontlik onder die toesig van die SAPD te plaas. Op die manier word daar van die MPD verwag om saam met die SAPD te werk.

Die belang van polisie-toesig

Wat is polisie-toesig?

Die polisie is nie bo die wet verhewe nie – hulle werk en leef binne dieselfde wette wat hulle toepas en daar word van hulle verwag om dit ook na te kom.

Die polisie speel 'n belangrike rol in die bespeuring en ondersoek van misdaad. Beamptes besit spesiale bevoegdhede om persone voor te keer en te ondersoek, om persone in hegtenis te neem en verdagtes aan te hou, en om proporsionele geweld te gebruik. Die Suid-Afrikaanse reg plaas egter beperkings op die omstandighede waartydens die polisie die volmag het om hulle bevoegdhede te gebruik. Hierdie beperkings beskerm die regte van die verdagtes, die gemeenskap en die polisie. Beperkings wat op die volmag van die polisie geplaas word, sluit in dat geweld alleenlik gebruik mag word indien uiters noodsaaklik, dat dodelike geweld alleenlik in selfverdediging of in die verdediging van ander gebruik mag word en dat besluite om mense voor te keer, te deursoek, te arresteer of aan te hou, alleenlik in ooreenstemming met die wet gedoen mag word. Verder mag hul optrede nie op enige manier op enige form van diskriminasie gebaseer wees nie. Die polisie word ook verbied om enige form van marteling te gebruik of betrokke te raak in optredes wat korrupsie en misbruik van hul bevoegdhede insluit. Die polisie het ook 'n verpligting om verdagtes, getuies en slagoffers met waardigheid en respek te behandel.

Wie hou 'n oog op die aksies van die polisie?

Ten einde 'n oog te hou oor die aksies van die polisie en om te verseker dat die publiek klagtes omtrent die polisie kan indien, sou die polisie op 'n onregmatige of onbillike manier optree, het Suid-Afrika 'n aantal agente wat klagtes ontvang en ondersoek instel na wangedrag van polisielede. Sommige agente, soos die OPOD en die Suid-Afrikaanse Menseregtekommissie (SAMRK), en die Burgerlike Sekretariaat van die Polisie en die Openbare Dienstekommissie (Die Burgerlike Sekretariaat) het die bevoegdheid om klagtes te ontvang en wangedrag van polisielede te ondersoek. Ander, soos die Parlementêre Polisieportefeuljekomitee, kan ondersoek las na herhalende bekommernisse rondom polisiegedrag tydens hul gereelde hersiening van jaarverslae en begrotings van die polisie. Hierdie brosjure voorsien inligting van die agente met die bevoegdheid om klagtes teen die polisie te ontvang en te ondersoek. Die bevoegthede van die instansies word wel beperk deur hul toepaslike wetgewing wat aadui watter tiepe sake wel deur elk ondersoek mag word.

Hierdie toesigagente werk saam om te verseker dat die polisiebeamptes nie hulle posisies misbruik nie, en gevolglik die wet oortree, en dat hulle nie om een of ander rede onbillik of diskriminerend teenoor enige persoon mag optree nie. Indien die polisie 'aanspreeklik' gehou word, en onwettige of onbillike aktiwiteite by die polisie bespeur word, wat deur hierdie agente ondersoek en reggestel moet word, sal dit die gemeenskap se vertroue in die polisie bevorder.

Die indien van 'n klagte teen die polisie

A. DIEN 'N KLAGTE DIREK BY DIE POLISIE IN

Indien 'n persoon 'n klag wil indien omtrent polisieoptrede, en daardie persoon voel selfversekerd en veilig om die polisie direk met die klagte te nader, het beide die SAPD en MPD *interne aanspreeklikheidsstrukture* om die klagtes vanaf die publiek te ontvang en te ondersoek.

1. Suid-Afrikaanse Polisie diens (SAPD)

Die SAPD het hulle eie interne aanspreeklikheidsmeganisme wat klagtes van wangedrag, insluitende polisiemisdaad, mishandeling of korrupsie ondersoek. Klagtes kan gerig word aan die Kommissaris wat aan die hoof van die polisiestasie staan, waar die beampte waarteen jy 'n klag wil indien, werk. Om 'n dossier vir 'n kriminele saak teen die beampte te open, kan die klaer ook die stasiekommissaris van 'n aangrensende polisiestasie nader.

Klagtes kan ook by 'n verteenwoordiger van die Gemeenskapspolisiëringforum by die relevante polisiestasie ingedien word. Een van die rolle van die Gemeenskapspolisiëringforum is om op te volg om by die stasiebevelvoerder en uit te vind wat die status van die klagte is en om bystand en ondersteuning aan die klaer te verskaf.

Indien klagte omtrent enige sterfte tydens polisieaanhouding, sterfte as gevolg van polisieaksies, die afvuur van 'n amptelike vuurwapen, verkragting, marteling of aanranding deur polisiebeamptes tydens die uitvoer van hul pligte, ingedien word, *moet* die polisie onmiddelik by die OPOD rapporteer.

Indien 'n persoon wat 'n klagte by die SAPD indien glo dat die SAPD nie stappe op 'n gepaste en tydige manier neem nie, kan daardie persoon die Burgerlike Sekretariaat van die Polisie kontak (www.policeseecretariat.gov.za). Indien die klagte verband hou met ernstige wangedrag as gevolg van 'n kriminele oortreding, soos marteling, polisiemoord, verkragting of die afvuur van 'n amptelike vuurwapen deur 'n polisiebeampte, kan die klagte direkte aan die OPOD gerig word.

Kontakbesonderhede vir alle SAPD stasies is op die SAPD webwerf beskikbaar: www.saps.gov.za.

2. Munisipale Polisie diens (MPD)

Soortgelyk aan die SAPD het die MPD ook hul eie interne aanspreeklikheidsmeganisme wat klagtes van wangedrag, insluitende polisiemisdaad, mishandeling of korrupsie ondersoek. Die proses stem ooreen met die van die SAPD: Individue kan 'n klagte teen 'n MPD beampte by die kommissaris wat aan die hoof van die stasie waar die beampte teen wie die klag ingedien word, werk, ingedien. Andersins kan klagtes by die naaste SAPD stasie ingedien word, indien die klag teen die MPD beampte krimineel van aard is (aangesien die MPD nie kriminele ondersoeke uitvoer nie).

Munisipaliteite met metropolisedienste en hulle ooreenstemmende kontakbesonderhede is soos volg:

Tshwane

www.tshwane.gov.za

012 310 6500

Durban

www.durban.gov.za

031 3112801

Johannesburg

www.joburg.org.za

011 375 5911

Kaapstad

www.capetown.gov.za

021 4275000

B. DIEN 'N KLAG BY 'N TOESIGAGENTSAP IN

Indien dit onmoontlik of onprakties is om 'n klag direk by die polisie stasie of aangrensende polisie stasie in te dien, of indien 'n klag reeds ingedien is en tot geen aksie gelei het nie, kan klagtes by een van die eksterne aanspreeklikheidsagentskappe ingedien word.

Vir klagtes omtrent **ernstige polisie wangedrag en kriminele optrede**, insluitende sterftes terwyl in polisieaanhouding, of as gevolg van polisie aksie, afvuur van 'n amptelike vuurwapen deur 'n beampte in amptelike bevoegdheid, verkragting deur 'n beampte of tydens polisieaanhouding, marteling of aanranding: Onafhanklike Polisie ondersoekdirektoraat www.ipid.gov.za of **012 399 0000**

Vir klagtes teen **menseregteskending**: Suid-Afrikaanse Menseregtekommissie www.sahrc.gov.za of **011 484 8300** of sahrc@tip-offs.com

Vir klagtes omtrent polisie **korrupsie**: Polisie dienskommissie www.psc.gov.za en National Anti-Corruption Hotline **0800 701 701**

Vir klagtes omtrent polisie **dienslewering**: Burgerlike Sekretariaat van Polisie www.policesecretariat.gov.za/ provinsiaal.php of **012 393 2500**

1. Onafhanklik Polisieondersoekdirektoraat (OPOD)

Wie is OPOD?

OPOD is in 2012 gestig om die Onafhanklike Klagtesdirektoraat (OKD) te vervang. OPOD is 'n organisasie wat onafhanklik van die SAPD en MPD werk om behoorlike polisieoptrede te bevorder en doeltreffende, onafhanklike en onpartydige ondersoeke na kriminele optrede en wangedrag as gevolg van kriminele optrede te loots.

Watter tipe klagtes kan deur OPOD ontvang word?

OPOD kan klagtes omtrent die meeste ernstige gevalle van polisiewangedrag en wangedrag as gevolg van kriminele optrede ontvang. Dit sluit in:

- enige sterftes in polisieaanhouding;
- sterftes as gevolg van polisieoptredes;
- enige klagte wat verband hou met die afvuur van 'n amptelike vuurwapen deur enige beampte;
- verkragting van enige persoon terwyl die persoon in polisieaanhouding was;
- verkragting deur 'n beampte ongeag of die beampte aan diens was of nie; en
- enige klagte van marteling of aanranding teen 'n polisiebeampte in die verrigting van sy of haar pligte.

Wie kan 'n klagte by die OPOD indien?

Enige persoon, hetsy 'n slagoffer, getuie of verteenwoordiger, mag 'n klagte direk by die OPOD indien. Nieregeringsorganisasies en gemeenskapsgebaseerde organisasies kan ook klagtes by die OPOD indien.

Klagtes kan in persoon, per telefoon, per brief of epos by die OPOD kantore ingedien word. 'n Klagterapporteringvorm kan vanaf die OPOD webwerf afgelaai word: www.ipid.gov.za/lodge_complaint/lodge_complaint.asp.

Indien 'n persoon direk 'n klagte omtrent die wangedrag, as gevolg van genoemde kriminale optredes, soos hierbo genoem, by die polisie indien, moet die polisie die OPOD onmiddellik omtrent hierdie klagte inlig.

Wat gebeur nadat 'n klagte ingedien is?

'n Ondersoek beampte word aan die klag, wat by die OPOD ingedien is, toegewys. Die beampte sal die geval nagaan om te bepaal of dit binne die mandaat van die OPOD val.

Nadat die geval geregistreer is, moet die beampte die OPOD registrasievorm uitdruk, om te verseker dat die klaer/slagoffer/verwysingsvolmag die registrasievorm onderteken het. Die vorm word dan op die OPOD databasis gelaai.

Wat gebeur indien die geval buite die mandaat van die OPOD val?

Indien die klagte buite die mandaat van die OPOD val, sal die beampte dit aanteken as 'Buite Mandaat' en dit na 'n ander relevante instelling of organisasie verwys. Die beampte moet die klaer inlig omtrent hierdie besluit, en dat 'n verwysing gemaak is.

Wat is die prosedure vir die ondersoek na 'n sterfte?

Indien die saak 'n inkennisstelling van 'n sterfte is, moet die OPOD beampte wat op bystand is, die misdaadtoneel so gou as moontlik besoek. Die gevalwerker moet alle relevante inligting omtrent die ligging van die misdaadtoneel, die tyd waarop

die kennisgewing ontvang is, en die tyd van dood bekom en aanteken. Wanneer die OPOD beampte by die misdaadtoneel aankom, moet hy of sy:

- die lid van die SAPD/MPD wat aan die hoof van die misdaadtoneel staan, versoek om dit te bewaar en onversteurd te laat;
- hom- of haarself voorstel deur 'n geldige OPOD aanstellingsertifikaat aan die lid van die SAPD/MPD wat aan die hoof van die misdaadtoneel staan, te toon en dan die toneel oorneem.
- inligting ontvang en aanteken omtrent dit wat duidelik uit die misdaadtoneel blyk;
- enige wonde of kneusplekke op die liggaam van die afgestorwene inspekteer en aantekeninge maak daarvan, insluitende die presiese ligging;
- die afgestorwene identifiseer en 'n aantekening van sy/haar naam, van, ouderdom en geslag maak;
- verseker dat alle noodsaaklike leidrade en forensiese bewyse in hulle oorspronklike posisie deur die Plaaslike Kriminele Rekordsentrum gemerk en gefotografeer is,
- insameling van bewysstukke op die misdaadtoneel verseker, vir prosessering deur die Forensiese Wetenskaplaboratorium en verseker dat die bewysstukke ingeteken is by die SAP13 van die Polisiestasie waarbinne die regsbevoegdheid val;
- alle getuies betrokke by die misdaad identifiseer en hulle besonderhede verkry sodat onderhoude so gou as wat prakties moontlik is, gereël kan word; en
- besonderhede van die SAPD en MPD lede wat betrokke was vir toekomstige onderhoude verkry.

Na die misdaadtoneel ondersoek is, moet die OPOD beampte:

- verseker dat die bewysstukke (soos verkry deur die OPOD beampte) binne 48 uur na die Forensiese Wetenskaplaboratorium gestuur word;
- sodra die bewysstukke deur die Forensiese Wetenskaplaboratorium teruggestuur word, dit aan die Polisiestasie terugbesorg word sodat dit in die SAP13 teruggeplaas kan word;
- al die geïdentifiseerde getuies besoek om onderhoude met hulle te voer en verklaring van hulle te verkry;
- die identiteit van die persoon wat na bewering die dood van die slagoffer veroorsaak het, bepaal; en
- die naasbestaande besoek en in kennis stel van die voorval en die rol van die OPOD beampte verduidelik; en
- 'n onderhoud met die naasbestaande voer om enige inligting wat van belang mag wees tydens die ondersoek, in te win.

Indien 'n nadoodse ondersoek onderneem word, moet die gevalwerker:

- indien moontlik, die nadoodse ondersoek bywoon, op die datum, tyd en plek, soos geïdentifiseer vir die doel, om die uitvoering van die nadoodse ondersoek waar te neem;
- die patoloog inlig omtrent enige ondersoeke waarop die OPOD ondersoeker wil konsentreer;
- verseker dat alle noodsaaklike leidrade en forensiese bewyse in hulle oorspronklike posisie gemerk en gefotografeer is,
- die patoloog inlig omtrent waarnemings wat by die misdaadtoneel gemaak is, sou daar enige inkonsekwensies

met sy/haar bevindings wees, of waar daar betekenisvolle verskille met die patoloog se verslag bestaan, dit aan die toesighouer meld; en

- gedetailleerde aantekeninge omtrent die waarnemings tydens die nadoodse ondersoek dokumenteer en liasseer.

Gedurende verdere ondersoeke moet die beampte:

- uitstaande ondersoeke volgens instruksies uitvoer, en bevindinge omtrent die uitkoms van die ondersoek weergee; en
- gereelde vorderingbriewe aan die naasbestaande en relevante belanghebbers skryf.

Wat gebeur indien my klagte omtrent seksuele geweld is?

Indien die klagte omtrent seksuele geweld is, moet die OPOD beampte:

- indien dit nie reeds gedoen is nie, verseker dat die slagoffer deur 'n mediese praktisyn ondersoek word;
- verseker dat 'n seksuele aanrandingstel verkry word, dit behoorlik verseël word, en ingedien word by die Forensiese Wetenskaplaboratorium; en
- verseker dat daar voldoen word aan die bepalinge van die Wet op Seksuele Oortredings en Verwant Aangeleenthede, soos gewysiging, en enige SAPD nasionale instruksies wat verband hou met verkragting.

Hoe lank neem dit die OPOD om ondersoek in te stel?

OPOD poog om alle ondersoeke binne 90 dae af te handel. Ten einde die ondersoek af te handel, sal die OPOD beampte:

- Aanbevelings aan die SAPD of die Direkteur van Openbare Vervolging rig. Indien die afhandeling van die saak met behulp van 'n tussentydse verslag gedoen is, kan aanbevelings aan die SAPD gerig word. Indien die afhandeling van die saak met behulp van 'n finale verslag gedoen is, kan aanbevelings aan die SAPD of die Direkteur van Openbare Vervolging gerig word.
- Waar geen wangedrag/kriminele aktiwiteit bewys kon word nie, moet die saak as ongestaaf gesluit word en aan die toesighouer gestuur word vir goedkeuring.
- Waar 'n lêer gesluit is as 'Teruggetrek', moet die klaer/slagoffer/verwysingsvolmag se terugtrekkingsverklaring ingedien word, of die gevalwerker moet 'n verklaring indien, sou dit onmoontlik wees om 'n terugtrekkingsverklaring vanaf die klaer/slagoffer/verwysingsvolmag te verkry.

Hoe word ek omtrent vordering ingelig?

Vorderingsbriewe omtrent die status van die geval sal maandeliks gestuur word totdat die ondersoek afgehandel is, daarna kwartaalliks of wanneer daar 'n verandering in die status van die geval is.

Wat is die verwantskap tussen OPOD en die polisie?

Tydens OPOD ondersoeke het die SAPD en MPD 'n verpligting om hulle samewerking aan OPOD te gee. Indien OPOD dissiplinêre aanbevelings maak, word daar van die Nasionale Kommissaris van die Polisie verwag om volgens hierdie aanbevelings op te tree of daarop te reageer.

OPOD: Waar vind ek meer inligting?

Meer inligting omtrent die OPOD klagteprosedure is op die OPOD webwerf beskikbaar: www.ipid.gov.za en 'n afskrif van die OPOD brosjure wat hul bevoegdheids uiteensit, is in 'n aantal tale beskikbaar, by www.ipid.gov.za/brochures/brochures.asp.

2. Suid-Afrikaanse Menseregtekommissie (SAMRK)

Wie is SAMRK?

SAMRK is in 1995 gestig om Suid-Afrikaanse demokrasie te ondersteun deur respek vir, onderhouding van en beskerming van menseregte van elke persoon en gemeenskap in Suid-Afrika te bevorder. SAMRK het die bevoegdheid om die onderhouding van menseregte te monitor en te beoordeel, insluitende hoe dit verband hou met die SAPD en MPD, en kan ondersoek instel, verslae skryf en toepaslike stappe neem waar menseregte geskend word.

Watter tipe klagtes kan deur SAMRK ontvang word?

Klagtes omtrent *skending van menseregte* deur die polisie kan by SAMRK ingedien word. Klagtes omtrent aangeleenthede soos diskriminasie deur die polisie kan op grond van enigiets ingedien word (insluitende ras, geslag, sosiale status of nasionaliteit) of gedrag van die polisie wat teen die wet of diskriminerend van aard is, of 'n impak op menseregte het, soos dit deur die Suid-Afrikaanse Grondwet beskerm word. Sleutelbeskermdende regte sluit in:

- *Gelykheid*: Elke persoon het die reg tot gelyke beskerming

en bevoordeling deur die wet, en SAPD en MPD word nie toegelaat om teen enige persoon op enige gronde of om enige rede diskrimineer nie, wat insluit ras, geslag, swangerskap, huwelikstatus, etnisiteit of sosiale oorsprong, kleur, seksuele oriëntasie, ouderdom, gestremdheid, godsdiens, gewete, geloof, kultuur, taal of geboorte.

- *Menswaardigheid*: Om op 'n waardige manier behandel te word, insluitende deur die SAPD en MPD.
- *Lewe*: Om nie op 'n onregmatige manier van die lewe ontnem te word nie. Onregmatige polisiegedrag (soos die onregmatige skietery deur die polisie of die onregmatige dood van 'n persoon in aanhouding) wat lei tot sterftes, kan 'n oortreding van die reg om lewe wees. *OPOD het die bevoegdheid om sterftes as gevolg van polisieaksies te ondersoek, en klagtes omtrent skending van die reg tot lewe moet onmiddellik by die OPOD ingedien word.*
- *Vryheid en sekuriteit van die persoon*: Die reg om nie gearresteer of aangehou te word vir 'n rede wat onregmatig of diskriminerend is nie, en die reg om vry te wees van polisiegeweld, aanhouding sonder verhoor, marteling of straf deur die polisie wat wreed, onmenslik of aftakelend is.
- *Privaatheid*: Die polisie moet 'n regmatige rede hê indien hulle huise of eiendom wil ondersoek, beslag wil lê op eiendom of inbraak maak op die privaatheid van 'n persoon se kommunikasie.
- *Samekomste, demonstrasies, linies en petisies*: Elkeen het die reg op vreedsame en ongewapende samekomste, demonstrasies, linievorming en daar is beperkings omtrent die gebruik van mag deur die SAPD en MPD teen die vreedsame en ongewapende demonstreerders.

SAMRK: Waar vind ek meer inligting?

Klagtes van die skending van menseregte deur die polisie kan by SAMRK ingedien word, hetsy op hulle webwerf: www.sahrc.org.za of deur **011 484 8300** te skakel.

3. Openbare Dienkommissie (ODK)

Wie is ODK?

Die ODK is in 1996 gestig om alle openbare dienste, insluitende SAPD en MPD vir korrupsie te ondersoek en monitor.

Watter tipe klagtes kan deur ODK ontvang word?

Klagtes omtrent polisiekorruptsie kan by die Openbare Dienskommissie (ODK) ingedien word. Polisiekorruptsie is 'n vorm van polisiewangedrag waarby die polisie 'n geskenk of guns vra of ontvang (gewoonlik bekend as 'omkoperij') om verskeie redes wat met hulle spesiale posisie van mag en invloed geassosieer word. Dit kan aktiwiteite soos die neem van aksies met betrekking tot 'n ondersoek of arrestasie (of instemming om nie aksies met betrekking tot 'n kriminele oortreding) te neem nie, vrylating van 'n persoon uit aanhouding, byvoeging of plant van bewyse op 'n beskuldigde persoon, of beskerming van onwettige sake of aktiwiteite.

ODK: Waar vind ek meer inligting?

Klagtes kan op die ODK webwerf geplaas word, by www.psc.gov.za, of deur die Nasionale Antikorrupsieblitslyn by **0800 701 701** te skakel.

4. Burgerlike Sekretariaat van Polisie

Wie is die Burgerlike Sekretariaat van Polisie?

Elke provinsie het 'n Burgerlike Sekretariaat van Polisie. Die Sekretariaat is verantwoordelike vir die voorsiening van toesig oor die SAPD en die verskaffing van ondersteuning aan die Minister van Polisie.

Watter tipe klagtes kan deur die Burgerlike Sekretariaat van Polisie ontvang word?

In elke provinsie kan die Burgerlike Sekretariaat van Polisie klagtes omtrent polisiedienslewering ontvang, wat insluit, klagtes omtrent die polisie wat versuim om terugvoer omtrent sake te lewer, indien polisie nie die vereistes van die Wet op Gesinsgeweld nakom nie, of indien die polisie se optrede of gedrag onvanpas is. Die Sekretariaat kan klagtes ondersoek, en indien die polisiebeampte skuldig bevind word van die beweerde wangedrag, kan die bevindings aan die Provinsiale Kommissaris of SAPD bekendgemaak word.

Sekretariaat: Waar vind ek meer inligting?

Kontakbesonderhede van die Sekretariaat van elke provinsie is by www.policeseekretariat.gov.za/provincial.php beskikbaar.

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Selelekela

Bukana ena e fupere tlhahisoleseding e mabapi le bodisa ba sepolesa Afrika Borwa. E hlophisitswe ke Independent Police Investigative Directorate (IPID) Bolaodi bo Ikemetseng ba Dipatlisiso tsa Sepolesa le Foramo ya Setjhaba ya Bodisa ba Sepolesa ya Afrika (*African Policing Civilian Oversight Forum* (APCOF)) mme e hlalosa seabo sa IPID, le makalana a mang a bodisa, mabapi le ho sebetsana le ditlelebo tse tswang setjhabeng tse amang Tshebeletso ya Sepolesa ya Afrika Borwa (*South African Police Service* (SAPS)) le Ditshebeletso tsa Sepolesa sa Masepala (*Municipal Police Services* (MPS)).

Bukana ena hape e hlalosa seabo sa SAPS le MPS, mme e hlalosa hore ke hobaneng ho le bohlokwa hore setheo se jwalo ka IPID se be le seabo sa bodisa ho netefatsa hore sepolesa se phethahatsa mesebetsi ya sona ka tsela e molaong mme ya seporofeshenale. Bukana ena hape e fana ka tlhahisoleseding e mabapi le ka moo o ka etsang tletlebo kgahlanong le SAPS kapa MPS ho IPID le makalana a mang a bodisa.

Tlhahisoleseding e eketsehileng mabapi le IPID le bodisa ba sepolesa e a fumaneha webosaeteng ya IPID www.ipid.gov.za, kapa ka ho letsetsa IPID ho **012 399 0000**.

Mabapi le Tshebeletso ya Sepolesa ya Afrika Borwa

SAPS e thehilwe ka 1995. Matla a SAPS a boletswe ke Molatheo wa Afrika Borwa le Molao wa Ditshebeletso tsa Sepolesa sa Afrika Borwa wa 1995. Ha e balwa mmoho, e fa sepolesa matla a ho:

- thibela, lwantsha le ho fuputsa botlokotsebe;
- ho tswelletsa botsitso ba setjhaba;
- ho baballa le ho sireletsa batho ba phelang Afrika Borwa, le ho sireletsa le ho baballa thepa ya bona; le
- ho sebedisa le ho phethahatsa molao.

Sa bohlokwa, sepolesa se hlokwa ho sebedisa le ho phethahatsa molao. Sena se bolela hore diketso tsohle tsa sepolesa di tlameha ho ba molaong mme di se kgetholle kgahlanong le motho ofe kapa ofe ka lebaka lefe kapa lefe. Haeba lepolesa le roba molao, le tlameha ho nkelwa kgato ya kgalemo kapa diqoso tsa botlodi ba molao.

Tjhebo le sepheo tsa SAPS di mabapi le seabo sa sepolesa e seng feela ho fumana le ho fuputsa botlokotsebe, empa ho babala seabo thibelong ya botlokotsebe le polokehong ya setjhaba. SAPS e tlameha ho tsitlallela:

- ho theha tikoloho e bolokehileng le ho sireletseha bakeng sa batho bohle ba Afrika Borwa;
- ho thibela le ho fuputsa eng kapa eng e ka tshosetsang polokeho le tshireletso ya setjhaba sefe kapa sefe;
- ho netefatsa hore ditlokotsebe di tliswa molaong; le
- ho nka seabo maitekong a ho rarolla disosa tsa botlokotsebe.

Mabapi le Ditshebeletso tsa Sepolesa sa Masepala

Dimasepala tse ding, ho kenyeletswa ditoropokgolo tsa Johannesburg, Tshwane, Cape Town le Durban, di na le ditshhebeletso tsa sepolesa tse sebetsang ka ho fapana le SAPS. Ditshebeletso tse tsa sepolesa sa masepala (MPS) di ikarabella bakeng sa mefuta e latelang ya sepolesa:

- sepolesa sa sephethephethe;
- phethahatso ya melao le melawana ya masepala; le
- ho thibela botlokotsebe.

MPS ha e fuputse botlokotsebe. Haeba lepolesa la MPS le tshwara motho, lepolesa leo le hlokwa ho fetisetsa mmelaellwa eo polokelong ya SAPS kapele ka moo ho ka kgonehang. Ka tsela ena, MPS e hlokwa ho sebetsa ka tshebedisano le SAPS.

Bohlokwa ba bodisa ba sepolesa

Bodisa ba sepolesa ke eng?

Sepolesa ha se ka hodimo ho molao – ba sebetsa le ho phela ho latela melao e tshwanang le yona eo ba lokelang ho e phethahatsa.

Sepolesa se na le seabo sa bohlokwa seo se se bapalang ho fumaneng le ho fuputseng botlokotsebe. Mapolesa a fuwe matla a kgethehileng a ho emisa le ho setjha batho, ho tshwara le ho ba boloka ditlamong, le ho sebedisa matla. Leha ho le jwalo, molao wa Afrika Borwa o beha meedi maemong ao ka hona sepolesa se na le matla a ho sebedisa matla ana. Meedi ena e sireletsa ditokelo tsa babelaelwa, setjhaba le sepolesa. Meedi e behilweng matleng a sepolesa e kenyetsa hore matla a sebediswe ha ho feela ho hlokeha e le ka nnete, hore matla a ka bolayang a sebediswe feela bakeng sa boitshireletso kapa ho sireletsa batho ba bang, mme diqeto tsa ho emisa, ho setjha, ho tshwara le ho boloka ditlamong ho etswe feela ka ho ikamahanya le molao e seng ho ka ho kgetholla ha mofuta ofe kapa ofe. Sepolesa hape se thibetswe ho sebediseng tlhokofatso, ho etseng diketso tsa bobodu le ho sebedisa matla hampe. Sepolesa hape se na le boikarabello ba ho tshwara babelaelwa, dipaki le diphofu ka seriti le tlhompho.

Ke eng se behang leihlo diketsong tsa sepolesa?

Ho beha leihlo diketsong tsa sepolesa, le ho netefatsa hore setjhaba se ka etsa ditletlebo kgahlanong le sepolesa haeba se sebeditse ka tsela e seng molaong kapa e sa amoheleng, Afrika Borwa e na le makalana a mmalwa a ka amohelang le ho etsa diphuputso tse mabapi le boitshwaro bo sa amoheleng ba sepolesa. Makalana a mang, jwalo ka IPID, Khomishene ya Ditokelo tsa Botho ya Afrika Borwa (*South African Human Rights Commission* (SAHRC)) le Khomishene ya Bongodi ba Sepolesa sa Setjhaba le Tshebeletso ya Setjhaba (Bongodi ba Setjhaba) ena le matla a ho amohela ditletlebo le ho fuputsa boitshwaro bo sa amoheleng ba sepolesa. A mang, jwalo ka Komiti ya Potefolio ya Sepolesa ya Palamente a ka sebetsana le dingongoreho tse iphetaphetang tse mabapi le tshebetso ya sepolesa ditlahlobong tsa ona tsa kamehla tsa sepolesa le ditlalehong tsa selemo le selemo le bajeteng. Bukana ena e fana ka tlhahisoleseding e mabapi le makalana a nang le matla a ho amohela le ho fuputsa ditletlebo kgahlanong le sepolesa.

Mmoho, makalana ana a sebetsa ho netefatsa hore baofisiri ba sepolesa ha ba nke monyetla wa maemo a bona ka ho roba molao, ho sebetsa ka tsela e sa utlwalhaleng kapa e kgethollang kgahlanong le motho ofe kapa ofe ka lebaka lefe kapa lefe. Haeba sepolesa se 'ikarabella', mme diketso tse seng molaong le tse sa amoheleng tsa sepolesa di fumanwa, di fuwa kotlo le ho lokiswa ke makalana ana, sena se tla hodisa tshepo ya setjhaba ho sepolesa.

Ho etsa tletlebo kgahlanong le sepolesa

A. HO ETSA TLETLEBO KA KOTLOLOHO HO SEPOLESA

Haeba motho a batla ho etsa tletlebo mabapi le boitshwaro ba sepolesa, mme motho eo a ikutlwa a na le boitshupo le polokeho ya hore a ka atamela sepolesa ka kotloloho ka tletlebo eo, bobedi SAPS le MPS di na le *ditheo tsa kahare tsa boikarabello* tse amohelang le ho fuputsa ditletlebo tse tswang setjhabeng.

1. Tshebeletso ya Sepolesa sa Afrika Borwa (SAPS)

SAPS e na le tsela ya yona ya boikarabello e ka sebetsanang le ditletlebo kgahlanong le boitshwaro bo seng botle ba sepolesa, ho kenyeletswa botlokotsebe ba sepolesa, tlhekefetso kapa bobodu. Ditletlebo di ka etswa ho mokhomishenara ya ikarabellang seteisheneng sa sepolesa seo lepolesa leo kgahlanong le lona o batlang ho etsa tletlebo le sebetsang ho sona. Ho bula dokete kgahlanong le lepolesa bakeng sa nyewe ya tlolo ya molao, batletlebi hape ba ka atamela mokhomishenara wa seteisheneng sa sepolesa se mabapi.

Ditletlebo hape di ka etswa ho moemedi wa setjhaba ya tswang Foramong ya Sepolesa ya Setjhaba seteisheneng se amehang sa sepolesa. Se seng sa diabo tsa Foramo ya Sepolesa ya Setjhaba ke ho sala morao ditletlebo ho khomandara ya seteishene le ho fa batletlebi thuso le tshehetso.

Haeba tletlebo e entswe mabapi le ho shwela ditlamong hofe kapa hofe ka lebaka la diketso tsa sepolesa, tshebediso ya dithunya tsa mmuso ke lepolesa tshebetsong ya lona, peto, tlhokofatso kapa ho otlwa ke mapolesa, sepolesa se tlameha ho tlaheha sena ho IPID.

Haeba motho ya etsang tletlebo ho SAPS a dumela hore SAPS ha e nke kgato ka tsela e lokelang le ka nako, motho eo a ka ikopanya le Bongodi ba Setjhaba ba Sepolesa (www.policeseecretariat.gov.za). Haeba tletlebo e le mabapi le boitshwaro bo mahlonoko, jwalo ka tlhokofatso, dipolao tsa sepolesa, peto kapa ho thunya ka sethunya sa mmuso ke lepolesa le mosebetsing, tletlebo e ka etswa ka kotloloho ho IPID.

Dintlha tsa boikopanyo bakeng sa diteishene tsohle tsa SAPS di a fumaneha webosaeteng ya SAPS:
www.saps.gov.za.

2. Ditshebetso tsa Sepolesa sa Masepala (MPS)

Jwalo ka SAPS, MPS e na le tsela ya yona ya boikarabello e ka sebitsanang le ditletlebo kgahlanong le boitshwaro bo seng botle ba lepolesa, ho kenyeletswa botlokotsebe ba sepolesa, tlhekefetso kapa bobodu. Tshebetso ena e tshwana le ya SAPS: batho ba ka hlahlela tletlebo kgahlanong le lepolesa la MPS ho mokhomishenara ya ikarabellang bakeng sa seteishene seo lepolesa leo tletlebo e entsweng kgahlanong le lona le sebitsang. Ho seng jwalo, ditletlebo di ka etswa seteisheneng se haufi ka ho fetisisa sa SAPS haeba tletlebo eo e le mabapi le ho bula dokete kgahlanong le lepolesa la MPS bakeng sa nyewe ya botlokotsebe (hobane mapolesa a MPS ha a etse diphuputso tsa ditlolo tsa molao).

Dimasepala tse nang le ditshebetso tsa sepolesa sa ditoropokgolo, le dintlha tsa boikopanyo tsa tsona tse amehang, di ka tsela e latelang:

Tshwane:

www.tshwane.gov.za
012 310 6500

Durban:

www.durban.gov.za
031 3112801

Johannesburg:

www.joburg.org.za
011 375 5911

Cape Town:

www.capetown.gov.za
021 4275000

B. HO ETSA TLETLEBO LEKALANENG LA BODISA

Haeba ho etsa tletlebo ka kotloloho seteisheneng sa sepolesa kapa seteisheneng sa sepolesa se mabapi, ho sa kgonehe, ho se bonolo kapa ho sa tlisa kgato efe kapa efe, ditletlebo di ka etswa ho makalana a kantle a boikarabello.

Bakeng sa ditletlebo tse mabapi le **boitshwaro bo seng botle bo mahlonoko ba sepolesa le botlokotsebe**, ho kenyeletswa ho shwela ditlamong tsa sepolesa kapa ka lebaka la ketso ya sepolesa, tshebediso ya sethunya ke lepolesa tshebetsong ya lona, peto kapa tlhokofatso le ho otlwa: Independent Police Investigative Directorate www.ipid.gov.za kapa **012 399 0000**

Bakeng sa ditletlebo kgahlanong le **dikgatakelo tsa ditokelo tsa botho**: South African Human Rights Commission – www.sahrc.gov.za kapa **011 484 8300** kapa sahrc@tip-offs.com

Bakeng sa ditletlebo tse mabapi le **bobodu** hara sepolesa: Public Service Commission www.psc.gov.za le Mohala wa Naha wa Twants'ho ya Bobodu ho **0800 701 701**

Bakeng sa ditletlebo tse mabapi le **phano ya ditshebetso** tsa sepolesa: Civilian Secretariat of Police www.policeseecretariat.gov.za/provincial.php kapa **012 393 2500**

1. Bolaodi bo Ikemetseng bo Fuputsang Sepolesa (IPID)

IPID ke mang?

IPID e thehilwe ka 2012 ho nka sebaka sa Bolaodi bo Ikemetseng ba Ditletlebo (*Independent Complaints Directorate* (ICD)). IPID ke setheo se sebetsang ka boikemelo ho SAPS le MPS ho hodisa boitshwaro bo amohelang ba sepolesa le ho etsa diphuputso tse atlehileng, tse ikemetseng le ho hloka leeme tsa boitshwaro bo seng botle le botlokotsebe ba sepolesa.

Ke mofuta ofe wa ditletlebo tse ka amohelang ke IPID?

IPID e ka amohela ditletlebo tse mabapi le dinyewe tse mahlonoko ka ho fetisisa tsa boitshwaro le botlokotsebe ba sepolesa. Tsena di kenyeletsa:

- ho shwela hofe kapa hofe ba batho ditlamong tsa sepolesa;
- ho shwa ka lebaka la diketso tsa sepolesa;
- tletlebo efe kapa efe e mabapi le ho thunya ka sethunya sa mmuso ke lepolesa le mosebetsing;
- peto ya motho ofe kapa ofe ha motho eo a le polokelong ya sepolesa; le
- tletlebo efe kapa efe ya tlhokofatso kapa kotlo kgahlanong le lepolesa le tshebetsong.

Ke mang ya ka tletlebang ho IPID?

Motho mang kapa mang, e ka ba phofu, paki kapa moemedi, a ka etsa tletlebo ka kotloloho ho IPID. Mekgatlo e seng ya mmuso le mekgatlo ya setjhabeng le yona e ka hlalhelela ditletlebo ho IPID.

Ditletlebo di ka hlalhelwa ke motho ka boyena, ka mohala, ka lengolo kapa ka imeile Ofising efe kapa efe ya IPID. Foromo ya Tlaleho ya Tletlebo e ka ntshwa webosaeteng ya IPID: www.ipid.gov.za/lodge_complaint/lodge_complaint.asp.

Haeba motho a etsa tletlebo ka kotloloho ho sepolesa mabapi le boitshwaro bofe kapa bofe bo seng botle bo hlalositsehang ka hodimo mona, sepolesa se tlameha ho tsebisa IPID hanghang mabapi le tletlebo eo.

Ho etsahalang hang ha tletlebo e hlahletswe?

Mosebetsi wa nyewe o tla abelwa tletlebo e hlahletsehang ho IPID. Mosebetsi wa nyewe o tla hlallobisa nyewe eo ho fumana hore na e wela tlasa tshebetso ya IPID.

Kamora ho ngodisa nyewe, mosebetsi wa nyewe eo o tlameha ho hatisa foromo ya ngodiso ya IPID ho netefatsa hore motletlebi/phofu/bookamedi bo e fetisang bo saena foromo eo ya ngodiso. Foromo ena e tla kenywa dathabeiseng ya IPID.

Jwale haeba nyewe e le kantle ho matla a IPID teng?

Haeba nyewe e wela kantle ho matla a IPID, mosebetsi wa nyewe o tla e rekota e le e 'Kantle ho Matla' mme a e fetisetse ho mekgatlo kapa setheo se lokelang. Mosebetsi wa nyewe o tlameha ho tsebisa motletlebi hore qeto ena e entswe, mme phetiso e entswe.

Mekgwatshebetso bakeng sa ho fuputswa ha ho shwa ke efe?

Haeba nyewe e le tsebiso ya ho shwa, mosebetsi wa nyewe ya tshebetsong o tlameha ho ya sebakeng seo botlokotsebe ho etsahetseng ho sona kapele ka moo a ka kgonang ho

etsa jwalo. Mosebetsi wa nyewe o tlameha ho fumana le ho rekota tlhahisoleseding yohle e mabapi le tulo ya sebaka seo botlokotsebe bo bileng ho sona, nako eo tsebiso e entsweng ka yona le nako ya lefu. Ha mosebetsi wa nyewe wa IPID a fhla sebakeng sa botlokotsebe, o tlameha:

- ho tsebisa setho sa SAPS/MPS se ikarabellang hore se sireletse sebaka sa botlokotsebe le hore se bolokwe se sa fetohle;
- hore a itsebahatse ka ho hlalisa setifikeiti sa ho thonyetswa mosebetsi oo sa IPID ho setho sa SAPS/MPS se ikarabellang bakeng sa sebaka seo botlokotsebe bo bileng ho sona le ho nka taolo ya sebaka seo;
- ho fumana tlhakisetsa e mabapi le se etsahetseng sebakeng sa botlokotsebe;
- ho hlalloba maqeba kapa matetsetso mmeleng wa mofu le ho etsa tlaleho ya ntho e nngwe le e nngwe le sebaka seo e leng ho sona hantle;
- ho tsebahatsa mofu le ho rekota lebitso la hae, fane, dilemo le bong;
- ho netefatsa hore dintlha tsohle tsa bohlokwa le bopaki ba forensiki di tshwailwe le ho nkwa sethwantsho tulong ya tsona ya pele ke Setsi sa Direkoto tsa Botlokotsebe sa Lehae;
- ho bokeletsa kapa ho netefatsa pokeletso ya thepa ya bopaki ho tswa sebakeng seo botlokotsebe bo bileng ho sona bakeng sa ho ya sebetswa ke Laboratori ya Saense ya Forensiki le ho netefatsa hore thepa ya bopaki e tlalehilwe ho SAP13 Seteisheneng sa Sepolesa se nang le matla a tshetsetso hodima tulo ya botlokotsebe boo;
- ho tsebahatsa dipaki tsohle mabapi le botlokotsebe boo le ho fumana dintlha tse mabapi le bona bakeng sa dipotso kapele ka moo ho ka kgonehang; le

- ho fumana dintlha tsa ditho tsa SAPS le MPS tse amehang bakeng sa dipotso tsa kamoso.

Kamora phuputso ya sebakeng seo botlokotsebe bo bileng ho sona mosebetsi wa nyewe o tlameha:

- ho netefatsa hore thepa ya bopaki (e fumanweng ke mosebetsi wa nyewe wa IPID) e romelwa Laboratoring ya Saense ya Forensiki nakong ya dihora tse 48;
- kamora ho amohela thepa ya bopaki ho kgutla ho tswa ho FSL, thepa ya bopaki e hloka ho kgutlisetswa Seteisheneng sa Sepolesa le hore e tlalehwe hape ho SAP13;
- ho etela dipaki tsohle tse sa tsebahatswang ho botsa dipotso le ho fumana disetatemente;
- ho fumana le ho tsebahatsa motho ya balaellwang a bakile lefu la phofu; le
- ho etela beng ka mofu ho ba tsebisa ka ketsahalo le seabo sa mofuputsi wa IPID; le ho kopa ba habo mofu ho fumana tlhahisoleseding efe kapa efe e ka thusang phuputso.

Haeba tlhahlobo ya setopo kamora lefu e etswa mosebetsi wa nyewe o tlameha:

- hore moo ho kgonehang, a be teng tlhahlobong ya setopo kamora lefu ka letsatsi, nako le sebaka tse tsebahaditsweng bakeng sa morero wa ho bona tshetsetso ya tlhahlobo ya setopo kamora lefu;
- ho tsebisa ngaka e hlallobang setopo ka diphuputso dife kapa dife tseo mofuputsi wa IPID a ka lakatsang ho tsepamisa maikutlo hodima tsona;
- netefatsa hore dintlha tsohle tsa bohlokwa le bopaki ba

forensiki di a tshwauwa le ho nkwa ditshwantsho tulong ya tsona ya qalong;

- ho tsebisa ngaka e hlahlobang setopo ka ditemoho dife kapa dife tse entsweng sebakeng seo botlokothebe bo bileng ho sona, mme haeba ho na le ho hloka botsitso diqetong tsa hae kapa moo ho nang le ho se dumellane le tlaleho ya ngaka e hlahlobang setopo, a tlalehe sena ho mosupisi/suphavaesa ya hae; mme
- a tlalehe le ho kenya faeleng dintlha tse feletseng tse mabapi le ditemoho tse entsweng nakong ya tlhahlobo ya setopo.

Nakong ya diphuputso tse tswelang mosebetsi wa nyewe o tlameha:

- ho etsa diphuputso tse saletseng ho latela ditaello le ho etsa qeto mabapi le sephetho sa phuputso; le
- ho ngolla ba lelapa le batho ba amehang mangolo a mabapi le kgatelopele ya kamehla.

Jwale haeba tletlebo ya ka e le mabapi le dikgoka tsa thobalano teng?

Haeba tletlebo e le ya dikgoka tsa thobalano, mosebetsi wa nyewe wa IPID o tlameha:

- ho netefatsa, haeba ho eso etswe, hore phofu e hlahlobilwe ke ngaka;
- ho netefatsa hore khiti ya tlikefetso ya tsa thobalano e a fumanwa, e kwalwa ka hloko le ho nehelanwa ho Laboratori ya Saense ya Forensiki; le
- ho netefatsa boikamahanyo le Ditlhoko tsa Sehlomathiso sa Molao wa Ditlolo tsa Molao tsa Thobalano le Dinyewe tse Mabapi le taelo efe kapa efe e boemong ba naha ya SAPS e mabapi le peto.

IPID e nka nako e kae ho fuputsa?

IPID e tsitlallela ho phetha diphuputso tsohle tsa yona tse lebeletsweng nakong ya matsatsi a 90. Ha a phethela phuputso mosebetsi wa nyewe wa IPID o tlameha:

- Ho hlophisa kgothaletso ho SAPS kapa Molaodi wa Botjhotjhi ba Setjhaba. Haeba phethelo ya nyewe e entswe ka tlaleho ya nakwana, dikgothaletso di ka etswa ho SAPS. Haeba ho phethelwa ha nyewe ho entswe ka tlaleho ya bofelo, dikgothaletso di ka etswa ho SAPS kapa Bolaodi ba Botjhotjhi ba Setjhaba.
- Moo diketso tsa boitshwaro bo sa lokelang/botlokothebe di ka pakwang, nyewe e tlameha ho kwalwa e le e sa tiiswang mme e fetisetswe ho suphavaesa bakeng sa tumello.
- Moo faele e kwetsweng e le e 'Hutsweng', setatemente sa kgulo sa motletlebi/phofu/bookamedi bo e fetisitseng se tlameha ho kenngwa faeleng, kapa afdaviti e entsweng ke mosebetsi wa nyewe haeba setatemente sa kgulo sa motletlebi/phofu/bookamedi bo e fetisitseng se sa kgona ho fumanwa.

Ke tla tsebiswa jwang mabapi le kgatelopele

Mangolo a kgatelopele a tla fetiswa kgwedi le kgwedi mabapi le boemo ba nyewe ho fihlela nyewe e phethilwe, kamora moo a tla ngolwa dikgweding tse ding le tse ding tse tharo kapa ha ho na le phetoho boemong ba nyewe eo.

Kamano ke efe dipakeng tsa IPID le sepolesa?

Nakong ya diphuputso tsa IPID, SAPS le MPS di na le boikarabello ba ho sebedisana le IPID. Haeba IPID e etsa dikgothaletso tsa kgalemo, Mokhomishenara wa Sepolesa wa Naha o hlokwa ho nka kgato kapa a arabele dikgothaletso tseo.

IPID: Nka fumana tlhahisoleseding e eketsehileng hokae?

Tlhahisoleseding e eketsehileng e mabapi le mokgwatshebetso wa ditletlebo wa IPID e fumaneha webosaeteng ya IPID: www.ipid.gov.za mme khopi ya bukana ya IPID e tekang matla a yona e fumaneha ka dipuo tse mmalwa ho www.ipid.gov.za/brochures/brochures.asp.

2. Khomishene ya Ditokelo tsa Botho ya Afrika Borwa (SAHRC)

SAHRC ke mang?

SAHRC e thehilwe ka 1995 ho tshhehisa demokrasi ya Afrika Borwa ka ho hodisa tlhompheo ya, phethahatso ya, le tshireletso ya ditokelo tsa botho tsa motho le setjhaba se seng le se seng Afrika Borwa. SAHRC e na le matla a ho disa le ho lekanya phethahatso ya ditokelo tsa botho, ho kenyeletswa mabapi le SAPS le MPS, mme e ka fuputsa, ya tlaleha le ho nka dikgato tse lokelang moo ditokelo tsa botho di hataketsweng.

Ke mofuta ofe wa ditletlebo tse ka amohelwang ke SAHRC?

Ditletsebo tse mabapi le *dikgatakelo tsa ditokelo tsa botho* di ka etswa o SAHRC. Ditletsebo di ka etswa mabapi le ditaba tse jwalo ka kgethollo ke sepolesa ka mabaka afe kapa afe (ho kenyeletswa morabe, bong, boemo ba setjhabeng le boahi) kapa ketso ya sepolesa e kgahlanong le molao kapa e kgethollang mme e amang ditokelo tsa botho tse sireleditsweng ke Molaotheo wa Afrika Borwa. Ditokelo tsa bohlokwa tse sireleditsweng di kenyeletsa:

- *Tekano*: Motho e mong le e mong o na le tokelo ya tshireletso le molemo wa molao, mme SAPS le MPS ha di

a dumellwa ho kgetholla kgahlanong le motho ka mabaka afe kapa afe kapa ka lebaka lefe kapa lefe, ho kenyeletswa morabe, bong, tshkamelo ya bong, boimana, boemo ba tsa lenyalo, setso kapa motheo wa botjhaba, mmala, tshkamelo ya tsa thobalano, dilemo, bokowa, bodumedi, mehopolo, tumelo, dintlha, puo kapa tswalo.

- *Seriti sa botho*: Ho tshwarwa ka mokgwa o nang le seriti, ho kenyeletswa ke SAPS le MPS.
- *Bophelo*: Ho se amohuwe bophelo ka tsela e seng molaong. Ketso ya sepolesa e seng molaong (jwalo ka ho thunngwa ka thoko ho molao ke sepolesa kapa ho shwella ha motho ditlamong) e bakileng ho shwa e ka ba kgatakelo ya tokelo ya bophelo. *Leha ho le jwalo, IPID e na le matla a ho fuputsa mafu a bakilweng ke tshwaro ya sepolesa, mme ditletsebo tse mabapi le tokelo ya bophelo di tlameha ho etswa ho IPID mohatong wa pele.*
- *Tokoloho le tshireletseho ya motho*: Tokelo ya ho se tshwarwe kapa ho kwallwa ka lebaka le seng molaong kapa le kgethollang, le ditokelo tsa ho se etsetswe dikgoka ke sepolesa, ho tshwarwa ntle le nyewe, tlhokofatso, kapa ho fuwa kotlo e soro, e hlohang botho kapa e tlosang seriti ke sepolesa .
- *Sephiri*: Sepolesa se tlameha ho ba le lebaka le molaong la ho setjha ntlo, ho hapa thepa kapa ho kenakenana le sephiri sa dikgokahano tsa motho.
- *Pokano, dipontsho, dipontsho tsa nyatso le lengolo la boipelatso*: Motho e mong le e mong o na le tokelo ya pokano ka kgotso le ntle le dihlobo, ho etsa dipontsho tsa nyatso le ho nehelana ka lengolo la boipelaetso, mme ho na le dithibelo mabapi le tshebediso ya matla ke SAPS le MPS kgahlanong le baipelaetsi ba ipelaetsang ka kgotso mme ba sa hlomelang.

SAHRC: Nka fumana tlhahisoleseding e eketsehileng hokae?

Ditlitlebo kgahlanong le sepolesa bakeng sa dikgatakelo tsa ditokelo tsa botho di ka etswa ho SAHRC ka tsela ya webosaete: www.sahrc.org.za kapa ka ho letsetsa ho **011 484 8300**.

3. Khomishene ya Tshebeletso ya Setjhaba (PSC)

PSC Ke mang?

PSC e thehilwe ka 1996 ho fuputsa le ho disa ditshebeletso tsohle tsa setjhaba, ho kenyeletswa SAPS le MPS, bakeng sa bobodu.

Ke mofuta ofe wa ditlitlebo tse ka amohelang ke PSC?

Ditlitlebo tse mabapi le *bobodu* ba sepolesa di ka etswa ho Public Service Commission (PSC). Bobodu ba sepolesa ke sebopeliso ba boitshwaro bo seng botle ba sepolesa moo lepolesa le kopang, kapa le amohelang, mpho kapa molemo (tseo ka tlwaelo di tsejwang ka hore ke 'tjotjo') bakeng sa palo efe kapa efe ya mabaka a amanang le boemo ba bona bo kgethehileng ba matla le tshusumetso. Sena se ka kenyeletsa diketso tse jwalo ka ho nka kgato mabapi le phuputso kapa ho tshwara (kapa ho dumela ho se nke kgato mabapi le tlolo ya molao ya botlokotsebe), ho lokolla motho polokelong ya sepolesa, ho eketsa kapa ho kenya bopaki mothong ya tshwerweng, kapa ho sireletsa kgwebo kapa diketso tse seng molaong.

PSC: Nka fumana tlhahisoleseding e eketsehileng hokae?

Ditlitlebo di ka etswa ka tsela ya webosaete ya PSC www.psc.gov.za kapa ka ho letsetsa Mohaleng wa Naha wa Tswants'ho ya Bobodu ho **0800 701 701**.

4. Bongodi ba Setjhaba ba tsa Sepolesa

Bongodi ba Setjhaba ba tsa Sepolesa ke mang?

Profensi e nngwe le e nngwe e na le Bongodi ba Setjhaba ba tsa Sepolesa. Ditheo tsa Bongodi di ikarabella bakeng sa ho fana ka bodisa ba SAPS le ho fana ka tshehetso ho Letona la Sepolesa.

Ke mofuta ofe wa ditlitlebo tseo Bongodi ba Setjhaba ba tsa Sepolesa bo ka di amohelang?

Profensing ka nngwe, Bongodi ba Setjhaba ba tsa Sepolesa bo ka amohela ditlitlebo tse mabapi le *phano ya ditshebeletso ya sepolesa*, e kenyeletsang ditlitlebo tse mabapi le ho hloleha ha sepolesa ho fana ka tlalehelo mabapi le nyewe, haeba sepolesa se sa ikamahanye le ditlhoko tsa Molao wa Dikgoka tsa Malapeng, kapa haeba sepolesa se sa itshware ka tsela e lokelang. Setheo sa Bongodi se ka fuputsa ditlitlebo mme, haeba lepolesa le fumanwe le le molato pelaellong ya boitshwaro bo seng botle, se ka fana ka qeto ho Mokhomishenara wa Sepolesa wa Profensi kapa SAPS.

Setjhaba ba tsa Sepolesa: Nka fumana tlhahisoleseding e eketsehileng hokae?

Tlhahisoleseding ya boikopanyo bakeng sa Ditheo tsa Bongodi profensing ka nngwe e ka fumanwa ho www.policeseecretariat.gov.za/provincial.php

Contact list

COMPLAINING DIRECTLY TO THE POLICE

South African Police Services

www.saps.gov.za

Municipal Police Services

Tshwane

www.tshwane.gov.za

012 310 6500

Durban

www.durban.gov.za

031 3112801

Johannesburg

www.joburg.org.za

011 375 5911

Cape Town

www.capetown.gov.za

021 4275000

○ **COMPLAINING TO AN OVERSIGHT AGENCY**

Serious police misconduct and criminality

Independent Police Investigative Directorate

www.ipid.gov.za

012 399 0000

Human rights violations

South African Human Rights Commission

www.sahrc.gov.za

011 484 8300

sahrc@tip-offs.com

Police corruption

Public Service Commission

www.psc.gov.za

National Anti-Corruption Hotline

0800 701 701

Service delivery

Civilian Secretariat of Police

www.policesecretariat.gov.za

012 393 2500

ipid



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