



LIMPOPO
PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF
CO-OPERATIVE GOVERNANCE,
HUMAN SETTLEMENTS & TRADITIONAL AFFAIRS

LANGUAGE POLICY

1st Version 2023

TABLE OF CONTENTS

I. Acronyms and Abbreviations	3
II. Definitions	4
1. Executive summary	5
2. Introduction	5
3. Purpose and objectives of policy	6
4. Authority of policy	6
5. Legal framework	6
6. Scope of application	7
7. Policy pronouncement	7
8. Default	15
9. Inception date	15
10. Termination and review conditions	16
11. Enquiries	16

I ABBREVIATIONS AND ACRONYMS

CoGHSTA	Department of Cooperative Governance, Human Settlements and Traditional Affairs
DD	Deputy Director
DDG	Deputy Director General
HOD	Head of Department
MEC	Member of the Executive Council

II DEFINITIONS

In this policy, unless the context indicates otherwise, the terms listed below will be understood to have the following meaning:

Act: means the Use of Official Language Act, 2012 (Act no. 12 of 2012).

Constitution: means the Constitution of the Republic of South Africa, 1996.

Department: means the Department of Corporative Governance, Human Settlements and Traditional Affairs (CoGHSTA).

Employee: means a person who works for the Department of Co-operative Governance, Human Settlements and Traditional Affairs and who receives remuneration.

Regulations: means the Use of Official Languages Regulations, 2013 as published under government notice no R 150 in Government Gazette no 37398 dated 20 February 2014.

Social Media: means an interactive platform via which individuals and communities share, co-create, discuss, and modify user-generated content.

Website: means a set of related web pages containing content such as text, images, video, audio, etc.

1 EXECUTIVE SUMMARY

This policy seeks to achieve the following:

- 1.1 The promotion of all official languages as referred to in section 6 (1) of the Constitution.
- 1.2 The promotion of multilingualism as a tool to promote nation building and social cohesion.
- 1.3 The promotion of effective language management to ensure efficient public service administration that meets the needs of the public and ensures equitable access to the services and information of CoGHSTA.
- 1.4 Promote a community-based approach in terms of which CoGHSTA is to be guided by the language(s) spoken by specific client to whom service is to be rendered.
- 1.5 The use of any language for the purpose of exploitation, domination, and discrimination within CoGHSTA or towards any client is prohibited.

2 INTRODUCTION

- 2.1 Section 4 of the constitution mandates national and provincial government departments to regulate and monitor their use of official languages. The Use of Official Languages Act No. 12 of 2012 was enacted to realize this constitutional mandate. This policy is therefore compiled as a statutory requirement in compliance with Section 4(1) of the Use of Official Languages Act No.12 of 2012 which mandates departments to adopt a language policy regarding its use of official languages for government purposes.

3. PURPOSE AND OBJECTIVES OF POLICY

3.1 This policy is intended to provide the department of Co-Operative Governance, Human Settlements and Traditional Affairs (CoGHSTA) with a guideline on the use of Official languages in compliance with the Use of Official Languages Act.

3.2 The language policy objectives:

3.2.1 To promote multilingualism and remove language barriers.

3.2.2 To give effect to sections 6 and 9 of the constitution and section 4(2) of the Use of Official Languages Act.

3.2.3 To promote and prevent use of language in an exploitative manner at the detriment of the Department.

4. AUTHORITY OF THE POLICY

4.1 The Head of Department must ensure that the Directorate Communication Services has an effective support structure, to fulfil functions in terms of the policy.

5. LEGAL FRAMEWORK

5.1 Constitution of the Republic of South Africa, 1996

5.2 Electronic Communications and Transactions Act, 2002

5.3 Promotion of Access to Information Act, 2000

5.4 Promotion of Administrative Justice Act, 2000

5.5 Protection of Personal Information Act, 2013

5.6 Public Finance Management Act, 1999.

5.7 Public Service Act, 1994.

5.8 Use of Official Languages Act, 2012.

6. SCOPE OF APPLICATION

6.1 The policy is applicable to CoGHSTA employees and serves only as a guide to its statutory bodies and municipalities.

7. POLICY PRONOUNCEMENT

7.1 ROLES AND RESPONSIBILITIES

Stakeholders	Policy Development	Policy Approval	Policy Implementation	Monitoring and Evaluation
Member of the Executive Council	Accountable and approves policies in line with the four l's of authority: identifying; initiating, integrating, and interpreting. Provides political leadership, vision, and policy direction	Approves all departmental policies in line with powers conferred by delegation	Member of the Executive Council exercise their executive authority through a wide range of responsibilities that include overseeing the implementation of approved Policies. Oversees policy relationship of policy implementation with the electoral mandate	Approves amendment of the reviewed policy

Stakeholders	Policy Development	Policy Approval	Policy Implementation	Monitoring and Evaluation
Head of Department	<p>Contribute to the policy agenda and recommends for the approval of new policies in line with delegated powers</p> <p>Informs and advises elected political officials accurately, completely and on time</p>	Adopts all the departmental Policies	<p>Oversees the Implementation of the department's policies and delivers the outputs defined in the department's budget.</p> <p>Implements policy and ministerial decisions efficiently and effectively, and in ways that provide value for money</p>	Adopt amendment of the policy after the review.
Communication Services	Identify policy gaps in line with the department communication action plan and prepare for policy review.	Compile and communicate policy reviews based on communication gaps identified and submit to Research and Policy Coordination unit for processing.	Implement policy directives in line with the national government communication policy and the annual strategic framework	Monitor and assess policy implementation and consolidate implementation reports for further actions.

Stakeholders	Policy Development	Policy Approval	Policy Implementation	Monitoring and Evaluation
	Drafted the policy and to circulate the drafted policy for inputs to all staff.	Informs all staff on the approval of all policies	Communicates all approved policies to all staff.	Informs all staff on the Monitoring and Evaluation of the policy process
Strategic Planning, Research, Monitoring and Evaluation	Offer various units with strategic and technical support on policy development	Validates all policies preapproval for compliance and alignment with the departmental mandate	Implement policies within area of responsibility	Assists in the monitoring and evaluation of departmental policies.
	Scrutinise early intentions of developing policies to test whether they are worthwhile or not or to review or amend. Co-ordinates the consultation and supports the development of	Ensures policies are aligned with a department-wide policy and the national policy	Play an oversight role on the implementation of approved policies and legislation	Work with the departmental Monitoring and Evaluation Units.

Stakeholders	Policy Development	Policy Approval	Policy Implementation	Monitoring and Evaluation
	<p>departmental policies.</p> <p>Ensure that policy and legislative development processes are inclusive of SEIAS.</p> <p>Ensure that policies and legislation development is according to the planned schedule and legislative programme</p>			
Labour Management Forum	Analyse and make inputs on the draft policy.	Recommend the adoption of all policies to Head of Department and the Executive Authority	Ensures that all policies implemented are analysed and check for justifiability in terms of policy implementation for employer and employee	Monitors and evaluate all departmental policies.

7.2 USE OF OFFICIAL LANGUAGE

The department has adopted all official languages referred to in section 6 of the Constitution for the purpose of this policy. The following factors will be taken into consideration in arriving at the choice of the official language to be used in a particular case:

- 7.2.1 The language preference(s) of the specific client(s).
- 7.2.2 The language(s) most spoken in a particular area (thus regional circumstances).
- 7.2.3 The practicality of providing service in a particular language.
- 7.2.4 Relevant Directorate approve use of language practitioner, interpretation, and translation service providers.
- 7.2.5 Any possible expenditure to be incurred to provide a service in a particular language, thus balancing the cost with the need and preferences of the specific client(s).

7.3 GUIDELINES ON CoGHSTA USE OF OFFICIAL LANGUAGE

Guidelines on CoGHSTA use of official language is as follows:

- 7.3.1 The Department uses English as its operating language. Thus, internal correspondence will be in English.
- 7.3.2 All official records of meetings held at and by CoGHSTA will be kept in English.
- 7.3.3 The Department Inter-governmental communication will be conducted in English or any other official language as the meeting allows.

7.3.4 All international communication will be conducted in English. Official written correspondence and oral communication used when communicating with members of the public shall be in line with the official languages of the Republic with due regard to their preferred language of choice and depending on the availability of financial or human resources.

7.3.5 Official publications intended for public distribution on websites, i.e., notices, signage, advertisements etc. shall be in line with the official languages of the Republic.

7.3.6 Outreach programmes (Public Participation events, etc.) and official proceedings shall be conducted in line with the official languages of the Republic.

7.3.7 Communication with sight or hearing-impaired clients shall be in line with the official languages of the Republic and CoGHSTA shall arrange for sign language interpreters or conversion of text into braille or audio format if so, requested by the client.

7.4 COMMUNICATION WITH MEMBERS OF THE PUBLIC

Communication with members of the public whose language of choice is not one of the official languages of the Republic:

7.4.1 A member of the public who wishes to communicate with CoGHSTA in a language that is not one of the official languages of the Republic, must in the case of written communication, notify the department in writing and provide the department with an English translation of the relevant correspondence, and in case of oral communication, provide his or her own interpreter.

7.5 COMMUNICATION WITH MEMBERS OF THE PUBLIC WHOSE LANGUAGE OF CHOICE IS SOUTH AFRICAN SIGN LANGUAGE:

7.5.1 A member of the public who wishes to communicate with the department in South African Sign Language must notify the department in writing.

7.5.2 CoGHSTA will arrange for appropriate interpreting services within a reasonable timeframe from the date of the request having been received.

7.6 PUBLICATION OF POLICIES, LEGISLATION, AND OTHER DOCUMENTS

Considering factors above, CoGHSTA undertakes that:

7.6.1 This policy, once approved, will be published in English.

7.6.2 The policy and any subsequent revised version thereof, be made available on CoGHSTA websites (Intranet and Extranet).

7.6.3 Upon receipt of a special request, CoGHSTA will arrange for the policy to be made in any other three of the provincial languages including Braille or Audio format.

7.6.4 The policy must be distributed and be displayed at all CoGHSTA display boards at Head Office and District Offices in such a manner and place that it can be read by the public.

7.7 COMPLAINTS MECHANISM

7.7.1 Any person who is dissatisfied with a decision of CoGHSTA regarding its use of official languages may lodge a complaint in writing to the Department.

7.7.2 The complaint must be lodged in writing, and within three months from the date of the incident giving rise to the complaint.

7.7.3 A complaint must be lodged in the format as may be determined by the Department and must at least:

7.7.3.1 State the full names, identification number, physical and postal address, contact information of the person lodging it and any other relevant information i.e., email addresses of the complaint.

7.7.4 Any complaint lodged must provide a full and detailed description of the incident that led to the complaint and as far as possible, be accompanied by relevant evidence.

7.7.5 The Department may request a complainant to supply any additional information necessary to consider the complaint and to attend a meeting for the purpose of making an oral enquiry into the complaint. The Department will consider the complaint and respond in writing, not later than three months after the complaint was lodged, informing the complainant of the decision.

7.7.6 The complaint should be addressed to: The Deputy Director: Internal Communication; Department of CoGHSTA Private Bag X9485 Polokwane 0700; Tel 015 284 5000.

7.8 APPEAL PROCEDURE

- 7.8.1 A complainant not satisfied with a decision of the Department may lodge an appeal with the Director: Communication Services.
- 7.8.2 The appeal must be in writing and should be lodged within one (1) month of a decision by the Department.
- 7.8.3 The appeal should state the name, address, and contact information of the person lodging the appeal with the full and detailed description of the complaint.
- 7.8.4 The Department will consider the appeal and decide not later than three (3) months after the appeal was lodged and inform the complainant in writing of the decision.
- 7.8.5 The appeal should be addressed to: The Director: Communication Services; Private Bag X9485 Polokwane 0700. Tel 015 284 5000.

8 DEFAULT

Non-compliance with the policy shall constitute violation of the policy and shall be treated in terms of the departmental disciplinary code and procedures policy.

9 INCEPTION DATE

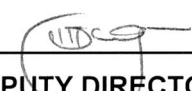
This policy shall be effective upon approval by the Member of the Executive Council.

10 TERMINATION AND REVIEW CONDITION

This policy shall be terminated and reviewed three years from date of approval.

11 ENQUIRIES

Enquiries about the policy should be directed to the office of the Communication Services Directorate or any other sub directorate responsible for implementation of the departmental language services programme.

DOCUMENT TITLE	LANGUAGE POLICY	
COMPILED BY:	 _____ DIRECTOR COMMUNICATION SERVICES	<u>06/09/2023</u> DATE
QUALIFIED BY:	 _____ DIRECTOR STRATEGIC PLANNING, RESEARCH, MONITORING AND EVALUATION	<u>06/09/2023</u> DATE
RECOMMENDED BY:	 _____ DEPUTY DIRECTOR GENERAL CORPORATE SERVICES	<u>7/9/23</u> DATE
ADOPTED BY:	 _____ HEAD OF DEPARTMENT	<u>26/09/2023</u> DATE
APPROVED BY	 _____ MEMBER OF THE EXECUTIVE COUNCIL	<u>26/09/2023</u> DATE