



**MINISTRY
HUMAN SETTLEMENTS
REPUBLIC OF SOUTH AFRICA**

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NATIONAL ASSEMBLY

QUESTION FOR WRITTEN REPLY

QUESTION NUMBER: PQ 1238 (NW1514E)

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Mr C J Poole (DA) to ask the Minister of Human Settlements:

- (1) Whether, with reference to complaints that the adjudication process of the Community Schemes Ombud Service (CSOS) to deal with disputes takes too long, she has found that the CSOS has the requisite capacity to fulfil its mandate; if not, what steps does she intend to take to ensure that the CSOS is adequately capacitated; if so, what are the (a) reasons that the CSOS takes too long to resolve disputes and (b) further relevant details in this regard;
- (2) What (a) are the full details of the backlog of adjudication cases and (b) is the standard time frame for CSOS to deal with and/or resolve disputes?

REPLY:

(1)(a) The CSOS has experienced an increase in number of disputes and has already passed the 10 000 mark during period under review. This is attributed to increased public awareness and education campaigns.

(1)(b) Due to inadequate capacity to deal with high volumes of adjudications, the entity is in the process of appointing additional part time adjudicators to increase the current panel and will be finalised in this quarter to improve capacity of the adjudication function.

(2)(a) The backlog is currently as follows:

(1)	Assessment:	673
(2)	Conciliation:	35
(3)	Adjudication:	599
Total:		1 307

(2)(b) The entity has a standard timeframe to conciliate disputes within 45 days and to adjudicate disputes within 90 days.