

Justice@Work

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JUSTICE@WORK is an online staff newsletter of the Department of Justice and Constitutional Development. It aims to help staff to network, get motivated and stay informed about issues in the department. For the latest issues and archived editions visit: <http://djini/default.aspx>

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Working together to help reduce the spread of COVID-19 in the workplace

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It has been over a year since the first positive case of COVID-19 was detected in our shores. It think we all remember vividly then - when the general anxiety was soon amplified by President Cyril Ramaphosa declaring a nationwide lockdown in March last year.

At the time, most South Africans were caught off-guard as people were generally in a panic-mode and unprepared to deal with the with the threat posed by the pandemic as the deadly disease continued to wreck economies, livelihoods and people's lives, thereby compelling to learn news ways of working and survival.

Like all South Africans, Justice officials were also not spared from the threat posed by the deadly disease and to compound the situation, frontline officials had to work and ultimately be in contact with members of the public during the various stages of the nationwide lockdown. This has also not exempted them from exposing themselves and their families to the Coronavirus.

Nonetheless, our officials proved that 'where there is a will, there is a way' as they developed various mechanisms and innovations to ensure that service delivery is not compromised under the 'new normal'.

During this difficult time, technology takes the centre stage and in this special edition, we take you through various courts who have embraced technology to minimise the spread of COVID-19 and maximise the way justice services are rendered to the public during the pandemic.

Regularly washing of hands is one the recommended and prescribed techniques in the fight against the pandemic. Unfortunately, one of the courts in Limpopo was compelled to combat a dual crisis of water shortage and COVID-19 infections in their courts. How the court managed to pull through? We bring you all the answers in this edition.

Justice@Work prides itself with all the selfless officials who braved the pandemic and continued to serve members of the public. If you have an outstanding have a story to share about your court or colleague, please don't hesitate to contact us and we will get in touch with you.

Do enjoy the read, until next time.

Rodgers Ndhlovu

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Bravo! Technology helps Pretoria Court to finalise a 2-year long rape case

Hlanganisa Mbatha

As the scourge of COVID-19 continues to make life difficult in disbursing service delivery and interrupting the day-to-day operations of courts, officials are manoeuvring and finding innovative ways of delivering justice to all members of the public. The Pretoria Magistrate's Court is a case in point as it recently used technology successfully to conduct a rape case which had already taken too long to finalise where key evidence was presented virtually.

This came after Prosecutor Janatta Wilsenach approached the Court Manager, Mr Mzubanzi Nduzulwana, about a case where a key witness could not come to court due to having comorbidities. The prosecutor was concerned that the case has been on-going for two years and a key witness - a medical doctor who was supposed to provide forensic evidence - could not come to court. The doctor indicated that she has comorbidities and was also expecting a baby and already at an advanced stage.

“Thanks to our Regional Head, Mr Malema, who is always pursuing us to introduce new technology to all our court rooms; we (IT) are currently working to implement a solution that will cater for sexual offences system, where all vulnerable groups can give evidence whilst at home or place of safety.”

Solution-driven: Pretoria Court Manager Mr Mzubanzi Nduzulwana, sharing with *Justice Voice* on how the first case was heard virtually.



This proved to be an obstacle in finalising the case and as much as the court complied with the COVID-19 regulations, the court manager found it difficult to guarantee complete safety for the doctor if she physically came to the court.

Eager to have the case finalised, the court manager realised that technology was the only answer to facilitate the testimony. "I decided to approach our Regional Head, Mr Zephaniah Malema, and suggested that we use *Microsoft Teams* to facilitate the proceedings in this case since we were already using it for our meetings. All parties supported the idea and agreed, including Mr Malema, who has always been enthusiastic about innovations," recalls Mr Nduzulwana.

After the matter was discussed with the state defence team, it was time to roll out the plan and the Information Technology (IT) section was engaged. Mr Nduzulwana organised a meeting with Mr Stephens Motlhamme, IT Co-ordinator for the cluster and Mr Eric Mbata who handles all IT related matters in the absence of the co-ordinator.

The IT co-ordinator says that after receiving the request, they had three dry run tests, the first one in November. "During the test, we sent an invitation to the doctor via Teams and we connected to test the audibility of all the parties. We then encountered a variety of challenges from weak network to audibility of the sound to be captured on the Court Recording Technology (CRT) microphones," recalls Mr Stephens.

Other tests were done on in late November 2020 respectively, and Mr Motlhamme indicated that the dry runs assisted a lot in preparation for the trial. He confirmed that everything was setup and all technical glitches were dealt with and as a result the proceedings went 'smoothly'.

Installation of the WI-Fi at our courts will be an added advantage as Information Systems Management (ISM) is working on increasing the bandwidth in all courts to cater for virtual proceedings."

"Thanks to our Regional Head, Mr Malema, who is always pursuing us to introduce new technology to all our court rooms; we (IT) are currently working to implement a solution that will cater for sexual offences system, where all vulnerable groups can give evidence whilst at home or place of safety. Installation of *WI-Fi* at our courts will be an added advantage as Information Systems Management (ISM) is working on increasing the bandwidth in all courts to cater for virtual proceedings," indicated Mr Motlhamme.

The court manager mentioned that the success of this project signified the importance of technological innovation in the courts and how costs can be saved from this exercise. ●

COVID-19

Help prevent
the spread of
COVID-19

Wash your hands often
With soap and water for at
least 20 seconds.



Cover your cough or sneeze
with a tissue, then throw
the tissues in the trash.



Stay home when you are
sick, except to get medical
care.



Avoid close contact with
people who are sick.



Avoid touching your
eyes, nose and mouth.



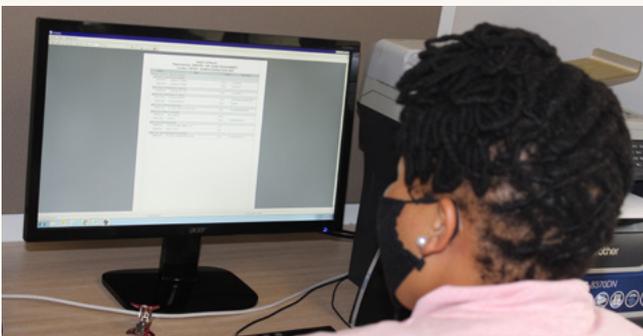
Clean and disinfect
frequently touched objects
and surfaces.





Justice moves a step further to online asset verification

Virgilatte Gwangwa



Online: An official downloading her Asset List Report.

There is no doubt that COVID-19 has changed the way of living by introducing the new 'normal'. Physical contact has now become a thing of the past as most workplaces have been adapting to working remotely as part of the new normal.

While the Fourth Industrial Revolution (4IR) has been the talk for many, the Coronavirus pandemic has forced countries to make it a living reality.

The Department of Justice is not spared on this rapid changes and as such, the Asset Management Unit has followed suit and has since introduced an online inventory list to verify all departmental assets. This is to minimise the level of physical interaction whilst carrying out their duties.

We are now going to verify departmental assets electronically."

This comes after the unit realised that the old way of verifying assets has since put their staff as well as other officials in danger during this difficult period. Explaining the process, Asset Management Director, Mr Robert Pearce says verifying assets has been initially done physically, with asset verifiers and controllers going from office to office checking and recording assets. "Until December 2020, we have discovered that our staff inevitably became super-spreaders of the virus whilst moving from one office to the other, performing their duties," he says, adding: "We are now going to verify departmental assets electronically."

As part of safety measures and exercising caution, adds Mr Pearce, the unit decided that officials will now verify assets remotely. He explained further: "As the departmental prescripts allow for online verification and when we look at the Departmental Financial Instructions (DFI) for example, it appoints every employee to be a custodian of assets in his/her possession. The prescripts also require custodians to assist with the verification or stocktake of such assets."

In order to minimise spreading the virus, highlights Mr Pearce, the unit has now introduced a new approach which will require all officials to play their part more closely. "For instance, from the asset register, we are now downloading the inventory list for each office and send it to managers for distribution within their branches. When a custodian receives the list, he/she is required to tick all assets available at their location and are reflected on the inventory list (they must tick by hand)," he explains.

From here, officials need to tick their assets from the list using a barcode and check whether the description is correct. "In instances where a description of an asset is incorrect, an official would be required to write the correct description by hand on the sheet. The same applies if one has a laptop and a serial number is not identical as the one on the list, it is their responsibility to write the correct serial number.

Mr Pearce further indicates: "If a custodian also finds that there is an asset reflecting on the list but it is not in his/her disposal, it must also be noted. However, if an asset is lost or stolen, a case needs to be open or an affidavit needs to be written and commissioned which must be attached as an annexure to Annexure K form."

It is important that every asset must be under official's name. "If you have an asset that you have never seen before in your workspace, it is your responsibility to bring it to our attention. Likewise, if you have an asset in your office but does not reflect on your list, you need to write its description and a barcode by hand – and make amendments on the list," he adds.

According to Mr Pearce, the movement of assets needs to be clearly stated, for instance, if one moved a chair from office A to office B, it must be clearly stated. Once officials are done with verifications, they must sign at the end of the list and send a hard copy back to asset management. The asset management will then update the asset register and print another inventory list for officials to sign and affix to the back of their office doors as a requirement.

Mr Pearce says they had already started rolling out the process with the Offices of the Director-General, Chief Financial Officer and that other offices will soon follow. He urged officials to cooperate fully so that the process can be expedited quicker. ●



She braves the pandemic, serves the public with diligence

Virgilatte Gwangwa

As they say; 'heroes are ordinary people who make themselves extraordinary,' and though her work, Ms Eunice Dyantyi, has proved to be just that, a heroine. At the time where many were scared and even doubting to serve the public due to the traumatic and deadly corona virus, the 49-year-old senior administration clerk from Noupoort Magistrate's Court in the Northern Cape continued to work in the spirit of the Batho Pele principles.

When the society learnt of the first positive COVID-19 case in the country a year ago, everyone was terrified. While medical practitioners were up in arms trying to figure out ways to prevent the virus, some community members were already infected, while others succumbed to the deadly virus.

Being at the forefront of serving the public, according to Ms Dyantyi, and working during the various lockdown stages, was challenging as her colleagues were afraid that she would contract the virus and eventually infect them in the process.

“I am the only one who is really exposed to the public due to the sections that I work in, and that made most people uncomfortable, but I had to do my job and ensure that services are rendered.”

“I am the only one who is really exposed to the public due to the sections that I work in, and that made most people uncomfortable, but I had to do my job and ensure that services were rendered,” she recalls.

Having served the Department for 14 years now, Ms Dyantyi – an all-rounder in her court, continued to go above and beyond her line of duty as she ensured services were rendered at various sections such as the children's court, civil; divorce, assisting at Legal Aid South Africa (LASA) in interpreting and opening new cases.



Passionate: Ms Eunice Dyantyi, Senior Administration Clerk, Noupoort Magistrate's Court, Northern Cape.



I also help administer estates, assist in the domestic violence section and serve as a maintenance clerk," she shares. She also assists to authorise documentation on Basic Accounting System (BAS) & Justice Yellow Pages (JYP) as well as training officials on how to capture and authorise on Vote Account as well as being the *MojaPay* supervisor, among other duties.

Speaking to *Justice@Work*, Ms Dyantyi says she has always been careful when serving the public, following all precautions. "For instance, I use red tapes to demarcate the floor for people to maintain social distancing and as an asset controller, instead of serving people on my desk, I decided to place a round table and chairs so that the public can be comfortable to sit and talk with me when I am assisting them," she explains.

According to Ms Dyantyi, all was well until she assisted a family which went to court to open an estate for their deceased father due to COVID-19. At the time, she recalls, did not know of the deceased's cause of death.

"I assisted the family with all the processes as I normally do, only to hear later in the corridors that their father died of COVID-19. This revelation caused panic to my colleagues as they thought that I was

already infected. Even though the approach was not proper, I did not let that demotivate me, I kept a positive mindset that should that be the case, I would have been infected whilst doing a greater good. Fortunately, I got tested and the results came back negative;

here I am - I continued to serve the public with all my best," she says proudly.

Ms Dyantyi's love for her job is what keeps her working tirelessly in ensuring that members of the public leave her court smiling. She highlights that working in small-town where people faced with various life challenges such as high volume on unemployment rate, the least they could do is

to assist the public by going all to ensure that service delivery is of high standard.

Her passion and commitment did not go unnoticed as she was called to assist in another court. "While I was on rotation, the Colesberg Court Manager called me so I could assist with the administration of estate because some of the officials were on sick leave due to COVID-19. I availed myself and assisted; serving the public is what fulfils me when I reflect at the end of the day," she concludes. ●

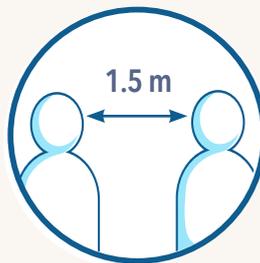


"Fortunately, I got tested and the results came back negative; here I am - I continued to serve the public with all my best."

PROTOCOL FOR COVID-19 PREVENTION IN THE WORKPLACE



Wash your hands frequently with soap or use a hand sanitizer.



Keep a social distance of 1.5 metres from other people.



Avoid large crowds.



Wear a face mask at all times.



Avoid close contact with people who are sick.



Disinfect surfaces regularly.



Limpopo Court acts swiftly on 1st COVID-19 case

Mokgethwa Ngoepe



The outbreak of COVID-19 and the paranoia it brings not only in the country but around the globe, has made people to live in fear, government officials are also not spared.

Justice@Work recently visited the Lebowakgomo Magistrate's Court in Limpopo after it was reported to be the first court in the region to report a positive COVID19 case last year. "I remember the panic and anxiety amongst all of us soon after we heard and read news about the Coronavirus outbreak in China and none of us wanted the terrible virus to visit our door step; it was tough," recalls Lebowakgomo Court Manager, Ms Selelo Ntini.

At the time, says Ms Ntini, was the most difficult moment ever as there was no regulations and clear guidelines in place on issues relating to COVID-19.

“The official was very helpful and managed to take me through the processes of COVID-19, step by step. She also explained to me the process of quarantine, and self-isolation thoroughly,”

"I remember vividly, it was on 10 June 2020 when one of our officials contracted the virus. This was just a few months after President Cyril Ramaphosa announced a nationwide lockdown to curb the spread of the virus. I immediately sent an email and a *WhatsApp* message to our area court manager and requested that it be brought to the attention of our regional office urgently. On 11 June, the following day, I arrived in the office very early in the morning in order to instruct the security officials to prevent members of the public and staff from accessing the building," she says.

Out of desperation, she recalls, seeking help and being proactive, she took it upon herself to liaise with health officials in the province and was referred to an official who deals specifically with COVID-19. "The official was very helpful and managed to take me through the processes of COVID-19, step by step. She also explained to me the process of quarantine, and self-isolation thoroughly," she indicates.

After acquiring all the information needed to make a quick and informed decision on the matter, Ms Ntini immediately contacted and informed the Limpopo regional management on what had transpired. "I explained to the regional head of all the actions taken while awaiting guidance from her office. The regional head gave me a go ahead to address officials and all our stakeholders in court and share information on what I have gathered," she recollects.

After addressing court staff and all stakeholders, Ms Ntini further addressed members of the public and apologised for the inconvenience caused. As a result, the court was then closed for the process of decontamination and all stakeholders, together with members of the public were satisfied and appreciated the efforts taken by the office.

According to Ms Ntini, a decision was taken that all court cases which were enrolled for the period to be postponed. "Notices were placed on the public entrance to inform all public members and other stakeholder about the temporary closure of the office," she states, adding that she later compiled a detailed report for submission to the regional office.

Ms Ntini also further requested the Department of Health to conduct a workshop to empower staff on COVID-19 related information. "The official from the Department of Health came to the court and rendered an item of information sharing session and workshop, all staff and management were at liberty to ask clarity seeking questions. During the workshop, managers from the Limpopo Regional Office, including the Limpopo Regional Head, Advocate Winnie Sonti; Director Court Operations, Mr Modise Molekwa; Human Resources represented by Mr David Chauke as well as the Legal Services represented by Mr Solly Matlala, attended the meeting to give support since it was the first case in the region," she says.

Ms Ntini thanked her colleagues at Lebowakgomo Court for their cooperation and hard work during the various stages of the lockdown. "You have indeed indicated through your hard work that our primary objective is to provide service delivery to the people," she concluded. ●



Lebowakgomo Court devises plan to use buckets to counter water challenges amid COVID-19

Mokgethwa Ngoepe



Lebowakgomo Magistrate's Court.

Water is life and one of the basic needs that people need to survive, more especially during the COVID-19 pandemic where people are encouraged to regularly wash their hands. Nonetheless, Lebowakgomo Magistrate's Court in Limpopo continues to face shortage of running water as a result of drought in the area.

Giving perspective on the matter is Lebowakgomo Court Manager, Ms Ntini Selelo who admits that the entire area is constantly experiencing water shortages as this problem affects other offices such as the local municipality office next to the court as well.

"As this problem escalates, I had to be proactive and initiated discussions with the local municipal manager so that we can come up with possible solutions to alleviate the situation, but the municipal manager indicated that the challenge was beyond his control," says Ms Selelo, who also concur that the water challenge dates back to 2014, long before she started working at Lebowakgomo.

However, as the say 'necessity is the mother of invention,' Ms Selelo came up with an idea of utilising a state vehicle to fetch water from nearby areas so that they could wash their hands and also for flushing toilets, thereby ensuring that justice services continue as normal despite water challenge.

According to Ms Selelo, he further informed the Limpopo Regional Office about the matter. "I give the regional office a weekly report and currently, our office is going through refurbishments and part of that is the installation of water tanks. We hope that the provincial Department of Public Works will sort us out and this problem becomes a thing of the past," she says.



Water challenges: Lebowakgomo Magistrate's Court is struggling with the provision of water.

She added that they are grateful that service delivery is not interrupted as there is a contingency plan in place, to reserve water using the buckets and bottles to flush the toilets and to wash hands too.

"My wish is for us to have a beautiful garden where we can sit and refresh our minds on a stressful day or even have our own vegetable garden to help our clients who are destitute, but due to a lack of a borehole in our courtyard, all that remains a pipedream," highlights Ms Selelo, adding that at times, they experience water shortage almost twice or three days in a week.

When concluding, the court manager highlighted the importance of her responsibility in ensuring compliance with COVID-19 requirements are adhered to at all times. ●



First Court Manager to contact COVID-19 virus, tells it all!

Mokgethwa Ngoepe

Since its outbreak in 2019, the Coronavirus, widely known as COVID-19, has since killed millions of people worldwide and has left a trail of broken families as a result. Telling her own story, is a survivor of COVID-19 and a mother who is also a first court manager in the country to contact COVID-19. Ms Ntini Selelo, a court manager at Lebowakgomo magistrate court, tested positive for COVID-19 during the peak of the second wave in January this year.

"I thank God for giving me another chance and I am appreciating the support received from my colleagues, and more especially my family and my children," she says.

Ms Selelo believes the COVID-19 chapter will remain as a sad story ever that the next generation will talk about as it is 'a sad history in our lifetime'. Just like all dedicated officials, Ms Selelo ensured that South Africans receive better services when they are at the Lebowakgomo Magistrate Court. She understood the risk she was going to face when she returned to work after the festive season as Lebowakgomo area was classified as a high-risk zone.

"As a court manager, I exchange lots of documents daily, some of which might already be contaminated. For an example, I am signing letters of authorities from executors, trip authority for staff, including judiciaries and J49 forms for all witnesses that come to court. As being an upright manager with principles, I told myself that services have to be rendered without disruption no matter how bad the situation whilst ensuring compliance with COVID -19 regulations is adhered to," she says.

Ms Selelo further mentioned that they usually meet as management to discuss issues relating to COVID-19 pandemic, following all the regulations, policies in place.

"Although I always ensured that screening is performed at the entrance by our security officers before everyone enters the premises, wearing of masks, sanitising before and after exchanging documents, unfortunately, on 4 January I had symptoms and decided to test and on 12 January 2021, the results came back positive and I had to quarantine. While in quarantine I ensured that issues relating to operations are attended to. I communicated regularly with the then acting court manager during my quarantine period whilst supporting him by working from home in the interest of service delivery," she emphasises.

To spend 14 days indoors without seeing or meeting your family, says Ms Selelo, is quite challenging. "Nonetheless, I had no option but to remain strong for the sake of the safety of my family and colleagues since I was not sure about my status," she adds.

Like most COVID-19 victims, Ms Selelo was steaming on a daily basis, drinking a mixture of lemon, ginger and garlic was her preferred remedy to recover and she ensured that she isolated herself from everyone. When concluding, Ms Selelo urged officials to continue following regulations, including wearing masks and washing hands more often in order to curb the spread of the virus. ●



Survivor: Lebowakgomo Court Manager; Ms Ntini Selelo.

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