

*Affordable Reliable Justice*

24 March 2020

To: Community Schemes, CSOS employees and part time Adjudicators.

Dear All,

## **DIRECTIVE IN RESPONSE TO COVID-19 AND 21-DAY LOCKDOWN**

1. On 23 March 2020, the President Mr Cyril Ramaphosa, announced that the National Coronavirus Command Council has decided to enforce a nation-wide lockdown for 21 days with effect from midnight on Thursday 26 March 2020.
2. This is in response to the evolving outbreak in South Africa of the Coronavirus, otherwise known as COVID-19, which has been declared by the World Health Organisation (WHO) to be a global pandemic.
3. In issuing of this directive, the CSOS has had regard to the following instruments or directives:
  - The directive issued by the President of the Republic of South Africa, Mr. Cyril Ramaphosa;
  - The declaration of a national state of disaster, in terms of section 27(2) of the Disaster Management Act, 2002 issued by the Minister of Co-operative Governance and Traditional Affairs, Dr Nkosazana Dlamini Zuma, and published on 15 March 2020 in Government Gazette No. 43096.
4. **The CSOS hereby directs as follows:**
  - 4.1 All contact processes such as conciliation, adjudication and investigation are suspended until Friday 17 April 2020.



- 4.2 All matters set down for the period, as noted in point 4.1 above, are postponed until the country shutdown is suspended.
- 4.3 The CSOS Service to the public will resume on Monday, 20 April 2020.
- 4.4 No person will be allowed to walk into any of the CSOS offices.
- 4.5 The CSOS will not accept enquiries or attend to matters during this time.
- 4.6 **In the event of exceptional circumstances**, contact can be made with the Regional Ombuds as follows:
- *Gauteng, Limpopo, North West:*  
Mr. Abe Masilo / [abe.masilo@csos.org.za](mailto:abe.masilo@csos.org.za) / 066 302 9517
  - *Western Cape, Northern Cape, Eastern Cape:*  
Ms. Maletsatsi Wotini / [Maletsatsi.wotini@csos.org.za](mailto:Maletsatsi.wotini@csos.org.za) / 066 302 9492
  - *KwaZulu-Natal, Mpumalanga, Free State:*  
Mr. Mervin Dorasamy / [Mervin.dorasamy@csos.org.za](mailto:Mervin.dorasamy@csos.org.za) / 063 684 7740
5. The CSOS encourages the use of the National Institute for Communicable Diseases' Coronavirus **emergency 24-hour hotline number 0800 029 999** or WhatsApp number 060 012 3456 if required.
6. All enquiries relating to this directive should be directed to the following email address [info@csos.org.za](mailto:info@csos.org.za)

Regards,

**NDIVHUO RABULI**

ACTING CHIEF OMBUD

