
GOVERNMENT NOTICES • GOEWERMENTSKENNISGEWINGS

DEPARTMENT OF WATER AND SANITATION**NO. 221****04 MARCH 2016**

DEPARTMENT OF WATER AND SANITATION

USE OF OFFICIAL LANGUAGES ACT, 2012 (ACT NO.12 OF 2012)

PROPOSED LANGUAGE POLICY

I, **NOMVULA MOKONYANE**, Minister of Water and Sanitation, hereby give notice of my intention to adopt the Language Policy for the Department of Water and Sanitation, under Regulation 3(2) of the Use of Official Languages Act, 2012 (Act No 12 of 2012) set out in the Schedule hereto. Members of the public are invited to submit to the Director-General, within 30 (thirty) days after the publication of this notice in the Gazette, written representation to the following addresses:

By post to: The Director-General
Department of Water and Sanitation
Attention: Ms Matlakala Motloung
Private Bag X 313
PRETORIA
0001

By hand at: Sedibeng Building, 185 Francis Baard Street, Pretoria, 0001.

By e-mail: info@dws.gov.za

Any enquiries in connection with the notice can be directed to Ms Doris Magwebu at (012) 336 6889

Comments received after the closing date may not be considered.

NOMVULA MOKONYANE**MINISTER OF WATER AND SANITATION**



water & sanitation

Department:
Water and Sanitation
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF WATER AND SANITATION LANGUAGE POLICY

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1. Definitions

1.1	Branch Head	Deputy Director-General Communications
1.2	Department	Department of Water and Sanitation
1.3	Communications	Language Services
1.4	Employee	All employees of the Department of Water and Sanitation
1.5	Headquarters	City or Town where the actual place of work is.
1.6	Language Practitioner	All employees appointed as Language Practitioners for the Department of Water and Sanitation and provide a language service to the Department.
1.7	Braille	A written form of communication, aimed at the blind. For purposes of this policy, it is not classified as a separate language.
1.8	Multilingualism	The use of more than one language by an individual or by a group of speakers such as the inhabitants of a particular region or a nation.

2. Purpose

The primary purposes of this policy guideline include:

- 2.1 Promoting an integrated approach to multilingualism during service delivery;
- 2.2 Giving effect to the Use of Official Languages Act No. 12 of 2012:
 - a. Section 4(1) of the Act provides that every national department, national public entity and national public enterprise must adopt a language policy.
 - b. Section 4(2) further provides that a language policy adopted in terms of subsection (1) must:
 - b.1 Identify at least six (6) of the official eleven (11) languages that the national department, national public entity or national public enterprise will use for government purposes;
 - b.2 Stipulate how official languages will be used in effectively communicating with the public, official notices, government publications and inter- and intra-government communication;
 - b.3 Describe how the national department, national public entity or national public enterprise will effectively communicate with members of the public whose language of choice is not a DWS official language or South African Sign Language;

- b.4 Describe how members of the public can access the language policy; and
 - b.5 Provide a complaint mechanism to enable members of the public to lodge complaints regarding the use of official languages by a national department, national public entity or national public enterprise.
- 2.3 Supporting the development of human resources required for successful implementation of multilingualism in DWS through translation and interpreting services.

3. Goals

This policy aims to:

- 3.1 Empower and affirm speakers of previously marginalised languages;
- 3.2 Support equitable access to services, knowledge and information through multilingualism;
- 3.3 Give increasing effect to multilingualism through the use of IsiZulu, IsiXhosa, Afrikaans, English, Sepedi, and Sign language;
- 3.4 Promote social cohesion, cultural diversity and national unity through good language management;
- 3.5 Develop language resources by enabling and supporting language professionals.

4. Scope

This policy applies to:

- 4.1 All employees of the Department of Water and Sanitation;
- 4.2 All Language practitioners employed by the Department of Water and Sanitation.

5. Legislative Provisions

- 5.1 The Constitution of the Republic of South Africa, Act No. 108 of 1996;
- 5.2 The Use of Official Languages Act no. 12 of 2012;
- 5.3 Regulations in terms of the use of the Official Languages Act of 2012.

6. Principles

DWS's language policy is based on the following principles:

- 6.1 A commitment to the promotion of all official languages of South Africa;
- 6.2 Recognising that languages have the ability to maximise knowledge and expertise and to support community participation;
- 6.3 Understanding that good language management is needed to ensure efficient public service administration that will meet the needs of the public and promote equitable access to the services and information of the DWS;
- 6.4 Preventing the use of any languages for purposes of exploitation, domination and discrimination within the DWS;
- 6.5 Collaboration for the promotion of multilingualism.

7. Criteria for choosing DWS's working languages

7.1 Direction

The Regulations in terms of Section 13 of the use of the Official Languages Act of 2012 make reference to direction in the following:

"In order to determine its official languages as contemplated in Section 4(2) of the Act (see 1.3.2 (a, b, c) of DWS Policy), the national department, national public entity or national public enterprise must consider the factors as stipulated in Section 6(3) of the constitution, including:

- (i) Language use of members of the public that access the services of the national department, national public entity or national public enterprise, having regard to:
 - (aa) language needs of members of the public;
 - (bb) language statistics in the population census published by the Statistician-General in terms of Section 7 of the Statistics Act No6 of 1999;
 - (cc) research that the national department, national public entity or national public enterprise may conduct."

7.2 Adopted Principles

In line with the Direction above, Languages have been chosen for adoption by DWS based on the following principles:

- 7.2.1 The 2011 National Census Data, which presents the most commonly spoken languages in South Africa's homes.
 - 7.2.2 The specific language needs of the members of the public.
- 7.3 Other language policy positions of DWS (particularly with regard to communicating with the public in the provinces):

- 7.3.1 DWS is conscious of the need to promote the parity of esteem and equitable treatment of official languages of the republic as per the provisions of the Constitution.
- 7.3.2 In line with this principle and to give effect to minority languages in the provinces, DWS extends its position to consistent use of these languages by looking at which languages, for practical purposes, are in common use per province.
- 7.3.3 The ideal situation would be to consult people in those areas to determine what languages DWS would be using to communicate with communities, based on the demands.
- 7.4 DWS will therefore adopt the following languages:
- 7.4.1 IsiZulu
- 7.4.2 IsiXhosa
- 7.4.3 Afrikaans
- 7.4.4 English
- 7.4.5 Sepedi
- 7.4.6 Sesotho
- 7.4.7 Sign language
- 7.4.8 Braille will be incorporated as a written form of communication. This is however not classified as a separate language.

8. Utilisation of official languages in DWS

	Purpose	Language
8.1	Internal, inter and intra-government communications	English
8.2	Communicating with members of the public: Letters Newspaper articles Opinion pieces Radio interviews Electronic communication Oral communication	The official languages of DWS with due regard to the criteria outlined in clause 7 above E.g.: If a member of the public writes to the Minister in Sesotho, that member should receive acknowledgement of receipt and a reply in Sesotho.
8.3	DWS's official forms: job applications, calls for proposals, registration of heraldic representations.	The official languages of DWS with due regard to the criteria outlined in clause 7 above
8.4	DWS's information in public notices and announcements, public information signs, signage identifying facilities and services	The official languages of DWS with due regard to the criteria outlined in clause 8 above

	Purpose	Language
8.5	Official publications generated by DWS intended for public distribution e.g.: this policy, government reports, research, all advertisements, campaigns, documents, records, transcripts, etc.	The official languages of DWS with due regard to the criteria outlined in clause 7 above
8.6	Public hearings (izimbizo) and other official proceedings portfolio committee hearings on DWS legislation, summits/conferences	The official languages of DWS with due regard to the criteria outlined in clause 7 above

8.7 DWS will arrange for appropriate translation or interpreting when communicating with the members of the public whose language of choice is not one of DWS's official languages.

9. Implementation

The roles and responsibilities of the Language Unit include:

- 9.1 Advising the DG on policy implementation;
- 9.2 Monitoring and assessing the use of official languages by the DWS;
- 9.3 Monitoring and assessing compliance with this policy;
- 9.4 Compiling and submitting reports to the Minister and to the Pan South African Language Board in terms of section 9 of the Act;
- 9.5 Promoting parity of esteem and equitable treatment of official languages through the functions of DWS;
- 9.6 Promoting language acquisition among the staff of DWS;
- 9.7 Facilitating equitable access to the services and information of DWS through translation and interpreting services;
- 9.8 Promoting good language management; and
- 9.9 Aligning the delivery of translation, interpreting and editing services with the Batho Pele Principles;
- 9.10 Provision of language and/or sign language interpreting during all Ministerial events.

10. Complaints Mechanism

- 10.1 Any person who is dissatisfied with the use of the official languages services offered by DWS may lodge a complaint (in writing) with the DG.
- 10.2 Any complaint must be lodged within three months of the incident.
- 10.3 Any complaint lodged must state the name, address, and contact information of the person lodging it.
- 10.4 Any complaint lodged must provide a full and detailed description of the complaint.
- 10.5 The DG may request a complainant to supply any additional information necessary for consideration of the complaint, and to attend a meeting for purposes of making an oral enquiry into the complaint.
- 10.6 The DG will consider the complaint and respond (in writing) no later than three months after the complaint was lodged, informing the complainant of the decision.

11. Publication of and Access to this Policy

- 11.1 This Policy will be published in IsiZulu, IsiXhosa, Afrikaans, English, Sepedi, Sesotho, Sign language as well as Braille (to allow blind employees access).
- 11.2 It will be available on DWS's website: www.dws.gov.za.
- 11.3 It will be available in audio on DWS's website: www.dwa.gov.za.
- 11.4 It will be displayed at all DWS's offices in such a manner and place that it can be read by the public.
- 11.5 It will be displayed (in hard copy) at the Reception of all DWS's offices and at the Head Office Library.

12. Review of Policy

This Policy will be reviewed every two (2) years.