

THE SECOND-HAND GOODS STANDARD OPERATING PROCEDURE

Processing appeal of dealer or recycler

1. INTRODUCTION

A dealer who is aggrieved by any decision taken by the National Commissioner may, lodge appeal to the Minister against that decision

The statement and all documents or copies of documents pertaining to the matter must be submitted either by hand with the Designated Police Officer or registered post to the station precinct the dealer carries on business or stores any second-hand goods or intends to carry on business or intends to store any second-hand goods within thirty (30) days from the date of the relevant decision to the Minister of Police against that decision.

The statement must set out the circumstances of the appeal and all grounds upon which the appellant rely in order to enable the Minister to reach a final decision.

The Second-Hand Goods Officer must accept such statement of appeal and provide proof of receipt for such documents. The documents must be forwarded to the National Second- Hand goods Office without any delay.

The Minister may confirm, set aside or amend the decision taken by the National Commissioner or make such order with regard thereto as may be fair and practicable.

2. PROCESS FLOW: DEAL WITH APPEAL OF DEALER OR RECYCLER

3. APPLICATION PROCEDURE

The Application Procedure as depicted in Diagram 12(Process Flow: Deal with appeal of dealer or recycler), will be explained in the following manner:

- Every process step (block) is alphabetically numbered and individually explained

3.1 **A** – RECEIVE STATEMENT AND SUPPORTING DOCUMENTS

PROCESS EXECUTION

The Designated Second-Hand Goods Officer must receive the Appeal Notice or Application with the accompanying documents at the Police station in which the Dealer / Recycler do business or store second-hand items, intend to do business or store second-hand items.



RESPONSIBLE PERSON(S)

- Designated Second-Hand Goods Officer (DSO)



GOVERNANCE

Section 33(1)(2) of the Act- Appeals

“33. (1) A dealer who is aggrieved by any decision taken by the National Commissioner in terms of this Act may, in the prescribed manner, appeal to the Minister against that decision.

(2) The Minister may—

(a) confirm, set aside or amend the decision taken by the National Commissioner; or

(b) make such order with regard thereto as may be fair and practicable.”

Regulation 14 of Regulations for Dealers and Recyclers - Manner of appeal

“(1) Any dealer or recycler wishing to appeal against a decision contemplated in section 33(1) of the Act, must lodge a statement and all documents or copies of documents pertaining to the matter at the office of the Minister, either by hand or by registered post, within 30 days from the date of the relevant decision.”



“(2) The statement referred to in (1) must set out the circumstances of the appeal and all grounds upon which the appellant rely in order to enable the Minister to reach a final decision.”

Paragraph 5.11.4.1 of National Instruction 1/2013: Second-Hand Goods

“A dealer who is aggrieved by any decision in terms of the Act may submit an appeal against the decision, in the format of a statement, as well as all documents or copies of documents pertaining to the matter, either via his/her local DSO or directly by hand or registered post to the Minister of Police.”

APPLICABLE DOCUMENTATION

The following documentation are attached:

- Statement of Appeal
- Supporting Documentation



SYSTEM FUNCTIONS

TO BE ADDED (SYSTEM NOT YET IMPLEMENTED).



3.2 **"B"** – CAPTURE RECEIVED DOCUMENT INFORMATION

PROCESS EXECUTION

The information as depicted on the Appeal Notice or Application must be captured in the Second-Hand Goods System.



RESPONSIBLE PERSON(S)

- Designated Second-Hand Goods Officer (DSO)



GOVERNANCE

NI to be written



APPLICABLE DOCUMENTATION

The following documentation are attached:

- Statement of Appeal



SYSTEM FUNCTIONS

TO BE ADDED (SYSTEM NOT YET IMPLEMENTED).



3.3 **"C"** – PROVIDE ACKNOWLEDGEMENT OF RECEIPT

PROCESS EXECUTION

After or during the capturing of the Appeal information in the Second-Hand Goods System the form SAPS 601(c) (Acknowledgement of Receipt of Second-Hand Goods Documentation) must be issued to the appellant.

Where the appeal is lodged directly to the Minister of Police the form SAPS 601(c) (Acknowledgement of Receipt of Second-Hand Goods Documentation) will be issued by the National Second-Hand Goods Office.



RESPONSIBLE PERSON(S)

- Designated Second-Hand Goods Officer (DSO)



GOVERNANCE

Paragraph 5.11.4.2 of National Instruction 1/2013: Second-Hand Goods

“Where the appeal is lodged via the DSO a form SAPS 601(c) (Acknowledgement of Receipt of Second-Hand Goods Documentation), must be issued to the appellant. Where the appeal is lodged directly to the Minister of Police a form SAPS 601(c) will be issued by the National Second-Hand Goods Office. The SAPS 601(c) form must be duly completed as per the relevant Completion Instructions.”



APPLICABLE DOCUMENTATION

A Designated Second-Hand Goods Officer must complete SAPS 601(c) (Acknowledgement of Receipt of Second-Hand Goods Documentation) form

The following documentation are attached:

- SAPS 601(c) Proforma (**Annexure**)
- SAPS 601(c) Completion Instruction (**Annexure**)



SYSTEM FUNCTIONS

TO BE ADDED (SYSTEM NOT YET IMPLEMENTED).



3.4 **"D"** – **COMPILE A COMPREHENSIVE REPORT ON DEALER / RECYCLER REASONS FOR DECISION**

PROCESS EXECUTION

The Designated Second-Hand Goods Officer must compile a report providing comprehensive information regarding:

- the detail of the Dealer or Recycler application,
- the reasons for taking the decision of which the dealer or recycler is appealing against and
- the process followed when decision where taken.



RESPONSIBLE PERSON(S)

- Designated Second-Hand Goods Officer (DSO)



GOVERNANCE

Paragraph **5.11.4.4** of National Instruction 1/2013: Second-Hand Goods

A comprehensive report with supporting documents must be forwarded to the National Second-Hand Goods Office in terms of the reasons of refusal of the application for registration by the Dealer/Recycler for purpose of the National Office to prepare a memorandum to the Minister of Police.



APPLICABLE DOCUMENTATION

The following documentation are attached:

- SAPS 21 Proforma (**Annexure**)
- SAPS 21(c) Appeal Report Completion Instruction (**Annexure**)



SYSTEM FUNCTIONS

TO BE ADDED (SYSTEM NOT YET IMPLEMENTED).



3.5 "E" – SEND APPEAL AND REPORT TO NATIONAL OFFICE

PROCESS EXECUTION

In the instance where the Appeal was received at Station level the Designated Second-Hand Goods Officer must send the Appeal Application, the Supporting Documentation and the Appeal Report to the National Second-Hand Goods Office.



RESPONSIBLE PERSON(S)

- Designated Second-Hand Goods Officer (DSO)



GOVERNANCE

NI to be developed



APPLICABLE DOCUMENTATION

The following documentation are attached:

- Statement of Appeal
- Supporting Documentation
- SAPS 601(c) Proforma (**Annexure**)
- SAPS 601(c) Completion Instruction (**Annexure**)
- SAPS 21 Proforma (**Annexure**)
- SAPS 21(c) Appeal Report Completion Instruction (**Annexure**)



SYSTEM FUNCTIONS

TO BE ADDED (SYSTEM NOT YET IMPLEMENTED).



3.6 "F" – OPEN AN APPEAL FILE

PROCESS EXECUTION

For each Appeal received, from either the Dealer / Recycler or the Police Station which received the Appeal, an Appeal file (Z20) must be opened under reference ????????



RESPONSIBLE PERSON(S)

- Designated Second-Hand Goods Officer (DSO)



GOVERNANCE

NI to be developed



APPLICABLE DOCUMENTATION

The following documentation are attached:

- Z20 Proforma (**Annexure**)
- Z20 Appeal File Completion Instruction (**Annexure**)



SYSTEM FUNCTIONS

T.B.A TO BE ADDED (SYSTEM NOT YET IMPLEMENTED).



3.7 **G** – PREPARE A MEMORANDUM FOR EACH RECEIVED DEALER / RECYCLER APPEAL

PROCESS EXECUTION

The Designated Second-Hand Goods Officer at National level must prepare a memorandum according the received documentation. The memorandum must contain the following information:

- Concise information regarding the Dealer / Recycler
- Summary of decision taken
- Summary of reasons for decision taken



RESPONSIBLE PERSON(S)

- Designated Second-Hand Goods Officer (DSO)



GOVERNANCE

Paragraph **5.11.4.3** of National Instruction 1/2013: Second-Hand Goods

“A memorandum must be prepared for each appeal by National Functionary within the office of National Second-Hand Goods Control.”



APPLICABLE DOCUMENTATION

The following documentation are attached:

- SAPS 21 as per Proforma (**Annexure**)
- SAPS 21 Memorandum Completion Instructions (**Annexure**)



SYSTEM FUNCTIONS

N/A



3.8 "H" – SEND APPEAL FOR LEGAL OPINION

PROCESS EXECUTION

The Memorandum, the Designated Second-Hand Goods Officer's Report, Appeal application and the supporting documentation must be send to Legal Services for a legal opinion.



RESPONSIBLE PERSON(S)

- Designated Second-Hand Goods Officer



GOVERNANCE

Paragraph 5.11.4.5 of National Instruction 1/2013: Second-Hand Goods

"The memorandum as well as all applicable supporting documentation must be forwarded to National Legal Services for purpose of a legal opinion after which the National SHG Office will make a recommendation to the Minister of Police."



APPLICABLE DOCUMENTATION

The following documentation are attached:

- Z20 Proforma (**Annexure**)



SYSTEM FUNCTIONS

TO BE ADDED (SYSTEM NOT YET IMPLEMENTED).



3.9 "1" – LEGAL SERVICES COMPILES LEGAL OPINION

PROCESS EXECUTION

On receiving of the said documentation the Legal Officer will compile a legal opinion in order to provide guidance to the National Second-Hand Office which will be taken into consideration when compiling a recommendation to the Minister of Police.



RESPONSIBLE PERSON(S)

- Legal Officer



GOVERNANCE

Paragraph 5.11.4.5 of National Instruction 1/2013: Second-Hand Goods

"The memorandum as well as all applicable supporting documentation must be forwarded to National Legal Services for purpose of a legal opinion after which the National SHG Office will make a recommendation to the Minister of Police."



APPLICABLE DOCUMENTATION

The following documentation are attached:

- Z20 Proforma (**Annexure**)



SYSTEM FUNCTIONS

N/A



3.10 **“J”** – FORWARD OPINION AND APPEAL TO SECOND-HAND GOODS HEAD OFFICE

PROCESS EXECUTION

The Legal Officer after the legal opinion was done, will forward the Z20 – Appeal File to the National Second-Hand Goods office for making a recommendation.



RESPONSIBLE PERSON(S)

- Legal Officer



GOVERNANCE

NI to be developed



APPLICABLE DOCUMENTATION

The following documentation are attached:

- Z20 Proforma (**Annexure**)



SYSTEM FUNCTIONS

TO BE ADDED (SYSTEM NOT YET IMPLEMENTED).



3.11 "K" – MAKE RECOMMENDATION ON APPEAL

PROCESS EXECUTION

Upon receiving the Z20 – Appeal File the National Second-Hand Goods Officer will make a recommendation based upon the documentation in the Appeal File and the legal opinion received from Legal Services.



Within the recommendation the following information must be reflected:

- Initial decision taken
- Reasons for taken the said decision
- Opinion rendered by Legal Services
- Recommendation made by National Second-Hand Goods Officer

RESPONSIBLE PERSON(S)

- Second-Hand Goods Officer



GOVERNANCE

NI to be developed



APPLICABLE DOCUMENTATION

The following documentation are attached:

- Z20 Proforma (**Annexure**)



SYSTEM FUNCTIONS

TO BE ADDED (SYSTEM NOT YET IMPLEMENTED).



3.12 "L" – FORWARD DOCUMENTS FOR SIGNATURE

PROCESS EXECUTION

The Memorandum, Recommendation, Appeal Application and Supporting Documentation must be sending to the Divisional Commissioner for signature before it is send to the Minister of Police.



RESPONSIBLE PERSON(S)

- Second-Hand Goods Officer



GOVERNANCE

Paragraph **5.11.4.6** of National Instruction 1/2013: Second-Hand Goods

“The memorandum as well as all supporting documentation must be forwarded to the Divisional Commissioner: Visible Policing for final sign off before forwarding it via the National Commissioner to the Minister of Police.”



APPLICABLE DOCUMENTATION

The following documentation are attached:

- Z20 **Appeal File** Proforma (**Annexure**)
- Z20 **Appeal File** Completion Instruction (**Annexure**)
- Statement of Appeal
- Supporting Documentation
- SAPS **601(c)** Proforma (**Annexure**)
- SAPS **601(c)** Completion Instruction (**Annexure**)
- SAPS 21 **Appeal Report** Proforma (**Annexure**)
- SAPS 21 **Appeals Report** Completion Instruction (**Annexure**)
- SAPS 21 **Memorandum** as per Proforma (**Annexure**)
- SAPS 21 **Memorandum** Completion Instructions (**Annexure**)



SYSTEM FUNCTIONS

TO BE ADDED (SYSTEM NOT YET IMPLEMENTED).



3.13 "M" – COMPONENT HEAD SIGNS RECOMMENDATION

PROCESS EXECUTION

The Head: Second-Hand Goods Control, Divisional Commissioner: Visible Policing and the National Commissioner must sign the memorandum before it is sent to the Minister of Police.



RESPONSIBLE PERSON(S)

- National SHG Control
- Div Commissioner: Visible Policing
- National Commissioner



GOVERNANCE

Paragraph 5.11.4.6 of National Instruction 1/2013: Second-Hand Goods

“The memorandum as well as all supporting documentation must be forwarded to the Divisional Commissioner: Visible Policing for final sign off before forwarding it via the National Commissioner to the Minister of Police.”



APPLICABLE DOCUMENTATION

The following documentation are attached:

- Z20 **Appeal File** Proforma (**Annexure**)
- Z20 **Appeal File** Completion Instruction (**Annexure**)
- Statement of Appeal
- Supporting Documentation
- SAPS **601(c)** Proforma (**Annexure**)
- SAPS **601(c)** Completion Instruction (**Annexure**)
- SAPS 21 **Appeal Report** Proforma (**Annexure**)
- SAPS 21 **Appeals Report** Completion Instruction (**Annexure**)
- SAPS 21 **Memorandum** as per Proforma (**Annexure**)
- SAPS 21 **Memorandum** Completion Instructions (**Annexure**)



SYSTEM FUNCTIONS

TO BE ADDED (SYSTEM NOT YET IMPLEMENTED).



3.14 **"N"** – FORWARD DEALER / RECYCLER APPEAL TO MINISTER OF POLICE

PROCESS EXECUTION

After the memorandum to the Minister of Police is signed by the National Commissioner the personnel of the National Commissioner must send the file to the National Second-Hand Goods Office whereupon the National Second-Hand Goods Office will book it out to the Office of the Minister of Police for decision.



RESPONSIBLE PERSON(S)

- Staff Officer of the National Commissioner
- Second-Hand Goods Officer



GOVERNANCE

Paragraph **5.11.4.6** of National Instruction 1/2013: Second-Hand Goods

"The memorandum as well as all supporting documentation must be forwarded to the Divisional Commissioner: Visible Policing for final sign off before forwarding it via the National Commissioner to the Minister of Police."



APPLICABLE DOCUMENTATION

The following documentation are attached:

- Z20 **Appeal File Proforma (Annexure**)
- Z20 **Appeal File Completion Instruction (Annexure**)
- Statement of Appeal
- Supporting Documentation
- SAPS **601(c) Proforma (Annexure**)
- SAPS **601(c) Completion Instruction (Annexure**)
- SAPS 21 **Appeal Report Proforma (Annexure**)
- SAPS 21 **Appeals Report Completion Instruction (Annexure**)
- SAPS 21 **Memorandum as per Proforma (Annexure**)
- SAPS 21 **Memorandum Completion Instructions (Annexure**)



SYSTEM FUNCTIONS

TO BE ADDED (SYSTEM NOT YET IMPLEMENTED).



3.15 **“O”** – MAKE DECISION ON RECOMMENDED APPEAL

PROCESS EXECUTION



RESPONSIBLE PERSON(S)

- Designated Second-Hand Goods Officer (DSO)



GOVERNANCE



Section 33(1)(2)(a)(b) of the Act- Appeals

“33. (1) A dealer who is aggrieved by any decision taken by the National Commissioner in terms of this Act may, in the prescribed manner, appeal to the Minister against that decision.

(2) The Minister may—

(a) confirm, set aside or amend the decision taken by the National Commissioner; or

(b) make such order with regard thereto as may be fair and practicable.”

Paragraph 5.11.4.7 of National Instruction 1/2013: Second-Hand Goods

“The Minister may confirm, set aside or amend the decision taken by the National Commissioner or his/her delegated authority or make such order with regard thereto as may be fair and practicable. The Minister of Police must make a ruling on the Appeal and return it to the National Second-Hand Goods Office once the Appeal has been decided on.”

APPLICABLE DOCUMENTATION



The following documentation are attached:

- Z20 **Appeal File** Proforma (**Annexure**)
- Z20 **Appeal File** Completion Instruction (**Annexure**)
- Statement of Appeal
- Supporting Documentation
- SAPS **601(c)** Proforma (**Annexure**)
- SAPS **601(c)** Completion Instruction (**Annexure**)

- SAPS 21 **Appeal Report** Proforma (**Annexure**)
- SAPS 21 **Appeals Report** Completion Instruction (**Annexure**)
- SAPS 21 **Memorandum** as per Proforma (**Annexure**)
- SAPS 21 **Memorandum** Completion Instructions (**Annexure**)

SYSTEM FUNCTIONS

TO BE ADDED (SYSTEM NOT YET IMPLEMENTED).



3.16 "P" – APPEND REASONS FOR UPHOLDING THE APPEAL

PROCESS EXECUTION



The Ministers Office must append the reasons which lead to the decision to uphold the appeal. Such information is needed in order to enable the National Second-Hand Goods Office to answer any enquiries directed to the said office originating from Court or Parliament in terms of appeal decisions taken by the Minister of Police.

RESPONSIBLE PERSON(S)



- Minister of Police

GOVERNANCE



Section 33(1)(2)(a)(b) of the Act- Appeals

*“33. (1) A dealer who is aggrieved by any decision taken by the National Commissioner in terms of this Act may, in the prescribed manner, appeal to the Minister against that decision.
(2) The Minister may—
(a) confirm, set aside or amend the decision taken by the National Commissioner; or
(b) make such order with regard thereto as may be fair and practicable.”*

Paragraph 5.11.4.7 of National Instruction 1/2013: Second-Hand Goods

“The Minister may confirm, set aside or amend the decision taken by the National Commissioner or his/her delegated authority or make such order with regard thereto as may be fair and practicable. The Minister of Police must make a ruling on the Appeal and return it to the National Second-Hand Goods Office once the Appeal has been decided on.”

APPLICABLE DOCUMENTATION



The following documentation are attached:

- Appeal Outcome

SYSTEM FUNCTIONS

TO BE ADDED (SYSTEM NOT YET IMPLEMENTED).



3.17 "Q" – APPEND REASONS FOR UPHOLDING THE APPEAL WITH AMENDMENTS

PROCESS EXECUTION



The Ministers Office must append the reasons which lead to the decision to uphold the appeal with the making of necessary amendments. The Minister may decide to add additional specific conditions to the granting the appeal in order to assist the Second-Hand Goods Office in governing the applicable dealer / recycler in that area or circumstances. Such information is needed in order to enable the National Second-Hand Goods Office to answer any enquiries directed to the said office originating from Court or Parliament in terms of appeal decisions taken by the Minister of Police.

RESPONSIBLE PERSON(S)



- Minister of Police

GOVERNANCE



Section 33(1)(2)(a)(b) of the Act- Appeals

33. (1) A dealer who is aggrieved by any decision taken by the National Commissioner in terms of this Act may, in the prescribed manner, appeal to the Minister against that decision.

(2) The Minister may—

- (a) confirm, set aside or amend the decision taken by the National Commissioner; or**
- (b) make such order with regard thereto as may be fair and practicable.”**

Paragraph 5.11.4.7 of National Instruction 1/2013: Second-Hand Goods

“The Minister may confirm, set aside or amend the decision taken by the National Commissioner or his/her delegated authority or make such order with regard thereto as may be fair and practicable. The Minister of Police must make a ruling on the Appeal and return it to the National Second-Hand Goods Office once the Appeal has been decided on.”

APPLICABLE DOCUMENTATION

The following documentation are attached:

- Appeal Outcome



SYSTEM FUNCTIONS

TO BE ADDED (SYSTEM NOT YET IMPLEMENTED).



3.18 "R" – APPEND REASONS FOR SETTING ASIDE THE APPEAL

PROCESS EXECUTION



The Ministers Office must append the reasons which lead to the decision to set aside the appeal. Such information is needed in order to enable the National Second-Hand Goods Office to answer any enquiries directed to the said office originating from Court or Parliament in terms of appeal decisions taken by the Minister of Police.

RESPONSIBLE PERSON(S)



- Minister of Police

GOVERNANCE



Section 33(1)(2)(a)(b) of the Act- Appeals

- 33. (1) A dealer who is aggrieved by any decision taken by the National Commissioner in terms of this Act may, in the prescribed manner, appeal to the Minister against that decision.**
- (2) The Minister may—**
- (a) confirm, set aside or amend the decision taken by the National Commissioner; or**
 - (b) make such order with regard thereto as may be fair and practicable.”**

Paragraph 5.11.4.7 of National Instruction 1/2013: Second-Hand Goods

“The Minister may confirm, set aside or amend the decision taken by the National Commissioner or his/her delegated authority or make such order with regard thereto as may be fair and practicable. The Minister of Police must make a ruling on the Appeal and return it to the National Second-Hand Goods Office once the Appeal has been decided on.”

APPLICABLE DOCUMENTATION

The following documentation are attached:

- Appeal Outcome



SYSTEM FUNCTIONS

TO BE ADDED (SYSTEM NOT YET IMPLEMENTED).



3.19 **"S"** – DRAFT LETTER FOR APPLICABLE ROLE-PLAYERS

PROCESS EXECUTION

According to the decision taken by the Minister of Police, after receiving the Appeal file back, the necessary letters need to be drafted to inform all the relevant role-players of the decision outcome. Letters must be forwarded to:

- Designated Second-Hand Goods Officer.
- Appellant



RESPONSIBLE PERSON(S)

- Designated Second-Hand Goods Officer (DSO)



GOVERNANCE

Paragraph **5.11.4.7** of National Instruction 1/2013: Second-Hand Goods

“The Minister may confirm, set aside or amend the decision taken by the National Commissioner or his/her delegated authority or make such order with regard thereto as may be fair and practicable. The Minister of Police must make a ruling on the Appeal and return it to the National Second-Hand Goods Office once the Appeal has been decided on.

The National Second-Hand Goods Office must draft a letter to the appellant and the Station Commander of the police station in which policing area the business of the appellant is situated, informing him/her about the outcome of the Appeal and the reasons for refusal, should the Appeal have been refused.”



APPLICABLE DOCUMENTATION

The following documentation are attached:

- Appeal Outcome
- SAPS 21 **Appeal Outcome Information Letter** Proforma (**Annexure ...**)
- SAPS 21 **Appeal Outcome Information Letter** Completion Instructions (**Annexure**)



SYSTEM FUNCTIONS

TO BE ADDED (SYSTEM NOT YET IMPLEMENTED).



3.20 **"T"** – SEND DOCUMENTS TO NEAREST STATION OF ASSOCIATION

PROCESS EXECUTION

Send the drafted notification to the Police Station and Appellant to inform them of the decision taken by the Minister of Police.



RESPONSIBLE PERSON(S)

- Designated Second-Hand Goods Officer (DSO)



GOVERNANCE

Paragraph **5.11.4.7** of National Instruction 1/2013: Second-Hand Goods

“The Minister may confirm, set aside or amend the decision taken by the National Commissioner or his/her delegated authority or make such order with regard thereto as may be fair and practicable. The Minister of Police must make a ruling on the Appeal and return it to the National Second-Hand Goods Office once the Appeal has been decided on.

The National Second-Hand Goods Office must draft a letter to the appellant and the Station Commander of the police station in which policing area the business of the appellant is situated, informing him/her about the outcome of the Appeal and the reasons for refusal, should the Appeal have been refused.”



APPLICABLE DOCUMENTATION

The following documentation are attached:

- Appeal Outcome
- SAPS 21 **Appeal Outcome Information Letter Proforma (Annexure ...)**
- SAPS 21 **Appeal Outcome Information Letter Completion Instructions (Annexure**)



SYSTEM FUNCTIONS

TO BE ADDED (SYSTEM NOT YET IMPLEMENTED).



3.21 **“U”** – SERVE NOTICE OF APPEAL OUTCOME TO APPELLANT

PROCESS EXECUTION

The DSO must ensure that the outcome letter be served / handed over to the appellant or his/ her responsible person.



RESPONSIBLE PERSON(S)

- Designated Second-Hand Goods Officer (DSO)



GOVERNANCE

Section 35 of the Act-Service of documents: Service of Documents

“35. (1) The manner of service of a notice or other document to be served on or given to a person in terms of this Act may be prescribed”



APPLICABLE DOCUMENTATION

The following documentation are attached:

- SAPS 606 Return of Service (**Annexure**)
- SAPS 606 Return of Service Completion Instruction (**Annexure**)



SYSTEM FUNCTIONS

TO BE ADDED (SYSTEM NOT YET IMPLEMENTED).



3.22 "V" – RESPONSIBLE PERSON SIGN RETURN OF SERVICE

PROCESS EXECUTION

On serving / handing over the documentation, the return of service must be signed by the appellant or designated responsible person to acknowledge receipt thereof.



RESPONSIBLE PERSON(S)

- Designated Second-Hand Goods Officer (DSO)



GOVERNANCE

NI: Develop rule to let responsible person sign

Section 36 of the Act-Service of documents: Return of Service

"36. A document that is signed by a police official indicating that the service was effected in accordance with section 35(1) is, upon production in a court, prima facie evidence of service of the document."



APPLICABLE DOCUMENTATION

The following documentation are attached:

- SAPS 606 Return of Service (**Annexure**)
- SAPS 606 Return of Service Completion Instruction (**Annexure**)



SYSTEM FUNCTIONS

TO BE ADDED (SYSTEM NOT YET IMPLEMENTED).



3.23 **“W”** – SEND RETURN OF SERVICE TO SHGDS HEAD OFFICE

PROCESS EXECUTION

The Station Designated Second-Hand goods Officer must send the signed SAPS 606 - Return of Service to the National Second Hand-Goods Office.



RESPONSIBLE PERSON(S)

- Designated Second-Hand Goods Officer (DSO)



GOVERNANCE

To be developed



APPLICABLE DOCUMENTATION

The following documentation are attached:

- SAPS 21 – Covering Letter (**Annexure**)
- SAPS 606 Return of Service (**Annexure**)
- SAPS 606 Return of Service Completion Instruction (**Annexure**)



SYSTEM FUNCTIONS

TO BE ADDED (SYSTEM NOT YET IMPLEMENTED).



3.24 **"X"** – RECEIVE SIGNED RETURN OF SERVICE

PROCESS EXECUTION

The National Second Hand-Goods Office receive the signed SAPS 606 - Return of Service from the Station Designated Second-Hand goods Officer.



RESPONSIBLE PERSON(S)

- Designated Second-Hand Goods Officer (DSO)



GOVERNANCE

To be developed



APPLICABLE DOCUMENTATION

The following documentation are attached:

- SAPS 21 – Covering Letter (**Annexure**)
- SAPS 606 Return of Service (**Annexure**)
- SAPS 606 Return of Service Completion Instruction (**Annexure**)



SYSTEM FUNCTIONS

TO BE ADDED (SYSTEM NOT YET IMPLEMENTED).



3.25 **“Y” – FILE RETURN OF SERVICE**

PROCESS EXECUTION

The Designated Second-Hand Goods officer at National Level file the return of service in the related appeal File and send it to be filed in the document Archives.



RESPONSIBLE PERSON(S)

- Designated Second-Hand Goods Officer (DSO)



GOVERNANCE

To be developed



APPLICABLE DOCUMENTATION

The following documentation are attached:

- Z20 **Appeal File** Proforma (**Annexure**)
- Z20 **Appeal File** Completion Instruction (**Annexure**)
- SAPS 21 – Covering Letter (**Annexure**)
- SAPS 606 Return of Service (**Annexure**)
- SAPS 606 Return of Service Completion Instruction (**Annexure**)



SYSTEM FUNCTIONS

TO BE ADDED (SYSTEM NOT YET IMPLEMENTED).

