

Ref: 425801

16 April 2013

Mr Shadrack Mkhonto
Compensation Commissioner
Department of Labour

Email: Ms Victoria Maluleke
victoria.maluleke@labour.gov.za

Dear Mr Mkhonto,

REQUEST FOR URGENT ENGAGEMENT: COMPENSATION COMMISSION

The South African Institute of Chartered Accountants (SAICA) is a membership body representing in excess of 34 000 members. All SAICA members are qualified Chartered Accountants. SAICA follows a strategic stakeholder relationship approach i.e. SAICA identifies and works together with key stakeholders to assist in resolving issues facing our members. In this regard SAICA would like to establish a working relationship with the Department of Labour to engage and assist in seeking resolutions to key issues facing our members.

The SAICA Senior Executive: Standards and various Project Directors have recently been on road shows, travelling around the country to meet with our members to identify key issues currently facing them. We have noted with concern that our members have various problems in their interaction with the Compensation Commission. We have met twice with Ms Ella Ntshabele, director from your office in facilitating a relationship, but due to the current urgency of the issues and the filing deadline approaching being 30 April 2013, we would like to urgently request for a meeting to assist and facilitate resolutions that will provide clear guidance to our members.

Please find Appendix 1 with the issues raised by members.

Yours sincerely



Juanita Steenekamp

Project director: Governance and Non-IFRS Reporting

cc: Ella Ntshabele
Director: Income



Appendix 1

Issues raised by members:

1. Invoice setting out how payments are calculated: once the assessment is issued, members are paying the fees as stated, they however state that they are not receiving the invoice providing a breakdown of how the calculation was computed.
2. Discounts offered: members are requesting feedback on the process on how the discounts offered for early payment on the website assessments will be refunded.
3. Search facility on website, once logged in seems unclear. Once logged in, the website states: *Please enter a CF Registration (First 2 digits must be zero, followed by first 7 digits of the 11 digit number) OR Contract Account Number.* The reference number however is 12 numbers and not 11. We seek clarification on what must be included to search for a company.
4. Letter of good standing: members are not receiving letters of good standing and this leads to members' clients being declined access to the workplace. In one case the member have been submitting the same request on 15 January, 22 January, 4 February, 27 February and 26 March 2013 without any response from the Call centre.
5. A request was also received on whether a company or close corporation that employs foreigners with refugee status or work permits must also register these employees with the Commission as they do not have a passport or identify number. If this should be done, we would like to request clarification on the process of this registration.