

Meeting:	Quarterly CSOS/ARC INDUSTRY BODY MEETING (QIBM)
Meeting Venue:	Teams Meeting
Date:	21 December 2021
Time:	12:00 – 13:00
Chaired by:	Adv Boyce Mkhize
Scribe:	Doniah Motsoeneng

Legend: P-Present A-Absent XX-Absent with apology

Attendee Name	Initials	P	A	XX			
Adv Boyce Mkhize – CHIEF OMBUD	BM	X					
Abe Masilo – REG OMBUD GP	AB	X					
Maletsatsi Wotini – REG OMBUD WC	MW	X					
Mervin Dorasamy – REG OMBUD KZN	MD	X					
Lesiba Seshoka – CSOS Exec Corp Affairs	LS			X			
Kanozi Mlotha – CSOS Adjudicator General	KM	X					
Siyethemba Mthethwa– CSOS MarComms	SM	X					
Precious Nkgapele – CO PA	PN	X					
Jeff Gilmour – ARC CHAIR	JG	X					
Hannes Hendriks – RCC CHAIR	HH			X			
Dirk Uys – RCC WC	DU	X					
Stephan Vorster – RCC DIRECTOR GP (E&S REGIONS)	SV	X					
Johan Kruger – CAISA DIRECTOR	JK						
Johlene Wasserman – CSOS Manager Governance	JW	X					

1.	Opening and Welcome
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	<p>BM welcomed all attendees and noted apologies.</p> <p>Apologies noted as follows:</p> <p>Lesiba Seshoka</p> <p>Hannes Hendricks</p>
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2.	Minutes of previous meeting
	<p>The minutes of the previous meeting of 13 September 2021 were read and adopted as a true reflection of discussions at the said meeting.</p>
3.	Matters Arising from previous meeting (minute resolutions)
	<p>There were no matters arising from the previous meeting</p>
4.	New Matters
	<p>New matters were proposed for the meeting by the AG: KM</p> <ul style="list-style-type: none"> • Revised Practice Directive and the waving of fees within disputes
5.	Agenda Items – industry matters
	<p>5.1 Changes to the directives without consultation with Industry Bodies</p> <p>5.1.1 JG indicated that they have noted changes being made to Directives by the CSOS without consultation with industry bodies. He said CSOS must take note of an existing MOU between the bodies, and he requested that they be consulted prior to the directives going out. This will also assist with inputs from the bodies on the changes being made.</p> <p>KM stated that the directives were meant to improve on the timelines for the turn around times for community scheme members. The intention was to try to improve the operations and excel.</p> <p>KM further spoke on the latest directives stating that the CSOS has done away with the application fees, which means the services are at no cost to the applicant. The aim is to encourage more people to lodge disputes with the CSOS to ensure harmony within the schemes. KM appealed to industry bodies to encourage community scheme members to exhaust internal dispute mechanisms approaching the CSOS.</p> <p>KM also asked JW to address the meeting on the Practice Directives that are due from the Governance side.</p>

JW said Governance issued a Practice Directive out on Compliance and Enforcement Version 1 which deals with CSOS Compliance and Enforcement. The second Practise Directive, which is Version 4 was on waivers. The Directive has been sent to the industry bodies for comments.

Noted the update provided

5.2 Backlog Update

5.2.1 **KM** reported that as per the CSOS targets set at the beginning of the financial year, the backlog has now been reduced by 95%. That has given the Dispute Resolution Unit an opportunity to better turnaround times within conciliations to a 90-day period.

KM also indicated that the CSOS is in the process of effecting SMS notifications whereby parties will be getting progress update via SMSs on the cases before the CSOS.

BM informed members that the CSOS is in a final stage of procuring a business automation solution or system that is going to automate all the cost systems. Essentially everything will be paperless. The CSOS will be able to receive documents digitally, process them digitally, and there is going to be automatic feedback loops that are created on the system. This not only apply to disputes, but also to issues of governance, schemes, registration processes, etc. So, all those processes are going to be automated accordingly.

Resolution: KM to give backlog update at the next quarterly meeting

6. GENERAL MATTERS

6.1 In closing **BM** thanked everyone for the growing and maturing partnership between the respective entities and appreciated the way issues are dealt with. He said their continuous participation, queries, questions, and inputs raised with the CSOS, can only improve and better the organisational processes.

7.	Closure and Next Meeting
	The meeting adjourned at 12h42. The next meeting is still to be confirmed.
8.	Acceptance of Minutes by Co-Chairs
	<p>Scribe – Doniah Motsoeneng: Signed Electronically Date Accepted: XX/XX/2022</p> <p>Chairperson ARC - Jeff Gilmour: Signed Electronically Date Accepted: XX/XX/2022</p> <p>Adv Boyce Mkhize (Chief Ombud): Signed Electronically Date Accepted: XX/XX/202</p>