

**NATIONAL ASSEMBLY**

**QUESTION NO 1434 -2012**

**FOR WRITTEN REPLY**

**DATE OF PUBLICATION IN INTERNAL QUESTION PAPER: 1 JUNE 2012:  
(INTERNAL QUESTION PAPER NO 15-2012)**

**“Dr H C van Schalkwyk (DA) to ask the Minister of Arts and Culture:**

- 1. (a) Which procedures will be put in place at the Pan South African Language Board (PanSALB) for citizens to lodge complaints against the objectives of the Use of Official Languages Bill [B23 of 2011], (b) how will these complaints be (i) monitored, (ii) dealt with and (iii) solved, c) how many additional staff members will be employed to deal with these complaints and (d) what is the available budget for the 2012-13 financial year to fulfil this mandate?**

**NW1710E**

**REPLY:**

- 1. (a) All complaints are dealt with as per the regulations of the PanSALB Act 10 of 1999 as amended in 1999. The Minister has committed to review the PanSALB Act once the Language Bill is passed into law. This review is expected to ensure that PanSALB is empowered to deal with complaints.**
- (b) (i) For monitoring, Section 9 of the Language Bill makes it mandatory for all national departments, national public entities and national public enterprises to submit reports annually to the Minister as well as PanSALB on their activities, implementation of language policy, complaints received regarding its use of official languages and the manner in which these complaints were dealt with.**