**THE NATIONAL ASSEMBLY**

**QUESTIONS FOR WRITTEN REPLY**

**Question 1197**

**Ms Z Jongbloed (DA) to ask Minister of Trade and Industry:**

(a) (i) What is the purpose of the Motor Industry Ombudsman of South Africa? and (ii) What services does it offer? (b)(i) What is the funding mechanism of the Ombud? and (ii) What was the total income and expenditure of the Ombud over the past three financial years, (c) What was the performance of the Ombud over the past three financial years in terms of cases (i) heard and (ii) resolved, (d) What was the original cost of setting up the Ombud? (e) What is its staffing structure? (f) What is/are the location/s of its offices? (g) What is the way in which the Ombud delivers services? NW1291E

**Response:**

(a) (i) The office of the Motor Industry Ombudsman of South Africa (MIOSA) is an institution that regulates the interaction and provides for alternative dispute resolution between persons conducting business within the automotive and related industries in South Africa and consumers, as well as among participants in the automotive and related industries. MIOSA’s services are provided free of charge to consumers. The MIOSA has had a very positive influence on relieving the Courts of having to deal with cases of highly complicated automotive technical matters.

(a) (ii) The services offered by the MIOSA is alternative dispute resolution between consumers and participants in the motor and related industries.

(b)(i) The MIOSA is funded by the Automotive Industry.

(b)(ii)

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| --- | --- | --- | --- |
| **Items** | **2017/18** | **2016/17** | **2015/16** |
| **Income** | **31 715 369.00** | **31 363 854.00** | **22 399 747.00** |
| Operating Expenses | 32 332 386.00 | 19 537 174.00 | 16 499 938.00 |
| Surplus/Deficit | -504 242.00 | 11 836 680.00 | 5 899 809.00 |

(c)(i)(ii)

|  |  |  |  |
| --- | --- | --- | --- |
|  | **2017/18** | **2016/17** | **2015/16** |
| Cases Heard | 7 693 | 5 895 | 5 675 |
| Cases Resolved | 15 117 | 8 398 | 7 562 |

(d)The original set up cost from date of accreditation three years ago started at approximately R3 345 110.00.

(e)Governing Body (According to King IV)

Ombudsman

Deputy Ombudsman (Legal Director)

Chief Operating Officer

Administration Department 1 Senior Manager

5 Support Staff

Case Management Department 1 Senior Manager

8 Case Managers

8 Assistants

Finance Department 1 Senior Manager

3 Support Staff

Information & Liaison Department 1 Senior Manager

(Call Centre) 5 Support Staff

Inspectorate Department 1 Senior Manager

4 Inspectors

2 Support Staff

Legal Department 2 Support Staff

Public Affairs Department 1 Senior Manager

1 Support Staff

(f) Building 14 A & B

CSIR Campus

Meiring Naude Drive

Brummeria

Pretoria

(g) The services delivered through conciliation following the lodging of written complaints, and advice through contact centre to consumers and business.