Ensuring Access to Social Security Benefits and Workplace Place Compensation in the Mining Industry

Directory of Agencies and Procedures
Preface

Former mine workers continue to experience challenges with regards to accessing accurate information on institutions, procedures to make claims for compensation and social security benefits. The relevant institutions have also faced the same difficulties to trace beneficiaries. It is envisaged that this brochure will overcome this gap and facilitate increased disbursement of the unclaimed social security benefits and compensation for occupational disease and injury.

Accessing social security benefits has a definite positive impact on the standards and quality of livelihoods of the poor former mineworkers and deceased miner’s beneficiaries. This brochure provides detail on entitlements and procedures for claiming benefits and can be used by active miners, ex-miners and their dependents or legal representative.

The following institutions have contributed to the preparation of the brochure: Rand Mutual Assurance Company, Mine Workers Provident Fund, Sentinel Retirement Fund, TEBA limited, Southern Africa Miners Association (SAMA), and Medical Bureau for Occupational Diseases (MBOD) and the Compensation Commissioner for Occupational Diseases (CCOD) and the Mines 1970 Unclaimed Benefits Funds. The Southern Africa Trust supported the publication of the brochure.

*The Southern Africa Trust is an independent, non-profit organisation that supports regional policy dialogue for the adoption of pro- policies for poverty eradication.*
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Mine Workers Provident Fund

Legal Governing Entity
Pension Fund Act 1956 and Financial Service Board

Description of Benefits
The fund covers death benefits, terminally ill, funeral benefits for the member after attaining retirement age, funeral benefits for the member and the member’s immediate family, and dismissal benefits.

Eligibility Criteria for Claimants
The fund is made up of members from category two to category eight; semi-skilled or general workers. The bulk of the members belong to the National Union of Mineworkers (NUM). The Fund is open for membership to all workers in the Mining industry whose employers are participating employers in the Mineworkers Provident Fund.

Offices for Claims and Benefits
In South Africa

Head Office
Sage Centre Building,
4th Floor
No: 10 Fraser Street
Corner Pritchard Street
Johannesburg, 2000
Tel: +27 10 100 3000
Fax: +27 86 661 9532

Contact Person: Lihle Khoza

Application procedures can be sourced at the customer service centres and also through their website at http://mwpf.co.za/joining/claim-situations.pdf
Walk In Centres

**Johannesburg Walk-in Centre:**
45 Commissioner Street, Life Centre Building
Ground Floor, 2000
Tel: +27(0)10 100-3155/3084/3016/3018
Fax: +27(0)86 661 9532/086 539 6045

**Carletonville Walk-in Centre:**
No 2 Office Park, Uys Buys
Corner Kaolin & Radium Street
Carletonville, 2499
Tel: +27 (0)10 100-3190/3189
Fax: +27 (0)86 661 9532

**Orkney Walk-in Centre:**
Shop No. 12, Umuzimuhle Shopping Complex, Vaal Reefs No. 3
Orkney
Tel: +27 (0)10 100-3260/3262
Fax: +27 (0)86 661 9532

**Welkom Walk-in Centre:**
3 Power Road
Ernest Oppenheimer Hospital
9459, Welkom
Tel: +27 (0)10 100-3192/3196
Fax: +27 (0)86 661 9532

**Witbank Walk-in Centre:**
16 Mandela Street, M & B Centre
Office No.9, Witbank
Tel: +27 (0)10 100-3180/3183/3182
Fax: +27 (0)86 661 9532
Sentinel Retirement Fund

Legislation Governing Entity
Pension Funds Act

Description of Benefits
Retention, withdrawal, death and disability benefits

Eligibility Criteria for Claimants
Application forms and procedure can be sourced at the customer service centres and through their website at http://www.1.sentinel.za.com/Member%20Forms.html.

Offices for Claims and Benefits
1. **In South Africa**: Applying for the benefits electronically or in person at the fund’s walk-in centres in Parktown, Witbank, Welkom, Carletonville and Klerksdorp.
2. **Outside South Africa**: Applying for the benefits electronically and qualifying members are paid directly into their banking accounts

Name of Contact Person: Mr Madula Mananye
Tel: +27 11 481 8000
Web: www.sentinel.za.com

Walk In Centres

Client Service Centre: Carletonville
S Buys Office Park, Shop no. 10
Corner Kaolin & Radium streets
Email: info@sentinel.za.com
Tel: +27 18 786 1118/9 or 018 786 1114

Client Service Centre: Klerksdorp
54 Buffeldoring Street, Wilkoppies
Email: info@sentinel.za.com
Tel: +27 18 468 7309 or +27 11 481 8111
Client Service Centre: Welkom
Shop 24, The Strip, 314 Stateway
Email: info@sentinel.za.com
Tel: +27 57 352 2905/6 or +27 57 352 2952

Client Service Centre: Witbank
WCMAS Building Corner OR Tambo and Susanna streets
Emalahleni (Witbank)
Email: info@sentinel.za.com
Tel: +27 13 656 4214 or +27 13 656 1693
Rand Mutual Assurance

Legislation Governing Entity
Rand Mutual Assurance (RMA) provides for compensation for disablement caused by occupational injuries or diseases sustained or contracted by employees in the course of their employment, or for death resulting from such injuries or diseases through an operating license in terms of section 30 of Compensation for Occupational Injury & Disease Act (COIDA) (Act No. 130 of 1993) from the Department of Labour.

Description of benefits
1. Days off up to 75% of earnings (RMA pay full earnings) subject to earnings cap whilst recovering up to 2 years
2. Medical expenses either up to Maximum Medical Improvement (MMI) occurs when an injured employee reaches a state where his or her condition cannot be improved any further or 2 years
3. Compensation for Permanent Disablement if there is an impairment after MMI
4. Ongoing medical expenses if further treatment is going to improve disablement for reported injury/disease
5. Fatal Pension – comprising of monthly pension, once off lump sum for widows and funeral expenses
6. Constant Attendance Allowance (CAA) for pensioners assessed at 100% permanent disability incapable of performing daily activities
7. RMA pays a family allowance to pensioners assessed at 100% permanent disability and who has a spouse/spouses and more than one child under the age of 18, at the time of the accident.

Eligibility Criteria for claimants
Any worker that sustains either a work related accident or occupational diseases as per schedule 3 of the Act. An injury or disease which was reported by the employee or other person on behalf of the employee to the employer, and has to be reported to RMA by the employer within prescribed time line for liability assessment and acceptance. If liability is accepted the claimant may receive at minimum benefit entitlements prescribed by COIDA
depending on the severity of the injury or disease.

**Offices for Claims and Benefits**
The point of entry is through the employer for new claims.

1. **In South Africa:** RMA has walk in offices in all active mining regions across South Africa to be specific Carletonville, Emalahleni, Johannesburg, Klerksdorp, Rustenburg, Pretoria, Durban and Welkom. There is a satellite office in former high recruiting area for the mining industry at Umthatha in Eastern Cape.

2. **Outside South Africa:** RMA has satellite offices in former high recruiting areas for the mining industry at Maseru in Lesotho and Xai-Xai in Mozambique.

**Web:** [www.randmutual.co.za](http://www.randmutual.co.za)
**Contact Centre:** 0860 222 132
National Department of Health: Medical Bureau for Occupational Diseases (MBOD) and the Compensation Commissioner for Occupational Diseases (CCOD)

The Medical Bureau for Occupational Diseases (MBOD) and Compensation Commissioner for Occupational Diseases (CCOD) are Directorates within the Cluster Occupational Health in the National Department of Health. They are statutory entities established in terms of Occupational Diseases in Mines and Works Act (ODMWA), Act no 78 of 1973 as amended, administered by the Minister of Health.

ODMWA governs the lifelong monitoring and surveillance of former miners, and evaluation of both former and active miners for possible compensable occupational lung diseases. The surveillance of an active miner is the responsibility of the employer as stipulated under the Mine Health and Safety Act, which came in effect in 1997.

Legislation Governing Entity
Occupational Diseases in Mines and Works Act No 78 of 1973 as amended; hereafter referred to as ODMWA.

Description of Benefits
1. Provision of benefit medical examinations (BME) for current and ex-mineworkers in controlled mines and works for possible compensable lung diseases.
2. Assessment on a deceased miner’s application requires the organs (heart and lungs) of a deceased current and ex-mine workers to be removed with the consent of the deceased’s family, and the organs to be sent to the National Institute for Occupational Health (NIOH) +27 11 712 6400 for procedural information to the MBOD at +27 11 356 5600
3. Payment of compensation to eligible miners and ex-miners or their beneficiaries.
Eligibility Criteria for Claimants

MBOD
1. Labour history/record of service
2. ID copy
3. Application fully filled in
4. Recent chest x-ray

CCOD
1. GW 80/20 filled
2. GW 24
3. Finger prints (claimant/beneficiary)
4. Service record
5. Certified copy ID (claimant)
6. Certified copy of ID (beneficiary)
7. Certified copy marriage certificate
8. Certified copy appointment letter
9. Bank statement (beneficiary)

Offices for Claims and Benefits

1. **In South Africa:** A Benefit Medical Examination is performed at the MBOD offices based in 144 De Korte Street, Braamfontein in Johannesburg per appointment at: 011 356 5600 or at one stop services based at Carletonville Hospital in Carletonville and Nelson Mandela Academic Hospital in Umtata; and alternatively to the public hospitals or private doctors contracted by the Department of Health.

For Information on Contracted Service Providers

**Contact Person:** Leseyane Doreen  
**Tel:** +27 11 356 5600  
**Fax:** +27 11 403 1346  
**Email:** leseyd@health.gov.za
Mines 1970 Unclaimed Benefits Preservation Pension & Provident Funds

Legislation Governing Entity
Pension Funds Act and Financial Services Board

Description of Benefits
Unclaimed Benefits

Eligibility Criteria for Claimants
Unclaimed benefits due to qualifying lapsed members

Offices for Claims and Benefits
1. In South Africa
   Alexander Forbes Help Desk – Telephone Number +27 11 324 3505
2. Outside South Africa
   Alexander Forbes Help Desk – Telephone Number +27 11 324 3505

Contact Person: AH Smith (Principal Officer)
Tel: +27 11 391 0741
Email: asmith@mines1970fund.org.za
TEBA Limited

Legislation Governing Entity
The Financial Services Board administers the Pension Funds Act of 1956 and its many amendments for retirement benefits. The South African Government, through the Department of Health administers the National Strategic Plan (2012-2016).

Description of Benefits
1. TEBA assist miners and deceased miner beneficiaries make claims on outstanding Pension Fund Benefits.
2. Home-based Care (HBC) as well provision of appropriate medical treatment.

Eligibility Criteria For Claimants
1. Former members (Mineworkers) or beneficiaries of deceased Former members of Retirement Funds.
2. Former Employees (Mineworkers) of Mines who have since contracted TB/Silicosis.

Walk In Centres

Mozambique Branch Headquarters:  
1302 Josina Machel Avenue  
Alto-Mae  
Maputo  
Tel: +258 21 400 951 or +258 21 401 220

Swaziland Branch Headquarters:  
Mbabane-Manzini Road  
Corner Mahlokohla Street (Next to Mbabane market)  
Tel: +268 2404 1650 or +268 2404 2884

Lesotho Branch Headquarters:  
226 Moshoeshoe road  
Maseru  
Opposite Life High School  
Tel: +266 22 314897
**Tracing and Documentation Collation**
We have well-established community resource centres in labour-sending areas with modern infrastructure and which are networked and equipped. We encourage people to enquire after any benefits they believe they are entitled to.

This initiative is a way to help free up funds to impoverished hands and rural regions. TEBA has an established network of home-based care (HBC) and a TB programme for managing TB in SADC regions, with locally based people trained in the necessary skills. Employers refer medically incapacitated employees to TEBA for care whilst at home. The HBC structure is used to trace, test and administer medication for TB sufferers making us best placed to co-ordinate TB for the mining industry.

**Offices for Claims and Benefits**

1. **In South Africa:** Visit any of the 90 TEBA offices countrywide for registration and onward enquiry for outstanding Retirement Fund Benefits.
2. **Outside South Africa:** TEBA has offices established in Botswana, Lesotho, Mozambique and Malawi. Enquiries can be made to any of these offices.

**For Tracing and Document Collation**
**Contact Person:** Boyboy Modise  
**Tel:** +27 11 353 6059  
**Fax:** +27 11 353 6138  
**Email:** boyboy.modise@teba.co.za  
**Web:** www.teba.co.za

**For Healthcare Support**
**Contact Person:** Nobesuthu Mnguni  
**Tel:** +27 11 353 6109  
**Fax:** +27 11 353 6138  
**Email:** nobesuthum@teba.co.za  
**Web:** www.teba.co.za
Southern Africa Miners Association

The Southern Africa Mines Association, SAMA, is a Non-profit Association that supports mineworkers and ex-mine workers in Southern Africa. The regional association has currently three members namely, the Ex-Miners Association of Lesotho; The Association of Mozambican Mineworkers (AMIMO) and The Swaziland Migrant Mine Workers Association (SWAMMIWA).

SAMA provides capacity building support for former miners and dependents for livelihood improvement and also supports ex-miners and their dependents to access social security benefits and compensation for occupational disease and injury.

Contact Details

Rantso Mantsi  
Ex-Miners Association of the Mountain Kingdom of Lesotho  
Email: Exminers51@gmail.com  
Tel: +266 589 47944

Vama Jele  
Swaziland Mineworkers Association (SWAMMIWA)  
Email: vamajele@gmail.com, swammiwa@gmail.com, swammiwa@swazi.net  
Tel: +268 7625 8705

Moises Uamusse  
Associacao de Mineiros Mocambicanos (AMIMO)  
Email: uamussemoz@gmail.com, amimo_sede@tvcabo.co.mz  
Tel: +258 8287 28370, +258 8286 60414
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Southern Africa Trust
4 Midridge North
International Business Gateway
6th Road (off New Road)
Midrand, 1685
SOUTH AFRICA

Postnet Suite 100
Private Bag X121
Halfway House, 1685
SOUTH AFRICA

Tel: +27 11 318 1012
Fax: +27 11 318 0814
Email: info@southernafricatrust.org
Web: www.southernafricatrust.org