

# THE CCMA'S ONLINE HEARING SERVICES

## INTRODUCTION

Rule 24(2) of the Rules for the Conduct of Proceedings Before the CCMA allows the Commission or commissioner within a region to determine whether a hearing will be held in a physical venue or online.

Online hearings form part of the CCMA's strategic objectives related to digitalisation and embracing the benefits of 4IR.

## WHY USE ONLINE HEARINGS?

The financial benefits of online hearings apply not only to the CCMA, but also to its Users as it reduces costs related to travel, parking, human resource availability, and printing, among others.

It also enhances access to CCMA services, allowing Users to connect from any location without needing to leave their homes or offices.

## WILL ALL HEARINGS BE HEARD ONLINE?

Online hearings will largely be limited to arbitration hearings and *in limine* hearings. However, not all arbitration and *in limine* hearings will be heard online. While the CCMA seeks to maximise the usage of online hearings, it can only do so within the scope of its available resources, and where CCMA Users have access to online hearing facilities and related resources. Preference will be given to requests based on travel costs/access to the physical venue.

## HOW DO I REQUEST OR OBJECT TO AN ONLINE HEARING?

When completing the LRA 7.11 (application for conciliation and con-arb) or LRA 7.13 (application for arbitration) application form (or any other referral form) you may advise the CCMA whether you have access to online hearing facilities.

Furthermore, either party may submit a written request for, or objection to an online arbitration or *in limine* hearing as follows:

- The written request or objection must be made at least fourteen (14) days before the scheduled arbitration hearing or ten (10) days before the con-arb or *in limine* hearing. Condonation may be applied for.
- The request or objection may be submitted in person, or by e-mail using the official e-mail address of the applicable regional office where the case is being managed.

- The request or objection must set out the reasons for that request or objection.

## WHAT HAPPENS ONCE I HAVE SUBMITTED MY REQUEST OR OBJECTION?

The regional CCMA office may advise whether your request or objection is approved or rejected at least three days before the hearing or on a later date when a late application is received with condonation.

**NB:** There is no automatic right to hold the matter online. The matter will proceed as scheduled unless the Commission or commissioner notifies the parties that the matter will be held online.

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KwaZulu-Natal - Durban	1 <sup>st</sup> & 3 <sup>rd</sup> Floors, Aquasky Building, 275 Anton Lembede Street, 4001 Tel: 031-362-2300 Email: <a href="mailto:kzn@ccma.org.za">kzn@ccma.org.za</a>

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KwaZulu-Natal - Richards Bay	2 <sup>nd</sup> Floor, ABSA Building, Lakeview Terrace, 7 Trinidad Parking Area, Richards Bay, 3901 Tel: 035-799-3300 Email: <a href="mailto:kzn@ccma.org.za">kzn@ccma.org.za</a>
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