

# Religion Studies

- ××× RELIGIOUS FREEDOM, HUMAN RIGHTS & RESPONSIBILITY
  - **XX** SELF STUDY GUIDE
    - **×** BOOK 5

















TABLE OF CONTENTS			
1.	Introduction	3	
2.	How to us this self-study guide		4
3.	Key Concepts		6
	3.1. Examples of human rights & religions		
	3.2.	What religion say about human rights & religious freedom?	7
4.	Religious teachings pertaining to ethics in modern society		7
	4.1.	Relationship between religious freedom & religious tolerance	7
	4.2	Approaches to religious tolerance	8
	4.3.	How different religions support religious tolerance?	8 - 9
	4.4.	Religious tolerance lead	10
	4.5.	Religious intolerance	10
5.	Practical Involvement of different Religions in promoting religious freedom, Human rights & responsibility		10
	5.1.	Bahai International Community	10
	5.2.	Karuna	10
	5.3.	Gift of the Givers Foundation	10
	5.4.	Salvation Army	11
6	Activities		12 -13
7	Marking Guideline		14 - 15



## 1. INTRODUCTION

The declaration of COVID-19 as a global pandemic by the World Health Organisation in 2020, led to the disruption of effective teaching and learning in all schools across South Africa.

Many learners, across all grades, spent less time in class due to the phased-in reopening of schools, as well as rotational attendance and alternative timetables that were implemented across provinces, to comply with social distancing rules. This led to severe teaching and learning time losses. Consequently, the majority of schools were not able to complete all the relevant content prescribed in Grade 10-12 in accordance with the Curriculum and Assessment Policy Statement.

In order to mitigate and intervene against the negative impact of COVID-19, as part of the Recovery Learning Plan for Grades 10-12, the Department of Basic Education (DBE) worked in collaboration with Subject Specialists from various Provincial Education Departments (PEDs) to develop this Self-Study Guide for learners in Grade 12.

The content in this study guide is critical towards laying a strong foundation to improve your performance in this subject.

The main aims of this study guide is to:

- Assist learners to improve their performance, by revising and consolidating their understanding of the topic;
- Close existing content gaps in this topic; and
- Improve and strengthen understanding of the content prescribed for this topic.

This study-guide is meant as a self-study guide for learners and therefore should be used as a revision resource to consolidate learning at the end of a particular topic taught in class.

Learners are encouraged to complete the exercises and activities to test their understanding and to expose themselves to high quality assessment.

This study guide can also be used by study groups and peer learning groups, to prepare for the final NSC examination in this subject.

## 2. How to use this Self Study Guide?

This study guide covers 8 of the topics that pose the most challenges in the examinations. Please also note the remaining topics that are set out in the CAPS. This Self-Study Guide includes the following topics:

- History and present dynamics of inter-religious relationships in South African,
   African and international communities
- Religion in areas of recent conflict in South Africa, Africa and the world
- Analysis of secular worldviews with reference to the definition of religion and universal dimensions of religion: atheism, agnosticism, humanism and materialism
- Religion and the natural sciences
- Religious freedom, human rights and responsibilities
- Normative Sources
- Internal Differentiation Central Teachings

This is a Self-Study Guide that is designed to explain the concepts and content that is examinable in Religion Studies Paper 1 and Paper 2. It also provides explanations of the common action/command verbs used in the Question Papers and how to use these to analyse and understand what you are required to do to respond to a question. It also provides quick tips on how to approach specific content in an exam situation in order to save time.

A second package of the Self Study Guide labelled the Revision Package focuses on subject specific key concepts as examined over a period of 6 years and sourced from past Question Papers. There are 12 sets of questions that have been provided to guide you as well as the Marking Guidelines. You are expected to answer these questions without looking at the responses. You may do a self assessment after you have completed answering the questions.

Additional to this Self Study Guide learners are expected to:

(a) Know current affairs or topical issues in the media that are relevant to Religion Studies

- (b) Use of past NSC papers (Thutong and past papers on your internet search engine)
- (c) Use the 2021 Examination Guidelines (Thutong Religion Studies Exam Guideline)
- (d) Use various textbooks, newspapers and other sources such as internet



## 3. KEY CONCEPTS

No.	KEY CONCEPTS	MEANING		
1.	Religious freedom	The right to think, express and act upon what you deeply believe, according to the dictates of conscience (https://newsroom.churchofjesuschrist.org)		
2.	Human rights	Moral principles or norms for certain standards of human behaviour and are regularly protected (Wikipedia)		
3.	Universal Declaration of Human rights  It is an international document that is adopted by the United Nations General Assembly that enshrines the rights and freedoms of all human beings (Wikipedia)			
4.	Ethics	Moral principles that govern a person's behaviour (Oxford Dictionary)		
5.	Tolerance	The ability/willingness to endure opinions/behaviour that one dislikes or disagrees with (Oxford Dictionary)		
6	Morality	The principle concerning the difference between right & wrong behaviour		
7.	Atheist	Person who disbelieves or lacks belief in the existence of God or gods.https://www.google.com/search?q=atheist+meaning he ideas, customs, and social behaviour of a particular		
8.	Culture	people or society.		
9.	Compulsion The action or state of forcing or being forced to do something			

6

10.	Dialogue	Take part in a conversation or discussion to resolve a problem
11.	Injustice	Lack of fairness
12.	Confrontation	A hostile or argumentative situation or meeting between opposing parties.
13.	Incitement	The action of provoking unlawful behaviour or urging someone to behave unlawfully
14.	Accountability	The fact or condition of being accountable; responsibility.
15.	Impose	To make something to happen – usual by force
16.	Inquisition	A period of prolonged and intensive questioning
17.	Persecuting	Hostility and ill treatment because of religious beliefs
18.	Convert A person who has been persuaded to change his or he religious faith	
19.	Syncretism	The merging of different religions, cultures and schools of thought.

## 3.2. TOPIC: RELIGIOUS FREEDOM, HUMAN RIGHTS & RESPONSIBILITY

## Introduction

In this unit focus will be on the involvement of the different religions in promoting religious freedom, human rights, and responsibilities.

Human rights are the rights that we have, simply because we exist as human beings. The concept of human rights has been in existence for centuries. These rights are inherent to us regardless of nationality, colour, religion, language, or any other status (https://www.ohchr.org/en/issues/whatarehumanrights.aspx) The following are examples of human rights:

- All human beings are born free and equal in dignity and rights.
- Everyone is entitled to the same rights and freedoms set forth in the Declaration, without distinction such as race colour, colour, sex, language, religious, political, or other opinion, national or social origin, property, birth, or other status
- Everyone has the right to life, liberty, and security of person.
- All are equal before the law and are entitled to equal protection of the law. All are entitled to equal protection against any discrimination in violation of this Declaration and against the **incitement**<sup>1</sup> of such discrimination

A **right** is a choice to make your own opinion and entitlement to things such as education, religion, and freedom of speech.

## Religious freedom

The concept of religious freedom implies that everyone, everywhere has the freedom of choice to believe what they wish to, and to actively follow and practice the religion of their choice. (Focus on Religion Studies grade 12)

The concept of religious freedom includes **non-theistic** <sup>1</sup>religions including **atheists** therefore there will be no mention of creator. Religious freedom means not to be forced to have only

<sup>&</sup>lt;sup>1</sup> Non – theistic: not having or involving a belief in a god or gods

one religion. When you belong to a religious community you have a right to enjoy practising your own religion and to maintain religious association with other group of civil

society Human Rights are linked to responsibilities. Responsibilities are duties or something an individual should do such as following the law and rules. Responsibilities are not merely restrictions or limitations but taking **accountability** for your actions.



## 3.2.1. SOURCES AVAILABLE TO PROMOTE RELIGIOUS FREEDOM

There are sources that are used locally, nationally, and internationally/universally which are not religiously bound such as the **Universal Declaration of Human Rights**. The Universal Declaration of Human Rights is a historic document which outlines the rights and freedom everyone is entitled to. This document was adopted by the United Nations General Assembly in 1948. The 30 articles outline the basic rights and freedoms of all people. The South African Constitution provides for freedom and prohibits unfair discrimination against anyone based on religious belief. There was no religious freedom in South Africa before independence.





9

## Religious freedom in pre-democratic South Africa

- Before 1994, freedom of religion was not a constitutionally guaranteed right in South Africa
- Christianity was recognised as a state religion during the apartheid era, it was the dominant religion.
- Christian National Education was the state's education policy.
- State funds were used to pay salaries of some Christian ministers



## Religious freedom in democratic South Africa

- All religions are equal in the democratic South Africa.
- Religion Studies is a NSC subject that studies different religions, it has replaced Biblical
- Studies and other subjects that focused only on one religion such as Jewish Religion.
- South African Constitution provides for religious freedom and prohibits unfair discrimination based on religious belief.
- All the religions have equal status under the law, there is no state or official religion which then makes South Africa to be a secular state<sup>2</sup>
- In all state and official meetings, prayers are either universal in nature or multi-faith.



<sup>&</sup>lt;sup>2</sup> **Secular state:** a state that is neutral in matters of religion, supporting neither religion nor irreligion

# 3.2.2. Some examples of what religions say about human rights and religious freedom

## 3.2.2.1. Relationship between Human Rights & Religious Teachings

## **Human Right** Religious teachings that promote human rights **Buddhism** is teaching non-violence to living creatures No one shall be subjected to torture or including humans "In whom there is no sympathy for living to cruel, inhumane or beings: know him as an outcast." degrading treatment (https://parade.com/970462/parade/buddha-quotes/) Judaism central teaching that promotes that no one is subject to inhumane treatment is: that which is hateful unto you, do not do unto others. Thou shall love thy neighbour as thyself (Leviticus 19:18) Christianity: 'So God created mankind in his own image ...' (Genesis 1:27) teaches that all people are made in God's image, and they should be respected, the teaching supports that no person should be treated cruel. Do unto others as you would wish them to do unto you. African Traditional Religion promotes human rights by teaching Ubuntu – which means you are because of other people. When you have ubuntu you embrace others, and you are compassionate **Hindu** teaches that people should not harm one another (ahimsa). The one who loves all intensely begins perceiving in all living beings a part of himself. He becomes a lover of all, a part and parcel of the Universal Joy. He flows with the stream of happiness. and is enriched by each soul.

 All are equal before the law and are entitled to equal protection of the law

## Islam

- It places great emphasis on the fact that all human beings are equal in status
- Some teachings of the prophet in this regard are: "o mankind! Your God is one God, and your forefather is (Adam) is one"
- All of humanity is equal, regardless of race, wealth, or social status
- "An Arab is not better than a non-Arab, and a non-Arab is not better that an Arab
- "Men and women have equal rewards for their deeds" (Qur'an 3 verse 195)

# 3.2.2.2. RELIGIOUS TEACHINGS PERTAINING TO MORALITY & ETHICS IN MODERN SOCIETY

Morality refers to the right and wrong behaviour. Morality is concerned about the relations between people. Morality, and ethics are separate from matters of religious belief. People value morality without reference to any religion where freedom of **conscience** and belief is a dominant value, that is the **humanist approach** to human rights. John Locke, the philosopher (1632-1704) developed a humanist basis for human rights which does not include religion. Some people are comfortable with the humanist approach because it replaces religion and provides a framework of principles and ethical guidelines for life and making constructive contributions to society.

## 3.2.2.3. Relationship between religious freedom and religious tolerance

The religious freedom creates a good ground for religious tolerance. It allows an environment of free expression of religious practices. Religious tolerance depends on the attitudes of religious groups or individuals within a community. The government of the day also determines religious freedom

## 3.2.2.4. Approaches to religious tolerance

**Religious Tolerance** will be applicable when there's more than one point of view within the community. People struggle to tolerate one another when their religious practices differ, but there's no need for people to tolerate one another if they have the same religious practise. Religious tolerance becomes more meaningful if there is an element of respect.

**Eastern culture** holds to the view that religious tolerance means not to try and force people to have one religion. This view does not practice conversion activity.

**Western culture** focuses on individual freedom to choose their belief, express their ideas, and form groups of believers. They allow people to **convert** to a religion of their choice. They are tolerant of **syncretism** 



## 3.2.2.5. How different religions support religious tolerance?

## 1. ISLAM

'Let there be no compulsion in religion;
 (Quran, Sura 2 verse 256) invite all to the
 Way of thy Lord with wisdom and beautiful
 preaching' (Quran, Sura 16, verse 125)
 these is what some thoughtful Muslims teach
 to support religious tolerance



### 2. BUDDHISM

- They teach tolerance and acceptance of people as they are, you have no right to want them to be something else, it is up to them to decide if they want to change.
- You can tell them what you believe, and you can set an example that they may choose to follow, but that is as far as it



## 3. AFRICAN TRADITIONAL RELIGION •

ATR supports tolerance by teaching "ubuntu" which means a person is a person through his or her relationship with other people.

 By treating others with love, consideration, and respect, encourage religious tolerance.



## 4. HINDUISM

- Supports religious tolerance by teaching the law of 'Karma' which says a person's action in the past, are responsible for his or her present state.
- That is the law of "karma" which refers to the consequences of actions or deeds.
   Most Hindus will try to live a life that is free from sin so that they will be rewarded with a better lifetime.
- This teaching promotes religious promotion



## Religious tolerance can lead to:

- Religious groups that can exist in harmony without **confrontation**
- Different religions that will grow and develop without **hinderances**
- Inter religious dialogue whereby different religious group can address a societal problem
- Various religion groups reaching a solution for a social issue peacefully and properly

## **Example of religious intolerance**

- The Spanish Inquisition
- In 1478, the Catholic Monarchs began the famous Inquisition to purify
   Catholicism in all their territories.
- The purpose of the office of the inquisition was to keep the Catholics beliefs and practices pure by persecuting people who did not follow an orthodox path.
- The court was established partly to ensure that converts to Catholicism that came from Islam and Judaism were genuine and that they are not still practicing their true religions behind the scenes.

- This practice of religious intolerance went to an extent whereby if these converts were found practicing their true religions secretly, they were tried by Spanish Inquisition.
- The Inquisition involved trial by fire where a convert will be burned. If the convert
  was real or genuine, he/she will be saved by God, but if he/she died then it
  meant that the convert was guilty

## Religious intolerance can lead to:

- Lack of harmony among religious groups
- Religious groups failing to work together to find common solution
- Supressing some religious practices to avoid misinterpretations by other religious groups
- religious discrimination, and prejudice. loss of life, social unrest and conflict

## PRACTICAL INVOLVEMENT OF DIFFERENT RELIGIONS IN PROMOTING RELIGIOUS FREEDOM, HUMAN RIGHTS, AND RESPONSIBILITIES

Religious groups are involved in social and human rights issues to make a difference in people's lives regardless of race creed or religion. Examples of religious groups that are involved in making a difference in people's lives:

Baha'i International Community: they focus on promotion of universal standards for human rights, the advancement of women, and the promotion of just and equitable means of global prosperity to promote world peace by creating the conditions in which unity emerges as the natural state of human existence.



**Karuna** are inspired by Buddhists values that focus on ending caste-based discrimination, poverty, and inequality in India and Nepal. Their goals are working with individuals to support education, dignified livelihoods, and gender equality, transforming communities, and changing society.



### Gift of the Givers Foundation

Originally the concept of Gift of the Givers was initiated by Muslim organisation, currently they are a multi-religious organisation that is the nongovernmental organisation that respond to disaster. Their purpose is to bring hope and restore dignity to the most vulnerable people regardless of their race, creed or religion. They provide bursaries, water, counselling, life skills, medical rescue, anti-malaria medication, medical equipment.



## **Salvation Army**

This is a Christian organisation that is nongovernmental relief agency and is usually among the first to arrive with help after natural or manmade disasters. They have worked to alleviate suffering and help people

(https://en.wikipedia.org/wiki/TheSalvationArmy)



## 3.2.10. EXAMPLE OF ACTIVITIES AND POSSIBLE QUESTIONS

The purpose of this Section is to show possible questions that could be asked.

Focus will be on the **skills** required to answer these questions in the exam paper.

The questions below were taken from previous years question papers.

You'll be guided on how to answer these questions.

Read the extract below and answer the questions that follow.

## **HUMAN RIGHTS**

In 1948 the United Nations' Universal Declaration of Human Rights was produced and signed by governments all over the world. In this document human rights are based on the inherent dignity of human beings.

[Source: Religion Studies Grade 12, Steyn et al.]

1. Religious freedom is a human right. Name any TWO other human rights and discuss the responsibilities associated with EACH of them

**How to answer this question**: When you answer a question based on a scenario note that some answers may or may not necessarily come from the scenario. The text serves as a stimulus It is important to read the scenario as it will guide you in terms of question.

- 1.1 This question has **two** parts: (a) first name the human rights
  - (b) secondly, discuss the link between the human right and the responsibility
- 1.2. How does South Africa demonstrate religious freedom?

How to answer this question: Think of the Constitution and the Bill of Rights

- 1.3. With reference to ANY of the religions you have studied, state FOUR teachings that show support for EACH of the following:
  - 1.3.1 Human rights
  - 1.3.2 Religious Freedom

1.3. How to answer the following question: Present your answer in a table form: In Column A indicate the human right and in Column B, indicate the religion that matches the human right provided in Column A

Column 1. Name the Religion	Column 2. Human Rights
1.3.1. Give the teaching for the Religion you choose above	Link the Teaching to the human rights.
Trengion you endose above	
1.3.2. Teaching about Religious Freedom	Link it to the human rights
Trodom	

1.4 Discuss practical steps you think different religions could follow to ensure that human rights are not violated.

**How to answer the following question:** Think of the Constitution and the Bill of Rights

## 1.1 Possible answers to the above questions

1.1 Religious freedom is a human right. Name any **TWO** other human rights and discuss the responsibilities associated with EACH of them.

## **EXAMPLES:**

## Freedom from discrimination

- You have the responsibility to uphold this right both for yourself and for others.
- You must not discriminate against others on the basis of race, colour, sex, language or political opinion.

## The right to marriage and family

- You have the responsibility to support and promote family life, especially your own.
- You have the responsibility not to act in any way that would lead to the breakdown of a family.

## The right to education

- · You have the responsibility to attend classes.
- You have the responsibility to be a diligent learner/student doing the work and study required.

### NOTE: Other relevant answers must be credited.

## 1.2 How does South Africa demonstrate religious freedom?

- At important state occasions, such as the inauguration of the state president, the opening of parliament and at public holiday celebrations (e.g. Freedom Day), leaders from many faiths are invited to participate.
- Religions co-operate freely to tackle community needs, such as activities for the youth and elderly, soup kitchens, social and spiritual counselling and support, the fight against drugs and gangsterism.
- Inter-religious services and prayer meetings are held.

- Prayer for rain to alleviate the drought in Cape Town and other parts of South Africa is an example.
- Religious discrimination can be reported to the Human Rights Commission.
- It can also be investigated by the Cultural, Religious and Language Rights Commission.
- Both these bodies have acted decisively to protect religious freedom.
- Religion Studies teaches about different religions and traditions. It includes faiths
  which were marginalized during the apartheid era.
- It is not a compulsory subject.
- 1.3 With reference to ANY of the religions you have studied, state FOUR teachings that show support for EACH of the following

Name of Religion	Teaching	Human Rights
Bhuddhism	The Dalai Lama emphasises 'First, do no harm' (ahimsa).	Right intention, right speech, right action and right living of the Eightfold Path give guidance about interaction with others. This guarantees the right to human
African Traditional Religious	The African Philosophy 'Umuntu ngumuntu ngabantu' is the key in the keeping of balance between human rights and responsibilities Do to others what you would like them to do to you.	It is the responsibility for one to take care of others and in turn others will take care of the individual.

## 1.4Discuss practical steps you think different religions could follow to ensure that human rights are not violated.

- With any freedom comes responsibility.
- An important responsibility regarding human rights is to understand that every person is accorded/ granted equal rights.
- Therefore, one may never exercise one's rights in such a way that it infringes on the rights of others.
- E.g.: Conducting a ritual should not inconvenience people of other faiths.
- Applied to religion, this means that one needs to respect others' religions and others' viewpoints.
- One person's right is fulfilled by another person's responsibility, e.g.: The right to life is accompanied by the responsibility of avoiding risky behavior.



## 4. Study and Exam tips

## 4.1 Command verbs

Candidates need to be skilled in the application of knowledge. Analytical skills of candidates need to be developed through open- ended questions. It is essential that candidates have a good understanding of the "action words" commonly used in the NSC Examinations.

L1 and L 2		L3 and L 4		L5 and L 6	
Remembering	Understanding	Applying	Analysing	Evaluating	Creating
Exhibit memory of previously learned material by recalling facts, basic concepts; and answers.	Demonstrate understanding of facts and ideas by: organising, comparing, translating, interpreting, giving descriptions and stating main ideas.	Solve problems to new situations by applying acquired knowledge, facts techniques and rules in a different way.	Examine and break information into parts by identifying reasons or causes. Make inference and find evidence to support generalisations.	Present and defend opinions by making judgements about information, validity of ideas or quality of work based on a set of criteria	Compile information together in a different way by combining elements in a new pattern or proposing an alternative solution
Choose	Classify	Apply	Analyse	Apply	Change
Define	Compare	Choose	Assume	Appraise	Choose
Find How	Contrast	Develop	Categorise	Assess	Combine
List	Explain	Identify	Classify	Compare	Compile
Match	Illustrate	Interview	Compare	Conclude	Compose
Name	Outline	Construct	Contrast	Consider	Construct
Relate	Summarise	Report	Conclude	Criticise	Create
Select	Infer	Change	Distinguish	Decide	Develop
What	Relate	Conclude	Examine	Defend	Elaborate
When	Show	Demonstrate	Infer	Determine	Imagine
Where	Demonstrate	Discuss Explain		Evaluate	Improve
Which		Illustrate		Explain	Plan
Who		Interpret Report		Interpret	Predict
Why		Review		Judge	Propose
		Summarise		Justify	Solve
		Tell		Recommend	Suppose
		Prepare		Support	Produce
		Show		Argue	
		Orlow		Aigue	

## **IMPORTANT:**

- Command verbs guide us on what each questions is requiring us to do.
- Ensure that you analyse the question to understand the command verb.
- Use a highlighter to highlight or underline the command verbs..

## 4.2 Examination Tips

The table below outlines the topics that need to be covered in Grade 12 for Religion Studies.

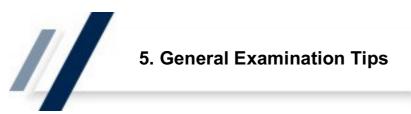
TOPIC SUB-TOPICS			
VARIETY OF RELIGIONS	Conceptual distinctions		
	Internal differentiations within religions		
	Main features of such differentiations *		
	Unique features of various religions *		
	History and present dynamics of inter-religious relationships		
COMMON FEATURES OF	Religious teachings		
RELIGION AS A GENERIC	The central teachings in one religion		
AND UNIQUE	<ul> <li>Normative sources in various religions</li> </ul>		
PHENOMENON	Interpreting one normative source		
	Analysis of secular worldviews		
	The origin, purpose and influencing factors behind at least two worldviews		
TOPICAL ISSUES IN	Developing a strategy to solve a major social problem *		
SOCIETY	Role of media in influencing public opinion on religion *		
	Religious freedom, human rights and responsibilities		
RESEARCH INTO AND	Religion in areas of conflict in South Africa, Africa and		
ACROSS RELIGIONS	the world		
	Religion and the natural sciences		

NB: the SELF STUDY Guide consists of 8 BOOKLETS that cover a variety of topics. The only topics that are not covered by the SELF STUDY Guide are those indicated with an asterix (\*). These are generally open-ended topics that will require application of knowledge. You need to go through past papers to ensure that you see how this content is assessed.

24

## How to prepare/study for the Religion Studies examination

- Ensure that you study ALL 13 sub- topics for Grade 12. This is because questions in the Examination papers are a *combination* of more than one subtopic.
- Consult the latest version of the Examination Guidelines, which explain the topics that
  will be examined in each of the two papers. This is included in the Revision Package
  and is essential in providing the content that you must prepare for each paper as well
  as the topical issues for each year cycle.
- In both papers, you are given a choice of questions. Read ALL the questions carefully, before choosing those that you want to answer. Choice questions are usually of the same level of difficulty.
- DO NOT answer more than the stipulated number of questions. Extra answers will NOT be marked!
- REMEMBER that you may need to answer the questions from a Religion Studies perspective, unless indicated otherwise.



## PAPER 1: answer ONLY 3 questions in TOTAL.

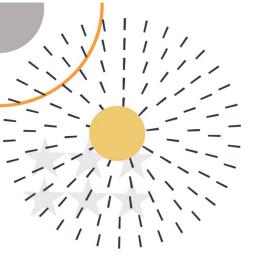
- Consists of Section A and Section B. Section A is COMPULSORY and comprises short questions.
- Answer ANY OTHER 2 questions from Section B.

## PAPER 2:

- Answer ANY 3 questions.
- The questions in Paper 2 are mostly **short paragraphs** or **short essays**.

## **TIPS for success**

- Time management is essential. Ensure that you balance your study time across the various subjects that you are offering.
- Ensure that you have a study plan that indicates the subjects that you will prioritise for study daily/weekly.







ISBN: 978-1-4315-3549-1 This publication is not for sale. © Copyright Department of Basic Education www.education.gov.za | Call Centre 0800 202 993