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*“The Forum consists of records management practitioners employed by governmental bodies falling under the stipulation of the National Archives and Records Service of South Africa Act. The vision and mission of the Forum is to create knowledge and information sharing platforms for all records management practitioners irrespective of colour, race and gender.”*

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#### **ESARBICA NEWSLETTER**

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## Events

### July 2007

Jul 10-12<sup>th</sup> **Knowledge, archives and records management** convened by PDE in Cape Town. Contact Tel: (+27) 842500257 Fax (+27)866084250 or (+27)866151332 Email: [pde@webmail.co.za](mailto:pde@webmail.co.za)

July 16<sup>th</sup> **Records and information management level 1** Workshop convened by Document Warehouse in Johannesburg. Contact Virginia Hendricks Tel: (+27)112980700 Email: [virginia@documentwarehouse](mailto:virginia@documentwarehouse) Website: <http://www.documentwarehouse.co.za/>

July 17 – 19<sup>th</sup> **Practically implementing an effective electronic documents and records management system** Workshop convened by IQPC. Contact: (+27)11 669 5000 Email: [info@iqpc.co.za](mailto:info@iqpc.co.za) Website: <http://tinyurl.com/32w357>

July 23<sup>rd</sup> **Records and information management level 2** Workshop convened by Document Warehouse in Johannesburg. Contact Virginia Hendricks Tel: (+27)112980700 Email: [virginia@documentwarehouse](mailto:virginia@documentwarehouse) Website: <http://www.documentwarehouse.co.za/>

July 30<sup>th</sup> **Records and information management level 1** Workshop convened by Document Warehouse in Johannesburg. Contact Virginia Hendricks Tel: (+27)112980700 Email: [virginia@documentwarehouse](mailto:virginia@documentwarehouse) Website: <http://www.documentwarehouse.co.za/>

### August 2007

August 1<sup>st</sup> – 3<sup>rd</sup> **Proper records management as a driver for improved service delivery and good governance** workshop convened by Longsight Communication in Kruger National Park. Contact Saimon Chirume, Tel: (+27) 123206770, Fax: (+27) 123265080, Cell: (+27) 726610714 E-mail: [saimon@longsight.co.za](mailto:saimon@longsight.co.za) Website: <http://longsight.co.za/>

August 7<sup>th</sup> – 8<sup>th</sup> **Registry management workshop**. Training course to be convened by the Centre of Applied Communication at UNISA. Deadline for registration **26<sup>th</sup> July 2007**. Contact Ms T Manganyi Tel: (+27) 114713896 Fax: (+27) 114713906 Email [mkokong@unisa.ac.za](mailto:mkokong@unisa.ac.za) Website: <http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&ContentID=17563>

August 13<sup>th</sup> **Records and information management level 2** Workshop convened by Document Warehouse in Johannesburg. Contact Virginia Hendricks Tel: (+27)112980700 Email: [virginia@documentwarehouse](mailto:virginia@documentwarehouse) Website: <http://www.documentwarehouse.co.za/>

August 20<sup>th</sup> **Records and information management level 1** Workshop convened by Document Warehouse in Johannesburg. Contact Virginia Hendricks Tel: (+27)112980700 Email: [virginia@documentwarehouse](mailto:virginia@documentwarehouse.co.za) Website: <http://www.documentwarehouse.co.za/>

August 27<sup>th</sup> **Records and information management level 2** Workshop convened by Document Warehouse in Johannesburg. Contact Virginia Hendricks Tel: (+27)112980700 Email: [virginia@documentwarehouse](mailto:virginia@documentwarehouse.co.za) Website: <http://www.documentwarehouse.co.za/>

August 28<sup>th</sup> – 31<sup>st</sup> **Basic archives and records management**. Training course to be convened by the Centre of Applied Communication at UNISA. Deadline for registration **17<sup>th</sup> August 2007**. Contact Ms T Manganyi Tel: (+27) 114713896 Fax: (+27) 114713906 Email [mkokong@unisa.ac.za](mailto:mkokong@unisa.ac.za) Website: <http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&ContentID=17563>

## September 2007

September 10<sup>th</sup> **Records and information management level 1** Workshop convened by Document Warehouse in Johannesburg. Contact Virginia Hendricks Tel: (+27)112980700 Email: [virginia@documentwarehouse](mailto:virginia@documentwarehouse.co.za) Website: <http://www.documentwarehouse.co.za/>

September 10<sup>th</sup>-13<sup>th</sup> **Influence with Integrity** recordkeeping conference convened by the Records Management Association of Australasia in Wellington, New Zealand. Contact RMAA Marketing and Event Manager, Ms Kristen Keley email: [marketing@rmaa.com.au](mailto:marketing@rmaa.com.au) website <http://www.rmaa.com.au>

## October 2007

**Advanced international records management training program** (phase 3) Conducted by the Swedish National Archives. Deadline for application was 1<sup>st</sup> March 2006 Contact: Riksarkivet C/o Hanna Eriksson Box 12541 SE-102 29 Stockholm, Sweden Fax +4687376474 Phone +4687376350 Website: [http://www.ra.se/ra/recordsmanagement/index\\_eng.asp](http://www.ra.se/ra/recordsmanagement/index_eng.asp)

October 1<sup>st</sup> **Records and information management level 1** Workshop convened by Document Warehouse in Johannesburg. Contact Virginia Hendricks Tel: (+27)112980700 Email: [virginia@documentwarehouse](mailto:virginia@documentwarehouse.co.za) Website: <http://www.documentwarehouse.co.za/>

October 2<sup>nd</sup> – 3<sup>rd</sup> **Registry management workshop**. Training course to be convened by the Centre of Applied Communication at UNISA. Deadline for registration **21<sup>st</sup> September 2007**. Contact Ms T Manganyi Tel: (+27) 114713896 Fax: (+27)

114713906 Email [mkokong@unisa.ac.za](mailto:mkokong@unisa.ac.za) Website:

<http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&ContentID=17563>

October 8<sup>th</sup> **Records and information management level 2** Workshop convened by Document Warehouse in Johannesburg. Contact Virginia Hendricks Tel:

(+27)112980700 Email: [virginia@documentwarehouse](mailto:virginia@documentwarehouse) Website:

<http://www.documentwarehouse.co.za/>

October 15<sup>th</sup> **Records and information management level 1** Workshop convened by Document Warehouse in Johannesburg. Contact Virginia Hendricks Tel:

(+27)112980700 Email: [virginia@documentwarehouse](mailto:virginia@documentwarehouse) Website:

<http://www.documentwarehouse.co.za/>

October 22<sup>nd</sup> **Records and information management level 2** Workshop convened by Document Warehouse in Johannesburg. Contact Virginia Hendricks Tel:

(+27)112980700 Email: [virginia@documentwarehouse](mailto:virginia@documentwarehouse) Website:

<http://www.documentwarehouse.co.za/>

## November 2007

November 19<sup>th</sup> – 23<sup>rd</sup> **Intermediate archives and records management**. Training course to be convened by the Centre of Applied Communication at UNISA. Deadline for registration **9<sup>th</sup> November 2007**. Contact Ms T Manganyi Tel: (+27) 114713896

Fax: (+27) 114713906 Email: [mkokong@unisa.ac.za](mailto:mkokong@unisa.ac.za) Website:

<http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&ContentID=17563>

November 29<sup>th</sup> – 30<sup>th</sup> **Records management – Managers' workshop**. Training course to be convened by the Centre of Applied Communication at UNISA. Deadline for registration **19<sup>th</sup> November 2007**. Contact Ms T Manganyi Tel: (+27) 114713896

Fax: (+27) 114713906 Email [mkokong@unisa.ac.za](mailto:mkokong@unisa.ac.za) Website:

<http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&ContentID=17563>

## July 2008

**XVIth International Congress on Archives** to be convened in Kuala Lumpur, hosted by the International Council on Archives Website:

<http://www.ica.org/calendrier.php?pcalendrierid=237&plangue=eng>

## 2009

**XX Biennial ESARBICA Conference** to be convened in Namibia, hosted by the National Archives of Namibia.

## A South African Archival Tale<sup>1</sup>

By Verne Harris

I believe that South Africa's national archival system and related memory systems are in trouble. I believe that we're all in trouble, whether we work in archives, museums or libraries. And I believe that we're in trouble because we've forgotten how to be activists. We've become very good at being functionaries and bureaucrats, and we're teaching the next generation of memory workers to be functionaries and bureaucrats. To understand why this is so, I believe we need to look back to the 1980s.

The struggles against apartheid in South Africa gathered momentum after the township uprisings of 1976, and during the 1980s they began to find expression in archival discourse and practice.<sup>2</sup> As in all spheres of life in the country, what emerged in the archival terrain was an opposition between those who supported or collaborated with "the apartheid system" and those who rejected it. The latter typified their praxis as a struggle of remembering against forgetting, and concentrated their energies around the construction of oppositional memory. They drew inspiration from broader struggles for justice. Engagement by the liberation and other democratic forces in cultural practice had become ever more vigorous. Activists and academics collaborated in conceptualising a "people's education" in opposition to the apartheid educational system. The radical historiography which had emerged in the 1970s became more influential both in the academy and in public discourses. "Struggle literature" and "struggle theatre" - a discourse of opposition in fiction - flourished. "Alternative" publications and publishers, running the gauntlet of state censorship, provided an ever shifting space for oppositional voices. A growing number of "memory institutions" - archives, art galleries, libraries, museums and so on - began to question long-established orthodoxies.

What we might call anti-apartheid archivists – memory activists, if you like - made the argument that politics could not be kept out of archives, and echoed for archives the assertion by activists in sport that there could be no normal sport in an abnormal society.<sup>3</sup> Changing society was the top priority, and archives should be deployed as instruments to bring about change. They scoffed at notions that archivists could be impartial, and called on

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<sup>1</sup> This piece was first presented as a section of a public lecture given at the University of Pittsburgh in 2006. In April 2007 it was presented at the conference "National System, Public Interest", Nelson Mandela Foundation, Johannesburg.

<sup>2</sup> It should be noted that the literature on "archival" struggles in this period is sparse. But see Jill Geber, "The South African Government Archives Service: Past, Present and Future", (unpublished MA dissertation, University College of London, 1987) and Razia Saleh, "A National Archival Policy for a Democratic South Africa", (unpublished MA dissertation, University College of London, 1993).

<sup>3</sup> This was, for instance, a rallying call of the South African Congress on Sport (SACOS).

establishment archivists to take sides. The latter had very little to say for themselves. Intimidated both by the system and the rhetoric of those in opposition, they tended to keep their heads down and focus on being “good professionals”. Occasionally voices amongst their number could be heard asserting that politics should be kept out of archives, and that impartiality should be the aim of archivists.

So, on the surface at least, a relatively clean divide between two “sides”. However, closer analysis, as it always does, reveals that things were not this simple. Beneath the surface, in the murkier realms of assumptions, ideas and values, profound internal cleavages are evident on both sides. Amongst establishment archivists there were those who believed in impartiality as a principle, the belief holding together individuals with divergent views on apartheid; there were advocates of the system who quite cynically deployed the notion of impartiality; and there were pragmatists for whom the notion provided an excuse for remaining safely disengaged from the struggles. Amongst the activists there were idealists who believed that their endeavours were filling gaps in apartheid-ravaged collective memories; and there were pragmatists who knew that there was as much forgetting as remembering informing their activities but who believed that a greater good justified a rhetoric of remembering. As significant, there were activists who believed in impartiality as both possible and desirable in a “normal” society, and there were those who saw impartiality as impossible in any circumstances. Some of the latter were comfortable with this notion, regarding archives as legitimate instruments for achieving political objectives; others were deeply uncomfortable, acknowledging their desire, and their need, for a reference point beyond political contingency.

I could continue peeling back the layers of complexity. What I offer here is merely a window into a possible deconstruction of the now hegemonic view of archival discourse and practice in the 1980s. Things were not as simple as this view would have us believe. There were strange resonances and congruences across an apparently gaping divide. Recognising them, I would argue, is crucial to understanding the new hegemony - and its constituent alliances – in South African archives. I have something to say about this hegemony, but before doing so I want to pause and offer you five reflections in parentheses.

(Firstly, a subsidiary tale, a personal one, from the 1980s. I first encountered formal archives as a student of history in the early 1980s. It was through historiography that I developed a more or less radical critique of the apartheid archival system. In 1985 I took up employment in the State Archives Service, and worked my way up the ranks at the same time as becoming increasingly involved in anti-apartheid structures. I saw my role in the system as

one of mole – digging out information for use in the struggles against apartheid. By the early 1990s, as a formal transition from apartheid to democracy was being negotiated, I found myself no longer in two conflictual streams, but rather in two increasingly parallel streams – on the one hand, I was a participant in the state’s transformation endeavours, on the other I participated in the ANC-led reimagining of South Africa’s archival system. This was the crucible in which my thinking about archives was formed, and no doubt its imprint is still discernible today.)

(Secondly, a word on the apparently gaping divide of the 1980s which I have delineated. The obvious point to make - and I deliberately make it only in passing – is that there is no escaping “politics” for archives and archivists. All the players I have described were engaging, and engaged by, politics. Even those who espoused impartiality and consciously eschewed politics, were practising a politics. At the time – and the extreme circumstances of that time made it easier to see – the real question was not what archivists should do with politics, but rather, what the politics of archivists should be.)

(Thirdly, the 1990s in South African archivy could be typified as one of increasing hospitality. *Could* be. Doors were being opened, dialogues across boundaries were taking place, and boundaries were beginning to dissolve. The stranger was being invited in. This at once mirrored and expressed broader societal processes of reconciliation.)

(Fourthly, what I have just been describing is a “*reaching* for hospitality”. And, as I have already suggested, hospitality must always be reached for. But let me return for a moment to the statement “There were strange resonances and congruences across an apparently gaping divide.” These strange resonances and congruences, I want to suggest, marked a hospitality already taking place. Not a hospitality being reached for. A hospitality always already taking place. No boundary is totally secure. Every boundary is porous.)

(Fifthly, just a word at this point on “justice”. Its call is to reach for the impossible. As opposed to the call of reconciliation, which demands that we do what is possible. I am not speaking of concepts either opposed to one another or without profound connection. But I am signalling heterogeneous orders of demand, heterogeneous orders of reach.)

There is no “natural” ending to a tale. And, as you can tell, this story of archives in 1980s South Africa is wanting to explode in all directions. But let me more or less violently bring it to a conclusion by returning to the question of aftermaths. I have already offered one typification of the 1990s – a period of hospitalities and reconciliations. It was also a period of

unprecedented activism. Vigorous and systematic action was undertaken in the cause of transforming the apartheid system. In the archival terrain, this was exemplified most powerfully by the Truth and Reconciliation Commission (TRC). Established in 1995 as our primary instrument for dealing with traumatic pasts and promoting reconciliation, the TRC engaged archive, rescued archive, created archive, refigured archive. It was, profoundly, an archival intervention.<sup>4</sup> Not surprisingly, a major component of its conclusions and recommendations addressed directly the transformation of South Africa's archival system.

And yet today the dominant discourse in South African archives suggests that the time for activism is past. Activism was necessary in extreme conditions, so the argument runs, but now, with the coming of democracy, archivists can resume traditional mantles and focus on service delivery.<sup>5</sup> South African society has been "normalised", and archives should follow suit – that is, offer a professional and impartial service outside the buffetings of "politics". The consequences of this require a study beyond the limits of this lecture. Suffice it to note here that we are paying a heavy price. I want to conclude this tale by naming the flaws in the dominant discourse and reflecting briefly on its provenance.

I would name at least five flaws. Firstly, South African society is far from "normalised". The imprints of apartheid remain resilient. Secondly, democracy is never something which a society can assume that it possesses. Democracy is always coming. Its values and goals must always be fought for. Thirdly, the transformation of the national archival system has only just begun. The archival recommendations of the TRC already lie unread in the cabinets of power.<sup>6</sup> Fourthly, as I have also already argued, it is impossible for archivists to be impartial, to insulate themselves from politics. Impartiality is a chimera turning archivists into the pawns of those who have power. And lastly, in archives as in society, democracy lives and breathes through contestation. The space for contestation is the holy place where justice happens, if it happens. If archivists eschew this space, then they turn their backs on higher callings and condemn themselves to being nothing more than bureaucrats or functionaries.

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<sup>4</sup> A range of legislative and other interventions marked the post-apartheid state's determination to transform South Africa's archival system. At the same time, civil society activists embraced the archive as both an instrument and a site of transformation. But for me the scale of the TRC, and its impact on public discourses, mark it as the emblematic intervention. For reflections on the TRC's archival dimensions, see Verne Harris, "Contesting Remembering and Forgetting: The Archive of South Africa's Truth and Reconciliation Commission", *Innovation* 24 (2002) and "Archives, Record-keeping and Access to Information" in Erik Doxtader (ed.), *Provoking Questions: An Assessment of the Truth and Reconciliation Commission's Recommendations and their Implementation* (Institute for Justice and Reconciliation, Cape Town, 2005).

<sup>5</sup> The best example of an overt articulation of this position I know of is the National Archivist's paper at the conference "Conflict or Contest? Faultlines in the Nexus Between Holding Records and Using Them", University of the Witwatersrand, July 2002.

<sup>6</sup> See Verne Harris, "Archives, Record-keeping and Access to Information" in *Provoking Questions*.



An immediate, and legitimate, question strains to be asked – how does contestation square with hospitality? I don't propose to give you a comprehensive answer here. Just two thoughts: 1) The best contests, arguably the true contests, occur when the host-guest gradient is absent – in other words, no home ground advantage; and 2) Can we imagine a subversion of the host-guest relation, a condition of hospitality, without contestation?

(My reflections, in parenthesis, take us in two perhaps opposite directions. Critics of South Africa's emerging democracy point to the many significant concessions made by the liberation movement during the process of negotiation. They argue that reconciliation was elevated too high, and that compromise was taken too far.<sup>7</sup> It is within this frame that the argument could be mounted that the 1980s archival establishment was given too much say in the transformation of South African archives. The argument could be extended into a critique of hospitality itself. Perhaps the liberation movement was too hospitable. Perhaps there should be limits to hospitality. On the other hand, one could recall that across the divide of the 1980s, in the murky realms of assumptions, ideas and values, there were strange resonances and congruences. As I have pointed out, for example, there were idealists on both sides who believed in professional impartiality in a normal society; and there was no great distance – conceptually - between an establishment archivist who cynically deployed the notion of impartiality and an activist who believed that archives are a legitimate instrument for achieving political ends. Perhaps, then, unacknowledged commonalities made accommodation too easy. Perhaps the knocking on the door by “otherness”, an otherness at once outside and inside, was not heard. Perhaps a reaching for hospitality begins with the realisation of an otherness, a strangeness, within. Perhaps there was too much reconciliation and too little hospitality. Perhaps political accommodation was elevated at the expense of justice. And perhaps the liberation movement has got the national archival system it wanted.)

### **About the author**

Verne Harris is project manager of memory at the Center of Memory and Dialogue, Nelson Mandela Foundation.

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### **Additional information**

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<sup>7</sup> See, for example, Patrick Bond, *Elite Transition: From Apartheid to Neoliberalism in South Africa* (University of KwaZulu-Natal Press, Pietermaritzburg, 2005).

# ESARBICA NEWSLETTER



**Introducing the South African Records Management Forum: a professional body aiming at uniting all records management practitioners in South Africa**

By Dr Moss Makhura and Mpho Ngoepe

In striving to unite records management practitioners in South Africa, the South African Records Management Forum (SARMF) was established and launched at the SABC offices in Auckland Park on 22 September 2005. The Forum consists of records management practitioners employed by governmental bodies falling under the stipulation of the National Archives and Records Service of South Africa Act (Act No. 43 of 1996, as amended). The vision and mission of the Forum is to create knowledge and information sharing platforms for all records management practitioners irrespective of colour, race and gender. Sharing best practices is a key aspect of working within records management community. As one archival diva or luminary put it, "It might take decades for any single organisation to increasingly improve its records management practices until it achieve the best possible results, but in a Forum that shares what works, and what doesn't, all members can benefit." Since its establishment, the Forum hosted several workshops and seminars in Gauteng whereby prominent speakers made wonderful presentations on topics of the month such as change management, file plan, knowledge management, StanSA TC 46, and Tender 398.

Apart from monthly operational meetings and seminars, the first Annual General Meeting (AGM) of SARMF was held on 2-3 November 2006 at the Pretoria National Zoological Gardens. The AGM was sponsored by National Research Foundation (NRF) and Intervate. Intervate is a specialist provider of Microsoft .NET solutions, focused on knowledge management and productivity, that is, areas of expertise include workflow and process automation, collaboration and communication, as well as document and records management. The AGM was attended by more than 100 delegates (40% more than planned for) from all over nine provinces speaking in one voice.

From the AGM, the constitution was discussed at length and number of deliberations was made. It was resolved that all nine provinces must establish provincial branches reporting to Exco and share their achievement and problems at the next AGM. Annual General Meetings are planned for the first week of November each year. This year's (2007) AGM is planned and packed with interesting presentations from international speakers and feedback from

conferences. For those who don't know Limpopo Province, be prepared for a big surprise. For more information about 2007 AGM, feel free to contact the chairperson of the AGM organising committee Ms Regina Makhuvele @ 072 3400 213 or [makhuveler@premier.limpopo.gov.za](mailto:makhuveler@premier.limpopo.gov.za) .

The major challenges of the Forum as identified at the AGM include:

- Securing financial income and security for the Forum
- Developing a marketing plan for the Forum that will increase membership and status of the Forum
- Launching branches in other provinces such as Western Cape, Eastern Cape, Mpumalanga etc.
- Developing a professional and interesting activities and events calendar for the Forum

Other challenges, as outlined by Shadrack Katuu include:

- To what extent are the members of the Forum influencing records management culture in their own organisations?
- To what extent are the members of the Forum involved in advocating concerns such as those relating to lack of appropriate curriculum attention or records management in tertiary institutions?
- To what extent could the Forum be considered a legitimate voice to advocate for quality on the kinds of workshops/conferences hosted by events management companies?

Apart from the challenges, a number of milestones have been achieved, but those of most significance include:

- The Forum managed to increase its membership tremendously
- The Forum developed and adopted a constitution that has set a solid foundation for its success
- Established relationship with major stakeholders within records management profession such as NARS, StanSA TC 46 and 47 etc.
- The forum managed to design and adopt a logo through the assistance of the State Heraldry

General correspondence regarding the Forum on matters such as membership must be directed to the Secretary Mr Mpho Ngoepe at 083 418 4688 or [MphoN@agsa.co.za](mailto:MphoN@agsa.co.za) or [sarmfo@gmail.com](mailto:sarmfo@gmail.com) For monthly seminars the following people can be contacted for their

respective provinces:

Gauteng Province (Ms Malefyane Mogale @ [mmogale@tcta.co.za](mailto:mmogale@tcta.co.za) or 012 6831231)

North West Province (Mr Marvin Mabe @ 018 3817249)

Limpopo Province (Mr Jabu Nkatingi @ [NkatingiJ@sac.norporv.gov.za](mailto:NkatingiJ@sac.norporv.gov.za))

## Reference

1. Katuu, S. 2007. Is records management at cross road? Paper read at the SARMF seminar on 11 May 2007 at the National Archives.

## Contact information

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