



LIMPOPO PROVINCE
LIMPOPO PROVINSIE
XIFUNDZANKULU XA LIMPOPO
PROFENSE YA LIMPOPO
VUNDU LA LIMPOPO
IPHROVINSI YELIMPOPO

**Provincial Gazette • Provinsiale Koerant • Gazete ya Xifundzankulu
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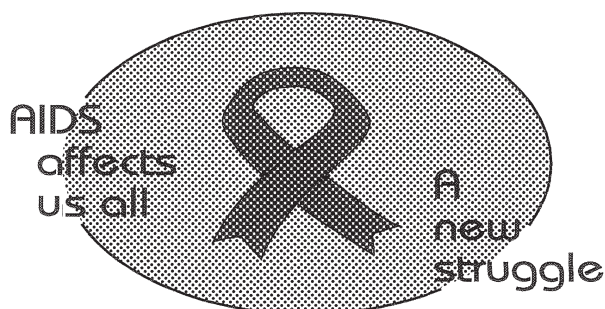
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IMPORTANT

Information

from Government Printing Works

Dear Valued Customers,

Government Printing Works has implemented rules for completing and submitting the electronic Adobe Forms when you, the customer, submits your notice request.

Please take note of these guidelines when completing your form.



GPW Business Rules

1. No hand written notices will be accepted for processing, this includes Adobe forms which have been completed by hand.
2. Notices can only be submitted in Adobe electronic form format to the email submission address submit.egazette@gpw.gov.za. This means that any notice submissions not on an Adobe electronic form that are submitted to this mailbox will be **rejected**. National or Provincial gazette notices, where the Z95 or Z95Prov must be an Adobe form but the notice content (body) will be an attachment.
3. Notices brought into GPW by "walk-in" customers on electronic media can only be submitted in Adobe electronic form format. This means that any notice submissions not on an Adobe electronic form that are submitted by the customer on electronic media will be **rejected**. National or Provincial gazette notices, where the Z95 or Z95Prov must be an Adobe form but the notice content (body) will be an attachment.
4. All customers who walk in to GPW that wish to submit a notice that is not on an electronic Adobe form will be routed to the Contact Centre where the customer will be taken through the completion of the form by a GPW representative. Where a customer walks into GPW with a stack of hard copy notices delivered by a messenger on behalf of a newspaper the messenger must be referred back to the sender as the submission does not adhere to the submission rules.
5. All notice submissions that do not comply with point 2 will be charged full price for the notice submission.
6. The current cut-off of all Gazette's remains unchanged for all channels. (Refer to the GPW website for submission deadlines – www.gpwonline.co.za)
7. Incorrectly completed forms and notices submitted in the wrong format will be rejected to the customer to be corrected and resubmitted. Assistance will be available through the Contact Centre should help be required when completing the forms. (012-748 6200 or email info.egazette@gpw.gov.za)
8. All re-submissions by customers will be subject to the above cut-off times.
9. All submissions and re-submissions that miss the cut-off will be rejected to the customer to be submitted with a new publication date.
10. Information on forms will be taken as the primary source of the notice to be published. Any instructions that are on the email body or covering letter that contradicts the notice form content will be ignored.

You are therefore advised that effective from **Monday, 18 May 2015** should you not comply with our new rules of engagement, all notice requests will be rejected by our new system.

Furthermore, the fax number **012- 748 6030** will also be **discontinued** from this date and customers will only be able to submit notice requests through the email address submit.egazette@gpw.gov.za.

DISCLAIMER:

Government Printing Works reserves the right to apply the 25% discount to all Legal and Liquor notices that comply with the business rules for notice submissions for publication in gazettes.

National, Provincial, Road Carrier Permits and Tender notices will pay the price as published in the Government Gazettes.

For any information, please contact the eGazette Contact Centre on 012-748 6200 or email info.egazette@gpw.gov.za

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PROVINCIAL NOTICES • PROVINSIALE KENNISGEWINGS

PROVINCIAL NOTICE 60 OF 2015**LIMPOPO GAMBLING BOARD DRAFT BINGO RULES FOR PUBLIC COMMENT****INVITATION BY THE LIMPOPO GAMBLING BOARD FOR COMMENTS ON THE
BINGO DRAFT RULES**

- 1) The Limpopo Gambling Board has produced the Limpopo Gambling Board Draft Bingo Rules (Draft Bingo Rules) in terms of Section 86 of the Limpopo Gambling Act, 2013 (no. 3 of 2013), which are hereby published for general information and comments.
- 2) All interested parties are invited to submit **WRITTEN** comments on the Draft Bingo Rules within thirty days of the date of this notice. Such comment should be forwarded for the attention of:

The Chief Executive Officer: Mr Serobi Maja
e-mail : ceo@lgb.co.za

Fax to email: 086 505 3460

- 3) The full names, telephone number and e-mail address of the person who may be contacted in regard to the comment(s) must also be stated clearly.

LIMPOPO GAMBLING BOARD DRAFT BINGO RULES FOR PUBLIC COMMENT

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**DRAFT BINGO RULES
FOR
PUBLIC COMMENT**

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RESPONSIBLE GAMBLING

If you stick to these rules, you can avoid problems with your gambling:

1. Decide beforehand how much money you are willing to spend. Stick to your limit.
2. Don't try and recoup your losses. They may only increase.
3. Be aware of how often, and for how long you play.
4. When you are winning, take occasional breaks. Think about the smart time to stop.
5. Remember that gambling is entertainment. It is not a way to get rich quickly, or to pay off your debts.
6. Don't forget that gambling is all about chance. There are no systems or formulas to guarantee success.

If you need help with a gambling problem for yourself, a friend, or someone you care for, call the National

Winners know when to stop

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Responsible Gambling Programme's Toll-Free Helpline on:

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BINGO RULES - PART A**RULE 1 - DEFINITIONS**

In this Part, words and phrases shall have the meaning accorded to them in the Act, Regulations and these Rules and, unless the context otherwise indicates:

- 1.1. “bingo hall/centre” means the licensed premises on which the game of bingo is conducted in terms of a bingo licence;
- 1.2. “bingo licence holder/bingo operator” means the holder of a bingo operator licence in terms of the Act and the holder of a casino licence in terms of the Act who is authorised by the Board to operate the game of bingo on the licensed premises.;
- 1.3. “bingocard” means an *Electronic card*; and or a *Physical card*;
- 1.4. “electronic card” means an electronic bingo card or digital representation of a bingo card or a similar device approved by the Board;
- 1.5. “physical card” means a Bingo card, or shutter card/board or any other card approved by the Board;
- 1.6. “central bingo hall/centre” means a bingo hall at which number selection takes place during a simultaneous game;
- 1.7. “draw” means selection of a number or symbol or picture to be marked off by players during a game of bingo;
- 1.8. “EBT” means Electronic Bingo Terminal;
- 1.9. “EFT” means Electronic Funds Transfer;
- 1.10. “game” means the game of bingo;
- 1.11. “linked bingo hall/centre” means a bingo hall linked to the central bingo hall during a simultaneous game;
- 1.12. “NRCS” means National Regulator for Compulsory Specifications;
- 1.13. “player” means any person who has bought a card or wagered credits for a card(s) or electronic card with the intention of participating in a game; and

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- 1.14. “simultaneous game” means a game of bingo played at more than one bingo hall at the same time, and shall mean a linked game.

2. APPLICATION OF RULES

These Rules shall be applicable to all bingo licence holders, applicants for bingo licences and casino licence holders who have been authorised by the Board to conduct the game of bingo.

3. REQUIREMENTS FOR BINGO HALLS/CENTRES

3.1. Every bingo hall shall contain the following equipment:

- (a) a random number, picture or symbol selecting device or some other similar device approved by the Board, which shall operate either electronically or mechanically whereby the numbers, pictures or symbols drawn must be either called, displayed or distributed to the players;
- (b) a control desk or designated room, with sufficient space for a random number, picture, or symbol selecting device or some other similar device approved by the Board. If a control desk and an announcer is used it shall be elevated from the rest of the premises and be clearly visible to all players;
- (c) if an announcer is used, a public address system which shall relay all instructions and information from the control desk in relation to the conduct of the game and shall be clearly audible to all players;
- (d) if the game is played using a physical card/s, one or more information panels or screens, which shall be clearly visible to all players, on which shall be displayed the following information:
 - (i) the face value of the card being played;
 - (ii) all numbers, pictures or symbols drawn in the game currently being played;
 - (iii) all prizes available in the game currently being played;
 - (iv) the amount of the applicable jackpot as well as the maximum number of draws for the jackpot;
 - (v) the number of draws made in the game currently being played; and
 - (vi) the number of physical cards sold in respect of the game currently being played;
- (e) If the game is played using electronic cards or similar devices the screens or similar devices shall be clearly visible to the player, on which shall be displayed the following minimum information:
 - (i) a clear digital representation of the electronic card or cards;
 - (ii) the minimum stake per game, and or appropriate information regarding the stake per game;

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- (iii) the amount of the applicable jackpot as well as the maximum amount of draws for the jackpot; and
 - (iv) all numbers drawn in the game currently being played.
- (f) a closed circuit television system or other device/system approved by the Board, of which at least one of the monitors or other device shall be clearly visible from all positions which may be occupied by a player, on which the numbers, pictures or symbols being selected or distributed are clearly displayed;
- (g) if using a physical card/s, a cash desk or designated room, with physical characteristics approved by the Board, in which a cashier, card controller or card seller shall be stationed and in which the following shall be kept:
 - (i) all bingo cards removed from the storage area in order to be sold;
 - (ii) all money paid by players for the purchase of bingo cards until removed to the treasury;
 - (iii) any other equipment needed by the cashier to perform his functions; and
 - (iv) any other items which the Board may require from time to time.
- (h) if using a physical card/s, a notice advising players that rules of the game are available on request by the player, to be displayed in a prominent place inside the bingo hall.
- (i) a computer system, approved by the Board, which shall be used to record and store the game records.

4. RANDOMNUMBERSELECTING DEVICES

- 4.1. A bingo licence holder shall not use any random number, picture or symbol-selecting device unless such a device has been certified by the NRCS and approved by the Board.
- 4.2. Any number, picture or symbol selecting device shall be designed, manufactured and used in such a way that the randomness of the numbers, pictures or symbols selected is ensured at all times.
- 4.3. The following requirements shall apply when a mechanical device or ball drawing apparatus is used as random number, pictures or symbol selecting device:
 - (a) the number of balls used shall equal the eligible game numbers on the tickets and the numbers reflected on the balls shall be the same numbers reflected on the game tickets, the lowest of which shall be number one and the highest of which shall be equal to the highest number being played;
 - (b) the balls used shall be identical to one another in respect of all physical characteristics except for the colour and number, picture or symbol painted on each ball;

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- (c) no two balls shall have the same number, picture or symbol;
- (d) each ball shall be indelibly imprinted with its particular number, picture or symbol in such way and in such combination of colours so as to guarantee perfect visibility thereof on the closed circuit television monitors, if such ball is drawn by the ball drawing apparatus;
- (e) the set of balls to be used shall be the same set of balls approved by the Board in writing;
- (f) the complete set of balls shall be substituted at least on completion of 1 000 games or on completion of such other number of games as may be determined and approved by the Board;
- (g) notwithstanding the provisions of paragraph (f), the complete set of balls shall be substituted before completion of 1 000 games or such other number of games as determined by the Board, if it is discovered that any of the balls is not in working condition in respect of its colour, numbering, weight, size, roundness or any other aspect;
- (h) the replaced set of balls shall be kept in a box, which shall be sealed, clearly marked and recorded in the inspection register by the hall manager and kept on the licensed premises for inspection by the Board or any of its employees, for a period of at least three months;
- (i) prior to the destruction or recycling of the set of balls referred to in sub-paragraph (h), the licence holder shall obtain the Board's written consent.

4.4. There shall be a reserve random number, picture or symbol selecting device, which shall be used in the event of a malfunction occurring in the random number, picture or symbol selecting device normally used.

5. APPROVAL OF FLOOR PLAN

5.1 Every applicant for a bingo licence shall submit to the Board for approval a detailed scale floor plan of the premises on which the game of bingo is to be conducted, on which plan shall be indicated the seating arrangement for the players and or placement of EBTs, as well as the placement of all necessary equipment, referred to in Rule 3 of this Part.

5.2 If a licence holder intends effecting any change to the floor plan as approved by the Board, such licence holder shall apply to the Board, in writing, for approval of such changes.

5.3 The application contemplated in sub-rule (5.2) shall be accompanied by a revised floor plan, which shall incorporate the proposed changes.

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5.4 No change to a floor plan may be made by a licence holder without the prior approval of the Board and in accordance with Regulation 50.

6. REQUIREMENTS FOR PHYSICAL BINGO CARDS

6.1 The game of bingo shall be played using cards, which shall be in accordance with the standard form approved by the Board, or such other device as may be approved by the Board.

6.2 All bingo cards shall be manufactured in sets of at least 6 000 cards.

6.3 No two bingo cards in a set shall be identical to one another with regard to:

- (a) their unique serial numbers; or
- (b) the numbers, pictures or symbols to be marked off by players.

6.4 The following shall be printed on each bingo card:

- (a) the numbers, pictures or symbols to be marked off by the players;
- (b) the set to which the card belongs; and
- (c) its unique serial number within the set.

6.5 Every bingo card shall be valid for one game only, unless using shutter cards.

6.6 All bingo cards shall be manufactured in a material allowing them to be marked by the players.

7. REQUIREMENTS FOR ELECTRONIC BINGO CARDS

7.1. The game of Bingo shall be played using electronic cards;

7.2. The electronic card or cards must be clearly visible or available to be viewed by the player;

7.3. No two cards in the same game may be identical in regard to their:

- (a) unique serial or game numbers; or
- (b) Numbers, pictures or symbols to be marked on each card.

8. SALE OF BINGO CARDS

8.1. Bingo cards may only be sold in the bingo hall where the game for which such cards are sold, is to be conducted.

8.2. All cards shall be issued consecutively according to their serial number within each of the sets.

8.3. The sale of cards in each game shall begin with number one of a particular set, or the number following the number of the last card sold in a previous game, as the case may be and cards issued but not sold shall be voided.

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8.4. If the number of cards in the set being sold is insufficient to satisfy the demand of the players, cards of a second set may be sold for the same game, subject to the following requirements:

- (a) the second set to be sold shall have the same selling price per card as the first;
- (b) the sale of the second set shall commence with the next consecutive number of such set; and
- (c) the cards of the second set shall be sold up to the serial number immediately preceding the serial number of the first card sold in the first set, to ensure that no two cards identical to one another in the numbers to be marked off by the players, may be sold or used in the same game of bingo.

9. RETENTION AND DESTRUCTION OF BINGO CARDS

9.1. The following cards shall be dealt with in the manner described below:

- (a) all prize-winning cards shall be attached to the record of the relevant game and kept for a period of six months;
- (b) any card which may constitute evidence of an offence or any contravention of the Act, Regulations or Rules shall be retained and submitted to the Board on request and shall not be destroyed until the Board has approved, in writing, the destruction thereof;
- (c) any card which forms the subject of a dispute or which may lead to the resolution of a dispute, shall be retained and submitted to the Board on request thereof and shall only be destroyed with the prior written approval of the Board; and
- (d) any damaged or void card shall be kept for a period of three months.

10. RECEIPT, STORAGE AND USE OF BINGO CARDS

10.1. Bingo cards shall be packaged and supplied to operators in such a manner that no more than two sets are packaged together and sealed before the opening of the packaging by the bingo licence holder, in order to prevent any tampering with the cards.

10.2. All bingo cards received by the licence holder from the manufacturer or supplier thereof, shall be checked by the hall manager or other designated key employee, immediately after receipt, to ensure that the packaging is intact and the seal free from tampering.

10.3. If the packaging of any set of cards is not intact or the seal has been tampered with in any way whatsoever, the operator shall immediately inform the Board in writing thereof and store

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the relevant cards, together with the packaging and seal thereof, until the Board has determined the manner in which it will be dealt with.

10.4. The cards received and whose packaging is intact and the seals free from tampering shall be stored in a locked storage area, the location and physical characteristics of which must be approved by the Board.

10.5. Bingo cards referred to in sub-rule (10.4) shall not be removed from their packaging as contemplated in sub-rule (10.2), except in order to be sold to players.

10.6. The operator shall submit to the Board, for approval, procedures for:

- (a) the control of access to all bingo cards;
- (b) removal of bingo cards from the locked storage area;
- (c) return of unused cards to the locked storage area;
- (d) daily reconciliation of the bingo cards received, sold and returned to the storage area;
- (e) monthly reconciliation and inventory of all bingo cards;
- (f) a disaster recovery plan in the event of any of the bingo cards being stolen or lost;
and
- (g) control of all keys of the bingo hall.

11. TYPE AND FORMAT OF BINGO TO BE APPROVED

11.1. Every applicant for a bingo licence and any casino licence holder which wishes to present the game of bingo shall submit to the Board full details of the type and format of bingo to be conducted in or at the premises for which the licence is sought by submitting its bingo equipment for approval and any cards or other devices to be used, including the types of prizes and jackpots and the manner in which it may be won.

11.2. Only the type and format of bingo which has been approved by the Board to be conducted in or at a specific bingo hall or casino shall be conducted in or at such bingo hall or casino.

11.3. The holder of a bingo licence or casino licence shall apply to the Board in writing, before effecting any change to the type and format of bingo conducted in its bingo hall or casino, including the types of prizes and jackpots and the manner in which it may be won.

11.4. No amendment contemplated in sub-rule (11.3) shall be implemented until the Board has approved it.

LIMPOPO GAMBLING BOARD DRAFT BINGO RULES FOR PUBLIC COMMENT**12. CONDUCTING THE GAME OF BINGO USING PHYSICAL CARDS**

12.1. Every session or game of bingo shall start with the sale of cards or tickets for that particular session or game.

12.2. The game of bingo shall be conducted in the following manner:

- (a) Before the commencement of the sale of cards for the first game of each day, the desk or duty manager shall inspect all equipment mentioned in Rule 3 of this Part in order to verify that it is in proper working condition;
- (b) the face value of the card shall be announced and/or displayed on the information panel prior to or during the sales of cards for that game;
- (c) On completion of the sale of the cards or before the game commences, the following shall be announced and/or displayed:
 - (i) the card numbers of the first and last cards sold;
 - (ii) the total number of cards sold, using the following wording:- “...cards sold, of set...numbered....to...and...of set...numbered...to...”;
 - (iii) the value of each type of prize available for the game and the way in which each prize is to be claimed;
 - (iv) in the case of a jackpot prize being available, the maximum number of draws for which the jackpot shall be awarded; and
 - (v) the commencement of number selection.
- (d) Numbers, pictures or symbols must be successively selected, using the random number, picture or symbol selection device;
- (e) Every number, picture or symbol selected shall be announced through or by means of the public address system in a clearly audible manner and/or shall be displayed on the information panel or panels (which may include the closed circuit television system or any other system as approved by the Board);
- (f) The first player or players to complete the combination necessary for a prize on that player’s card and, where applicable, within the required number of draws, shall be entitled to the applicable prize, if that player claims the prize within the time and in the manner provided for in these Rules;
- (g) The game shall be interrupted when any player claims a prize and the card for which the prize is claimed shall be collected by the desk manager or other designated employee, who shall check the card in order to verify whether the claim is legitimate;
- (h) If the check reveals that the relevant prize has been won, this shall be announced through or by means of the public address system and displayed on monitors and if

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the prize has not been won, the game will continue until all available prizes have been won;

- (i) Once the existence of a prize winning card has been verified and announced or displayed, the caller shall enquire from the players whether there are any other winning cards, allowing a reasonable time before ordering the game to be resumed or declaring it to have ended, as the case may be;
- (j) Once the caller has declared the game to have ended all rights to claim any prize in respect of said game, shall be lost; and
- (k) When the last available prize in a particular game has been claimed and positively verified, the caller shall declare the game closed and all prizes shall be paid to the winners.

13. CONDUCTING THE GAME OF BINGO USING ELECTRONIC CARDS/SIMILAR DEVICES

13.1. Every game of Bingo shall start with payment for that particular game.

13.2. The players may have the option to choose the electronic bingo card/cards they wish to play or these may be chosen by the device:

- (a) On the activation of the game the numbers, pictures or symbols will be displayed on the player screens or devices;
- (b) Each release of one or more numbers, pictures or symbols will be matched on the electronic cards, the player on whose behalf the electronic or similar device first matches all the spaces on the electronic card, or matches a specified set of numbers, pictures and symbols on the electronic card or similar device, wins a prize or more than one prize;
- (c) After completion of the game the player may continue to play another game or continue in any additional or bonus game features that may be awarded; and
- (d) The electronic card used may offer an alternative electronic or mechanical display of the results, as long as the results of the alternative game are based on the outcome of the bingo game and that this display is for entertainment purposes only.

14. SUSPENSION OF GAME AND REFUNDS

14.1. If, during the course of a game, and before commencement of number, picture or symbol selection, any malfunction occurs in any of the equipment required in terms of Rule 3 of this Part or any other incident occurs which prevents the continuation of the game, the game shall be provisionally suspended and if the problem which has arisen cannot be resolved within a reasonable period of time:

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- (a) the game shall be abandoned;
- (b) each player shall be refunded the full amount paid for each card purchased for that particular game; and
- (c) each card sold for that particular game, shall be returned to the licence holder.

14.2. If a malfunction of any of the equipment required in terms of in Rule 3 of this Part or any other incident occurs which prevents the continuation of the game, after commencement of number selection, the game shall be provisionally suspended and if the problem which has arisen cannot be resolved within a reasonable period of time:

- (a) the game shall be abandoned;
- (b) each player shall be refunded the full amount paid for each card purchased for that particular game less the pro-rata share of prizes paid; and
- (c) each card sold for that particular game shall be returned to the licence holder: Provided that any prize which has been claimed and verified, before such malfunction or incident, shall be paid out to the winner.

14.3. If any malfunction or incident, referred to in sub-rules (14.1) or (14.2) occurs, the hall or duty manager shall read the relevant sub-rule to the players before proceeding with any further steps.

14.4. The withdrawal of a player during the course of a game shall not entitle such player to a refund of the purchase price or any part thereof for the cards bought by such player: Provided that a player may transfer his cards to any other player if he so wishes.

14.5. If an error occurs in the announcement of any of the numbers selected, such error shall be corrected immediately, a note shall be made in the game record and the game shall continue.

15. PRIZES

15.1. No prize, other than money or such other prizes as may be approved by the Board may be offered to any player in respect of the game of bingo.

15.2. All monetary prizes shall be paid to the winners thereof in cash, unless one of the following or any form as approved by the Board occurs:

- (a) the winner requests or consents to the prize being given by EFT; or
- (b) the amount of the prize is more than R1 000, in which case an EFT, may be made to the winner.

LIMPOPO GAMBLING BOARD DRAFT BINGO RULES FOR PUBLIC COMMENT**16. GAME RECORDS****16.1. For Physical card(s)**

16.1.1. Each operator shall have a computer system, approved by the Board and linked to the control desk, on which shall be recorded, simultaneously with the playing of each game, all information relevant to each game of bingo, including, but not limited to, the following:

- (a) the date;
- (b) the series and serial number of the first card sold;
- (c) the series and serial number of the last card sold;
- (d) the total number of cards sold;
- (e) details of unsold or damaged cards;
- (f) the amount of the face-value of the cards;
- (g) the amount accumulated in the jackpot, if any, after the sale of the cards;
- (h) the time of commencement of each game;
- (i) the numbers, pictures or symbols selected up to each of the prizes awarded;
- (j) the serial number of the card or cards winning each of the prizes;
- (k) the net amount of the total of each prize;
- (l) the total number of numbers, pictures or symbols selected;
- (m) any incident which may have an effect on the result of the game; and
- (n) the time of closure of each game.

16.1.2. In the event of a malfunction of the electronic recording device referred to in sub-rule (16.1.1), all relevant information with regard to every game of bingo played shall be recorded in writing.

16.1.3. In the event of a malfunction of the electronic recording device, such device shall be repaired or replaced within 72 hours of such malfunction occurring or such longer period as may be approved by the Board.

16.2. For Electronic card(s)

16.2.1. Each operator shall have a system, approved by the Board, on which shall be recorded, the following minimum information:

- (a) the date;
- (b) the total amount of cash staked per player position or electronic card or device;
- (c) the total amount of prize money paid out per player position or electronic card or device;
- (d) the total amount of cash hold per player position or electronic card or device;
- (e) percentage payout and hold per player position or electronic card or device;
- (f) total amount of cash staked;
- (g) total amount of prize money; and
- (h) total amount of cash hold.

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- 16.2.2. The information recorded in terms of sub-rule (16.2.1), shall be stored in electronic format for a minimum of six months after completion of each game, in such a manner that it shall not be capable of being changed after being recorded and such information shall only be accessible to the Board, including inspectors, authorised staff members of the bingo licence holder or its franchiser, the casino licence holder and the auditors of the operator, franchiser or casino licence holder.
- 16.2.3. In the event of a malfunction of the electronic recording device referred to in sub-rule (16.2.1), all relevant information with regard to every game of bingo played shall be extracted from each EBT or device (where applicable) and recorded in writing.
- 16.2.4. In the event of a malfunction of the electronic recording device, such device shall be repaired or replaced within 72 hours of such malfunction occurring or such longer period as may be approved by the Board.

17. INSPECTION AND COMPLAINTS BOOK

- 17.1. Every operator shall have a complaints book, with numbered pages, in which shall be recorded any complaint by any player.
- 17.2. All complaints by players shall be written in the complaints book and shall be signed by the complainant as well as the hall manager, whose names must appear under their signatures.
- 17.3. The complaints book shall detail at least the following:
- (a) the name and address of the complainant;
 - (b) the date and time of complaint;
 - (c) the nature of complaint;
 - (d) the measures or steps taken to resolve the complaint; and
 - (e) The name and the position of the person registering the complaint.

LIMPOPO GAMBLING BOARD DRAFT BINGO RULES FOR PUBLIC COMMENT**PART B****18. SIMULTANEOUS GAMES**

- 18.1. The game of bingo may be played simultaneously at the bingo halls of more than one bingo licence holder, subject to the provisions contained in these Rules in general and this part specifically.
- 18.2. Unless the context indicates otherwise, the Rules as contained in Rules 1 to 17 shall apply *mutatis mutandis* to a simultaneous game: Provided that in the event of a conflict between the other Rules, including Rules 1 to 17, and Rules 18 to 21, the provisions of Rules 18 to 21 shall prevail in respect of a simultaneous game to the extent that the conflict exists.
- 18.3. Simultaneous bingo shall be conducted at the bingo hall of a bingo licence holder, to which other bingo licence holders shall be linked, in order that all significant events of the game are communicated to all participating players, simultaneously with the events taking place.
- 18.4. The maximum number of simultaneous games allowed to be played in one day, shall be such number as approved by the Board through the internal control system of the licensee.

19. EQUIPMENT REQUIRED FOR SIMULTANEOUS GAMES

- 19.1. The equipment required in terms of Rule 3, to be contained in a bingo hall, may be used when conducting a simultaneous game.
- 19.2. In addition to the equipment required in terms of Rule 3, the following equipment shall be deployed when simultaneous games are conducted:
- (a) the central bingo hall shall have a random number selecting device, which shall comply with the provisions of Rule 4;
 - (b) if the random number selecting device consists of a ball drawing apparatus the following Rules shall apply:
 - (i) the central bingo hall shall have a system for the production and recording of a visual or audio signal for distribution to the linked bingo halls which system must be approved by the Board prior to the use thereof in any simultaneous game;
 - (ii) all the draws of each game shall be recorded and be kept; and
 - (iii) the central bingo hall shall have a system, approved by the Board, which shall transmit a visual or audio signal by means of a direct link to each linked bingo hall, in order to ensure that each draw made is displayed to or announced to the players in each linked bingo hall, simultaneously with the draw being made in the central bingo hall;

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- (c) if a computerised number selecting device is used, there shall be a direct link between the central bingo hall and each linked bingo hall, which shall ensure that the numbers selected in the central bingo hall shall be displayed in each linked bingo hall, simultaneously with the selection thereof.

19.3. The central bingo hall:

- (a) Shall:
 - (i) provide a link between the central bingo hall and every linked bingo hall;
 - (ii) ensure that data and information are sent and received between the central bingo hall and each linked bingo hall on a real time on line basis;
 - (iii) prepare all game records in such a manner as approved by the Board, reflecting the revenue generated, each bingo hall contribution, prize money and allocation of prize money to the various bingo halls;
 - (iv) have sufficient computer capacity (processing, memory, communications inter-faces and hard disk storage) to efficiently monitor and log all significant events taking place in every simultaneous game.
- (b) The hardware and software configuration of the distribution network used for simultaneous bingo shall be approved by the Board, and any upgrade or change to the systems shall be approved by the Board prior to such upgrade or change-taking place.

20. SALE OF CARDS AND CONDUCT OF GAMES

- 20.1. A simultaneous game of bingo shall start with commencement of number selection.
- 20.2. The central bingo hall shall determine the types of prizes available, the type of bingo to be played and the starting times of each game.
- 20.3. The sale of cards for a simultaneous game may start no earlier than four hours before the scheduled start of the simultaneous game and shall cease prior commencement of such simultaneous game or such shorter period as may be approved by the Board.
- 20.4. All bingo cards to be used in simultaneous games shall have serial numbers which shall be different to any of the serial numbers used in ordinary bingo and shall be clearly distinguishable as bingo cards for the purpose for a simultaneous game and or it shall be announced and/or displayed to the players on the information panels or television monitors that a simultaneous game is being played.
- 20.5. Before commencement of the sale of cards, each linked bingo hall shall obtain permission for such sale from the central bingo hall, which permission shall only be granted after it has been

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established by the central bingo hall that no two identical cards will be sold to any two players who will participate in a simultaneous game.

20.6. Bingo cards for simultaneous games may be sold in the rest periods between ordinary games of bingo.

20.7. Before the start of a simultaneous game the central bingo hall shall order the linked bingo halls to cease the sale of cards and the desk manager of each linked bingo hall shall record the number of cards sold for that particular game and send or communicate the information to the central bingo hall via the central distribution network or any form as approved by the Board.

20.8. The information received from the linked bingo halls shall be processed at the central bingo hall, where after the information shall be displayed on the information panels in all linked bingo halls, including the central bingo hall.

20.9. The commencement of the game shall be announced, followed by the random number selection.

20.10. All prizes shall be paid out at the linked bingo hall where that prize has been won.

21. REFUNDS

21.1. In the event of a malfunction of the central distribution network or the link between linked bingo halls after commencement of the game, the full purchase price of all tickets sold at all the bingo halls where such malfunctions occur, shall be paid back to every player.

21.2. Notwithstanding the provisions of sub-rule (21.1), the game shall continue in the linked bingo halls where no malfunction of the central distribution network has occurred and the prizes available to the players shall remain the same as those announced at the beginning of the game.

21.3. If a malfunction of any of the equipment required in terms of Rule 3 of this Part or any other incident occurs which prevents the continuation of the game, after commencement of number, picture or symbol selection, the simultaneous game shall be provisionally suspended and if the problem which has arisen cannot be resolved within a reasonable period of time:

- (a) the game shall be abandoned;
- (b) each player shall be refunded the full amount paid for each card purchased for that particular game less the pro-rata share of prizes paid; and
- (c) each card sold for that particular game shall be returned to the licence holder: Provided that any prize which has been claimed and verified, before such malfunction or incident, shall be paid out to the winner.

LIMPOPO GAMBLING BOARD DRAFT BINGO RULES FOR PUBLIC COMMENT**PART C****RULE 22 - MINIMUM INTERNAL CONTROL PROCEDURES/STANDARDS****22.1. Organisational structure**

22.1.1. All bingo licence holders shall develop and implement an organisational structure which shall provide for:

- (a) a chain of command that permits management and supervisory personnel to be held accountable for actions or omissions within their areas of responsibility;
- (b) the segregation of incompatible functions so that no employee is in a position both to commit an error or to perpetrate a fraud and to conceal the error or fraud in the normal course of his or her duties;
- (c) supervisory positions, which permit the authorisation or supervision of necessary transactions at all relevant times; and
- (d) areas of responsibility which are not so extensive as to be impractical for one person to monitor.

22.1.2. Subject to the provisions of sub-rule (22.1.1), each bingo licence holder's organisational structure and system of internal controls shall include, at least, the following departments and supervisory positions, each of which shall co-operate with, yet perform independently of, all other departments and supervisors:

- (a) An internal audit department, supervised by a person referred to herein as an internal audit manager, who shall report directly to the audit committee of the Board of directors of the bingo licence holder or, in the absence of an audit committee, an independent member of the Board of directors of the bingo licence holder, which department shall be responsible for, without limitation, the following:
 - (i) the review and evaluation of the adequacy of the operator's internal controls;
 - (ii) monitoring the operator's compliance with the minimum internal control standards provided for in the Act, Regulations and these Rules;
 - (iii) reporting to the Board of directors of the bingo licence holder or the audit committee thereof, the executive management of the bingo licence holder and the Board of instances of non-compliance with the minimum internal control standards provided for in the Act, Regulations and these Rules;
 - (iv) reporting to the Board of directors of the bingo licence holder or the audit committee thereof, executive management of the bingo licence holder

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- and the Board, of any material weaknesses in the system of internal control; and
- (v) recommending to the management of the bingo licence holder procedures to eliminate any material weakness in the system of internal control holder: Provided that unless a company has more than one bingo licence, it is not required to have multiple internal audit departments.
- (b) An information technology(IT) department, supervised by a person referred to herein as the IT department Manager, which department shall be responsible for the quality, reliability and accuracy of all computer systems used by the bingo licence holder including, without limitation, specifications of appropriate computer software, hardware and procedures for security, physical integrity, audit and maintenance of:
- (i) access codes and other data related security controls used to ensure appropriately limited access to computers and the reliability of data;
 - (ii) computer tapes, disks or other electronic storage media containing data relevant to bingo operations;
 - (iii) computer hardware, communications equipment and software used in the conduct of all bingo operations; and
 - (iv) adequate backup and recovery procedures, and if applicable shall include the following and which shall apply *mutatis mutandis*:
 1. daily backup of data files;
 2. backup of all programs;
 3. secured off-site storage of all backup data files and programs, or other adequate protection; and
 4. recovery procedures shall be tested at least quarterly.
- (c) A security department, supervised by a person referred to herein as the security manager, which department (*if a separate security manager does not exist, the Hall Manager/Duty Managers must fulfil the responsibilities of the Security Manager*) shall be responsible for the overall security of the establishment, including, without limitation, the following:
- (i) enforcement of the law;
 - (ii) the physical safety of patrons in the establishment;
 - (iii) the physical safety of personnel employed by the establishment;
 - (iv) the protection of patrons and the establishment's property from any illegal activity;

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- (v) the identification and removal of any person who is required to be excluded or who may be excluded or rejected or of any person who is prohibited from entering a bingo hall; and
 - (vi) all other functions assigned to it by the bingo licence holder and approved by the Board.
- (d) A bingo operations department, supervised by a person referred to herein as the hall manager, which shall be responsible for the operation of the game of bingo, including the cash desk and whose staff members shall include, at least, the persons referred to in Rule 22.2.4.
- (e) A bingo accounting department or treasury, which shall be independent of the Bingo operations department, supervised by a person referred to herein as the bingo accounts manager, which shall be responsible, without limitation, for the following:
- (i) daily verification of the reconciliation by the cash desk, in accordance with the reconciliation procedures approved by the Board;
 - (ii) the control over unsold bingo cards as well as money at hand;
 - (iii) control over security stationery;
 - (iv) the day-to-day accounting functions with regard to the operation of the bingo operations department, including the cash desk;
 - (v) the monthly audit of the cash desk by a member of the bingo accounts department or treasury or Internal Audit, after which all variances must be reported to the head of the bingo accounts department or treasury; and
 - (vi) the bingo accounts manager or treasury/duty manager will authorise all journal entries and ensure that revenue, expenses, assets and liabilities are reconciled to the general ledger on a monthly basis.
- 22.1.3. In the case of a casino having authority to conduct the game of bingo, such casino shall have a separate department contemplated in paragraph (d) of sub-rule (22.1.2) while the functions of the departments contemplated in paragraphs (a),(b),(c) and (e) of sub-rule (22.1.2) shall be performed by the relevant department in the casino which performs those functions.

LIMPOPO GAMBLING BOARD DRAFT BINGO RULES FOR PUBLIC COMMENT**22.2. Jobs compendium submission**

22.2.1. Each bingo licence holder and applicant for a bingo licence shall:

- (a) prepare and maintain a jobs compendium, consistent with the requirements of this chapter, detailing job descriptions and competencies and lines of authority for all positions in the operation of the bingo hall; and
- (b) Unless otherwise directed by the Board, a jobs compendium shall be submitted to the Board for approval at least 60 days prior to the projected date of commencing operations.

22.2.2. The Board shall:

- (a) review each job compendium and shall determine whether the job descriptions and tables of organisation contained therein conform to the licensing or registration and chain-of-command requirements of the Act, Regulations and Rules.
- (b) If the Board finds any insufficiencies, it shall specify the same in writing to the bingo licence holder or licence applicant, who shall make the appropriate alterations.
- (c) When the Board determines a submission to be adequate with respect to licensing or registration and chain-of-command, it shall notify the bingo licence holder licence applicant accordingly.
- (d) No bingo licence holder shall commence gambling operations unless and until the Board approves its jobs compendium.

22.2.3. A jobs compendium shall include the following sections:

- (a) an alphabetical table of contents listing the position, title and job code for each job description included in paragraph (c) below and the page number on which the corresponding job description may be found;
- (b) an organogram for each department and division illustrating, by position and title, direct and indirect lines of authority within the department or division and each page of the organogram shall specify the following:
 - (i) the date of its submission;
 - (ii) the date of the previously submitted organogram which it supersedes; and
 - (iii) a unique title or other identifying designation for that organogram;
- (c) a description of each employee position which accurately corresponds to the position title as listed in the organogram and as listed in the table of contents and each position description shall be listed on a separate page, organised by departments or divisions, and shall include, at least, the following:
 - (i) position title and corresponding department;

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- (ii) duties and responsibilities;
- (iii) detailed descriptions of experience or educational requirements;
- (iv) access to secured or sensitive areas and keys to such areas;
- (v) the date of submission of each employee position job description and the date of any prior job description it supersedes; and
- (vi) the date of submission and page number of each table of organisation on which the employees position title is included.

22.2.4. The following types or classes of occupation shall be included in the bingo operations department, and shall be bingo occupations, for which registration of key persons or gambling employees will be required:

- (a) the desk or duty manager, who shall be responsible for preparing the record of each game, the checking of the condition of all apparatus to be used during a game, the keeping of accounts of the game, the complaints book and the checking of prize winning;
- (b) the cashier or card controller, who shall be responsible for all bingo cards removed from the locked storage area for sale, the handing over thereof to the sellers, the collection of cards from the sellers, the calculation of the amount of each prize available in each game, communication thereof to the desk or duty manager and the paying of all prizes to winning players;
- (c) the Caller, who shall be responsible for controlling the random number selecting device and call out each number selected as and when such number is selected;
- (d) the sellers, who shall collect bingo cards from the cashier, sell them to the players, and deliver the purchase price to the cashier or card controller;
- (e) any other type or class of job determined by the Board to be a bingo occupation.

22.2.5. Any proposed amendment to a previously approved jobs compendium shall be submitted to and approved by the Board before the bingo licence holder implements such amendment.

22.2.6. Unless otherwise directed by the Board, any amendment required to be pre-approved in terms of this Rule shall be submitted to the Board at least 30 days prior to the proposed effective date of the amendment.

22.2.7. Notwithstanding any other requirement of this Rule, each bingo licence holder shall submit a complete and up-to-date jobs compendium to the Board 24 months after issuing of its licence and every 24 months thereafter, unless otherwise directed by the Board.

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- 22.2.8. The provisions of sub-rule (22.2.4) shall apply *mutatis mutandis* to a casino with a bingo department and such department shall be included in such casino licence holder's jobs compendium.

22.3. Cash desk procedures or accounts department

- 22.3.1. Procedures for the reconciliation of bingo card floats and money by the cash desk, treasury or accounts department shall be submitted to the Board for approval, prior to implementation of such procedures.
- 22.3.2. Any amendment to the approved procedures shall be submitted to the Board for approval, prior to implementation of such amendment.

22.4. Internal audit

- 22.4.1. In addition to the responsibilities provided for in Rule 22.1, but subject to the reporting requirements contained in the said Rule, the internal audit department shall conduct a full audit of the bingo operations of every bingo hall, at least once every 3 months.
- 22.4.2. The results of every audit shall be reported to the audit committee of the Board of directors of the licence holder or, in the absence of an audit committee, an independent member of the Board of directors of the licence holder and copies of these reports shall be submitted to the Board.

RULE 23 - Wide area progressive Electronic Bingo Terminals (inter-bingo linked progressives/jackpots)

- 23.1. Any wide area progressive or inter-linked bingo system must be adequately restricted to prevent unauthorised access (e.g. changing passwords at least monthly, restricted access to EPROM's or flashcards, and restricted physical access to computer hardware, etc.).
- 23.2. Procedures shall be developed, implemented, and documented for:
- (a) reconciliation of meters and jackpot payouts;
 - (b) collection/drop of funds;
 - (c) jackpot verification and payment and billing to bingo on pro-rata basis;
 - (d) system maintenance; and
 - (e) system accuracy.
- 23.3. Reports documenting the procedures above shall be developed and documented in the system of internal control as approved by the Board.

LIMPOPO GAMBLING BOARD DRAFT BINGO RULES FOR PUBLIC COMMENT**PART D****RULE 24 - SURVEILLANCE SYSTEMS****24.1. Application of this Part**

24.1.1 The provisions of this Part shall apply to bingo licence holders.

24.2. Definitions

The following words and terms when used in this Rule, unless the context clearly indicates otherwise, shall have the following meanings:

“cctv” means closed circuit television

“control unit” means a device that shall be capable of:

- (a) connecting any camera to any monitor in the surveillance system;
- (b) controlling PTZ cameras at a variable speed; and
- (c) controlling all recorders in the surveillance system.

“dedicated camera” means a video camera which is required to monitor and record a specified activity continuously;

“matrix” means a microprocessor controlled switching device which enables the system to direct any number of inputs to any number of outputs;

“Pan Tilt Zoom (PTZ) camera” means a video camera which possesses at least:

- (a) the capability of panning (rotating) 360° at a minimum speed of 120° per second;
- (b) the capability of tilting 180°;
- (c) the capability to orientate itself;
- (d) pre-set capabilities with a minimum pre-set speed of 360° per second; and
- (e) a zoom capacity;

“satellite monitoring equipment” means a remote surveillance station with access to the surveillance system that has the capability to monitor and switch between signals only;

“titler” means a device that has the capability to superimpose time, date and a title onto a video signal;

“video loss detector” means a device that has the capability to detect loss in a video picture and signal and or generate an alarm when video loss is experienced;

“video printer” means a device that shall have the capability to generate instantaneously upon command, a clear, still, black and white or colour copy or photograph of the images depicted on a video recorders recording.

LIMPOPO GAMBLING BOARD DRAFT BINGO RULES FOR PUBLIC COMMENT**24.3. Minimum Rules**

A licensee shall comply with the requirements set forth in this Chapter no later than seven (7) days prior to the commencement of its gaming operations.

The Board may, in its discretion require a licence holder to comply with surveillance system requirements that are more stringent than those set forth in this Part.

24.3.1. Surveillance systems: minimum and general requirements

- (1) The surveillance system shall contain at a minimum, the following equipment:
 - (a) A control unit that shall have the capability to select any video camera to any monitor in the surveillance system and control all video recorders in the surveillance system;
 - (b) Dedicated cameras which are cameras that monitor a specified activity continuously, the placement of which shall be subject to approval by the Board;
 - (c) A matrix which is a microprocessor controlled switching device which shall enable the system to direct any number of inputs to any number of outputs;
 - (d) A titler with the capability to superimpose time, date and a title onto a video signal without obstructing the recorded view;
 - (e) Video loss detectors with the capability to detect loss in video and/or generate an alarm when video loss is experienced;
 - (f) Video recorders which shall record the video signals from the system, and
 - (g) Monitors on which the views recorded by the surveillance system shall be displayed.
- (2) All equipment that may be utilised to monitor or record views obtained by the surveillance system must be and remain located in a room used exclusively for surveillance purposes and the entrance to the surveillance room must be located away from the view of other employees and the general public. A bingo operator may with the prior approval of the Board have one surveillance room monitoring a number of bingo premises;
- (3) Surveillance room equipment must have total override capability over any satellite/remote monitoring equipment in other offices;
- (4) The Board and its agents shall at all times be provided immediate access to the surveillance room and other surveillance areas;
- (5) The surveillance system and its equipment must be directly wired in a way that prevents tampering and an auxiliary power source must be available, which is and capable of providing

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uninterrupted power to the surveillance system in the event of power loss and provide sufficient lighting to operate the surveillance system;

- (6) Each camera in the surveillance system located in public areas must be placed behind a smoked glass-dome, a one-way mirror or other similar material which conceals the camera from view;
 - (7) The licensee must have the capability of creating first generation copies of video surveillance recordings on a format approved by the Board;
 - (8) All video recording must be made in real time or extended play time and not at time lapsed recording mode;
 - (9) The bingo operators must retain all video recordings for at least seven (7) days after the recordings produced;
 - (10) A minimum of one (01) monitor for every twenty five (25) cameras covering the gaming area shall be fitted and maintained in the surveillance room;
 - (11) A video recorder shall have the capability to be selected and controlled from the control unit in the surveillance room;
 - (12) All video recordings produced by a surveillance system must present a clear and obstructed view of the scene depicted thereon;
 - (13) Every video recording must be labelled by surveillance personnel with the date and time of the recording and the areas covered by the recording, and signed by the person who made the recording;
- (a) **Requirements for monitors:**
- i. Only high-resolution monitors with audio transmitting capabilities shall be used in the surveillance room.
 - ii. All controls on the monitors shall be front-mounted.
 - iii. Each monitor shall have the capability to display any selected view.
 - iv. The number of cameras and the intensity of the camera coverage must be considered when determining how many monitors shall be fitted into the surveillance room.
 - v. The surveillance system shall include a minimum of one monitor for every 25 cameras in the bingo hall.
 - vi. A ratio of one surveillance officer to eight monitors must be maintained during bingo operating hours.

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- vii. Any cash up, transaction or count area shall be included in the above ratios.

(b) Requirements for cameras:

- i. Cameras shall be fitted in such a way to prevent tampering by patrons and employees.
- ii. Cameras shall be selected and controlled from the surveillance room by means of a variable speed control unit.
- iii. In the case of cameras located on the bingo floor and count rooms each camera shall be connected to its own dedicated video recorder: Provided that the Board may require other cameras to be connected to dedicated video recorders.
- iv. Cameras of different resolutions shall be used in different conditions and for different purposes in order to provide optimum clarity of that which needs to be recorded.
- v. High-resolution colour cameras shall be used to cover all bingo sitting arrangement.
- vi. Each camera shall have the capability of having its picture displayed on a video monitor.

(c) A lightning protection unit shall be fitted to protect the surveillance system against lightning.

14. For electronic devices, cameras recording electronic bingo devices shall be positioned in such a manner that opened device doors do not obstruct the view to the inside of the device cabinet and a maximum of twelve (12) electronic bingo devices shall be covered by one camera;
15. Every licensee shall video record and maintain a written log of all activities observed by surveillance personnel that appear unusual or irregular, or that violate or appear to violate any law of the Republic, the Act, Regulations or Rules promulgated there under, and notify the Board within seventy two (72) hours; and
16. In addition to any other video recording requirements that are or may be imposed by this Chapter, every licensee shall record all views, activities and locations as the Board may from time to time require, which shall also include all entrances and reception areas.

24.4. Surveillance system plans: Approval and alterations

- 1) Every applicant for a bingo licence shall submit to the Board a surveillance system plan for approval.
- 2) The surveillance system plan must include the following:
 - (a) a bingo floor plan that shows the placement of all surveillance equipment;
 - (b) details of the camera view;
 - (c) the identification of the gambling machines covered by the cameras as a narrative;

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- (d) a detailed inventory of the surveillance system which shall include the number of cameras and monitors, specifications of all equipment including cameras and the detailed matrix plan including the procedures covering areas secured by alarms, entrances and exits.
- 3) The surveillance plan in respect to camera installation shall be signed off and approved by the Board on completion of the installation of the cameras.
- 4) In respect to all other issues, Board approval must be granted prior to installation.
- 5) An applicant for a licence or a licence holder shall submit to the Board an amended plan reflecting any alteration of the surveillance system no later than 30 days prior to the proposed alteration.
- 6) The sub-rule (4) will also be applicable for temporary or semi-permanent installations.
- 7) A two-day notice period must be given to the Board where it is requested to consider the installation of cameras used for the purposes of covert operations.
- 8) Subject to the provisions of Sub-Rule 6 above, a single camera may be used to cover limited EBTs or any device approved by the Board utilized for bingo game on a site: Provided that the Board may determine that more cameras must be used.

24.5. Surveillance systems: Equipment Malfunctions

- 1) Every licensee shall establish and maintain a written log of any and all surveillance system equipment malfunctions, and retain the log for at least one year after the date of the most recent entry in the log.
- 2) Each malfunction to the approved surveillance system must be repaired within twenty four hours of the malfunction
- 3) Each malfunction together with the corrective measures taken will be reported to the Board within 24 hours of the recovery of the malfunction
- 4) If the malfunction is not repaired within 24 hours, the licensee shall immediately submit a separate written report to the Board that sets forth the reason for the delay in repair and retain the report for at least 30 days after submission to the Board.
- 5) The Board may in its discretion order that all activity in the area affected by the malfunction be suspended pending repair.
- 6) In the event of a malfunction of a dedicated camera, recorder or monitor, the activity being viewed must be suspended or closed pending repair.

LIMPOPO GAMBLING BOARD DRAFT BINGO RULES FOR PUBLIC COMMENT**24.6. Surveillance systems: count rooms**

24.6.1. Every licence holder shall install, maintain, and operate at all times a surveillance system that monitors and records clear unobstructed views of:

- (a) scales in the count room shall also have interface capabilities to the surveillance system;
- (b) the administration office of the count room including the walls, doors, equipment and employees and their movements;
- (c) the administration office of the count room, which shall have a panic alarm which has the capability to be interfaced in to the surveillance system and be recorded;
- (d) the count room, which shall have a camera dedicated to the counting surface and a camera dedicated to the stacked currency;
- (e) the count room note counters and the counters shall have interface capabilities to the surveillance system;
- (f) safes and card storage areas; and
- (g) the cash desk transaction areas, which shall have a panic alarm with the capability to be interfaced in to the surveillance system and be recorded.

24.6.2. All count and transactions activity within the count room, and cash desk or account department, must be recorded with sufficient clarity to permit identification of each employee and his or her movements, and to permit identification of all currency, coins, and paperwork.

24.6.3. The count room, administration office of the count, and each transaction window in the cash desk shall have audio monitoring capabilities.

24.6.4. The count room (video recordings) must be retained for a minimum of 30 days.

24.7. Surveillance systems: bingo hall

1) Cameras recording EBTs or any device as approved by the Board utilized for bingo game shall be positioned in such a manner that opened EBTs or any device as approved by the Board utilized for bingo operations doors do not obstruct the view to the inside of the EBTs or any device as approved by the Board utilized for bingo game and a maximum of 10EBTs or any device as approved by the Board utilized for bingo game shall be covered by one camera:

- Provided that this Rule is based on the distance that would be covered by 12 standard EBTs or any device as approved by the Board utilized for bingo game installed next to each other: Provided further that gaps between EBTs or any device as approved by the

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Board utilized for bingo game must be taken into account when reviewing the required number of cameras.

- 2) Notwithstanding the provisions of sub-rule (1) above, where a licence holder makes use of PTZ cameras a maximum of 30 EBTs or any device as approved by the Board utilized for bingo game may be covered by one camera as long as the views inside the EBTs or any device as approved by the Board utilized for bingo game cabinets are not obstructed: Provided that a minimum of 2 cameras shall respond to an illegal door open and one camera to any other legal event.
- 3) All counting equipment in EBTs or any device as approved by the Board utilized for bingo game cashier booths shall have interface capabilities in to the surveillance system.
- 4) The electronic monitoring system must be interfaced with the EBTs or any device as approved by the Board utilized for bingo game, counters and weigh scales to ensure that all the following error codes, conditions and information are reported on the system:
 - (a) in the case of EBTs or any device as approved by the Board utilized for bingo game, then EBTs or any device as approved by the Board utilized for bingo game error codes and conditions:
 - (b) in the case of coin counters:
 - (i) the denomination;
 - (ii) the Rand value of coins counted;
 - (iii) the booth number; and
 - (iv) the date and time;
 - (c) in the case of weigh scales:
 - (i) the denomination;
 - (ii) the value;
 - (iii) the weight or mass;
 - (iv) the machine number; and
 - (v) the date and time.

24.8. Surveillance systems: bingo surveillance and or security offices

- 1) The Board, its agents and inspectors shall at all time be provided immediate access to the surveillance room and other surveillance areas.
- 2) The inside of the surveillance room including working areas, employees and their movements shall be recorded and the surveillance room shall have audio monitoring capability.

24.9. Surveillance systems: Electronic Monitoring System or server

- 1) The outside of the control room for the Electronic Monitoring System or server shall be recorded.

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- 2) The Board and its agents and inspectors shall at all times be provided immediate access to the Electronic Monitoring System or server control room.

24.10. Surveillance systems recording requirements

- 1) The procedures used for labelling, storing and record keeping of video recordings must be submitted in writing to the Board for approval, one calendar month prior to operation or one calendar month prior to amendment to the existing approved method.

PART E**RULE 25 - Monitoring and Control Systems (MCS)****25.1 General requirements**

- 25.1.1. The Board requires that the EBTs or any device as approved by the Board utilized for bingo game be monitored by a MCS. Bingo operators are required to implement a computerised on-line monitoring and control system (MCS) capable of meeting with the Board's requirements.
- 25.1.2. The monitoring and control system for bingo shall comply with the requirements set out in SABS 1718: Provided that automatic deactivation of the gambling equipment is not mandatory in a licensed bingo venue.
- 25.1.3. In addition to those set out in SABS 1718, the following logging, searching and reporting of gambling equipment events and capabilities are to be included in the monitoring and control system of a bingo:
 - (a) authorised and unauthorised door open (cash box, machine and note acceptors);
 - (b) cash box, note acceptor and machine door open;
 - (c) cash box, note acceptor and machine door close;
 - (d) invalid service/key card;
 - (e) power off;
 - (f) power on;
 - (g) connection or break in connection to MCS;
 - (h) jackpot, progressive jackpot won and value thereof, provided that if the monitoring system does not record the value of a progressive jackpot, the procedure for verification thereof shall be contained in the licensee's internal control procedure;
 - (i) jackpot reset and credit cancel;
 - (j) paid out coins while door open, if applicable;

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- (k) coin jam, if applicable;
- (l) all personnel gaining access to the gambling machine;
- (m) EBT or any device as approved by the Board utilized for bingo game component errors as required in terms of the SABS standard;
- (n) collection of individual device financial data;
- (o) collection of individual soft meter data at the game level which will include at a minimum:
 - (i) in meter;
 - (ii) out meter;
 - (iii) coin drop meter to cash box;
 - (iv) jackpot meter;
 - (v) handle pull meter; and
 - (vi) bill validator meters reflecting value of notes accepted by denomination;
- (p) comparison of soft meter data against cash box hard count;
- (q) systems security;
- (r) the collection of soft meter data shall be performed via a secure link to the machine software;
- (s) logging of all manual inputs to the MCS including the person performing and authorising the input; and
- (t) any other requirement as determined by the Board.

25.1.4. The monitoring and control system must be computer based with sufficient capacity (processing, memory, communication interfaces and hard disk storage) to efficiently monitor, log and control all gambling devices as contemplated in sub-rules (1.2) and (1.3) for at least 10 days.

25.2. MCS hardware and software

- (a) The hardware and software configuration of the monitoring system shall be certified to conform with the standard set by the SABS and approved by the Board prior to utilisation thereof by a licensee.
- (b) The certification and approval process shall include an evaluation of the total configuration for reliability, recovery, audit ability, redundancy and security.
- (c) Any upgrades or changes to the software system shall be subject to approval by the Board, prior to such upgrade or change taking place.

LIMPOPO GAMBLING BOARD DRAFT BINGO RULES FOR PUBLIC COMMENT**25.3. Meter wrap handling and meter width**

Operational procedures and software must be in place which, together with the maximum counting abilities of the meters and the expected rate of meter counts, are sufficient to cater for resulting meter wrap events (i.e. to detect and correctly handle meter wraps), and so preserve the true total statistics.

25.4. Device configuration database

- 1) The Board requires a gambling device monitoring system to maintain the following information for each gambling device which it monitors:
 - (a) location;
 - (b) device description (e.g. serial number, manufacturer; Board registration number);
 - (c) configuration (i.e. denomination, software version installed, games available, progressive status); and
 - (d) history of upgrades, movements and re-configurations.
- 2) The monitoring contemplated in sub-rule (4.1) may be done by the monitoring and control system, a separate computer or manual system, or any combination thereof, but, in any case, the information must be readily retrievable.

25.5. Password protection

- 1) The operating system or systems used, as well as the monitoring and control system must provide comprehensive password security.
- 2) All programs and important data files shall only be accessible by entry of a password, which will be known only to authorised personnel.
- 3) The Board requires that storage of passwords and personal identification numbers (PIN's) be in an encrypted form.
- 4) A program must be available that will list all registered users on the system, including their privilege level on both the operating system and monitoring and control system.

25.6. Access by the Board

- 1) The Board shall be able to access the monitoring and control system at any time using either the electronic link to the Board, or from a facility on the operator's site.
- 2) The monitoring and control system is to provide comprehensive search mechanisms for the purpose of examination of events and statistical data which must cater for a variety of "keys"

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for the search including date, time, event number, machine/terminal number, etc., and combinations thereof.

- 3) The Board must be able to log onto the computer and monitoring and control system to execute audit, evaluate and interrogate programs or the entire system.
- 4) The password that an officer or inspector of the Board uses must give him or her **READ ONLY** access to all data: Provided that there should be sufficient space available to enable the officer or inspector of the Board to save a report comprising the read only information.

25.7. User interface, documentation and reporting

- 1) Significant event and statistical data required by the Board must be transferred to the Board at such intervals as the Board may determine.
- 2) The permitted methodologies for these transfers shall be specified by the Board and may include the following:
 - (a) hard copy report via facsimile;
 - (b) diskette;
 - (c) dial-up data transfer;
 - (d) secure e-mail; or
 - (e) data transfer via dedicated link.
- 3) The format of the data will be specified by the Board from time to time.

25.8. Link to Board's computing facilities

- 1) The Bingo Operator shall provide and maintain a monitoring and control system , at its cost, such electronic access or link between the Board and such operator's computing facilities as the Board may require from time to time.
- 2) The electronic link must include all necessary equipment (i.e. lightning protection, computer terminals, Telkom lines, NTU's, routers, modems, etc.).
- 3) The Bingo Operator must supply the Board with a monitoring and control system with the necessary software electronic links and relevant training to enable the Board to link to and log on to the operator's monitoring and control system.
- 4) This link shall allow either logging onto the operator's monitoring and control system interactively or downloading data at a frequency as specified by the Board.
- 5) The Bingo Operator must provide a monitoring and control system which provides communications and systems security to the satisfaction of the Board.

LIMPOPO GAMBLING BOARD DRAFT BINGO RULES FOR PUBLIC COMMENT**25.9. Facilities for Limpopo Gambling Board Officials**

- 1) Facilities within the monitoring and control system to be provided for the Board's inspectors shall include at least the following:
 - (a) the ability to determine operational software version levels and record operational hardware;
 - (b) the ability to verify that EBTs and other devices and equipment as approved by the Board are on-line;
 - (c) facilities to support an Inspector/Auditor working in the field.

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GAMBLING MYTHS & FACTS

Wise up to responsible gambling!!!



www.lgb.org.za

MYTH

The longer a slot machine is played without a big win, the more likely it is to pay out next time.

FACT

Each spin of a slot machine produces a random number. While it seems jackpots pay out at regular intervals, it is impossible for random numbers to be influenced by a previous sequence of random numbers.

MYTH

Luck favours the superstitious.

FACT

Although many gamblers believe that lucky rituals, actions or objects can help tip the odds in their favour, all outcomes are random and pure chance. "Lady Luck" does not exist in gambling and cannot influence results.

MYTH

If you keep track of previous results, you can figure out future outcomes.

FACT

Every gambling play is an independent random event, with no memory. So, previous outcomes (as in lottery draws, cards and slots) cannot influence future ones.

MYTH

If you know the rules of a game, you increase your chances of winning.

FACT

Knowing the rules of the game can only help you make decisions while playing. It cannot increase your chances of winning. The cards you are dealt will decide whether you win or lose—and you have no control over them.

MYTH

The race goes to the strongest, fastest horse.

FACT

Studying the form—the past performance of a race-horse or its jockey—should make it easy to choose a winner, however, the handicap system lowers the odds on a superior horse and increases the element of chance in every race.

MYTH

My uncle is an expert at roulette. He has a system for coming out ahead.

FACT

The probability of winning always favours the house. Every play on the roulette wheel is an independent chance event, so systems cannot determine results or give an advantage to one player over another.

Winners know when to stop

FOR PROBLEM GAMBLING

COUNSELLING PHONE 0800 006 008

e-mail: counsellor@responsiblegambling.co.za



NATIONAL Responsible Gambling PROGRAMME

IMPORTANT Information from Government Printing Works

Dear Valued Customers,

Government Printing Works has implemented rules for completing and submitting the electronic Adobe Forms when you, the customer, submits your notice request.

Please take note of these guidelines when completing your form.

GPW Business Rules

1. No hand written notices will be accepted for processing, this includes Adobe forms which have been completed by hand.
2. Notices can only be submitted in Adobe electronic form format to the email submission address submit.egazette@gpw.gov.za. This means that any notice submissions not on an Adobe electronic form that are submitted to this mailbox will be **rejected**. National or Provincial gazette notices, where the Z95 or Z95Prov must be an Adobe form but the notice content (body) will be an attachment.
3. Notices brought into GPW by "walk-in" customers on electronic media can only be submitted in Adobe electronic form format. This means that any notice submissions not on an Adobe electronic form that are submitted by the customer on electronic media will be **rejected**. National or Provincial gazette notices, where the Z95 or Z95Prov must be an Adobe form but the notice content (body) will be an attachment.
4. All customers who walk in to GPW that wish to submit a notice that is not on an electronic Adobe form will be routed to the Contact Centre where the customer will be taken through the completion of the form by a GPW representative. Where a customer walks into GPW with a stack of hard copy notices delivered by a messenger on behalf of a newspaper the messenger must be referred back to the sender as the submission does not adhere to the submission rules.
5. All notice submissions that do not comply with point 2 will be charged full price for the notice submission.
6. The current cut-off of all Gazette's remains unchanged for all channels. (Refer to the GPW website for submission deadlines – www.gpwonline.co.za)
7. Incorrectly completed forms and notices submitted in the wrong format will be rejected to the customer to be corrected and resubmitted. Assistance will be available through the Contact Centre should help be required when completing the forms. (012-748 6200 or email info.egazette@gpw.gov.za)
8. All re-submissions by customers will be subject to the above cut-off times.
9. All submissions and re-submissions that miss the cut-off will be rejected to the customer to be submitted with a new publication date.
10. Information on forms will be taken as the primary source of the notice to be published. Any instructions that are on the email body or covering letter that contradicts the notice form content will be ignored.

You are therefore advised that effective from **Monday, 18 May 2015** should you not comply with our new rules of engagement, all notice requests will be rejected by our new system.

Furthermore, the fax number **012- 748 6030** will also be **discontinued** from this date and customers will only be able to submit notice requests through the email address submit.egazette@gpw.gov.za.



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Contact Centre Tel: 012-748 6200. eMail: info.egazette@gpw.gov.za
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