

Cameron Chambers – Prison Visits

Kroonstad Prison – Wednesday 14 April 2010 (10h45 – 17h20) and Thursday 22 April (11h00-13h25)

There are four medium security prisons at the Kroonstad Correctional Centre:

- A. Sentenced Prisoners
- B. Awaiting Trial Prisoners, juvenile and adult
- C. Women's Centre of Excellence
- D. Juvenile Sentenced Prisoners

We were received by Mr Thabo Nathaniel Sejake, Area Coordinator, and Ms Dipuo Patricia Mokhachane, Assistant Head of Prison. During the initial briefing, the following problems transpired:

- Complaints about contractors engaged by tender were endemic – if a boiler breaks down, it is difficult if not impossible to get it fixed. We were told that out of the three boilers in the centre, only one is working. Mr Sejake traces the problem to the contract with third party service providers and their subcontractors. We were told that the contracts are administered by the Department of Public Works, which has subcontracted at least some of the jobs to Africa Steam, Magic Labour Hire, and Makwa. Mr Sejake expressed that it is difficult to have accountability and timely repairs with so many subcontractors.
- The new 12-hour rotational shift system (also the subject of complaint in January during the visits to Polokwane and Makhado) does not work well. This has many unintended negative consequences. It has meant that on the one hand some prisoners are kept outside for longer than they want – from 6am to 5pm, while they would prefer to be locked up earlier to sleep after work; while on the other hand in some sections lock-up has had to be much longer because of staff shortage. In addition, the new shift system has resulted in greater staff absenteeism. Consequences of the long shifts are security risks in the prison as well as heightened prisoner-guard tensions, decreased activity due to understaffing, low staff morale and increased absenteeism, reduced visiting hours and staff shortages.
- Lack of discipline amongst personnel was cited as another problem.
- Delays in processing parole applications for prisoners with suspended sentences with the Department of Justice and Constitutional Development was also mentioned. This stems from inability to acquire records of inmates whose sentences may have expired, or who may be placed on parole, but who are under suspended sentences which may require continued incarceration.

General complaints from prisoners:

1. No psychologists at the prison since December 2009; prisoners used to be sent to Bloemfontein to see a psychologist, but that no longer happens. (complaint made by K Jonker – 209350318);
2. Complaint about diet, especially for those prisoners who don't eat pork; complaints about sufficiency of meat in the diet. Complaints about too much bread in the menu, instead of a balanced diet;
3. Specific complaints about inadequacy of diet for prisoners with HIV taking ARVs. Supposed to receive fresh fruit, milk, cheese;
4. Complaints about insufficient time to use the telephone because of queues;
5. Delays in receiving prescription medication;
6. Non-responsive and sometimes hostile medical personnel;
7. Hygiene in kitchen: staff should be required to wear hair nets;
8. There is widespread confusion about parole conditions: is one eligible for parole after serving 1/3 or 2/3 of sentence? Seems to differ from parole board to parole board;
9. It is too difficult to gain access to the work and skills programs that are a requirement to be considered for parole;
10. Post is not received frequently enough;
11. Non-specific allegation that the head of the prison favours the 26s gang;
12. Negative effects of the new shift system;
13. Staff shortages;
14. Cold water because of boiler malfunction.
15. In Medium A, persistent complaints were made to us about the management by Mr Moleke, the head, of gang-related and disciplinary issues

We narrate our visit in the order in which we visited the various sections.

A. Women's Prison – Centre of Excellence (Centre C)

Ms Els, head of the Centre of Excellence, gave a tour of the facilities. Impressions were positive. The facilities look clean, orderly and comfortable and the inmates (though later tendering what appeared to be relatively minor complaints) well cared for. The halls and cells are full of personal decorations. Inmate/personnel relations appeared good. There is a hair salon in the prison and many inmates are made up. The nursery was very impressive. It is clear that much thought had been put into creating a child-friendly environment as well as offering support to the mothers.

General complaints received include the lack of attention of the clinic staff, negative feedback from the prison officials, long lockup times for inmates who do not work (12 hours) and long shifts for working inmates (12 hours), and the lack of access to the gym and library.

Individual complaints:

1. Sebaki Boabi (207611519) charged with murder and sentenced to 10 years' imprisonment. Inmate would like to be transferred to Northam in order to be closer to her family. She has requested transfer three times from 2007 and is still waiting for a response from prison officials.
2. Shinaaz Magermam (206306885) charged with fraud and sentenced to 10 years' imprisonment. Her complaint is that the number of phone calls allowed every month, two 10 minute calls, are insufficient and cause the breakdown in family ties, especially for those with family scattered around the country.
3. Cleo Beyers (207589122) charged with drug dealing and sentenced to 6 years' imprisonment. Would like to be transferred to Pretoria.
4. Chantelle Coetzer (206523894): prisoner complains that while her husband is also incarcerated at Medium A, and they are supposed to have marital visits once a fortnight, she has to fight with prison officials to secure the visits, which are only granted rarely.
5. Lebohang Nkhathi (203237728): complains that she has not received her medication since last June; she has eye problems and the medical staff have not attended to her complaint.
6. Rookshana Jones (205587604) sentenced by the Cape Town Regional Court to ten years' imprisonment for robbery. She applied for transfer in January 2009 to Cape Town to be closer to her family and has received no reply.
7. Joyce Kgotle (99408066); Freda Nxumalo (205611375)
Both inmates are HIV positive and on ARV medication. They complain that they are not provided their special diet as prescribed by the hospital.
8. Portia Zulu (209350394)
She complains that in 2005, she was raped by a prison guard (she does not know who) and reported her case to Seisoville SAPS. She has not been informed about the investigations nor was any internal investigation conducted.
9. Dinhtle Phosa (206350361); Julia Monyamen (2093 50172); Suzan Mothuli (209350245)
They have finished half of their sentences and have applied for parole. Their complaints refer to uncertainty created by differing bases on which parole has been approved. They have received no response from the parole board regarding their applications.
10. Anna Maotoane (2861144) convicted of murder and sentenced to 8 years' imprisonment by Rustenburg Magistrate Court. She suffered a stroke in prison during December 2009 and seeks a transfer to Potchefstroom to be closer to her family.
11. Mamy Mosola (208611343) convicted on separate occasions of shoplifting by the Bloemfontein Magistrate Court and sentenced to four and three years' imprisonment respectively. She wishes to know whether the sentences run concurrently.

Complaints to be forwarded to Legal Aid Board:

1. Phindile Promise Mjwara (207350498): awaiting trial for armed robbery charge in Petrus Steyn Court. No trial date has been set, has been awaiting trial for three years.

B. Awaiting Trial Prisoners (Centre B) (remand centre)

We were taken on a tour of the facilities by Mr Fick. This prison has 161 staff members, one social worker, three teachers and five nurses. The prison has a capacity of 535 inmates and currently holds 368, so overcrowding is not an issue.

According to the fact sheet supplied to us, the prison offers recreational sports such as soccer, darts, pool and body building; and other activities such as drawing, chess, fingerboard, and marabaraba.

General complaints in the juvenile awaiting trial section are for television programs such as news and other popular TV shows, and access to the radio, and improved hygiene in the dining areas (e.g. hairnets).

Individual complaints in the juvenile section:

1. Sandile Mlungu (208877557) charged with theft. Inmate is Jewish and needs to be put on a Jewish diet. He would also like to eat meals in a separate section, the Muslim section would be acceptable.
2. Makatong Sanko Johns (219876207) charged with assault. He has been in the prison for three months and does not have a lawyer. Refer his case to Legal Aid Board
3. Mofokeng Cuthburt (2109876037) charged with robbery. Inmate complains that he has had problems with his testes for a year and would like to go to the hospital.
4. Reggie Likhoele (210876262): is a Muslim, wishes to eat with other Muslim inmates but is not permitted to do so.
5. Tshepho Ralekholale (210876046): received inadequate medical assistance with hand injury.
6. Benedict Mokeretla (210876177): dislocated shoulder, has not received medical assistance.
7. Johannes Tshabalala (210875876): has skin disease, problems with his foot; has not received medical assistance, clinic says no medicine is available.
8. Martin Leeuw (210876281): HIV positive and has not received ARVs.
9. Shadrack Ramalaphang (210876253): is sick, he suspects HIV, and wants a test.
10. Malinga Skhumbuzo (number n/a): wife and parents have died, wishes to bury them.
11. Richard Nocanda: claims he was assaulted and want to report the matter to the SAPS.
12. John Mokoena (210876080) claims he reported a case of assault by prison officials to the SAPS and Mr Thinane internally but no steps have been taken.
13. Francis Mokatsa: seeks legal representation in Kroonstad Circuit Court under case number SH 15/08.
14. Jonas Mokotedi: requires special diet as he is taking ARV treatment.
15. Samuel Stuurman (208344054): claims he was assaulted by the prison official (Mr Thabo Tumani).

16. Mpanyane Pule: complains that officials at the hospital have refused let him undergo tests for TB and is concerned about his health.
17. Mzwakhe Ngcongwane: seeks transfer to Harrismith.
18. George Kgolonyane: seeks transfer to Hoopstad close to his family.
19. Samuel Sengane (210343978): seeks transfer to Tzaneen near his parents and as his parents do not know his whereabouts.
20. Isack Tusane (205225804): applied for parole and has received no response on his application.
21. Thapelo Mokoena (204876161): seeks external help to expose corruption within the facility.
22. Joseph Mokoena (205331136): had applied for parole and has received no response.
23. Tankiso Seun Lehlokwa (205797798): had applied for parole and has received no response.

Complaints to be forwarded to Legal Aid Board:

1. Veli Mvelase (204876211): has been on trial for armed robbery since 2003; QwaQwa Regional Court; trial delayed time and again.
2. Simon Mmelao (21034407): seeks assistance in order to appeal his conviction and sentence.
3. Joseph Solly Rampuru (n/a) seeks legal representation in his rape case in Viljoenskroon Magistrate Court.

C. Centre A - Unit F (Sentenced juveniles aged 18 – 21 years)

1. Approximately 222 sentenced juveniles are incarcerated in this section. The main complaints are the long lockup, lack of activities and insufficient skills programs and educational classes, can't study in class or at other times because of noise, corporal punishment by the prison guards and use of abusive language.
2. There were several complaints of physical assault by personnel. The juveniles were assured that these would be followed up.

Individual complaints:

1. Felix Ramokopu (209344260) charged with attempted murder and sentenced to 4 years' imprisonment. Inmate's complaint is he is hit often by Mr Khompela, a guard in the juvenile section.
2. Mpho Tshabalala (207877298) charged with robbery and sentenced to 24 months' imprisonment. Inmate had a stomach illness and received inadequate treatment in the clinic, where he was told to "drink more water." He would also like new clothes and winter shoes.
3. Thys Mokhele (210343971) charged with attempted robbery and sentenced to three years' imprisonment. Inmate's complaint is that a guard, Mr Helepi, hits him with fists on the head on a daily basis.

4. Calvin Bongani Marumole (209344575) charged with theft and sentenced to five years' imprisonment. Inmate's complaint it that Mr Helepi beat him up following a fight with another inmate.
5. Rasekoai Paseka David (209344561) charged with theft and sentenced to 18 months' imprisonment. He would like to be transferred to Virginia, has asked twice, both requests were denied for reasons unknown to the inmate.
6. Thabo Mokhele (209899402) charged with murder and sentenced to 10 years' imprisonment. He would like to be transferred to Virginia to be closer to his parents.
7. Tokelo Phiri (209343993) charged with robbery and sentenced to 5 years' imprisonment. He would like to be transferred to Virginia.
8. Jabulane Maduna (2087907476) charged with rape and sentenced to 10 years' imprisonment. He would like to see a doctor about problems apparently relating to a urinary tract infection. He is currently on medication but says that it is not effective.
9. Mokotedi Lebowa (299875992): was assaulted by official, Mr Helepe.
10. Khatelgo Tlane (209344380): was assaulted by official, Mr Kompie.
11. Daniel Marumo (209344567): is HIV-positive and has not received ARVs or medical assistance.
12. Lawrence Masimo (n/a): was not given prison-issue clothing upon his admission; has no jersey and is cold.
13. Mpho Ditlhakanyane (208405626) alleges that he was assaulted by prison guards (namely Mr Segonyane and two others who are unknown to him) during November 2009.
14. Rammile Poho (n/a): complaint is that his pending matters have been delayed because of the prison's failure to send him to court.
15. Steven Ramohapi alleges that he was assaulted and threatened with a firearm by the prison guards. The Ficksburg SAPS refused to open his case and he was told that the power was down and the computers were off. He wishes to pursue his case.
16. The following prisoners requested transfers:
 - a. Mzwandile Ndayi (209344055) would like to be transferred to Virginia.
 - b. Daniel Marumo (209344567)
 - c. Lerato Mosala (208845727) and Thumela Mosala (208845780) would like to be transferred to Grootvlei to be near their family.
 - d. Thato Tsosana (207239723)
 - e. Thabiso Nongane (209178763)
 - f. Jerry Tokeromonokoane (209178814)
 - g. Gert Gatjie (20903162)
 - h. Tshepo Kopane (207316029)
 - i. Leho Mahlapadi (209683256)
 - j. Donald Kgonetsheva (210250615)
 - k. Isaac Sethlako (209896952)

D. Sentenced Prisoners Centre (Centre A)

We were received by Mr Moleke, Head of Correctional Centre A and were joined on the tour of the facilities by Mr Motsoaleli, CC Operational support, and other officials, including Mr Hans Gerber. On Thursday 22 April, Mr Els, CC [Centre Coordinator] Corrections, also attended.

According to the information sheet provided to us, there are 246 staff members and 1146 inmates in six units. With a total capacity for 1355 inmates, they do not have overcrowding issues.

The information sheet lists the educational, skills and recreational programs available. These are said to include life skills, drugs & alcohol, orientation, counseling, pre-release, community work, anger in/anger out, sheet metal making, welding, furniture making, textiles, fitting and turning, upholstery, plumbing, electricity, brick-laying, plastering, tiling, soccer, gym, volley ball, pool, table tennis, darts, boxing, cricket, choir and drama.

We met and addressed the prisoners in Medium A in separate units, and reached all but two units before the end of a long day forced suspension of the programme. Since the two remaining units were already expecting us, the visit was resumed on Thursday 22 April 2010.

Individual complaints:

1. Daniel Serane (209344242) charged with robbery with aggravating circumstances and sentenced to 15 years' imprisonment. His complaint is that the skills development and social programs offered at the prison do not give accredited certificates. He would like formal training.
2. Ricky Raath (201415528) charged with murder and robbery and sentenced to 35 years' imprisonment. He would like to be transferred to Pretoria and had requested this twice this year but has not heard any response. Inmate also requested to see a psychologist but was refused for a reason unknown to him.
3. Petrus Tsotsotso (201391879) charged with assault, murder, attempted murder and robbery and sentenced to 23 years' imprisonment. Inmate complains that he is not getting treatment for his ulcer. He had previously been put on medication but was told the supply ran out in December.
4. Goodfrey Mashiya (207878432) charged with rape and sentenced to eight years' imprisonment. Inmate complains that he is in fear of being assaulted again by gangsters and the protection he is receiving from the guards is inadequate.
5. Jacobus van der Westhuizen (200020032) charged with robbery, hijacking and assault and sentenced to 17 years' imprisonment. Inmate requested to be transferred to Tzaneen in 2007.

6. Peter Stuart (203782571) charged with vehicle theft and sentenced to 15 years' imprisonment. Inmate needs medication for high blood pressure. He also reports that he had been sick for six days and his request to be taken to the hospital was refused.
7. Hilary Pikkie Fourie (prisoner number unknown) charged with rape, housebreak, theft and sentenced to 22 years' imprisonment. Inmate was told by the parole board that if he attended the sexual offender program, he would receive a release date. However, he did not hear back from prison officials when he asked to start the sexual offender program.
8. Daniel Mufadi (205079253): in 2008 at his previous prison, he assisted officials in securing knives from other prisoners – he was promised this would be brought to the attention of the parole board; but has not heard from officials since. Needs report to be sent from Christiana.
9. Ephraim Molifi: study leader, who is assisting with education of juveniles. He states that classrooms are inadequate and dirty, and that there is no stationery. He also mentions that those who perform labour outside the prison do not get paid a stipend for the work that they do, while those who work inside are paid.
10. Bennet Blom (204222118): despite working at workshops for 4 and half years, no certificate of qualification or sufficient skills gained.
11. Solomon Sera: has tested HIV positive but hasn't started ARVs.
12. Thame Mofokeng (208239524): has epilepsy, has not received assistance at the hospital.
13. Julius Sefako (206611951): HIV-positive and hasn't received ARVs.
14. Hendrik Entres (208655766): diabetic who has not received insulin cartridges. Racial responses when he requests them.
15. Johannes Hratley: epileptic who hasn't received treatment; wants to move to hospital wing, as he might have a fit in the night and prisoners won't assist.
16. Michael Maleke (210344109): needs Legal Aid Board's assistance in prosecuting his appeal.
17. Benjamin Sakie: seeks transfer to Brandfort to be close to his family.
18. Thato Tsosane (207239723): his parole application has been approved for 9 June 2010 and seeks transfer to Harrismith closer to his family.
19. Edward Mostert (97613168): his parole has been approved for December 2010 and he seeks transfer to Brits.
20. Meshack Makwaba: seeks transfer to Groenpunt for personal reasons.
21. Mohale Dlamini was injured during the course of work in prison and seeks an attorney to advise him regarding possible civil claim.

Complaints to be forwarded to Legal Aid Board:

1. Siza Mabe (207612040): Potchefstroom Court, Robbery – has not heard the outcome of his appeal.

Resumed Inspection – Thursday 22 April 2010

We were received and accompanied by Mr Sejake, Area Coordinator. During the initial briefing with Mr Oupa Moleke, Head of Centre A, the following problems transpired:

- This centre experiences the same problem with boilers and lack of hot water. It seems the contractors are not doing a good job and when queried about it they give vague responses.
- Mr Els, Centre Coordinator Corrections, agreed about the boilers and the tender-related causes.
- On Tuesday, 20 April 2010 at 18H17, seemingly in follow-up of our visit last week, Mr Moleke received a promise of action by email from Mr Solomon Desmond, Maintenance Controller:

“Dear Sir/Madam

On Tuesday 20 April 2009 the Works Manager of Dept Public Works visited the Boilers to make a survey of all the breakages. He promised Me Mokhachane in her office that work will commence on boiler 3 within two weeks so that boiler number 1 can also be fixed. That is the latest news we can share with your office to date.

Tx,

Solly”

- The prison has prisoners who are plumbers, brick layers, mechanics, all of whom are willing and eager to work – there is accordingly no need to contract external parties to do much of the maintenance work inside the prison.
- Complaints about fumigation / pest control persisted. There is no budget for this and it needs to be done twice a year.
- We were handed copy of a 48-page maintenance report containing all details of the maintenance queries, complaints and requests for service the centre has logged.
- It seems evident from even a swift perusal of the log that most complaints have not been attended to since they were reported.

E. Sentenced Prisoners (Centre A – Units A and B)

General complaints from the prisoners

- Prisoners complained about the usage of the public telephones saying they do not get enough time on the phone and that there are not enough phones for them to use. They are not sure how many times a week they are actually allowed to use the phones.
- As at Groenpunt, we suggested it may be appropriate to alleviate queuing for phone access by getting Telkom to install extra instruments.
- They would like a clear policy on when they can be allowed to attend family bereavements especially those of their parents and siblings – we were not encouraging about supporting individual requests, because of the difficulty of managing security during such compassionate leave;

- Exercise is from time to time suspended because of fighting amongst a few prisoners. Prisoners complained that it is irrational that they should all get punished by having this privilege taken away from them, and subjected to longer lock-up, as a result of the actions of a few;
- Lock up time is too long, prisoners only get about an hour or less outside;
- Complaints about the logistics department (store room) were raised. Prisoners are provided with uniforms on arrival but at a later stage when they go back to request new items (after the old items have been worn out) they are informed that there are no new items so they will just have to make do with what they have;
- Watching of television is restricted during the week and on weekends, prisoners would like to get more time to watch sports. At times they are only allowed to watch television on the weekends and not during the week;
- Special request that all prisoners should be allowed to watch all World Cup games – Mr Sejake appeared sympathetic to this;
- Complaints about verbal abuse from some of the guards were raised. Prisoners wish to be referred to by their names and not to be called “*amabhantinti*” (bandiete);
- Prisoners want the *Sondolo* educational programmes to be extended from beyond just Friday and Sunday, to be available everyday of the week;
- Unstable/fluctuation of prices in a prison tuck shop, which lead to inmates’ inability to utilise the tuck shop;
- Toiletries supply: complaint that toiletries are often provided once in three months which results to concerns about inmates’ hygiene – this reiterated complaints we received in all the sections of Medium A – Mr Sejake intimated that this might be a management problem, whose resolution he will check on;
- Lack of access to the education, work and skills programs that are the requirements for a parole consideration. The inmates complain about the imbalance in provision of access to education, work and skills programs in Centre A as compared to the female section (Centre C);
- Some correctional officers promote inmates to participate in illegal activities which hinder the process of rehabilitation;
- Special treatment in provision of food. Inmates are sometimes forced to smuggle food because of favouritism;
- Post is not received and collected in time which prejudices the inmates that are enrolled with external higher education institutions (i.e in submitting their assignments). The officer whose duty is to collect post often does not avail himself;
- Shortage in provision of materials for emotional development of the inmates, such as social workers and materials to enable the inmates to practice religion. It is alleged that prison officials have previously refused an NGO’s plea to supply bibles to inmates;
- Unfair in treatment of religious groups. It was alleged that Christians are given one hour on Sunday whereas Muslims were given four hours;

- Shortage of security personnel during visitation hours which leads to inmates spending little time with their relatives/visitors;
- Inadequacy of diet for prisoners with HIV taking ARVs – this mirrors a general complaint at other sections and also at Groenpunt;
- Refusal of access to use of own computers. It was alleged that if an inmate wishes to have access to computer system, he is told he has to be transferred to another facility;
- Age restriction for visitors. A complaint that some inmates have children and the children under the age of 16 years are refused entry; in addition, children over 16, although constitutionally still children, are treated as adults for the purpose of visiting privileges;
- Participation in the prisoners’ interactive management committee. Carel Smith complained about the lack of inmates’ participation in appointments of inmate representative at the prison management committee;
- Limitation to access to recreational facilities and activities because of the behavior of some of the inmates. Inmates complain that such punishment mechanism is unfair and irrational;
- Delays in maintenance work cause suffering to the inmates (i.e cold water, broken windows, plumbing and electrical plugs);
- Lack of clarity about the parole board’s criteria in granting parole;
- Prisoners cannot access the Case Management Committee often enough or with ease;
- Correctional staff are not helpful when asked to assist, eg with confirmation of address for parole purposes (this complaint was made independently by three inmates);
- Offenders do not feel safe: the officers do not take action against violent offenders. Smuggling is rife in the prison, dagga food, etc. It was alleged to us that this is done with the acquiescence of the prison officials, in particular Mr Moleke and Mr Motsoaleli; it is repeatedly claimed that corruption is rife amongst the officials;
- Insufficient activities on offer;
- Insufficient skills programs on offer;
- Insufficient educational facilities.

Individual Complaints

1. Lebogang Mosala (207878348): Is allergic to pork and they eat pork twice a week. When he informed the officials that he is allergic to pork and would prefer to eat chicken on the days that pork is eaten, he was informed that unless he is Muslim or part of the ZCC he has no choice but to eat pork.
2. Batsoeneng Mokebetsane (206806943): Legal Aid was handling his appeal, he paid them R10 000.00 to this and at a later stage they returned R2 290.30 to him without providing him with a reason on what they did with the rest of the money. He was informed that he does not qualify for legal aid as he is a Lesotho National.

3. Richard Khola (206611847): The diet at the prison is not satisfactory, prisoners eat either mielie rice or samp and they prefer eating pap.
Richard says that the prison hospital is not helpful and the staff members are hostile, when he was ill and went to the hospital, there was no doctor and there was no one else to help him.
4. Thabiso Setlaba (209806538): Wants to know if he can be considered for parole for witnessing a prison guard deliberately leaving the gate/door unlocked during lock up. He claims that he stopped all the other prisoners from escaping and reported the guard to the head of the prison but nothing has happened. He says this happened in 2009 while he was still at Virginia Prison before being transferred to Kroonstad.
5. Boitumelo Manale (206344156): In 2008, Boitumelo and several other prisoners did a various six month courses including a course in Entrepreneurship: New Venture Management. To date they still have not received their certificates for completing these courses and completing these courses is very helpful for parole consideration. These complaints were directed to Mr Ramabidu of Medium B and he has not given them any responses.
6. Pule Mashoabane (20178662): Tuck shop is over priced and prices increase on a month to month basis. He gave an example that one month a loaf of bread would cost R6.50 and the next month the loaf of bread would cost R7.50. When visitors bring food from the outside the food is either not allowed in or the guards take the food and keep it for themselves.
7. Pule Sefafi (209344605): He is HIV positive and has not received any treatment ever since he came to Kroonstad in 2009. He also voiced the same complaint about the various courses that are offered at the prison saying that some of the officers who give these courses are not suitably qualified to do so and that they (prisoners) never receive their certificates after completion. Completion of these courses is helpful for parole consideration.
8. Neo Lethole (208344300): He also has the same issue about the prison food, he prefers pap over mielie rice or samp.
9. Wandile Chamane (208876833): He is a sport enthusiast and is constantly playing sports and exercising however he finds it uncomfortable exercising wearing the prison shoes and uniform. He has asked that prisoners who interested in sports and exercising be provided with track suits and takkies, track suits will also be helpful during winter. He also raised a complaint about the lack of hot water at the prison.
10. Frans Sokoti (206612545): His right eye has been damaged and he cannot see with it. It has started affecting his left eye and the hospital is not helping him. He wants to see a specialist who can help him before he goes blind on both eyes.
11. Phakiso Lebone (203808472): has an eye problem and has been waiting for 6 months for his spectacles to be delivered from Grootvlei.
12. Patrick Joseph Lebeko (206612124): wall collapsed on his leg while working in prison, has not received adequate medical assistance.
13. Ben Vikilahle (208331132), convicted of murder in Fochville Court: appeal is pending, but he wasn't taken to court for his appeal.

14. Frans Ntesa (208344281): officials have been seen bringing knives into the prison, then later other inmates stab one another. Knives are not meant to be brought into the prison. In particular, officials called Mteo and an official known by the nickname “Pro” have been seen with knives.
15. Dingaan Ledwaba (207031067): did an entrepreneurship course with a Seta and has not received a certificate.
16. George Keohitlhetse (209250808): did not receive full uniform on admission, and is cold in inadequate clothes he has; has a problem with his ear and has not received adequate medical attention;
17. Bhekuyise Mtshau (209344381): official supposed to confirm his address so that he can be discharged, but did not do so.
18. Lipson Motsemme: HIV positive, has not received ARVs despite low CD4 count.
19. Ricardo Whittaker (209344333):
 - a. Communication is all done in Sotho, impossible for non-speakers to understand announcements;
 - b. Inmates are called “Bandiet” as provocation;
 - c. On admission there is no briefing as to rules, etc, so prisoners are confused and disoriented;
 - d. Clothing is insufficient;
 - e. Inmates don’t wash due to lack of toiletries which leads to poor hygiene;
 - f. Visiting times are insufficient and visitors have to queue for ages to get to the shop.
20. William Sithole (204808026): a diabetic patient who complains about delay in receiving his medication from the pharmacy. He further complains about his prison’s failure to provide a diet suitable for his condition.
21. Lipson Motsime: complains about the hospital officers’ refusal to provide medication to patients.

Medical care

After speaking to the prisoners we had occasion to meet with Mrs Mary-Anne Motsatsi in Mr Moleke’s office. She informed us that she hold three positions at the prison – that of Health Care Operational Manager, Acting Health Care Manager at Area Level as well as Nurse.

She conceded most of the complaints raised by the prisoners about the hospital and the attitude of the medical personnel. Indeed, she also raised the following further issues:

- Lack of basic supplies at the prison hospital;
- Not enough personnel to help all 3000 prisoners (they only have about 16 staff members);
- Morale is extremely low amongst the staff members as they are over worked (especially Mrs Motsatsi personally, she is extremely over worked and is in desperate need for help) – we can confirm that Ms Motsatsi by appearance seems to be experiencing strain and stress;
- Some of the staff members are not adequately trained;
- External prescriptions cannot be filed by the pharmacy;
- The server at the pharmacy is always down and this makes it difficult for them to fill order;

- Mrs Motsatsi suggests that we direct a fax to Ms Maria Mabena at National Head Office regarding the problem with fulfilling scripts – these are caused by the provisions of the regulations.
- There is constant delay in supply of medication from the Provincial Pharmacy and this leads to a shortage of prescriptions.
- Transportation of medication to the prison is a problem, there is no transport for this and staff members have to use their personal vehicles and they are not compensated for the mileage they used. They feel at risk by doing this because should something happen to them while on the road they are not covered by the department as they were not meant to be driving around.

F. Juvenile Sentenced Prisoners (Centre D)

This centre houses 58 sentenced juveniles under the age of 18 years. The head of this centre is Ms Eunice Kobuoe. She informed us that most of the problems they experience are as a result of a shortage in staff, resulting from the 12 hour rotational shift system.

General Complaints from juvenile prisoners

- School is only three times a week (Monday – Wednesday), they would like to attend school everyday of the week like all other normal school children. This limited attendance of school is affecting their preparation for June examinations.
- To qualify for parole you need to attend all classes in all learning areas and some learning areas (such as Life Skills) are not offered and this is an important learning area.
- School starts late, instead of starting at 08H00 like normal schools it starts at 09H00 sometimes even at 10H00.
- Teachers are often absent which prevents classes from going ahead.
- They find it unfair that everyone is punished for one person's bad behaviour. For punishment they are locked up for the rest of the day.

As we left this centre, the person on duty at the gate identified himself as a senior manager at Area headquarters – but he had to lock his office and leave his duties, to attend as a gate guard, because the new 12-hour shift rotation had failed to arrive. He pointed this out as an indication of the severity of the problems that the 12-hour system has been causing.