



government  
communications

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Department:  
Government Communication and Information System  
REPUBLIC OF SOUTH AFRICA

**INCHUBOMGOMO YELULWIMI YELUPHIKO  
LWAHULUMENDE LWETEKUCHUMANA  
NETEKWATISA**

## **LOKUCUKUTFWE**

<b>1.</b>	<b>SINGENISO.....</b>	<b>1</b>
<b>2.</b>	<b>TINCHAZELO.....</b>	<b>2</b>
<b>3.</b>	<b>IMITSETFOMGOMO YETINCHUBOMGOMO.....</b>	<b>3</b>
<b>4.</b>	<b>INJONGO NEBUBANTI.....</b>	<b>4</b>
<b>5.</b>	<b>LIGUNYA LEMTSETFO.....</b>	<b>4</b>
<b>6.</b>	<b>MAYELANA NE-GCIS.....</b>	<b>5</b>
<b>7.</b>	<b>LIGUNYA LEYUNITHI YETINSITA TELULWIMI.....</b>	<b>5</b>
<b>8.</b>	<b>UMGOMO WALENCHUBOMGOMO.....</b>	<b>6</b>
<b>9.</b>	<b>TINDLELA TEKUCHUMANA NEBANTFU LABATSINTSEKAKO.....</b>	<b>6</b>
<b>10.</b>	<b>KUGCINA IMIBIKO.....</b>	<b>9</b>
<b>11.</b>	<b>KUSONJULULWA KWETIKHALO.....</b>	<b>10</b>
<b>12.</b>	<b>KUSHICILELWA KANYE NEKUFINYELELA INCHUBOMGOMO YELULWIMI YASE-GCIS.....</b>	<b>10</b>
<b>13.</b>	<b>KUBUYEKETWA KWENCHUBOMGOMO.....</b>	<b>10</b>

## 1. SINGENISO

- 1.1. INingizimu Afrika ingummango lonemasiko lamanyenti lobonakala ngekwehlukahlukana kwetilwimi letinotsile. Lulwimi lusikhali lesingeke sitsatselwe indzawo, lesingasetjentiswa kujulisa intsandvo yelinyenti yetfu luphindze futsi lufake ligalelo kutenhlalo, temasiko, tengcondvo, temnotfo kanye netepolitiki temmango waseNingizimu Afrika.
- 1.2. Kuma kwetilwimi kwantjintja kakhulu ekufikeni kwembuso wentsandvo yelinyenti nga-1994, ngesikhatsi Umtsetfosisekelo uniketa ngemitsetfo netinchubomgomo letihlonipha ngalokusemtsetfweni tilwimi letahlukahlukene takulelive futsi naletikhutsata kusetjentiswa kwato ngekulingana.i. Lemitsetfo lekhona lekhutsata kusetjentiswa kwetilwimi letahlukahlukene ivumela kutsi tilwimi letatincishwe ematfuba phambilini tiftufuke futsi tibonakale tibalulekile.
- 1.3. Sigaba se-6 seMtsetfosisekelo sicinisekisa kulingana kwetilwimi letisemtsetfweni leti-11, lekuSibhunu;Singisi; isiNdebele; isiXhosa; isiZulu; Sepedi; Sesotho; Setswana; Siswati; Tshivenda kanye neXitsonga.
- 1.4. Ngemandla eligunya lemtsetfosisekelo lekuniketa ummango lwatiso ngesikhatsi lesifanele, lolucondze ngco kantsi futsi lolufinyelelako, i-GCIS inemfwalo wekuhola kanye nekuchumanisa tinhlelo tekuchumana tahulumende kwenta siciniseko sekutsi ummango utfola lwati kantsi futsi ufinyelela tinhlelo tahulumende kanye netinchubomgomo letiwenta kutsi uzuze. Kuleminyaka leyendlulile lenhlangano beyiloku ichubeke njalo, ngalokungajiki ikhucita leminyane imibhalo yayo yetekuchumana ngato tonkhe tilwimi letisemtsetfweni.
- 1.5. Ngekukhutsata kufinyelela ngalokulinganako kutinsita, lwati kanye nelwatiso lwahulumende njengencye yesibopho sayo semtsetfosisekelo kanye nesesimilo, i-GCIS icinisekisa mbamba kuniketwa kwematfuba tilwimi lebetikadze tincishwe ematfubaphambilini, lesetinikwe simo sekuba semtsetfweni.

## 2. TINCHAZELO

Ngekwenhloso yalenchubomgomo, ngaphandle kwalapho kukhonjiswe khona ngalokucacile ngalenywe indlela, lamagama kanye netinkhulumo letibekwe ngentasi tinaletinchazelo letilandzelako:

<b>“I-Braille”</b>	I- <i>Braille</i> yeSingisi, lephindze futsi yatiwe ngekutsi yi- <i>Grade-2 Braille</i>
<b>“Umtsetfosisekelo”</b>	NguUmtsetfosisekelo weRiphabhulikhi yaseNingizimu Afrika wanga-1996
<b>“I-DG”</b>	Umcondzisi Jikelele wase-GCIS
<b>“I-GCIS”</b>	Luphiko Lwahulumende Lwetekuchumana Nekwatisa
<b>“Iyunithi Yetinsita Telulwimi”</b>	Iyunithi yetinsita telulwimi yase-GCIS leyasungulwa ngalokusemtsetfweni nga-2008
<b>“Indvuna”</b>	Indvuna Yetekuchumana
<b>“Bulwiminyenti”</b>	Kusetjentiswa kwetilwimi letinyenti nobe tonkhe tilwimi letisemtsetfweni
<b>“Lulwimi lolusemtsetfweni”</b>	Nanobe nguluphi lolunye lwaletilwimi leti-11 letisemtsetfweni njengobe kuchaziwe kuSigaba 6(1) seMtsetfosisekelo waseRiphabhulikhi yeNingizimu Afrika wanga-1996
<b>“I-PanSALB”</b>	Ibhodi Yetilwimi tonkhe taseNingizimu Afrika leyasungulwa ngekuya kweSigaba se-2 seMtsetfo we-PanSALB, wanga-1995 (Umtsetfo we-59 wanga-1995)
<b>“Tilwimi lebetincishwe ematfuba phambilini”</b>	isiNdebele, isiXhosa, isiZulu, Siswati, Sesotho, Setswana, Sepedi, Tshivenda neXitsonga

"Kukhubateka kwemiva"	Kukhubateka ngekutsi ungaboni emehlweni, ungakwati kukhuluma nobe nekungeva etindlebeni
"Lulwimi Lwetimphawu"	Lulwimi Lwetimphawu LwaseNingizimu Afrika.
"Umtsetfo"	Umtsetfo Wekusetjentiswa Kwetilwimi Letisemtsetfweni, wanga-2012 - Umtsetfo we-12 wanga-2012
"Labanye labatsintsekako"	Kufaka ekhatsi batfulitinsita kanye nalabo labangaba tisebenti

### 3. IMITSETFOMGOMO YENCHUBOMGOMO

3.1. Inchubomgomo Yelulwimi ye-GCIS imiselwe kulemitsetfosiso lelandzelako:

- 3.1.1. Kwemukelwa kwaletilwimi kanye nekwehlukana kwemasiko ngekhatsi e-GCIS, kanye nebulwiminyenti bebantfu baseNingizimu Afrika.
- 3.1.2. Kutfufukisa kanye nekukhutsata tonkhe tilwimi taseNingizimu Afrika ngemoya we-*Batho Pele*.
- 3.1.3. Lilungelo lebantfu lekusebentisa tilwimi labatifunako lapho bakhulumisa futsi bachumana ne-GCIS.
- 3.1.4. Lilungelo lebantfu lekufinyelela nobe nekutfo tinsita tahulumende kanye nelwatiso ngetilwimi tabo labatifunako, lapho kukhonakala khona.
- 3.1.5. Indzima lebalulekile ledlalwa lulwimi ekuchubeni luchumano emkhatsini wahulumende kanye nebantfu.
- 3.1.6. Sidzingo sekubonelela tidzingo tekuchumana tebantfu labakhubatekile, njengalabo labakhubateke ngekungaboni emehlweni nobe nekungeva etindlebeni.
- 3.1.7. Ligunya lemtsetfo kanye nelemtsetfosisekelo lekukhutsata kusetjentiswa kwetilwimi lehlukahlukene kute kucinisekise kusebenta kahle nangemphumelelo kweluchumano emkhatsini wahulumende kanye nebantfu.

3.2. I-GCIS itawusebentisa lulwimi lolucwebile kute kutsi luchumano lube ncono.

### 4. INJONGO NEBUBANTI

- 4.1. Injongo yalenchubomgomo kuhambisana neligunya lemtsetfo kanye nemtsetfosisekelo. Iphindze futsi ifune kukhutsata bulwiminyenti kucinisekisa luchumano lolukahle naloluphumelelako emkhatsini wahulumende kanye nebantfu ngekuhambisana nemigomo yaloMtsetfo kanye neMtsetfosisekelo.
- 4.2. Lenchubomgomo ibopha onkhe emagala kanye netisebenti te-GCIS.
- 4.3. Itawuphindze futsi isebente njengesikhali sekweluleka sematiko lafuna tinsita te-GCIS letiphatselene nelwatiso.
- 4.4. Ligala: Temisebenti Yekwesekela Kuphatfwa Nekulawulwa Kwesikhungo ngulona lelineligunya lemtsetfo lekucinisekisa kutsi lenchubomgomo iyafezekiswa futsi iyasetjentiswa.

## **5.      LIGUNYA LEMTSETFO**

Lenchubomgomo imiselwe kulemitsetfo lelandzelako:

- 5.1. Umtsetfosisekelo weRiphabhulikhi yeNingizimu Afrika yanga-1996
- 5.2. Umtsetfo Wekusetjentiswa Kwetilwimi Letisemtsetfweni, wanga-2012 - (Umtsetfo we-12 wanga-2012 );
- 5.3. Luhlakamsebenti Lwavelonkhe Lwenchubomgomo Yelulwimi, lwanga-2003;
- 5.4. Umtsetfo Wekukhutsata Kufinyelela Lwatiso, wanga-2000 (Umtsetfo we-2 wanga-2000);
- 5.5. Luhlakamsebenti Lwavelonkhe Lwendlelalisu Lwekuchumana – 2014-2019.

## **6.      MAYELANA NE-GCIS**

- 6.1. I-GCIS yasungulwa nga-1998 ngekwemibandzela yeSigaba se-239 seMtsetfosisekelo njengenhlango lecinisekisa kusatjalaliswa kwelwatiso kanye nemilayeto yahulumende kubantfu ngendlela levakalako nalechumene kanye nangekuhambisana netibopho temtsetfosisekelo walelive.
- 6.2. I-GCIS ineligunya lekuchumanisa, kukhomba indlela kanye nekweluleka mayelana nekuchumana kwahulumende, kufaka ekhatsi kubonisana nebetindzaba, neluchumano lolutfufukisako kanye nekutsengisa. Umgomo wayo kuzuza kuchumana kwahulumende netakhamuti taseNingizimu Afrika lokuhlangene, lokuchumene kanye nalokucacile, lowenta takhamuti kutsi tihlanganyele ekuntjintjeni kwalelive.

- 6.3. Insita lenkhulu leniketwa yi-GCIS kuniketa takhamuti taseNingizimu Afrika lwatiso lwahulumende lolunembako nangesikhatsi lesifanele ngetindlela tekuchumana letetayelekile netesimanjemanje. I-GCIS isebentisa imikhicito netinkhundla letehlukene kulangabetana netidzingo telwatiso tetetsamelilwati letehlukene. I-GCIS iniketa takhamuti taseNingizimu Afrika lensita njengelilungelo lato lemtsetsosekelo lapho khona Sigaba 195(g) seMtsetfosisekelo sibeka kwekutsi kukhutsata kubeka tintfo ebaleni, bantfu kufanele kutsi banikwe lwatiso njalo nje ngesikhatsi lesifanele, lolunembako futsi lolufinyelelekako.
- 6.4. Ngekwemandla eligunya leselishiwo i-GCIS iniketa tinsita kuto tonkhe tigodzi taseNingizimu Afrika.

## **7.       LIGUNYA LEYUNITHI YETINSITA TELULWIMI**

- 7.1. Iyunithi Yetinsita Telulwimi yase-GCIS yasungulwa ngaMabasa 2008 ngeligunya lekuniketa i-GCIS tinsita tetihumusho, tekuhlela netekulungisa emaphutsa.
- 7.2. Iphindze futsi ibe nesibopho sekuvuna, kutfutukisa kanye nekuhlanganisa luhlu lwemagama lafanele lasetjentiswa nguhulumende.
- 7.3. Isebentisana naletinye tinhlango telulwimi, futsi ifaka ligalelo ekutfutukiseni nasekukhutsateni tilwimi lebetincishwe ematfuba esikhatsini lesendlulile.
- 7.4. Iyunithi Yetinsita Telulwimi itawuba nesibopho sekufezekisa lenchubomgomo kanye nekweluleka bonkhe labantsintsekako mayelana nalokucuketfwe.

## **8.       UMGOMO WALENCHUBOMGOMO**

### **8.1.     Tilwimi letisemtsetfweni tase-GCIS**

- 8.1.1. Njengemlondvoloti wetekuchumana tahulumende, i-GCIS itawetama ngemandla kuchumana ngato tonkhe tilwimi leti-11 letisemtsetfweni, lapho kunesidzingo khona kantsi futsi kukhoneka kwenta njalo. Lulwimi lolutawusetjentiswa lufanele futsi kutsi lucabangele bantfu labakhubatekile.
- 8.1.2. I-GCIS itawucabanga ngekusetjentiswa, kukhoneka, imitfombolusito, timo tetigodzi kanye nekusimama kwetidzingo netimfuno temmango lewusebentelako nayikhetsa tilwimi letisemtsetfweni letingasetjentiswa.

## **9.       TINDLELA TEKUCHUMANA NEBANTFU LABATSINTSEKAKO**

9.1. **Kuchumana nemmango**

9.1.1. I-GCIS itawuchumana nemalunga emmango ngaletindlela letilandzelako:

Tinhlobo tekuchumana	Lulwimi
Kuchumana ngemlomo, kufaka ekhatsi nemihlangano lesemntsetfweni, timemetelo, tinkhulumo temmango, tinkhomfa, njll.	I-GCIS itawusebentisa Singisi ngekusintjintjanisa naletinye tilwimi letisemtsetfweni, ngekuya kwenhloso nobe inkhundla.
Tinhlobo Tekuchumana letibhaliweletisemtsetfweni, kufaka ekhatsi kuchumana ngekwe-elekhthronikhi, tonkhe tincwadzi letibhaliwe, mibiko letfunyelwa kubetindzaba, emamemorandamu, timemo, emasekhula, tishicilelwa, tincwajana, emabhrosha, njll.	Lemiculu itawushicilelwa kakhulu ngeSingisi. Konkhe lokubhaliwe kutawuhunyushelwa elulwimini/etilwimi letikhulunywa kakhulu esifundzeni lesitsite. Iyunithi Yelulwimi ye-GCIS itawuchuba ticelo tetihumusho.
Emafomu	Atawutfolakala ngeSingisi.
Tinkhomba kanye neTimpawu	Nakubukwa kutsi i-GCIS ifuna kuchumana nebantfu labanengi ngalokukhonakalako kanye nesikhala lesikhona sekubhala letinhlobo tetishicilelwa, tonkhe tinkhomba kanye netimpawu letibhaliwe te-GCIS tangekhatsi netangaphandle titawubhalwa ngeSingisi.
Umbiko we-GCIS wemnyaka kanye naleminyeye imiculu lebalulekile.	Itawushicilelwa ngeSingisi.
Imikhicito ye-GCIS lelalelwako ibuye futsi ibukelwe ngaso sona leso sikhatsi.	Imikhicito ye-GCIS yekuchumana lelalelwako ibuye futsi ubukelwe ngaso sona leso sikhatsi itawusebentisa tihlokwana letichazako kute kutsi kuzuze labo labangeva etindlebeni.



9.1.2. Ticelo tekuchumana nganobe nguluphi lolunye lulwimi titawungeniswa ngekwenchubo lebekwe kundzima 9.4 ngaphasi.

9.2. **Kuchumana kwangekhatsi nekwangaphandle kanye nalabanye bantfu labatsintsekako**

9.2.1. Letindlela tekuchumana letilandzelako titawentiwa ngeSingisi, ngaphandle kwalapho kunesidzingo khona mayelana nekusetjentiswa, kukhoneka, mitfombolusito, timo tesigodzi kanye nekusimama kwetidzingo nalokufunwa ngummango, letindlela tekuchumana tingahunyushwa tibuswe eSingisini tiyiswe elulwimini (etilwimi) loluceliwe:

9.2.1.1. Tonkhe tindlela tekuchumana lokusemtsetfweni ngemlomo, ngalokubhaliwe nekwe-elekhthronikhi ngekhati e-GCIS (emamemorandamu, tincwajana, emabhrosha, emabhena, timemetelo letisemtsetfweni, imiculu, tincwadzitindzaba, emaphosta, tatiso, tinkhulumo letisemtsetfweni, imihlangano, njll).

9.2.1.2. Tonkhe tindlela tekuchumana lokusemtsetfweni ngemlomo, ngalokubhaliwe kanye nekwe-elekhthronikhi lapho khona kubandzanyeka bantfu labatsintsekakokufaka ekhati imihlangano, tingcoco temacembu, tetfulo, tingcoco teluhlolokhono, imihlangano yekucecesha, imihlangano yekuzejisa, njll.

9.2.2. Tisebenti tase-GCIS tingakhulumisana todwana ngemlomo, ngalokubhaliwe nobe ngekwe-elekhthronikhi ngelulwimi letitikhetsela lona, kuphela nje nangabe bonkhe lababandzakanyekako kuleyo nkhumo bayaluvisisa (bayativisisa) lolulwimi lolusetjentiswako.

9.3. **Kuchumana nemalunga emmango lakhubateke ngekwemiva:**

9.3.1. I-GCIS, lapho kunesidzingo khona futsi icabanga ngekusetjentiswa, kukhoneka, imitfombolusito, timo tesigodzi nekusimama kwetidzingo kanye nalokufunwa ngummango, itawenta kutsi tintfo lekuchunyanwa ngato tibenge-*Braille* kute kutsi kuzuze labo labangaboni emehlweni ibuye futsi ichube kutolika ngeLulwimi Lwetimphawu yentele labo labangeva etindlebeni.

9.3.2. Tisebenti te-GCIS letemukela bantfu titawuceceshwa kusebentisa Lulwimi Lwetimphawu kute bakwati kuchumana nemalunga emmango langeva etindlebeni.

9.4. **Inchubo yekutfole tihumusho:**

- 9.4.1. Lapho khona kuchumana kungakaniketwa nge-*Braille*, Lulwimi Lwetimphawu nobe ngelulwimi lolutsite, kungafakwa sicelo kuMcondzisi Jikelele (i-DG) sekuhunyushwa kwemculu, bese-ke uguculelwa ku-*Braille* nobe utolikwa ngeLulwimi Lwetimphawu.
- 9.4.2. Lesicelo sifanele kutsi sicondziswe ku-DG futsi sitfunyelwe ngencwadzigezi ku: [languagequeries@gcis.gov.za](mailto:languagequeries@gcis.gov.za) nobe singeniswe eNhlokohhovisi ye-GCIS.
- 9.4.3. I-GCIS itawusibuka lesicelo icabange kusetjentiswa, kukhoneka, imitfombolusito, timo tesigodzi nekusimama kwetidzingo kanye naloko lokufunwa ngummango.
- 9.4.4. Nangabe lesicelo sivunyiwe ngekucabanga letintfo letibalwe kundzima 9.4.3 lengetulu, i-GCIS itawutsi kungakapheli emalanga ekusebenta la-10 itfole lesicelo, ichube isite, ngekwesicelo, ekutseni, kuhunyushwe lomculu, kutfolakale tinsita tekutolika ngelulwimi lwetimphawu, nobe kuguculwe umbhalo uyiswe ku-*Braille*. Lapho khona i-GCIS ingakhoni kulangabetana nalesicelo ngemalanga labekiwe, kutawuchunyanwa nalomfakisisicelo atiswe kutsi letinsita titawetfulwa nini.
- 9.4.5. Lapho khona kudzingeka kutolikwa kwelulwimi lwetimphawu emkhosini we-GCIS, sicelo sifanele kutsi sifakwe emalangeneni lasikhombisa ngembi kwelusuku loluhlelelwe lomkhosi.

## **10. KUGCINA IMIBIKO**

- 10.1. Yonkhe imiculu ye-GCIS lesemtsetfweni itawugcinwa ngeSingisi bese kutsi, lapho kufanele khona, ifakwe kanye nesihumusho sayo.

## **11. KUSONJULULWA KWETIKHALO**

- 11.1. Nanobe ngumuphi umuntfu lonesikhalo mayelana nekusetjentiswa kweNchubomgomo Yelulwimi yase-GCIS angafaka sikhalo sakhe ngekubhalela i-DG kungakapheli tinyanga letintsatfu ngemuva kuvele sikhalo.
- 11.2. Lesikhalo sifanele kutsi setfulwe ka-GCIS ngayinye yaletindlela letilandzelako:
  - 11.2.1. Kusiletsa matfupha eNhlokohhovisi ye-GCIS leseTshedimosetso House, 1035 cnr Frances Baard and Festival streets, Hatfield, Pretoria, 0083; nobe
  - 11.2.2. Ngencwadzi lebhalsiwe lecondziswe ku: The DG, GCIS, Private Bag X745, Pretoria, 0001; nobe
  - 11.2.3. Ngencwadzigezi lecondziswe ku-DG nga: [languagequeries@gcis.gov.za](mailto:languagequeries@gcis.gov.za)

- 11.3. Imininingwane lephelele yemfakisikhalo – kufaka ekhatsi emagama laphellele, likheli kanye neminingwane yekutsintsana – ifanele kutsi ikhonjiswe kahle ngalokucacile kulesikhalo lesingenisiwe.
- 11.4. Kufanele kuniketwe inchazelo lephelele yesikhalo, lefaka ekhatsi lusuku, sikhatsi kanye nemuntfu lonesibopho lapho kufanele khona.
- 11.5. I-GCIS ingacela umfakisikhalo kutsi anikete lwatso lolwengetiwe nobe ete emhlanganweni ngenhloso yekutewubuta ngemlomo mayelana nalesikhalo.
- 11.6. I-DG itawutsi etinyangeni letintsatfu nobe esikhatsini lesifishane njengobe kungadzingeka kutsi abukisise lesikhalo, atsatse sincumo mayelana nalesikhalo aphindze futsi atjele umfakisikhalo ngesincumo lesitsetfwe mayelana nalesikhalo ngekubhala phansi.
- 11.7. Nangabe umfakisikhalo akenetiseki ngesincumo sa-DG, umfakisikhalo angendlulisela loludzaba eNdvuneni Yetekuchumana ngekutsi angenise incwadzi yekwendlulisela embili sikhalo kungakapheli inyanga atfole lesincumo sa-DG njengobe kucatjangiwe kundzima 11.6 ngetulu.

## **12. KUSHICILELWA KANYE NEKUFINYELELA INCHUBOMGOMO YELULWIMI YASE-GCIS**

- 12.1. Lenchubomgomo itawutfolakala:
  - 12.1.1. ngato tonkhe tilwimi leti-11 letisemtsetfweni; kanye
  - 12.1.2. ne-*Braille*.
- 12.2. Lenchubomgomo ingatfolakala:
  - 12.2.1. nganobe nguluphi lwaletilwimi leti-11 letisemtsetfweni ku-inthanethi ku: [www.gcis.gov.za](http://www.gcis.gov.za); nobe
  - 12.2.2. ngekuphenya ikhophi lebhaliwe nganobe nguluphi lwetilwimi leti-11 letisemtsetfweni nobe nge-*Braille* eNhlokohhovisi ye-GCIS nasemahhovisi esifundza.

12.3. Ikhophi yalenchubomgomo yelulwimi itawushicilelwa ngeSingisi ku*Gazethi yaHulumende*, itawuphindze futsi ilengiswe kuto tonkhe tindzawo letikhonjiwe eNhlokohhovisi ye-GCIS kanye nemahhovisi esifundza.

### **13. KUBUYEKETWA KWENCHUBOMGOMO**

13.1. Iyunithi Yetinsita Telulwimi itawuhlala njalo ilandzelela futsi ihlola inchubekelembili mayelana nekufezekiswa kwalenchubomgomo ibuye futsi itfumele umbiko wemnyaka eNdvuneni yeLitiko Letebuciko Nemasiko kanye nase-PanSALB mayelana nekusetjentiswa kwetilwimi letisemtsetfweni kuletinhlobo tekuchumana letichaziwe kuSigaba se-9 seMtsetfo.

13.2. Lenchubomgomo itawubuyeketwa njalo ngeminyaka lemine nanobe ngabe kunini nakunesidzingo.