



ANNUAL CITIZENS REPORT

# FINANCIAL YEAR 2020/21

OFFICE OF THE PREMIER, PROVINCE OF GAUTENG



**GAUTENG PROVINCE**  
OFFICE OF THE PREMIER  
REPUBLIC OF SOUTH AFRICA

**GGT2030**  
GROWING GAUTENG TOGETHER





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OFFICE OF THE PREMIER, PROVINCE OF GAUTENG





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SAMSUNG

Solar Powered  
Health Centre

Mother & Child  
Healthcare

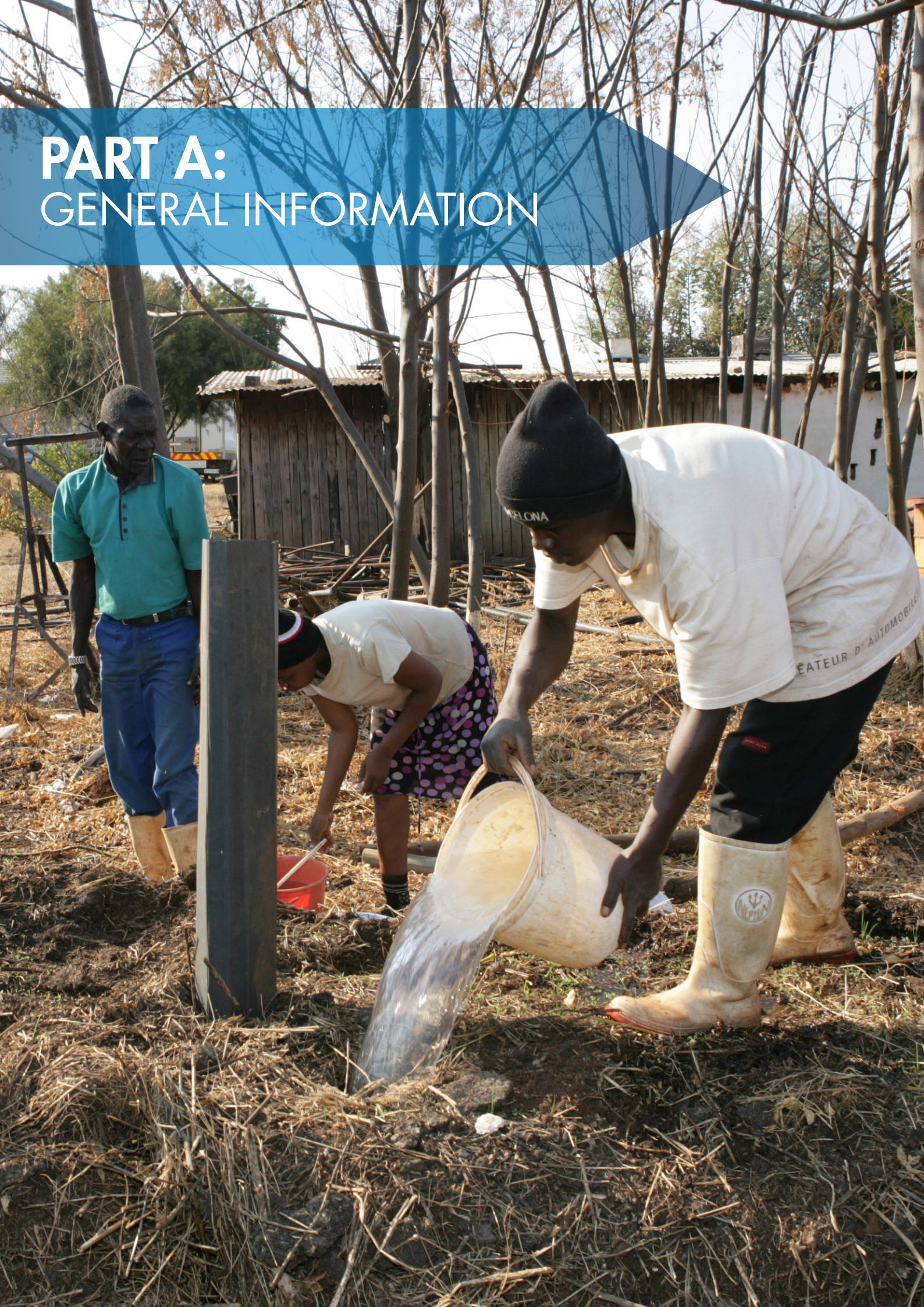
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# 1. LIST OF ABBREVIATIONS/ACRONYMS

## Acronym/Abbreviation

APP	Annual Performance Plan
BEPP	Built Environment Performance Plan
CCC	Community Care Centre
CDW	Community Development Workers
CSIR	Council for Scientific and Industrial Research
DDM	District Development Model
D-STAM/T	Decisive Spatial Transformation Appraisal Mechanism/Tool)
DMV	Department of Military Veterans
DSD	Department of Social Department
(COGTA)	Department of Cooperative Governance and Traditional Affairs
DBSA	Development Bank of Southern Africa
EXCO	Executive Council
ECD	Early Childhood Development
ECE	Estimates of Capital Expenditure
FDI	Foreign Direct Investment
FSDM	Frontline Service Delivery Monitoring
GBV	Gender Based Violence
GCR	Gauteng City Region
GCRA	Gauteng City-Region Academy
GPD	Gauteng Planning Division
GPT	Gauteng Provincial Treasury
GPG	Gauteng Provincial Government
GSDF	Gauteng Spatial Development Framework
DID	Department of Infrastructure Development
GEYODI	Gender Youth and Disability
GEP	Gauteng Enterprise Propeller
GGT2030	Growing Gauteng Together 2030
GICC	Gauteng Infrastructure Coordinating Committee
GIS	Geographic Information System
HOD	Head of Department
IPMP	Infrastructure Programme Management Plan
IGR	Inter-Governmental Relations
IDP	Integrated Development Plan
MEC	Member of the Executive Council
MTEF	Medium Term Expenditure Framework
MTEC	Medium Term Expenditure Committee
NDP	National Development Plan
NSDWR	Ntirhisano Service Delivery War Room
OOP	Office of the Premier
PPE	Personal Protective Equipment
PFMA	Public Finance Management Act
PSA	Public Service Act
SAPS	South African Police Services
SDBIP	Service Delivery & Budget Implementation Plan
SDIP	Service Delivery Improvement Plan
SMME's	Small Medium Micro Enterprises
SPLUMA	Spatial Planning and Land Use Management Act
SEZ	Special Economic Zones
TMR	Transformation, Modernisation and Re-industrialisation
TASEZ	Tshwane Automotive Special Economic Zone
VEC	Victim Empowerment Centre
WPTPSD	White Paper on Transforming Public Service Delivery

# PART A: GENERAL INFORMATION





## 2. INTRODUCTION

The Gauteng Provincial Government (GPG) acknowledges the Annual Citizen's Report as an important tool in promoting Openness and Transparency in the Province. It advocates that all departments, public entities and government offices publish a Citizen's Report annually to promote increased public awareness of the quality of services. The Citizen's Report also highlight the achievements and challenges that government has faced and provides an indication of what citizens may expect with regards to deliverables for the subsequent year. This will result in greater authentic engagement and increased civic activism concerning public services. This Annual Citizen's Report provides the people of Gauteng with an opportunity to assess the progress made by the Office of the Premier (OoP) in the 2020/21 financial year in its effort to serve Gauteng citizens during the COVID-19 Pandemic. The 2020/21 financial year is the second financial year of the 6th administration and was greatly affected by the COVID-19 global Pandemic which had a devastating impact socially and economically prompting government to change the way it operates. This report as presented by the Department illustrates the activities of the Office of the Premier during the 2020/21 financial year, as it strives towards implementing the seven (7) priorities of the province enunciated in the Growing Gauteng Together 2030 (GGT2030) plan.

### 2.1 LEGISLATIVE AND POLICY CONTEXT

The Constitution provides among others, that public administration must be guided by the principles of Openness and Transparency. Specifically, the Constitution states that, "transparency must be fostered by providing the public with timely, accessible and accurate information."

The White Paper on Transforming Public Service Delivery (WTPSD) - 1997 (Batho Pele) further requires that "Citizens be informed of how national and provincial departments are run, how much they cost and who is in charge". The Batho Pele ("People First") initiative was launched by Government in 1997 with the publication of the WTPSD (Batho Pele), to improve service delivery in the Public Service. The Batho Pele White Paper provides a policy framework to ensure that Batho Pele is woven into the very fabric of government.

Batho Pele principles aim to put the needs of the public first and to ensure that the government offers first choice services to the public. The eight principles are: Citizen-centric, Consultation, Access, Redress, Courtesy, Openness and Transparency Innovation and Excellence and Value for Money. As stated in the white paper, based on the Batho Pele principles the customer should be treated with consideration and respect, ensuring that promised quality services are of the highest standard, their views on how their services should be delivered be considered during decision making and response should be swift and sympathetic when standards are below the promised standard. It is through these principles that the Gauteng OoP delivered on its constitutional and legislative mandate to coordinate and provide leadership in delivering efficient and effective service to the people of Gauteng. "The Batho Pele White Paper requires that departments publish Annual Report to Citizens as part of implementing the principle of Openness and Transparency.

## 3. WHO WE ARE

As the principal centre of government, the role of the Office of the Premier is to provide political and strategic leadership across the Gauteng City Region (GCR). The Office of the Premier remains focused on overseeing the effective functioning of the entire provincial administration and fast-track delivery of policy priorities of this term of office and implement the NDP - Vision 2030. The policy mandate of the sixth administration is detailed in the Growing Gauteng Together 2030 (GGT2030) Plan of Action adopted in February 2020. The GGT2030 plan, is a plan of action, that will deliver the Gauteng to its desired destination by 2030. GGT2030 is mainly about taking forward the implementation of the Ten Pillar programme of Transformation, Modernisation and Reindustrialisation. This will be achieved by executing seven priorities, 28 strategies and 162 interventions that will provide significant improvements to the lives of our citizens. The success of the plan will require a skilled, capable, ethical workforce and supporting initiatives to build a developmental state. Hence, targeting clean governance and ethical leadership is one of the priorities of the GGT2030 Plan in the Gauteng City Region. GGT2030 is also a contribution of the Gauteng City-Region towards the national programme as articulated in the National Development Plan 2030 (NDP2030) to eliminate poverty, unemployment and inequality, economic growth and the quality of life.

In accelerating service delivery, the Ntirhisano Service Delivery Rapid Response System is a key area of work for this cluster to ensure quick response times to service delivery issues and strengthening of Inter-Governmental Relations (IGR) governance. The OoP is a central location for coordinating the intervention across the province and across all spheres of government. The intention is to intervene on a particular service delivery matter for a finite period until sufficient progress is made to place the matter back to the relevant government department or public entity. The necessary capability and capacity around early warning systems and rapid response was developed and the Ntirhisano Service Delivery War Room (NSDWR) is operational. The OoP promotes and facilitates effective communication between the people and the government. It also monitors and evaluates progress made on gender, youth, disability, military and the elderly in all government programmes.

In response to the mandate of the Office of the Premier and the strategic imperatives of Government; the vision, mission and values of the Office of the Premier have been formulated to provide overall direction and inspiration in meeting and exceeding the objectives of the mandate.

## 3.1 Vision

The vision for Gauteng Provincial Government is as follows:

***A liveable, equitable, inclusive and united Gauteng City Region.***

The vision of the Office of the Premier illustrates the Gauteng of our dreams - "The Gauteng We All Want" - a Nayi le Walk scenario, where social cohesion, economic expansion and a renewed spirit of constitutionalism gets Gauteng going.

## 3.2 Mission

As the center of government in Gauteng, the Office of the Premier will lead and coordinate the strategic agenda by:

- Providing strategic leadership and direction to government and society;
- Building a capable, ethical and developmental state;
- Ensuring transformation and modernization of the public service;
- Driving execution and delivery through enhanced policy coordination;
- Ensuring effective communication and stakeholder interfaces with communities and key sectors of society;
- Promoting transformation and inclusion of society in the economy; and
- Building social compacts to deliver the GGT 2030.

## 3.3 Values

In working towards the achievement of its vision and mission, the Gauteng Office of the Premier subscribes to the following internal values, which are in line with the Batho-Pele principles:

Value	Description - What it means in practice
<b>Citizen Centric</b>	<ul style="list-style-type: none"> <li>• A sense of duty and service, and the passion to serve beyond the call of duty</li> <li>• Creating a positive citizen experience at every point of engagement</li> <li>• Remaining true to the values of loyal service to the people</li> </ul>
<b>Consultation</b>	<ul style="list-style-type: none"> <li>• Consulting citizens about the level and quality of the public services they receive and, wherever possible, offering a choice about the services that are offered</li> <li>• Working together to assist each other and to enable all departments to succeed</li> <li>• Sharing of knowledge and insights towards a common purpose</li> </ul>

<b>Access</b>	<ul style="list-style-type: none"> <li>• Informing citizens about the level and quality of public services they will receive so that they are aware of what to expect</li> <li>• Ensuring all citizens have equal access to the services to which they are entitled</li> <li>• Providing more and better information about our services</li> </ul>
<b>Redress</b>	<ul style="list-style-type: none"> <li>• Offering citizens an apology, a full explanation and a speedy and effective remedy when the promised standard of service is not delivered</li> <li>• Being willing to remedy failures and mistakes</li> <li>• Providing a sympathetic, positive response when complaints are made</li> </ul>
<b>Courtesy</b>	<ul style="list-style-type: none"> <li>• Displaying humility in our actions</li> <li>• Displaying the right attitude to the task at hand</li> <li>• Treating others with empathy, courtesy and consideration</li> <li>• Showing kindness and politeness in our attitude and behaviour towards others</li> </ul>
<b>Openness and Transparency</b>	<ul style="list-style-type: none"> <li>• Valuing openness, honesty, consistency and fairness</li> <li>• Acting in good faith in all our day-to-day activities</li> <li>• Being committed to ethical behaviour and focus on justice and fairness</li> <li>• Exercising care not to disclose confidential information</li> </ul>
<b>Innovation and Excellence</b>	<ul style="list-style-type: none"> <li>• Listening to and understanding needs and creating new approaches to what we do</li> <li>• Working tirelessly towards achieving goals</li> <li>• Being driven by purpose and the achievement of results</li> <li>• Exuding positive energy in moving our province forward</li> <li>• Focussing on cutting-edge, best in class and “outside the box” approaches and solutions</li> </ul>
<b>Value for Money</b>	<ul style="list-style-type: none"> <li>• Providing services economically and efficiently in order to give citizens the best possible value for money</li> <li>• Taking ownership of the task to ensure it gets done correctly, the first time around</li> </ul>
<b>Value</b>	<p><b>Description - what it means in practice</b></p> <ul style="list-style-type: none"> <li>• Delivering the best that we can</li> </ul>

The values require targeted management focus to ensure they are visible and “lived”, and they should be assessed as part of the performance management approach of the Gauteng Office of the Premier, under direction of the Director-General.

## 4. WHAT DO WE DO

At the centre of the legislative mandate informing the work of the Gauteng Office of the Premier (OoP) is the Constitution of the Republic of South Africa, Act 108 of 1996, as the supreme law of the Republic of South Africa.

Along with the Bill of Rights, the Constitution forms the legal foundation of a democratic South Africa, sets out the rights and duties of its citizens and defines the structure of the government. All laws of the country must be consistent with the Constitution, and it further requires that all spheres of government work together to address poverty, underdevelopment, marginalisation of individuals and communities and other legacies of Apartheid and discrimination.

In this light, all government institutions, entities and municipalities ultimately derive their mandate from the Constitution; and the Constitution underscores the importance of intergovernmental, interdepartmental and international co-operation in the delivery of functions and services to, and on behalf of, the people of South Africa.

### More specifically:

- Chapter 3 of the Constitution pertaining to co-operative government assigns functions to the three spheres of government.
- Schedules 4 and 5 of Section 41(1) define the relationship and principles underlying co-operation between

the various spheres of government. The Premier, as a head of the provincial government, is responsible for the implementation of these principles of co-operative government and intergovernmental relations.

- In terms of Chapter 6, the Premier performs executive, policy, legislative, intergovernmental and ceremonial functions and responsibilities.
- Section 125(1) then states that the executive authority of a province is vested in the Premier of that province.
- Section 125(2) of the Constitution determines that the Premier exercises executive authority, together with the other members of the Executive Council (Exco), by:
  - Implementing provincial legislation in the province;
  - Implementing all applicable national legislation within the functional areas listed in Schedule 4 or 5, except where the Constitution or an Act of Parliament provides otherwise;
  - Administering in the province, national legislation outside the functional areas listed in Schedule 4 and 5, the administration of which has been assigned to the provincial executive in terms of an act of Parliament);
  - Developing and implementing provincial policy;
  - Coordinating the functions of the provincial administration and its departments;
  - Preparing and initiating provincial legislation; and
  - Performing any other function assigned to the provincial executive in terms of the Constitution or an Act of Parliament.
- Section 127(2) of the Constitution confers on the Premier the responsibility for:
  - Assenting to and signing bills;
  - Referring a bill back to the provincial legislature for reconsideration of the bills' constitutionality;
  - Referring a bill to the Constitutional Court for a decision on the bill's constitutionality;
  - Summoning the legislature to an extraordinary sitting to conduct special business;
  - Appointing commissions of enquiry; and
  - Calling a referendum in the province in accordance with national legislation.
- The Executive Council of a province is the fulcrum upon which the provincial government revolves; and as stated in section 133(2) of the Constitution, members of the executive council are accountable collectively and individually to the legislature for the exercise of their powers and the performance of their functions.
- The Premier and all members of Exco are accountable to the Provincial Legislature for the exercise of powers and the performance of functions allocated to them.
- The Director-General, as the Head of the Provincial Administration, is also mandated to manage the Public Service. This entails administrative leadership, planning, monitoring, coordination and delivery in accordance with the Public Service Act, 1994 as amended, together with the regulations.

The OoP thus occupies the central role in the evolving policy and governance architecture of the Province, tasked with leadership, coordination and oversight, within a broader social compact approach.

To play this strategic role, the Office of the Premier requires certain strategic skills and capacities. These include research, policy monitoring, evaluation and implementation, policy analysis and coordination across government working with the Forum of HOD's and the Executive Council.

The strategic intervention that is required is to coordinate the Premier's advisory councils, working groups and to provide research support to the Premier's advisory councils, as well as the coordination and monitoring of strategic and flagship programmes such as Ntirhisano, Communication and Messaging, Rapid Land Release, Primary Health Care, PCH and National Health Insurance; Tshepo 1 Million, Township Economy Revitalization and Urban Planning.

Led by the Premier and the Director-General, as administrative head of the Provincial Administration, the Office of the Premier leads, coordinates and oversees the 13 government departments and related entities that constitute the Provincial Government (as delegated by the Premier), towards the delivery of the stated agenda and priorities of the 6th Administration.

In fulfilling its role, the OoP is completed by other "centres of government departments" - namely COGTA, eGovernment and the Gauteng Provincial Treasury - to participate in and evolve the new district delivery model, which will integrate planning, budgeting and programmatic activities across all 3 spheres of government and the 3 metros and 2 districts in Gauteng.

The Office of the Premier thus has defined seven (7) Outcomes to direct its effort and focus to 2025, as follows:

1. A skilled, capable, ethical and developmental state
2. A growing and inclusive economy, jobs and infrastructure
3. Inclusive quality education and healthcare and growing the skills needed for the economy
4. Spatial transformation and integrated planning
5. Responsive engagement between government and the citizenry and deepened social cohesion
6. Collaborative relations between sub-national governments enhanced
7. GCR energy sector reform

The Office of the Premier does not deliver direct services to the public. Its work is predominantly centred on three programmes, namely:

#### **PROGRAMME 1: ADMINISTRATION**

The Administration Programme is responsible for overall strategic management and support to the Premier and the Director-General in fulfilling their statutory and political mandates, the provision of financial management and support services, and the provision of security management services to the Office of the Premier.

#### **PROGRAMME 2: INSTITUTIONAL DEVELOPMENT**

The Institutional Development Programme is responsible to:

- 1) Lead, facilitate, coordinate and support a skilled, ethical and performance orientated GCR;
- 2) Provide ICT related auxiliary support to the OoP towards modernising the public service;
- 3) Support the Premier and EXCO with legal advice and support; and
- 4) Promote and facilitate effective communication between government and the people of Gauteng, and the enhancement of service delivery and responsiveness.

Due to the transversal nature of the Institutional Development Programme, it has both an internal and external focus;

#### **PROGRAMME 3: POLICY AND GOVERNANCE**

The Policy and Governance Programme is responsible to:

- 1) Lead, facilitate, coordinate and support the active advancement of gender equality, women's empowerment, youth development and the rights of people with disabilities, older persons and military veterans.
- 2) Support the Premier and the Executive Council with policy advice and support, international and intergovernmental relations, and integrated cooperative governance.
- 3) Lead, facilitate, coordinate and support the implementation of the Integrity Management Programme in the GCR.
- 4) Drive province-wide outcomes-based planning, performance monitoring and evaluation, to improve government performance towards enhanced service delivery and GCR development impacts/outcomes.
- 5) Lead planning for sustainable development in the Gauteng City Region.

## **5. WHO IS IN CHARGE**

The Premier of Gauteng is Mr David Makhura, who is the Executive Authority in terms of the Constitution of the Republic of South Africa.

The Acting Director-General of the Office of the Premier is Thabo Masebe, who is the Accounting Officer in terms of the Public Finance Management Act 1999.

# PART B: OUR STANDARDS



## 6. OUR STANDARDS, HOW WE MEET THEM AND THE RESULTS ACHIEVED

The 2020/21 financial year is the second financial year of the 6th administration. The first financial year of the 6th Administration was hit hard by a global pandemic, which has had devastating effects on the economy and made it hard to implement the GGT2030 plan fully, which called for a change in the way we do business. The advent of the Coronavirus pandemic has hastened the need for government to move with agility and urgency. Despite the hardship brought about by COVID-19 on our people and organisation, the Office of the Premier has performed fairly against its 2020/21 plan. All departments were required to review their Annual Performance Plans for the 2020/21 and outer financial years, to ensure the complexities of the COVID-19 pandemic are taken into consideration and institutional processes are aligned with delivery plans responding to the unique circumstances of the pandemic.

Following the Declaration of the State of Disaster, the Premier moved swiftly to develop a comprehensive response to deal with the COVID-19 pandemic and in the process established the following governance structures:

1. Provincial Coronavirus Command Council chaired by the Premier
2. District Coronavirus Command Council chaired by the Premier (including executive mayors of municipalities)
3. Provincial Disaster Management Command Centre (PDMCC) chaired by the Member of the Executive Council for Health and Director General.

The PDMCC further established various workstreams that are directly accountable to the PDMCC. The workstreams are as follows:

1. Comprehensive Health response
2. Social Security response
3. Enforcement and Compliance
4. Economic Response
5. Local Government, and
6. Government Continuity.

The management and coordination of the Provincial Covid-19 response plan is on-going and monitored through the PDMCC.

The Office of the Premier extended the hours of operation of the Hotline to 24 hours incorporating three shifts. A total number of 295 unemployed youth were appointed through the Tshepo 1 million programme to render services in the Hotline. The Premier's Hotline was restructured to include multiple interactive channels that included Phone; SMS; E-Mail; Twitter and Facebook and virtual citizen outreach channels to improve citizen engagement.

The provincial government acted swiftly to make social interventions aimed at stopping Gender Based Violence. These interventions included engagements with investigation officers and prosecution on Gender Based Violence (GBV) cases engagement with police stations were prioritised, moreover on docket access protocol. Non-functioning Victim Empowerment Centres (VECs) were revived and Interventions were put in place through floor management at police stations for GBV victims to avoid secondary victimization. Other interventions included shelters, admitting GBV victims and their children during hard lockdown restrictions.

In the Gauteng province, the Department of Social Development (DSD) has the mandate to provide social protection and social welfare services to vulnerable groups such as women, youth, children, older persons, the homeless and military veterans. Since the breakout of the COVID-19 pandemic and the subsequent lockdown there has been an increased demand for food relief assistance among vulnerable groups who normally rely on intermittent incomes from unsecured jobs and informal economic activities. Within the first week of lockdown, residents were granted an opportunity to channel food requests through the Gauteng Public Hotline.

The Office of the Premier concluded a total of 130 site visits to service delivery centres such as Clinics, SASSA, SAPS, Home Affairs, Schools to conduct service delivery assessments bringing the total number of visits to 400. 100% (399) of Ntirhisano Outreach commitments have been tracked for progress, whilst 296 constituted short-term commitments.

# OFFICE OF THE PREMIER SERVICE STANDARDS

We have set the following minimum standards for the level and quality of the services we provide:

**Table 6.1 Main services and standards**

MAIN SERVICES	BENEFICIARIES	CURRENT/ ACTUAL STANDARDS OF SERVICE	DESIRED STANDARDS OF SERVICE	ACTUAL ACHIEVEMENTS
Coordination, integration and alignment of planning and budgeting in terms of implementing the GSDF 2030	Gauteng Provincial Government departments and municipalities	3 Sector departments participate in the GPG pilot planning and budgeting process aligned with the GSDF 2030 Sector departments: DHS, DRT, GDE	9 Sector departments participate in an institutionalised GPG planning and budgeting process aligned with the GSDF 2030 Sector departments: DOH, GDE, DHS, GDARD, DRT, DED, SACR, DID, DSD	<p>This was achieved in the 2019/20 financial year. No new projects were received during the year under review.</p> <p>A service provider to conduct the review of the GSDF 2030 has been appointed and the project is at an inception phase. This will enhance the overall spatial budgeting process.</p>
		Planning and budgeting not sufficiently transforming space	Spatially transformative planning and budgeting	<p>This focuses on mainstreaming spatially transformative planning and budgeting and it remains an on-going process. The following was accomplished during the year under review:</p> <ol style="list-style-type: none"> <li>1) The Provincial Non-Infrastructure budget for GPG Departments was spatially referenced as part of the Medium Term Expenditure Committee (MTEC) process</li> <li>2) GPG Annual Performance Plans (APPs) were assessed for their contribution to spatial transformation</li> <li>3) Municipal Service Delivery &amp; Budget Implementation Plan (SDBIP) Capital projects were spatially referenced in 6 local municipalities</li> </ol> <p>Spatial and Statutory Planning assessments were prepared as part of due diligence on all Business Case submissions by sector departments as part of funding requests for new infrastructure projects to Gauteng Provincial Treasury. All six Business Cases received were assessed</p>



MAIN SERVICES	BENEFICIARIES	CURRENT/ ACTUAL STANDARDS OF SERVICE	DESIRED STANDARDS OF SERVICE	ACTUAL ACHIEVEMENTS
		<ul style="list-style-type: none"> <li>• SPLUMA</li> <li>• IGR framework</li> <li>• PFMA</li> <li>• The White Paper on Transforming Public Service Delivery (Batho Pele White Paper of 1997) and Section 195 of the Constitution</li> </ul>	<ul style="list-style-type: none"> <li>• SPLUMA</li> <li>• IGR framework</li> <li>• PFMA</li> <li>• The White Paper on Transforming Public Service Delivery (Batho Pele White Paper of 1997) and Section 195 of the Constitution</li> </ul>	<p>(1) The partnership formed between the Office of the Premier, Gauteng Provincial Treasury and Gauteng Department of Infrastructure Development to develop an Integrated Planning Framework. This framework has been effected through the provisions of the Public Finance Management Act (PFMA) by the issuance of the Gauteng Provincial Treasury Instruction related to minimum requirements incorporating spatial and statutory planning considerations for “Business Cases” to become operational from 01 April 2020.</p> <p>(2) The framework forms the basis of engaging with sector Departments on their plans to ensure compliance with necessary processes.</p>
		Appraise plans using Spatial Planning Alignment Tool (SPAT v 1.0). Facilitate comments by metros and local municipalities on plans as well as provide own comments	Appraise plans using Spatial Planning Alignment Tool (SPAT v 1.0). Facilitate comments by metros and local municipalities on plans as well as provide own comments	<p>It should be noted that the tool used for assessing projects alignment is called Decisive Spatial Transformation Appraisal Mechanism/Tool (D-STAM/T).</p> <p>Estimates of Capital Expenditure (ECE), Infrastructure Programme Management Plans (IPMPs) and Pipeline Projects are all assessed using the D-STAM/T.</p> <p>During the financial year under review, only pipeline projects from Gauteng Department of Infrastructure Development (DID) were received for their assessment and appraisal. The reason for not receiving ECE and IPMPs is because there are no new projects.</p> <p>This is done annually or as and when there are new projects.</p> <p>It should also be noted that a service provider has been appointed to update the municipal spatial priorities as part of strengthening the appraisal tool.</p>
		Facilitate participation of GPG departments	Facilitate participation of GPG departments	<p>The District Development Model (DDM) has been identified as a tool to coordinate the participation of all spheres of government in an integrated planning approach as it requires for Districts and Metropolitan municipalities to have a “One Plan”.</p> <p>Several engagements have been held between National Department of Cooperative Governance and Traditional Affairs (COGTA), Gauteng COGTA and OOP together with municipalities on the approach to develop the “One Plans”.</p> <p>This remains as an on-going process and is reported timeously.</p>

MAIN SERVICES	BENEFICIARIES	CURRENT/ ACTUAL STANDARDS OF SERVICE	DESIRED STANDARDS OF SERVICE	ACTUAL ACHIEVEMENTS
		11 Consolidated municipal integrated development plans and 11 spatial development frameworks, documentation and submit to GPG sector departments. Facilitate participation of GPG departments	11 Consolidated municipal integrated development plans and 11 spatial development frameworks, documentation and submit to GPG sector departments.	This was achieved in the previous financial year, however, municipalities are currently working on their draft 2021-2026 Integrated Development Plans (IDPs).  Access to a repository of municipal budgets and planning documentation was facilitated previously
		Facilitate sharing of spatially reference project list with municipalities for IDP and BEPP process	Facilitate sharing of spatially referenced project list with municipalities for IDP and BEPP process	(1) As part of joint planning between OOP, Gauteng Provincial Treasury (GPT) and DID the three departments concluded and agreed on project information that will be shared with municipalities to facilitate planning alignment (2) IPMP and Adjusted Estimates of Capital Expenditure (ECE) were shared with municipalities in January and February 2020.
		Facilitate GPG departments participation on Metros' mid-year budget and performance reviews. Provincial departments to report on performance per municipality for current FY and present coming FY project and budgets.	Facilitate GPG departments participation on Metros' mid-year budget and performance reviews. Provincial departments to report on performance per municipality for current FY and present coming FY project and budgets.	National Treasury scheduled the Metros' mid-year budget and performance reviews and all sector Departments were invited for their participation. Departments also contribute based on programme implementation in each of the municipalities.

MAIN SERVICES	BENEFICIARIES	CURRENT/ ACTUAL STANDARDS OF SERVICE	DESIRED STANDARDS OF SERVICE	ACTUAL ACHIEVEMENTS
		Assessment of 9 sector departments to ensure coordination, integration and alignment across Gauteng Province	GPG pilot planning and budgeting process to ensure coordination, integration and alignment across Gauteng Province	<p>Achieved in the previous financial year (2019/20)</p> <p>It is important to note that this activity is aligned to the monitoring of the spatial performance of projects in alignment to the GSDF 2030 and how the coordination, integration and alignment can be improved.</p> <p>It was reported that the Service Delivery Improvement Plan (SDIP) is around 'redress' for the advancement of Integrated Planning which was achieved between the Gauteng Planning Division and Provincial Treasury.</p> <p>In compliance with SPLUMA, the Integrated Planning Framework in the form of the Gauteng Provincial Treasury Instruction (released in 2019/20) of minimum requirements for the preparation and submission of Business Cases for all infrastructure projects, was facilitated via the OOP and GPT partnership.</p>
		Report on appraisal of spatial planning alignment finalised with zero impact on sector budgeting and planning	Sector department projects aligned to provincial spatial targeting of GSDF 2030 and fiscal priorities to optimise service delivery	There are no new infrastructure projects received for the 2020/21 Financial Year. The list of projects received in the 2019/20 Financial Year was spatially analysed for alignment to the GSDF and Municipal Spatial Priorities.

MAIN SERVICES	BENEFICIARIES	CURRENT/ ACTUAL STANDARDS OF SERVICE	DESIRED STANDARDS OF SERVICE	ACTUAL ACHIEVEMENTS
		1 Director spends 624 man-hours annually 2 Chief Town and Regional Planners spend 728 working hours each annually. 3 Town and Regional Planners spend 988 working hours each annually. 7 Town and Regional Planners and 1 GIS Specialist. 1 Project manager spends 1 134 working hours annually	7 Town and Regional Planners and 1 GIS Specialist. 1 Project manager spends 1 240 working hours annually. 1 Director spends 572 man hours annually. 2 Chief Town and Regional Planners spend 676 working hours each annually. 3 Town and Regional Planners spend 884 working hours each annually. 1 GIS Specialist spend 48 working hours annually.	2020/21 SDIP man-hours: <ul style="list-style-type: none"> <li>1 Director = 1523/624 man-hours (244%%)</li> <li>1 Chief Town and Regional Planner = 676/676 man-hours (100%)</li> <li>1 Chief Town and Regional Planner = 676/676 man-hours (100%)</li> <li>1 Town and Regional Planner = 1027/884 man-hours (116%)</li> <li>1 Town and Regional Planner = 884/884 man-hours (100%)</li> <li>1 GIS Specialist = 340/48 man-hours (708%)</li> </ul> <b>Total: 5126/3792 = 135 %</b>

**Table 6.2 Batho Pele arrangements with beneficiaries (consultation, access, etc.)**

CURRENT/ACTUAL ARRANGEMENT	DESIRED ARRANGEMENTS	ACTUAL ACHIEVEMENT
Public participation events	Residents and communities of Gauteng	<ul style="list-style-type: none"> <li>Public participation events were minimized throughout the financial year to avoid the spread of COVID-19.</li> <li>Sector based stakeholder webinars were held with various stakeholders.</li> </ul>

CURRENT/ACTUAL ARRANGEMENT	DESIRED ARRANGEMENTS	ACTUAL ACHIEVEMENT
Interactive meetings with stakeholders	<ul style="list-style-type: none"> <li>• Residents and communities of Gauteng</li> <li>• Provincial Government departments</li> <li>• Civil society</li> <li>• Public entities and state-owned enterprises</li> <li>• Private sector entities</li> </ul>	<ul style="list-style-type: none"> <li>• Work Streams and Task Teams established in GPG by the Executive Council to deal with the COVID-19 Pandemic</li> <li>• Engagement with Heads of Missions to appraise them of the GPG priorities and the GGT 2030</li> <li>• Ntirhisano outreach programme has made fair progress in achieving the key community commitments in 2020/21.</li> <li>• As a result of the persistence of the COVID-19 pandemic, monitoring of service points was intensified. The FSDM monitoring tool changed to focus specifically on compliance to the COVID-19 regulations. This has resulted in the increased number of facilities monitored in the shortest period).</li> </ul>
Various fora programmes such as human resources, anti-corruption, ethics, service delivery, monitoring and evaluation and targeted group support	<ul style="list-style-type: none"> <li>• Residents and communities of Gauteng</li> <li>• Provincial Government Departments</li> <li>• Public entities and state-owned enterprises</li> <li>• Civil society</li> <li>• Targeted groups: women, youth and people with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>• Monthly and quarterly online meetings held with HR professionals from all Departments.</li> <li>• Quarterly Gender Forum, Civil Society and Interdepartmental Disability Rights online meetings for targeted groups held.</li> <li>• PME online Forum met on a quarterly basis.</li> <li>• IGR and IR online Forums held.</li> <li>• Service Delivery online Forums met on a quarterly basis.</li> <li>• Quarterly Legal Forum online meetings with all departmental Legal Units were held.</li> <li>• Service Delivery Intervention Programmes held in informal settlements.</li> <li>• GPG Intergovernmental Communication Lekgotla held online quarterly meetings.</li> <li>• Anti-corruption and Ethics online Forum met on a quarterly basis</li> </ul> <p>Other engagements held as and when the need arose.</p>
Thusong Service Centres	Communities where TSC's are located	Public participation events were minimised throughout the financial year to avoid the spread of COVID-19.

**Table 6.3 Service Delivery Information Tool**

CURRENT/ACTUAL INFORMATION TOOLS	DESIRED INFORMATION TOOLS	ACTUAL ACHIEVEMENTS
Gauteng Digital Platform		<ul style="list-style-type: none"> <li>• The website is updated daily with important news, events, campaigns, policies, strategies and media statements.</li> <li>• Proofread, edit and approve website content for all 14 departments</li> <li>• Liaise with departments on content for their respective pages</li> <li>• Revamping of the website to ensure it can be easily navigated by the citizens</li> <li>• Daily meetings with service provider on the revamping of the website</li> <li>• Work closely with e-Government technical team to manage and maintain the site</li> <li>• Track and report the usage on the site</li> </ul>

CURRENT/ACTUAL INFORMATION TOOLS	DESIRED INFORMATION TOOLS	ACTUAL ACHIEVEMENTS
<p>Advertising campaigns on strategic direction and policy initiatives</p>	<p>Advertising campaigns on strategic direction and policy initiatives</p>	<p>Advertising campaigns related to the International Day of the Girl Child, 7th Edition of the Southern Africa Europe CEO Dialogue, Africa Investment Forum, Special Economic Zones, Women’s Awards Call for Nomination, Tshepo 1 Million, Transport Month &amp; Premier’s Service Excellence Awards call for Nomination.</p> <p>2020/21 has been focused on the health response for COVID – 19. Educating Gauteng residents on COVID – 19 and how to protect themselves and others, creating awareness on the dangers of the virus and encouraging behavioural change in Gauteng to help combat the spread of COVID – 19.</p> <p>Therefore, other campaigns on communication deliverables had to be put on hold.</p> <p><b>Tshepo 1 Million</b></p> <ul style="list-style-type: none"> <li>• Digital activation to Tshepo 1 Million website for the live stream of Tshepo Talks at Urban Brew Studios</li> <li>• DJ search competition in partnership with YFM</li> <li>• Live interviews on YFM</li> <li>• Promos, Generics and live reads on YFM</li> <li>• YFM Live broadcast from Urban Brew studios</li> <li>• Double page spread in the Sunday World on Tshepo 1 Million</li> <li>• Partnerships with YFM on the Hook Up for job placement</li> </ul> <p><b>COVID – 19 Awareness campaign, phase 1</b></p> <ul style="list-style-type: none"> <li>• Radio adverts</li> <li>• Newspaper adverts</li> <li>• Live on - air conversation on the importance of changing our behaviour to fight the spread of COVID – 19</li> <li>• Squeeze backs on TV</li> <li>• Animated adverts on Rank TV at taxi ranks</li> <li>• Digital media – SEO and Face Book</li> </ul> <p><b>SOPA 2020/21</b></p> <ul style="list-style-type: none"> <li>• Radio adverts to create awareness on SOPA and to encourage Gauteng residents to tune in for the live broadcast</li> <li>• Live broadcast on SA FM and Motsweding FM</li> <li>• Live broadcast on CNBC and Business Day TV</li> <li>• Post SOPA advertorial on The Star, Sowetan, Sunday World and City Press</li> </ul>

**Table 6.4 Complaints mechanism**

CURRENT/ ACTUAL COMPLAINTS MECHANISM	DESIRED COMPLAINTS MECHANISM	ACTUAL ACHIEVEMENTS
<p>Complaints are invited from residents in person, writing, by email and through public participation events</p>		<ul style="list-style-type: none"> <li>• Complaints were dealt with effectively through the Service Delivery War Room and the following are the channels that were used:</li> <li>• Seven (7) interactive channels were rolled-out to achieve 60% for the MTEF, namely; Traditional media, Community Workers Channel, VIP Channels, Self Service Channel, Chat Channels, Protests Channels.</li> <li>• To ensure a speedy resolution of outstanding cases all data received has been reconciled and a stakeholder engagement process is underway and will continue to take place monthly</li> <li>• Provincial Task Team is in a process of being established to play an oversight role over GCR Regional Response teams on escalated issues.</li> <li>• 5738 cases received from 1 April 2020 to 31 March 2021 and 2901 cases resolved with 2700 in progress for resolution</li> </ul>

## 7. PROVINCIAL PERSPECTIVE

Since the beginning of the 2020/21 financial year, we had to respond to the COVID-19 pandemic as well as implement GGT2030 priorities, the province has shown resilience through notable achievements.

### 7.1 COVID-19 RESPONSE PLAN

Following the declaration of the National State of Disaster and the subsequent National Lockdown, the Province adopted a wide multi-sectoral and multi-disciplinary approach that proactively involves significant actors within the Province in response to the COVID-19 pandemic. The interventions, therefore, constitute elements of the implementation plan for Gauteng in enforcing the measures as announced by the National Coronavirus Command Council.

The Gauteng Response Plan coherently integrates health, social, economic, environmental, institutional, governance and political aspects. The Gauteng City-Region developed a six-pillar strategy in response to the COVID-19 pandemic. The province has established innovative, agile, and adaptive governance structures which ensured that there is a coordinated response to COVID-19 from National, Provincial to Local Government. Provincial and Local Government are now working together in a way that has never been seen before, bringing us closer to the ideal governance model of a City-Region.

The work of the Gauteng Provincial Coronavirus Command Council and workstreams is informed by scientific advice, with an emphasis on data-driven and evidence-informed decision-making. Coordination and collaboration with various sectors, departments and agencies helped a great deal when the pressure was high during the peak of first and second waves. Close interactions and collective interventions with trade unions, business, the faith-based sector, civil society and the ward-based war rooms also helped to raise awareness in hotspots and ensure compliance and address teething problems of Personal Protective Equipment (PPE) supply.



The year 2020/21 has been focused on the health response for COVID-19. Educating Gauteng residents on COVID-19 and how to protect themselves and others, creating awareness on the dangers of the virus and encouraging behavioural change in Gauteng to help combat the spread of COVID-19. Therefore, other campaigns on communication deliverables had to be put on hold. However, the Gauteng Digital Platform played a role in providing daily updates on important news, events, campaigns, policies, strategies and media statements.

The Premier developed a comprehensive response to deal with the COVID-19 pandemic and in the process established the following governance structures:

1. Provincial Coronavirus Command Council chaired by the Premier
2. District Coronavirus Command Council chaired by the Premier (including executive mayors of municipalities)
3. Provincial Disaster Management Command Centre (PDMCC) chaired by the Member of the Executive Council for Health and Director-General.

The PDMCC further established various workstreams that are directly accountable to the PDMCC. The workstreams are as follows:

1. Comprehensive Health response
2. Social Security response
3. Enforcement and Compliance
4. Economic Response
5. Local Government, and
6. Government Continuity.

## 7.1.1 HEALTH

As significant work was done to bring the pandemic under control, Gauteng recorded a cumulative number of 415 5401 COVID-19 cases. More than 10354 deaths were recorded. 131252 public servants in the Gauteng Provincial Government tested positive since March 2020, and 136 have unfortunately succumbed to COVID-19. The Gauteng Province screened and tested over 41 379 448 people. As at financial year end, the Gauteng Provincial recovery rate stands at 97% which is slightly above the National average recovery rate of 95%.

The tireless efforts of our healthcare workers saved thousands of lives, and the pioneering work of our scientific community led to significant advances in understanding the virus. The vaccination is rolled out in a three-phase approach, that begins with the most vulnerable in our population:

Phase 1: The country's estimated 1.2 million frontline healthcare workers.

Phase 2: Essential workers, persons in congregate settings, persons over 60-years and persons over 18-years with co-morbidities. Recently, the National Department of Health has proposed to include persons over the age of 40-59 years of age in Phase 2.

Phase 3: The final phase will target 22,5 million members of the population over the age of 18-39 years. The target is to vaccinate 67% of the population by the end of 2021, in order to achieve herd immunity.

One of the success stories about COVID-19 include but not limited to the establishment of Gauteng Provincial Coronavirus Command Council and workstreams, expansion on the capacity of the public healthcare system with 4265 new functional beds and 4992 posts created and filled between April 2020 and January 2021.

## 7.1.2 FOOD AND SECURITY

In responding to the social ills brought about by the pandemic, more than 650 856 households were provided with food parcels reaching over 3.2 million people and this is the biggest food security effort ever undertaken by the government. More than 600 000 unemployed people in the province benefited from the COVID-19 income relief grant. A total of 2 344 homeless people were provided with shelter. 660 000 jobs were lost in the provincial economy during the first half of 2020 due to the global pandemic.

The National Department of Housing, Department of Military Veterans (DMV) and Gauteng Department of Human Settlements (GDHS) have combined efforts which led to the delivery of 478 houses for military veterans in Gauteng for 2020/21. These houses have been built across the province especially in Rama City Mega Project, Palm Ridge in the City of Ekurhuleni and the West Rand. The Gauteng government through the Department of Roads and Transport has embarked on a recruitment drive to have 500 military veterans registered to work around schools in the province to monitor the observance of COVID – 19 regulations including Scholar Transport.

### 7.1.3 ECONOMY

The Gauteng City-Region worked together and created 130 000 short term and long-term employment and business opportunities, through government social development and environmental programmes, infrastructure projects, youth development initiatives and women empowerment interventions.

Through the Tshwane Automotive Special Economic Zone (TASEZ), Gauteng witnessed the biggest Foreign Direct Investment (FDI) as R3.3 billion is being invested in infrastructure that has unlocked R4.3 billion investments by suppliers and a further R15.8 billion investments announced by Ford Motor Company. As the Gauteng City-Region, we are marshalling resources to fund bulk infrastructure to unlock social and economic development. Additionally, great progress has been observed through the development of the single multi-tier Special Economic Zones (SEZs), which is the primary anchor of our industrialisation agenda as well as through the Lanseria Smart City master plan, which has been signed off by all stakeholders, including the private sector, the four municipalities involved and the Development Bank of Southern Africa (DBSA).

### 7.1.4 EDUCATION

2,857 Gauteng City Region Academy and Gauteng Department of Education Brigade members were deployed to assist schools with re-opening for the 2020 academic year. 192 candidates were deployed to Gauteng Department of Health facilities to assist with the response to COVID-19. A further 295 candidates were sourced through the Tshepo 1 million programme to render services at the Hotline following the expansion of the Hotline operating hours.

The 2020 academic year was greatly challenging due to the COVID-19 pandemic. Contrary, the Gauteng province had the highest number of bachelor passes and distinctions in the country and managed to score second position at 83.75% matric pass rate in the National Senior Certificate results. With our goal to increase the throughput rate to 95% by 2030, in 2020 the province improved the throughput rate to 79% from 77% in 2019. Additionally, the province strived to modernise its education system, therefore over 10 000 classrooms were ICT enabled, 10 000 LED boards have been installed in classrooms, 20 000 laptops were distributed to educators and 200 000 tablets were distributed to learners.

Our binding mission must be to build Gauteng into a seamlessly integrated, economically inclusive, socially cohesive and globally competitive City Region, that is a leading economy on the African continent; strategically positioned at the cutting edge of the 4th Industrial Revolution with an activist, accountable, responsive and clean government as well as an active citizenry.

## 7.2 COVID-19 RESPONSE PLAN

The Gauteng Provincial Government established the Project Management Office (PMO), which manages the implementation of the Provincial Disaster Management Command Centre (PDMCC's) response to COVID-19 in the Gauteng City Region and set the tone of cadence of work for all workstreams. PMO provides a centralised management structure to coordinate all the efforts in response to COVID-19. Activities of the PMO includes but not limited to the facilitation of smooth articulation of information, reports, and escalations between the various COVID-19 governance structures, the management and coordination of the provincial COVID-19 response plan which is on-going and monitored through the PDMCC, collaboration with academia

and the Premier's COVID-19 Advisory Committee to provide research and data insights reports to inform the workstream response plans, facilitation and support in the development of the Vaccine Rollout Plan as well as the facilitation of access to COVID-19 databases and dashboards

## 7.3 NTIRHISANO OUTREACH PROGRAMME

The OoP started 6th administration with the full implementation of the Ntirhisano Service Delivery War Room (NSDWR). The war room system has four fully functional components, namely the 1) Central War Room and Central Information Centre (CIC) 2) Citizen Relationship Management system (CRM) 3) The War Room Machinery and 4) Outreach Programme. The acceleration of the NSDWR implementation resulted in the following work that was done:

### 7.3.1 NTIRHISANO OUTREACH PROGRAMME

- The repositioning of the Hotline which resulted in a 24/7 operations, recruitment of Learners to handle frontline channels
- And the establishment of a back-office team to drive case responsiveness
- The appointment of 8 Regional Coordinators to drive the implementation of the system at regional level
- The Hotline Analysts were reskilled to support the full functioning of the Central Information Centre (CIC)
- The CIC analytical maturity ladder was implemented which resulted in the business intelligent tool being configured and deployed and Dashboards and GIS Online Maps being made available
- The CIC provides the information needed to understand the state of service delivery across the province
- The CIC is structured to inform the next Ntirhisano programmes and rapid response interventions

### 7.3.2 CITIZEN RELATIONSHIP MANAGEMENT SYSTEM

- The GCR-wide integrated CRM system was developed and implemented across all spheres government in Gauteng
- It provides seamless multiple interactive channels experience that allows citizens to use their preferred channel to engage their government. The channels range from free traditional channels (including Toll Free), Portal to Media channels including social media and chat channels
- The USSD \*134\*GPGSA# zero-rated was also rolled-out to Community Workers to integrate all community workers into one system
- The system also provides a capability to conduct profiling at Household, Community and Ward level
- It allows cases to be routed into different regions for resolution and it also allows for commitments to be captured where resolution cannot be made immediately
- The quality management and customer satisfaction is built into the system to ensure quality resolution and an increase in citizen satisfaction.

### 7.3.2 THE WAR ROOM MACHINERY

- The community workers across departments and spheres have now being integrated into a single system
- The Central War Room in the Office of the Premier has put governance structures in place to ensure ongoing engagement with departments and municipalities
- The Provincial Task Team on service delivery interventions has been resuscitated and will have its first meeting in Quarter 1, 2021/22.

## 7.4 TSHEPO 1 MILLION

Harambee in partnership with Tshepo 1 million have made significant improvement to ensure that there are work placements and pathways to earning opportunities for young people of the Gauteng Province. The cumulative progress is as follows:

- Young people placed on pathway to earning = 142 814
- z• Young people accessing work opportunity placements = 20020

Tshepo 1 million launched the learning content and opportunity cards that give young people line of sight, ability to apply or learn and continuous feedback on what works for them. There are critical lessons to be learnt on the efficacy or digital solutions as well as what best combination of mediums of engagement have the best impact.

In line with lockdown regulations, the Tshepo 1Million (T1M) teams are back in communities to activate, reconnect and support young people on their pathways to earning. These events have evolved to be a space where young people can access the services of T1M and the partners who support this work. The biggest reward was, while the team was in Ekurhuleni, a young woman on her lunch break joined the event to tell her story. Nthabiseng arrived excitedly at the first Kasi Unlimited event in Vosloorus to say that she is a T1M beneficiary having received a job placement opportunity at First National Bank (FNB), Chris Hani Crossing. This story is a powerful reminder of changing lives – T1M has given support to hundreds of thousands of youth in the province

## 7.5 FRONTLINE SERVICE DELIVERY MONITORING (FSDM)

The Premier reappointed the members of the Gauteng Ethics Advisory Council (GEAC) to serve for another five-year term. The GEAC was established to provide independent oversight, advice and advocacy on fighting corruption and promoting integrity in the Gauteng City Region. The Integrity Pact for Businesses has been finalised by the GEAC and will be submitted to the Executive Council for adoption. Ideally, the Integrity Pact should make it easier for the Gauteng Provincial Government to review and terminate the contractual obligations with service providers that breach the Integrity Pact with minimal risk of litigation.

The GEAC participated in the national process and immensely contributed to the development of the National Anti-Corruption Strategy (NACS) which has taken into consideration the inputs which were submitted by the GEAC. The first key proposal from the GEAC which were incorporated into the NACS, is the establishment of an interim National Anti-Corruption Advisory Council as a structural arrangement to ensure greater monitoring, accountability and transparency. The Office of the Premier has shared the model of a civil society-led anti-corruption governance structure of the GEAC with the national government. The second key proposal from the GEAC is the open tender process which the NACS requires adoption throughout the public service as this will reiterate government's commitment to transparent public procurement processes. This is in line with the Open Tender Process introduced by the GPG to subject the tender process to greater public scrutiny and probity to eradicate manipulation in the awarding of tenders. The GEAC has noted the approval of the National Anti-Corruption Strategy by the National Cabinet and will be facilitating the review of the Gauteng Anti-Corruption Strategy after it has been officially launched.

The Gauteng Province has a centralised Provincial Forensic Audit Unit which is based at the Office of the Premier and is mandated by the Honourable Premier to manage cases received from the National Anti-Corruption Hotline (NACH). As of 31 March 2021, there were 2120 NACH cases received by the Provincial Forensic Audit Unit from 2005 to 31 March 2021. Of the 2120 cases, a total of 2025 cases were resolved, and 95 cases are still in the process of being finalised. The percentage of resolved NACH cases is 96%. The State Security Agency (SSA) has been authorised to conduct lifestyle audits on members of the Gauteng Executive Council and their spouses.

## 8. HOW WE INTEND IMPROVING OUR SERVICES

In order to continuously improve on its services, the OoP reviews its SDIP on an annual basis as required by the Public Service Regulations. The Office of the Premier developed the SDIP for the 2018-2021 cycle period. As at 31 March 2021, the implementation progress of the SDIP for the 2020/21 financial year is at 81%. The OoP's SDIP is informed by the 2020-2025 Strategic Plan and is aligned to the Annual Performance Plan (APP) for 2020/21. This strategic plan reflects the strategic outcomes-oriented goals and objectives which the OoP will endeavour to achieve over the MTEF period.

Copies of the SDIP for the 2018-2021 MTEF period and the Strategic Plan for the fiscal years 2020–2025 are available on request from the Director: Performance Monitoring and Evaluation, Ms Vuyiswa Stephens. Her contact details are: Tel: (011) 355 6216, E-mail: [Vuyiswa.stephens@gauteng.gov.za](mailto:Vuyiswa.stephens@gauteng.gov.za). Both documents are also available on the OoP website, [www.gauteng.gov.za](http://www.gauteng.gov.za).

# PART C: ORGANISATION AND STRUCTURE



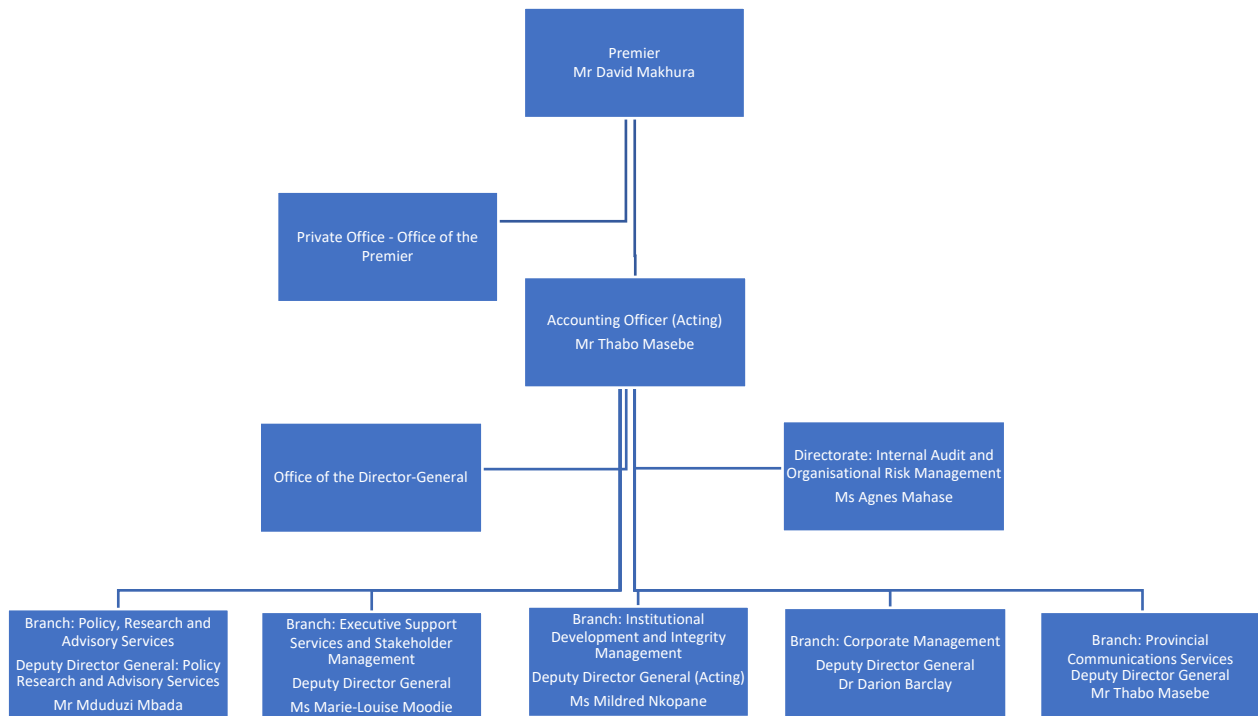
## 9. ORGANISATIONAL STRUCTURE

In the 2020/21 period, emphasis was placed on filling vacant funded posts in line with the Transformation, Modernisation and Re-Industrialisation Programme.

As at 31 March 2021, the status of filled and vacant positions is as follows:

ITEM	STATUS
Total staff posts on approved structure	590
Total posts on the post establishment	917
Funded posts on the establishment	917
Filed posts as at 31 March 2021	571
Vacant funded posts as at 31 March 2021	39
Vacancy Rate as of 31 March 2021	6%

The high-level structure of the Office of the Premier is outlined below:



## 10. ENTITIES REPORTING TO THE PREMIER

The Office of Premier does not have any direct reporting entities

# PART D: BUDGET





# 11. BUDGET AND MTEF ESTIMATES

## 11.1. Expenditure estimates: Office of the Premier

### 11.1.1. Summary of Actual and Budgeted Payments

PROGRAMME	2017/18	2018/19	2019/20	2020/21			2021/22	2022/23	2023/24
	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000
	AUDITED			MAIN	ADJUSTED	REVISED	MTEF		
<b>1. Administration</b>	132 725	303 155	279 709	247 330	320 400	200 423	136 922	121 224	123 925
<b>2. Institutional Development</b>	227 157	262 046	238 568	270 728	267 743	250 091	257 524	257 767	259 255
<b>3. Policy &amp; Governance</b>	247 371	274 708	262 549	341 355	297 895	287 714	319 977	328 979	335 289
<b>TOTAL PROGRAMME</b>	<b>607 253</b>	<b>839 909</b>	<b>780 826</b>	<b>859 413</b>	<b>886 038</b>	<b>738 228</b>	<b>714 423</b>	<b>707 970</b>	<b>718 469</b>

### 11.1.2 Summary of Actual and Budgeted Payments by Economic Classification

ECONOMIC CLASSIFICATION	2017/18	2018/19	2019/20	2020/21			2021/22	2022/23	2023/24
	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000
	AUDITED			MAIN	ADJUSTED	S			
<b>Current payment</b>	457 931	511 237	462 738	569 189	539 000	527 382	532 781	519 695	522 814
<b>Compensation of employees</b>	281 344	304 183	323 656	356 576	357 035	356 180	371 367	356 367	360 528
<b>Goods &amp; Services</b>	176 587	207 054	139 082	212 613	181 965	171 202	161 414	163 328	162 286
<b>Transfers and subsidies</b>	131 884	313 126	306 433	279 089	331 714	192 267	168 302	176 006	183 068
<b>Higher Education</b>	19 950	21 306	26 042	27 782	30 182	27 782	30 114	31 324	32 598
<b>Transfers social contribution &amp; Life Esidimeni</b>	1 008	174 410	156 118	120 199	170 424	33 377	0	0	0
<b>Non-profit institution</b>	110 926	117 410	124 273	131 108	131 108	131 108	138 188	144 682	150 470
<b>Machinery and equipment</b>	<b>13 555</b>	<b>15 546</b>	<b>11 655</b>	<b>11 135</b>	<b>15 324</b>	<b>18 579</b>	<b>13340</b>	<b>12269</b>	<b>12 587</b>
<b>Software and other intangible assets</b>	0	0	0	0	0	-	0	0	0
<b>Payments for financial assets</b>	3 883	0	0	0	0	0	0	0	0
<b>TOTAL ECONOMIC CLASSIFICATION</b>	<b>607 253</b>	<b>839 909</b>	<b>780 826</b>	<b>859 413</b>	<b>886 038</b>	<b>738 228</b>	<b>714 423</b>	<b>707 970</b>	<b>718 469</b>

# PART E:

## CONTACT DETAILS



# 10. CONTACT DETAILS

<b>PHYSICAL ADDRESS:</b>	65 Ntemi Piliso Newtown Johannesburg 2001
<b>POSTAL ADDRESS:</b>	65 Ntemi Piliso Newtown Johannesburg 2001
<b>TELEPHONE NUMBER/S:</b>	011 355 6000
<b>FAX NUMBER:</b>	011 834 9177
<b>EMAIL ADDRESS:</b>	hotline@gauteng.gov.za
<b>WEBSITE ADDRESS:</b>	www.gautengonline.gov.za

The Gauteng Public Hotline operates 24hrs - Monday to Friday and 7am - 5pm - Saturdays and is accessible through the channels below:

- **Calls:** 0800 4288 364/0800 22 88 27 (Toll Free)
- **Fax:** 011 429 3222
- **E-Mail:** hotline@gauteng.gov.za and support@gauteng.gov.za
- **Post:** Gauteng Public Hotline, Private Bag x 115 Marshalltown, Johannesburg 2011

## **Social Media Platforms:**

Website: <https://www.gauteng.gov.za/Hotline> (Zero Rated)

Communications - Twitter: @GautengProvince

Service Delivery - Twitter: @GautengHotline

Service Delivery - Facebook - GautengHotline

SMS ShortCode – 35023

WhatsApp – 082 601 1000

USSD \*134\*47472# or \*134\*GPGSA (Zero Rated)

Gauteng App: Hotline





**GAUTENG PROVINCE**  
OFFICE OF THE PREMIER  
REPUBLIC OF SOUTH AFRICA