



OFFICE OF THE PREMIER

ANNUAL CITIZENS REPORT

**2016/17
FINANCIAL YEAR**

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PART A: GENERAL INFORMATION

1. LIST OF ABBREVIATIONS/ACRONYMS

Acronym/Abbreviation

EXCO	Executive Council
GCR	Gauteng City Region
GEYODI	Gender Youth and Disability
GEP	Gauteng Enterprise Propeller
GICC	Gauteng Infrastructure Coordinating Committee
GPG	Gauteng Provincial Government
MTEF	Medium Term Expenditure Framework
NDP	National Development Plan
OOP	Office of the Premier
PFMA	Public Finance Management Act
POA	Plan of Action
PSA	Public Service Act
SMME's	Small Medium Enterprises

2. OVERVIEW BY THE ACCOUNTING OFFICER

The Office of the Premier remains the core of an activist, responsive and ethical administration that is driving implementation of the Transformation, Modernisation and Reindustrialisation programme towards an inclusive and prosperous Gauteng City Region. Essentially the role of the Office of the Premier is to: provide leadership to government; oversee the effective functioning of the entire provincial administration; coordinate long term planning; monitor and evaluate the performance of government; actively advance gender equality, youth empowerment, the rights of people with disability, older persons and military veterans; and promote and facilitate effective communication between government and the people. During the financial year under review, as part of ongoing efforts to strengthen the capacity of the administration to implement programmes and deliver services, the Office of the Premier established a Delivery Support Unit based on the 'Deliverology' methodology.

The methodology is focused on defining each department's priorities and developing detailed plans to ensure their implementation. 'Deliverology' is premised on the concept that ten percent of government's work should be focused on policy development and the remaining ninety percent of its effort should be concentrated on implementation. It is a unique approach because it is based on real time data and it encompasses bi-monthly stocktakes between the Premier and the respective MECs and Heads of Departments. This allows for early identification of constraints and the determination of timeous interventions. The approach is bearing fruit in that departments are remaining focused on their priorities and their achievement. The Ntirhisano Service Delivery System remains at the center of our drive to strengthen partnerships between government and the people to improve service delivery and develop communities.

As part of the Ntirhisano outreach programme, the Premier and Executive Mayors, accompanied by Members of the Executive Council and Councillors, visited communities across the Province to resolve service delivery problems and identify new development projects. The Premier's Hotline continues to serve as an important mechanism for the resolution of service delivery issues. A total of 13 715 service delivery issues were raised in the period under review, 64% of which were resolved at the point of contact while 36% were referred to relevant departments, agencies and municipalities within the Province.

The Office of the Premier continues to lead government's efforts to fight corruption and promote integrity, clean governance and ethical conduct in the public service. Compliance with the requirements for senior managers to disclose financial interests is improving across the Provincial Government.

New anti-corruption and integrity guidelines have been adopted to promote clean governance and administration. This is supported by the appointment of a civil society-led Integrity Promotion and Anti-corruption Advisory Committee to be chaired by a retired judge. The Open Tender System, which was introduced in 2014 by the Gauteng Provincial Treasury as a pilot project, is now being implemented in all departments to enhance transparency and reduce fraud and corruption in the public procurement processes of R2 Million and above. The Premier's Service Excellence Awards (PSEA) programme was reintroduced, with a broadened scope to recognise the contributions made by civil servants, business, NGOs and civil society in the socio-economic transformation programme. The new PSEA recognises the unique partnerships between the Gauteng Provincial Government and various organised

formations towards the realisation of the vision of building an inclusive and prosperous Gauteng City Region.

The Tshepo 500 000 programme has proven to be a great success. During the period 2014-2016, the programme reached more than 350 000 young people across its various pillars. The programme received a major boost when more than 20 private companies formally joined hands with government to empower the youth. This has led to the target being doubled to one million beneficiaries, and the programme has since been relaunched as Tshepo 1 million in June 2017.

During the period under review, the Gauteng Spatial Development Framework (GSDF) 2030 was approved by the Executive Council, after an extensive public consultation process. The GSDF 2030 seeks to direct, guide, focus, align, coordinate and harmonise and all the development spending in the province to ensure rapid, sustainable and inclusive provincial economic growth and township redevelopment, therefore enabling decisive spatial transformation. The Gauteng Spatial Development Framework and the Gauteng City Region Integrated Infrastructure Master Plan will contribute towards a more balanced and planned decisive spatial transformation.

To implement the deliverables in the Annual Performance Plan, the Office of the Premier received a total allocation of R471.7 million. The actual spending increased from 96.3% in 2015/2016 to 99.7% in 2016/2017. The appropriation enabled the Office of the Premier to drive the implementation of the Transformation, Modernisation and Reindustrialisation programme, monitor the performance of the Provincial Government and provide support to the Premier and the Executive Council. The achievements reflected in this Annual Citizen's Report would not be possible without the decisive and visionary leadership of the Premier of Gauteng, Mr David Makhura, supported by the Members of the Executive Council as well as the valuable contribution by the senior managers and all staff members in the Office of the Premier.



Phindile Baleni (Ms)
Director General
August 2017

3. WHO WE ARE

We are the Office of the Premier and our role is to provide long term planning, policy coordination, monitoring and evaluation of government performance on priorities based on the agreed outcomes.

As the apex institution of the Gauteng Provincial Government, The Office of the Premier continues to provide political and strategic leadership over the Gauteng City Region (GCR) and to the Premier and the Executive Council (EXCO). We oversee 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 2030s. Service delivery continues to be the distinguishing feature of the fifth administration. This directive requires government to instil service delivery into its strategic posture to be more activist and responsive on the ground, solving problems directly in and with communities; and being more compassionate with greater integrity of public institutions and public officials.

The OoP shall implement an effective Gauteng Provincial Government-wide reporting, monitoring and evaluation system to track progress in implementing the provincial government's commitments and enable timeous interventions where progress is unsatisfactory. We shall host regular Interdepartmental Forums to provide strategic direction, and administrative support to the Premier and Cabinet in fulfilling the mandate, constitutional and legal obligations and realising the policy priorities and political imperatives of the fifth administration. We shall communicate and interface with communities and key sectors of our society. Finally, we will monitor and evaluate the progress made on gender, youth, disability and the elderly in our 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:

In that we are building;

"Gauteng into an integrated city-region, characterised by social cohesion and economic inclusion; the leading economy on the continent, underpinned by sustainable socio-economic development."

Hence, as the apex institution of the Gauteng Provincial Government, the Office of the Premier has set for itself the following vision:

Leadership for an integrated city-region, characterised by social cohesion and economic inclusion; the leading economy on the continent, underpinned by sustainable socio-economic development.

3.2 Mission

In achieving its vision, the Office of the Premier defines its mission as follows:

To advance radical socio-economic transformation and steer Gauteng towards a seamless and integrated City Region characterised by social cohesion and economic inclusion; by:

- **Providing strategic leadership and direction to government and society;**
- **Ensuring the transformation and modernisation of the public service;**
- **Improving government performance and service delivery through enhanced planning, coordination, monitoring and evaluation of government performance;**
- **Ensuring effective communication and stakeholder interfaces with communities and key sectors of society;**
- **Providing strategic and operational support in fulfilling constitutional and legal obligations;**
- **Actively advancing gender equality, women's empowerment, youth development and the rights of people with disability, older persons and military veterans; and**
- **Securing partnerships that support the development agenda, with both domestic and foreign partners.**

3.3 Values

The values and principles that underpin the Office of the Premier's pursuit of its vision are predicated on the principles of Batho Pele, and are:

Value	What it means for the OoP in practice
Patriotism	<ul style="list-style-type: none"> ▪ Remain true to the values of loyal service to the people; ▪ A sense of duty and service, and the passion to serve beyond the call of duty; ▪ Participation in all key government activities.
Purpose	<ul style="list-style-type: none"> ▪ Work tirelessly towards achieving goals; ▪ To be driven by purpose, and the achievement of results; ▪ Displaying the right attitude to the task at hand; ▪ Exude positive energy in move our province forward.
Team Focus	<ul style="list-style-type: none"> ▪ Working together to assist each other and to enable all departments to succeed; ▪ Sharing of knowledge and insights towards a common purpose.

Value	What it means for the OoP in practice
Activism	<ul style="list-style-type: none"> ▪ Use all available opportunities to promote and lobby for desired social and economic changes; ▪ Strive to participate in all key government activities as an opportunity to lobby for key programmes; ▪ Exude positive energy in engaging with others about our desire and plans to move our province forward.
Integrity	<ul style="list-style-type: none"> ▪ Value openness, honesty, consistency and fairness; ▪ Act in good faith in all our day to day activities; ▪ Display humility in our actions; ▪ Committed to ethical behaviour, and focus on justice and fairness; ▪ Exercise care not to disclose confidential information.
Accountability	<ul style="list-style-type: none"> ▪ Do what we say we will do, then follow through on whether it's been done correctly; ▪ Take ownership of the task to ensure it gets done correctly, the first time around; ▪ Delivering the best that we can.
Innovation	<ul style="list-style-type: none"> ▪ Listen to and understand needs and create new approaches to what we do; ▪ A focus on cutting edge, best in class and "outside the box" approaches and solutions.

4. WHAT DO WE DO

The Office of the Premier (OoP) derives its mandate primarily from the Constitution, the Public Service Act (PSA) and its regulations, the Public Finance Management Act (PFMA), policy directives and the overall mandate of government. The most important provisions are as follows:

- The Premier has executive, policy, legislative, intergovernmental and ceremonial functions and responsibilities as defined in Chapter 6 of the Constitution of the Republic of South Africa.
- The Premier, as the political head of the Provincial Government, is also responsible for the implementation of Chapter 3 of the Constitution. Section 41(1) defines the relationship and principles underlying cooperation between the various spheres of government.
- Section 125(2) of the Constitution determines that the Premier exercises the executive authority of the province together with other members of the Executive Council (EXCO). The Premier appoints these members and assigns their functions and responsibilities

and delegate powers to them.

- The Premier, together with the EXCO, exercises executive power by:
 - implementing provincial legislation in the Province;
 - implementing all applicable national legislation;
 - administering national legislation in the Province (if assigned by Parliament);
 - developing and implementing provincial policy;
 - co-ordinating the functions of the provincial administration and its departments; and
 - performing any other function assigned to the Provincial Executive in terms of the Constitution or an Act of Parliament.

The EXCO is the fulcrum upon which the Provincial Government revolves. 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, co-ordination and delivery in accordance with the Public Service Act, 1994 as amended, together with the regulations.

In support of the GPG priorities the OoP must:

- a) Provide strategic leadership to the entire government and society (i.e. on research and policy development, economic, societal and spatial transformation and the modernisation and reindustrialisation in the province);
- b) Oversee the effective functioning of the entire provincial administration and fast-track delivery of policy priorities of this term of office and implement the NDP 2030;
- c) Provide long term planning, policy coordination, monitoring and evaluation of government performance on priorities (coordination of government strategic planning process, centralised planning and provide monitoring and evaluation of transversal programs);
- d) Communication and interface with communities and key sectors of society (increased channels for citizen communication and stakeholder engagement);
- e) Provide support to the Premier and Executive Council (developing the legislative agenda for the province, support for Premier's political role, cabinet services and leader of government business);
- f) Promote intergovernmental and international relations (support the national, provincial and local development agenda);
- g) Mainstreaming issues of Gender; Youth, Disability and the Older Person's in our programmes (Mainstreaming of the rights and associated issues pertaining to the targeted Groups);
- h) Service delivery interventions (Service delivery improvement and change management)

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 programme is responsible for the overall strategic management and support to the Premier and the Director-General in fulfilling their statutory and political mandates. Further responsible for the provision of transformational Human Resources, Information Technology leadership and guidance to GPG departments, including the Office of the Premier.

PROGRAMME 2: INSTITUTIONAL DEVELOPMENT

The Institutional Development Programme is responsible for the promotion and facilitation of

effective communication, public liaison and service delivery between government and the people of Gauteng, as well as the provision of security leadership, guidance on ethical behavioural standards and anti-corruption mechanisms.

PROGRAMME 3: POLICY AND GOVERNANCE

The programme is responsible for the provision of policy and legal advice to the Executive Council, the Premier's Coordination Forum and the Leader of Government Business; the strategic coordination and management of the Executive Council Cluster System; the management of international relations; integrated cooperative governance; integrated planning for a sustainable GCR; performance monitoring and evaluation and the advancement of GEYODI& MVO

The functions of the programmes above are performed by five (5) branches, namely:

- Policy Coordination, Monitoring and Evaluation
- Executive Support & Stakeholder Management
- Institutional Development and Integrity Management
- Corporate Management
- Provincial Communications Services

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 Director-General of the Office of the Premier is Ms Phindile Baleni, 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

This financial year, 2016/17, represents the second full year of office for the Gauteng Province's 5th administration that assumed office in June 2014. The strategic posture for the Province is resolute, through the vision of building Gauteng into a seamlessly integrated, economically inclusive, socially cohesive and globally competitive City Region; a leading economy on the African continent with smart, innovation-driven, knowledge-based and ecologically sustainable industries of the future; an activist, accountable, responsive and clean government and an active citizenry.

Premier David Makhura announced in his State of the Province Address on 27 June 2014 that service delivery would be the hallmark of the fifth administration. In giving effect to the radical transformation, modernisation and reindustrialisation programme in GPG, we have adopted a strategic posture of an activist government that is responsive and actively engages with communities to find solutions to their developmental challenges. Government has identified the need to change the current multiple, fragmented structure to a service system capable of radically transforming the interface between government and citizens within the Gauteng City Region.

The service delivery standards of the OoP are contained in its Service Delivery Improvement Plan (SDIP) for the 2015-2018 cycle. The SDIP serves as a framework to inform stakeholders regarding the OoP's service delivery standards. The following table reflects the components of the SDIP as well as the milestones reached in implementing the plan.

OFFICE OF THE PREMIER SERVICE STANDARDS

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

KEY SERVICES	SERVICE BENEFICIARY	CURRENT SERVICE STANDARD	ACTUAL ACHIEVEMENT AGAINST STANDARDS
Implement Government's Five Year Programme of Action	<ul style="list-style-type: none"> Residents of Gauteng Government Departments Visitors from other provinces Visitors to the GPG website 	Regular monthly and quarterly performance information on the achievements against the Programme of Action is collected, verified and analysed and performance reports with ratings and key findings and recommendations are tabled in the Executive Council system.	<p>The Gauteng Programme of Action (POA) is based on the Ten Pillar Programme of Transformation, Modernisation and Reindustrialisation (TMR) of the Gauteng City Region (GCR).</p> <p>The Gauteng 2017/18 Programme of Action was developed in line with the TMR agenda and priorities.</p> <p>Monthly data collection and performance reviews undertaken to</p>

KEY SERVICES	SERVICE BENEFICIARY	CURRENT SERVICE STANDARD	ACTUAL ACHIEVEMENT AGAINST STANDARDS
			<p>assess priority programmes and sectoral performance in relation to key TMR indicators and targets.</p> <p>The development of the Gauteng Midterm Review to assess progress made in implementing the provincial government's mandate and priorities in the first half of the current five-year term of office. This included a review of socio-economic data on outcomes and GCR-wide impacts relevant to the broader TMR agenda, sectors and departments.</p>
<p>Establishment of the Public Service Hotline</p>	<ul style="list-style-type: none"> • Residents of Gauteng • Government Departments • Visitors from other provinces • Visitors to the GPG website 	<p>Complaints resolved within 72 hours.</p> <p>Communicating the outcomes of government interventions on issues raised through the Hotline.</p>	<p>The Public Service Hotline is one of the critical service delivery pillars of the Ntirhisano War Room. It provides Gauteng residents with a single point of contact to interact with government to receive information, file service failure complaints and resolve issues relating to non-delivery of public services.</p> <p>Public Service Hotline received a total of 13,715 service delivery complaints. Sixty four percent (64%) of these complaints were resolved on point of contact while 36% (4,811) were escalated to the relevant GPG department, municipalities and agencies.</p>

KEY SERVICES	SERVICE BENEFICIARY	CURRENT SERVICE STANDARD	ACTUAL ACHIEVEMENT AGAINST STANDARDS
			<p>The total resolution rate for the Public Service Hotline stood at 89%. This includes service delivery complaints that were resolved on point of contact as well as complaints resolved after being escalated to the relevant GPG departments, municipalities and agencies.</p> <p>Ntirhisano Outreach Programmes to communities in the GCR continues to provide effective platforms for citizen to government interactions on important service delivery issues.</p> <p>1,065 community and individual service failures were reported through the Ntirhisano Outreach Programmes.</p> <p>A significant number of these service failures (620) were resolved. This equates to 58% resolution rate of commitments made by government in relation to community and individual service delivery complaints</p> <p>This achievement is a positive indication that the experience of Gauteng residents is improving both in qualitative as well as quantitative terms on service failure issues reported through the</p>

KEY SERVICES	SERVICE BENEFICIARY	CURRENT SERVICE STANDARD	ACTUAL ACHIEVEMENT AGAINST STANDARDS
			Public Service Hotline and Ntirhisano Service Delivery War Room.
Certification of Bills and Regulations	<ul style="list-style-type: none"> Role-players in the legislative path from inception to final promulgation 	Scrutinise and certify bills, notices and regulations to ensure compliance with the Constitution, national legislation and provincial policies.	Legislative requirements achieved with all Bills, Notices and Regulations passed.
Communication Services	<ul style="list-style-type: none"> Residents of Gauteng Poor and Disadvantaged communities Private Sector 	<p>Izimbizo held</p> <p>Stakeholder engagement sessions</p> <p>Economic Opportunities Road shows</p> <p>Service Delivery Programme initiatives</p> <p>Thusong Service Centres</p> <p>Distribution of information leaflets, posters, pamphlets and monthly issues of Gauteng News</p>	<p>The OoP continued to facilitate and promote effective communication between government and the people.</p> <p>Various research studies were undertaken to understand the communication environment and inform targeted communication interventions.</p> <p>Information was shared with the public through regular consultation and dialogue to improve public understanding and support for government programmes.</p> <p>Ntirhisano outreach programmes were mainly used to facilitate direct engagements with residents and government.</p> <p>Evidence shows that more people feel meaningfully engaged by government and more empowered to hold government accountable.</p>
GPG services	All residents of Gauteng	Produce and distribute Directory of Services to all	Directory of Services produced and

KEY SERVICES	SERVICE BENEFICIARY	CURRENT SERVICE STANDARD	ACTUAL ACHIEVEMENT AGAINST STANDARDS
		residents of Gauteng	distributed
Branding of Gauteng	Residents of Gauteng Visitors from other provinces	Marketing and promotion of Gauteng through billboards and other platforms as a tourist and investment destination.	Multimedia platforms – such as print, broadcast, digital and outdoor were used to communicate government messages and programmes.
Centralised Planning	Residents of Gauteng National Government Provincial and Local Government	Gauteng Planning Division established	<p>In order to ensure that the GSDF 2030 is implemented, three provincial sector departmental programmes and projects were assessed in order to determine the extent to which they enable the implementation of the GSDF.</p> <p>The programmes and projects of the departments of Human Settlements, Rural Development and Agriculture and Roads and Transport were assessed. Findings and recommendations focus on areas of alignment that require consolidation and changes in departmental plans that are not adhering to GSDF 2030.</p> <p>The implementation of the GSDF 2030 also commenced with the development of two Regional Spatial Development Policies (RSDPs). The RSDPs uses the GSDF principles, strategies, and interventions to provide guidance in the development of strategic spaces that</p>

KEY SERVICES	SERVICE BENEFICIARY	CURRENT SERVICE STANDARD	ACTUAL ACHIEVEMENT AGAINST STANDARDS
			<p>affect more than one municipality.</p> <p>Gauteng Planning Forums were held on a quarterly basis with municipalities and sector departments as a consultation medium for numerous development planning issues in the GCR.</p> <p>As part of the implementation of the Gauteng City Region Integrated Infrastructure Master Plan (GCR IIMP), working together with the Department of Infrastructure Development (GDID) and the Gauteng Infrastructure Financing Agency (GIFA), work was undertaken towards the realisation of the Kopanong Precinct with the completion of the feasibility study.</p>
Supporting Targeted Groups	Targeted groups; women, children, youth, people with disabilities	Special Programmes support through a number of intergovernmental fora held	<p>Priorities related to targeted groups have been mainstreamed into the key outcomes and intergovernmental programme of action of the provincial government and municipalities.</p> <p>Significant work has been undertaken and ten partnerships established through advancing and protecting the rights of youth, women and people with disability.</p>
Support social development	Residents of Gauteng	Dialogue for Women held with Premier.	Ten (10) partnerships were facilitated

KEY SERVICES	SERVICE BENEFICIARY	CURRENT SERVICE STANDARD	ACTUAL ACHIEVEMENT AGAINST STANDARDS
		Commemoration of Youth Day, International Women's Day and International Day of People with Disabilities	between the GPG and civil society to improve services to targeted groups. Although these partnerships are yet to be signed they are already contributing to delivery to members of all targeted groups.

7. 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 has revised its SDIP for the 2015-2018 period following an assessment conducted at a workshop convened by DPSA with all Offices of the Premier in South Africa on 09-10 November 2015. In terms of Treasury Regulations, the Accounting Officer of an institution is required to prepare a strategic plan for the forthcoming Medium Term Expenditure Framework (MTEF) period. The OoP's SDIP is informed by the 2015-2020 Strategic Plan and is aligned to the Annual Performance Plan (APP) for 2016/17. 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 2012-2015 and the new SDIP for 2015-2018 MTEF periods and the Strategic Plan for the fiscal years 2015–2020 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. Both documents will also be made available on the OoP website, www.gautengonline.gov.za.

PART C: ORGANISATION AND STRUCTURE

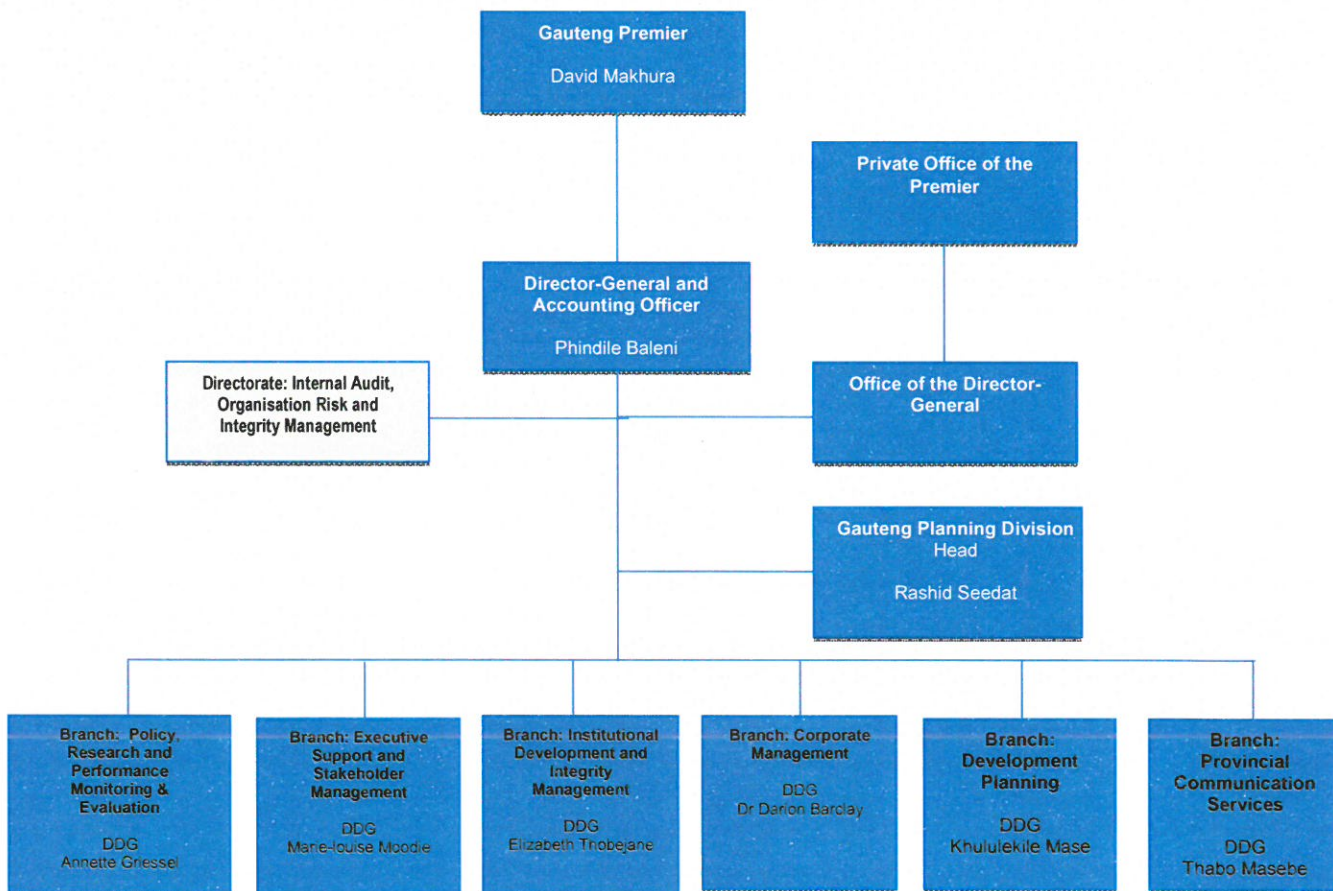
8. ORGANISATIONAL STRUCTURE

The OoP organisational structure was approved by the Minister of Public Service and Administration in 2012 and comprises of 325 posts. As at 31 March 2015, the total number of filled posts is 429.

In addition to the above, the Office of the Premier has a total number of twenty (35) Internships for a period of twelve (12) months to gain working experience. In line with the mandate of the new administration, a review of the organisational structure was undertaken with the emphasis on increased service delivery and fighting corruption at all levels of government.

In line with the available financial resources, the Office of the Premier filled all vacant funded posts. All other posts on the Persal system will be made unfunded and categorized as such. In accordance thereto, the vacancy rate in the Office of the Premier is below 8%.

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



ENTITIES REPORTING TO THE PREMIER

ENTITIES REPORTING TO THE PREMIER

The Office of Premier does not have any direct reporting entities

PART D: BUDGET

9. Budget and MTEF Estimates

9.1 Expenditure estimates: Office of the Premier

9.1.1 Summary of Actual and Budgeted Payments

Programme	2010/11	2011/12	2012/13	2013/14			2014/15	2015/16	2016/17
	Outcome/Audited			Main Appropriation			MTEF		
Administration	60 878	66 481	73 241	77 215	87 668	87 668	96 072	94 256	107 648
Institutional Development	83 128	90 923	104 915	106 068	168 394	168 394	124 370	128 651	209 239
Policy And Governance	66 473	68 690	60 801	113 435	86 721	86 722	96 841	111 656	153 439

9.1.2 Summary of Actual and Budgeted Payments by Economic Classification

Economic Classification	2010/11	2011/12	2012/13	2013/14			2014/15	2015/16	2016/17
	Outcome/Audited			Main Appropriation			MTEF		
Current payments	194 082	209 967	219 152	281 919	286 709	288 811	302 172	318 603	436 422
Compensation of employees	99 587	105 615	104 612	144 841	130 376	131 876	156 343	170 601	256 909
Goods and services	94 495	103 229	114 540	137 078	156 333	156 935	145 829	148 002	179 513
Interest and rent on land		1 123							
Transfers and subsidies	9 706	11 065	13 749	11 762	50 360	50 470	12 397	13 005	19 996
Payments for capital assets	6 666	4 893	6 022	3 037	5 714	3 503	2 714	2 955	13 898
Machinery and equipment	6 666	4 893	5 934	3 037	5 714	3 503	2 714	2 955	13 898
Software and other intangible assets			88						
Payments for financial assets	25	169	34	-	-	-			
Total economic classification	210 479	226 094	249 810	296 718	296 718	296 718	317 283	334 563	470 326

PART E: CONTACT DETAILS

10. CONTACT DETAILS

PHYSICAL ADDRESS: 30 Simmonds Street
Marshalltown
Johannesburg
2000

POSTAL ADDRESS: PO Box 61
Marshalltown
2000

TELEPHONE NUMBER/S: 011 355 6000

FAX NUMBER: 011 834 9177

EMAIL ADDRESS: hotline@gauteng.gov.za

WEBSITE ADDRESS: www.gautengonline.gov.za

Complaints may be addressed telephonically or in writing to the Gauteng Government Public Liaison Hotline.

The Public Liaison Hotline operates from 7am to 6pm – Monday to Friday – and is accessible through four different channels:

- Calls: 08600 - 11000 (Shared Cost)
- Fax: 011 429 3222
- E-Mail: hotline@gauteng.gov.za
- Post: Gauteng Public Hotline, Private Bag x 115 Marshalltown, Johannesburg 2011