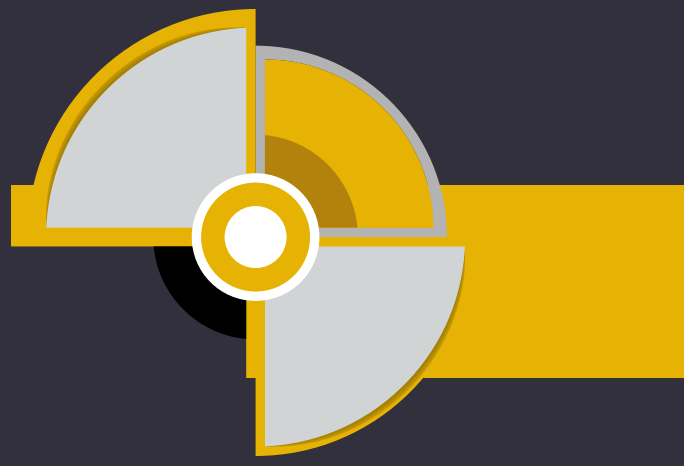


OFFICE OF THE PREMIER  
**ANNUAL CITIZENS  
REPORT**  
**2021 / 22**



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

**GGT2030**  
GROWING GAUTENG TOGETHER



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## 1. LIST OF ABBREVIATIONS/ACRONYMS

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
DID	Department of Infrastructure Development
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
GPDF	Gauteng Spatial Development Framework
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
<hr/>	
OOP	Office of the Premier
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PPE	Personal Protective Equipment
PFMA	Public Finance Management Act
PSA	Public Service Act
<hr/>	
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
<hr/>	
TMR	Transformation, Modernisation and Re-industrialisation
TASEZ	Tshwane Automotive Special Economic Zone
<hr/>	
VEC	Victim Empowerment Centre
<hr/>	
WTPSD	White Paper on Transforming Public Service Delivery
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# 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 2021/22 financial year in its effort to serve Gauteng citizens. The 2021/22 financial year is the third financial year of the 6th administration. This report as presented by the Department illustrates the activities of the Office of the Premier during the 2021/22 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 we all want 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, LGBTQIA+ 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>



Value	Description - What it means in practice
<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> <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, 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 Mr Mduduzi Mbada, 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 2021/22 financial year is the third financial year of the 6th administration. For two years, our lives have been shaped by Covid19 pandemic. COVID19 has devastated the economy, leading to the closure of many businesses and the loss of jobs. After four waves of infection, fewer people are becoming severely ill and requiring hospitalisation. There are fewer deaths than before. Scientists tell us that this is mainly because some 60% to 80% of the population has some form of immunity to the virus, either from previous infection or vaccination. To increase vaccination rate, the Gauteng Provincial Government vaccination drive strategy focused on:

- Educating and creating awareness on the vaccination programme.
- Building public confidence towards the COVID-19 vaccination programme.
- Encouraging the eligible public to register for the COVID-19 vaccine.
- Distributing factually correct information to the public.
- Keeping the public updated on the roll out of the vaccination campaign

The Project Management Office (PMO) facilitated the development of risk based workstream intervention plans as per the behaviour of the pandemic. The PMO also facilitated and supported the development of the Vaccine Rollout Plan in the province. Furthermore, the PMO provided strategic project management support to the Project Management GDID and GDOH on Charlotte Maxeke Johannesburg Academic Hospital refurbishment due to the fire that affected the hospital.

The Programme Management Office (PMO) won the silver award in the Category Best Responsive Government Institution of the Year. The leadership within the PMO and the workstream leads were accessible and approachable and this made coordination between the different workstreams and governance structures easier, facilitating the flow of information and collaboration between the workstreams. Workstreams were able to draw participation from all spheres improving the effectiveness of interventions at the coalface.

Gauteng Covid 19 response was supported by a robust, open and transparent communication strategy, providing up to date information on the behaviour of the pandemic in Gauteng, hotspot areas and general information on the pandemic and recommended non-pharmaceutical interventions.

The implementation of this approach ensured efficient and effective coordination of the Covid 19 response and the implementation of mitigation strategies, across the 3 spheres of government, during the 1st - 4th waves of the pandemic, including using data to predict the trajectory of the pandemic and the response required.

The mid-point of the 2021/22 financial year coincide with the mid-point of the five-year term of office of the 6th Administration. The midpoint in the term of office provided an opportunity for critical review and reflection on performance made in implementing the provincial government's mandate and priorities in the period 2019 to 2021, with a specific focus on performance against the Growing Gauteng Together 2030 Plan of Action; with a view to identify achievements and constraints and identify opportunities and interventions to improve performance to the end of the term in 2024 and beyond, towards 2030.

To this end, The Gauteng Provincial Government (GPG) commissioned the development of a comprehensive Midterm Review Report (MTR), aimed at providing an overview and assessment of progress made in the implementation of the GGT 2030 and its intended objectives and to inform evidence-based decision making on plans and priorities to improve performance towards 2024.

The Revised framework for Strategic Planning and Annual Performance Plan allows for revision of institutional plans mainly due to significant changes to policy and/or in the service delivery environment or in the planning methodology. In Gauteng these events included the impact of 3rd wave of COVID-19 pandemic and the response thereof; Impact of July social unrest, budget adjustments, and 2020/21 AG audit outcome on audit of performance

The OoP continues to provide strategic leadership on the implementation of Growing Gauteng Together Plan (GGT 2030). The Township Economic Revitalisation programme is under the supervision of a dedicated, full-time task team within the economic acceleration war-room at GDED.

The Township Economic Development Act, as adopted by the Legislature on 24 March 2022 focuses on the following:

- Changing how townships are regulated and governed to transform them into zones of widespread, job-creating commercial activity
- Standard bylaws and streamlined regulations make it easier to license township-based enterprises

- Standard by-laws also incentivise the installation of broadband in township enterprise zones and empower township-based internet service providers.
- Revised procurement rules and programmatic support to allow government and its main contractors to buy from large groups of township-based firms, with systems linking them

### 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 standard of service	Desired standard of service	Actual achievement
Compliance to the Safety, Health, Environment and Quality (SHERQ) System by Gauteng Provincial Government	Gauteng Provincial Government	Baseline survey on OHS compliance by GPG departments	50% compliance to the SHERQ System by GPG departments	<p>The National Institute of Occupational Health (NIOH) has committed to sharing the final report on Occupational Health and Safety (OHS) baseline results on the 15<sup>th</sup> December 2021. 85% (12/14) of GPG departments participated in the survey. The survey was a qualitative study and questions were based on the World Health Organisation dimensions to assess the existence of the following in GPG departments:</p> <ol style="list-style-type: none"> <li>1. Leadership and Governance</li> <li>2. Financing</li> <li>3. OHS Services (risk assessment and medical surveillance)</li> <li>4. Human resources</li> <li>5. Information and Technology</li> </ol> <p>The final report is awaiting NIOH CFO approval, NIOH has requested more time following the team request for a departmental breakdown in the report.</p>
		South African Institute for Occupational Hygiene (SAIOH)	South African Institute for Occupational Hygiene (SAIOH)	90% (38/42) OHS Practitioners registered with professional bodies. They have engaged their councils to reregister after being struck off the roll – council deregister practitioners who do not register annually.
		South African Institute for Occupational Health and Safety (SAIOSH)	South African Institute for Occupational Health and Safety (SAIOSH)	
		Health Professions Council of South Africa (HPCSA)	Health Professions Council of South Africa (HPCSA)	

Main services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
		Occupational Health and Safety Act 85 of 1993	Occupational Health and Safety Act 85 of 1993	Due to prioritisation of vaccination campaign to increase uptake in GPG. Legal compliance risk register deferred to next financial year 2022/2023.
		Compensation for Occupation injuries and Diseases Act 130 of 1993	Compensation for Occupation injuries and Diseases Act 130 of 1993	The OoP was awaiting a report from the Department of Infrastructure and Development (DID) on facilities that would be subjected to conditional assessments for OHS to avoid duplication, however there were delays in receiving the report, hence the KPI is moved to the 2022/23 financial year.
		National Environment Management Act 107 of 1998	National Environment Management Act 107 of 1998	.
		Constitution of the Republic of South Africa, Act 1996	Constitution of the Republic of South Africa, Act 1996	
		Disaster Management Act, 2002 (Act No. 57 of 2002)	Disaster Management Act, 2002 (Act No. 57 of 2002)	
		Basic Condition of employment Act, 1997 (Act No. 75 of 1997)	Basic Condition of employment Act, 1997 (Act No. 75 of 1997)	
		Employment Equity Act 1998 (Act No 55 of 1998)	Employment Equity Act 1998 (Act No 55 of 1998)	
		National Disaster Management Framework	National Disaster Management Framework	
		Framework National Health Act, (Act No. 61 of 2003)	National Health Act, (Act No. 61 of 2003)	
		National Building Regulations and Building Standards Act, 1977 (Act No. 103 of 1977)	National Building Regulations and Building Standards Act, 1977 (Act No. 103 of 1977)	
		Hazardous Substances Act, 1973 (Act No 15 of 1973)	Hazardous Substances Act, 1973 (Act No 15 of 1973)	
		Waste Management Act 2008 (Act No. 59 of 2008)	Waste Management Act 2008 (Act No. 59 of 2008)	
		National Water Act, (Act No.45 of 1998)	National Water Act, (Act No.45 of 1998)	
		4 GPG SHERQ Forums	4 GPG SHERQ Forums	11 SHERQ Workstream meeting were held in the year under review:  <b>Q1 (2021)</b> 14 April 19 May 9 June 23 June 28 June  <b>Q2 (2021)</b> 14 July 11 August 1 September  <b>Q3 (2021)</b> 10 Nov 8 Dec  <b>Q4 (2022)</b> 9 March

Main services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
		1 Institutional Planning session on SHERQ matters	1 Institutional Planning session on SHERQ matters	The Institutional Support planning session on SHERQ matters was held on 24 & 25 February 2022.
		4 Departmental Client Relation Management Sessions	4 Departmental Client Relation Management Sessions	14 CRM sessions held (All 14 departments were reached through CRM support and query response handling, in particular the vaccination campaign. There are no recording systems but emails & telephones).
		10% GPG employees reached through OHS Inductions	20% GPG employees reached through OHS Inductions	(27%) (49 245/180 000) Department of Health & Gauteng Department of Education and other Gauteng Provincial Government departments employees were reached through OHS Inductions.
		1 OHS Seminar	1 OHS Seminar	1 OHS seminar held on 11 March 2022.
		Number of Doctors forum meeting with SAMA	2 Doctors Forum meeting SAMA	The meeting with SAMA was held on 23 April and 9 November 2021, and resolutions were taken on areas of collaboration Q1 – 1 Meeting Q3 – 1 Meetings
		4 meeting with municipalities on development of emergency preparedness plans	4 Meetings with municipalities on development of departmental emergency preparedness plans	2 meetings were held with the Gauteng Department of Cooperative Governance and Traditional Affairs (COGTA) & Department of Labour (DOL) and the GPG disaster management and emergency preparedness was discussed.
		20% of GPG departments with municipal approved emergency preparedness plans	30% of GPG departments with municipal approved emergency preparedness plans	3% (3/10) Departments submitted Emergency Preparedness plans, however not all of them are approved. Only Department of Community Safety (DCS) (Benoni, Mabopane, Vereeniging regions) has approved plans. The plans for GDARD, OoP, COGTA, DID, DSD, DED, GDE, DOH and DRT are not approved yet. 4 Departments did not submit: e-Gov, GPT, GHS & SACR. HOD Memo sent on status of Emergency Preparedness Plans.
		1 automated SHERQ system procured	Procurement and preparation of the automated system for deployment	1 automated SHERQ system Occupational Health and Safety Information System (OHASIS), was procured and is currently in the process of mapping the structure in OoP in preparation for piloting. Mapping process is delayed by the lack of finalisation of the structure of OoP, hence the project will be starting in Gauteng Provincial Treasury while OOP is resolving.
		Development an OHS App for GPG officials to access OHS services	20% OHS officials reached through an Induction and active on the OHS App	An App will be created, once OHASIS mapping process is completed.
		Develop a Service Level Agreement with Department of Labour to conduct OHS inspections in GPG	30% Departments inspected by OOP and DOL	Awaiting inspection schedule from DOL of GPG facilities inspected.
		1 Progress report on the implementation of inspection findings	1 Progress report on the implementation of inspection findings	Progress report on inspection finding was generated.
		10% peer OHS inspections conducted in departmental facilities	30% peer OHS inspections conducted in departmental facilities	11% (57/530) facilities were inspected.  Vaccination site inspections were undertaken.  Inspection report was generated.
		Publish progress report of all Injury on Duty incidents reported within 7 days and diseases reported within 14 days	Publish progress report of all Injury on Duty incidents reported within 7 days and diseases reported within 14 days	A Memo on escalation from EXCO to e-Gov was submitted and project is under way to migrate functions and will be implemented in two phases  1 Hybrid model and training of reps in receiving depts and complete migration in 2023/24.  Report not yet published.
		Publish Doctors who can be consulted (like friends of Gems)	Publish Doctors who can be consulted (like friends of Gems)	A list of doctors that accept Injury of Duty (IOD)'s has been requested for publishing on the Zinakekele website which is still under construction.  <a href="https://zinakekele.gauteng.gov.za/Pages/index.aspx">https://zinakekele.gauteng.gov.za/Pages/index.aspx</a>

Main services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
		<p>Publish Injury on Duty Processes and reporting procedures</p> <p>Some of the challenges that lead to delays in adjudication of cases</p>	<p>Publish Injury on Duty Processes and reporting procedures</p> <p>Some of the challenges that lead to delays in adjudication of case</p>	<p>Compensation of Occupational Injuries and Disease (COID) project to train Human Resource Administrators in GPG departments to transact on the COID system, Comeasy, is underway in collaboration with e-Gov.</p> <p>IOD processes also published on the Zinakekele website.</p>
		<p>Publish OHS Act employer and employee responsibilities</p> <p>Publish the Terms of Reference for OHS Committee, Roles and Responsibilities</p> <p>Updated Departmental OHS Officials and SHE Reps list</p>	<p>Publish OHS Act employer and employee responsibilities</p> <p>Publish the Terms of Reference for OHS Committee, Roles and Responsibilities</p> <p>Updated Departmental OHS Officials and SHE Reps list</p>	<p>OHS Act employer and employee responsibilities published including the Terms of Reference for OHS Committee, Roles and Responsibilities. Updated Departmental OHS Officials and SHE Reps list were sent to the Zinakekele website technicians and requested hosting.</p> <p><a href="https://zinakekele.gauteng.gov.za/Pages/index.aspx">https://zinakekele.gauteng.gov.za/Pages/index.aspx</a></p>
		1 SHERQ Status report published	1 SHERQ Status report published	<p>2 SHERQ status reports generated and will be published on the website Mid-year and Annual report.</p> <p>Not yet published</p>
		1 SHERQ Status Report presented at HOD Forum	1 SHERQ Status Report at HOD Forum	<p>Annual SHERQ report generated and will be tabled at HOD forum and Provincial Disaster Management Command Centre and other key stakeholder platforms such as organised labour meetings to appraise on the status of SHERQ compliance in the province.</p> <p>Report not yet presented at HOD forum.</p>
		<p>100% of SHERQ services on APP for officials</p> <ul style="list-style-type: none"> <li>Awareness campaigns</li> <li>Training</li> <li>IOD processes and reporting procedures</li> <li>IOD treating Doctor's information</li> <li>A list of Occupational Medical Practitioners</li> <li>Transversal EHWP unit functions</li> <li>Departmental EHWP functions</li> <li>Updated</li> </ul>	100% uploading of SHERQ services on the APP	<p>This activity will be implemented upon completion of the current OHASIS mapping which started on 7 December 2021 and was piloted in the OoP, however, OoP is delaying in providing the structure for layout on OHASIS and this has halted the rolling out process. Will start rolling out OHASIS in GPT.</p>
		<p>EHWP Coordinators list</p> <ul style="list-style-type: none"> <li>New Legislation</li> <li>SHERQ protocols</li> <li>Surveys conducted</li> </ul>		
		2 letters system generated response handling once incidence is reported	2 letters to inform how far the process is and follow up letter	<p>Awaiting OHASIS implementation to be tracked through the system. A manual tool has been developed and email service developed. The email will be communicated through the website once it is live. It will also be shared through PCS.</p>
		Establish system generated Doctors complaints and resolution management	100% system generated resolution of complaints	<p>Awaiting OHASIS implementation. Currently e-Gov has developed switching houses to deal with doctors payment rejections.</p>
		0 system generated letter to mitigate non-payment of doctors within 30 days	100% system generated resolution of complaints	<p>Awaiting OHASIS implementation. A request has been sent to e-Gov.</p> <p>To write to HOD e-Gov to propose a system generated letter to mitigate non-payment of doctors within 30 days</p>

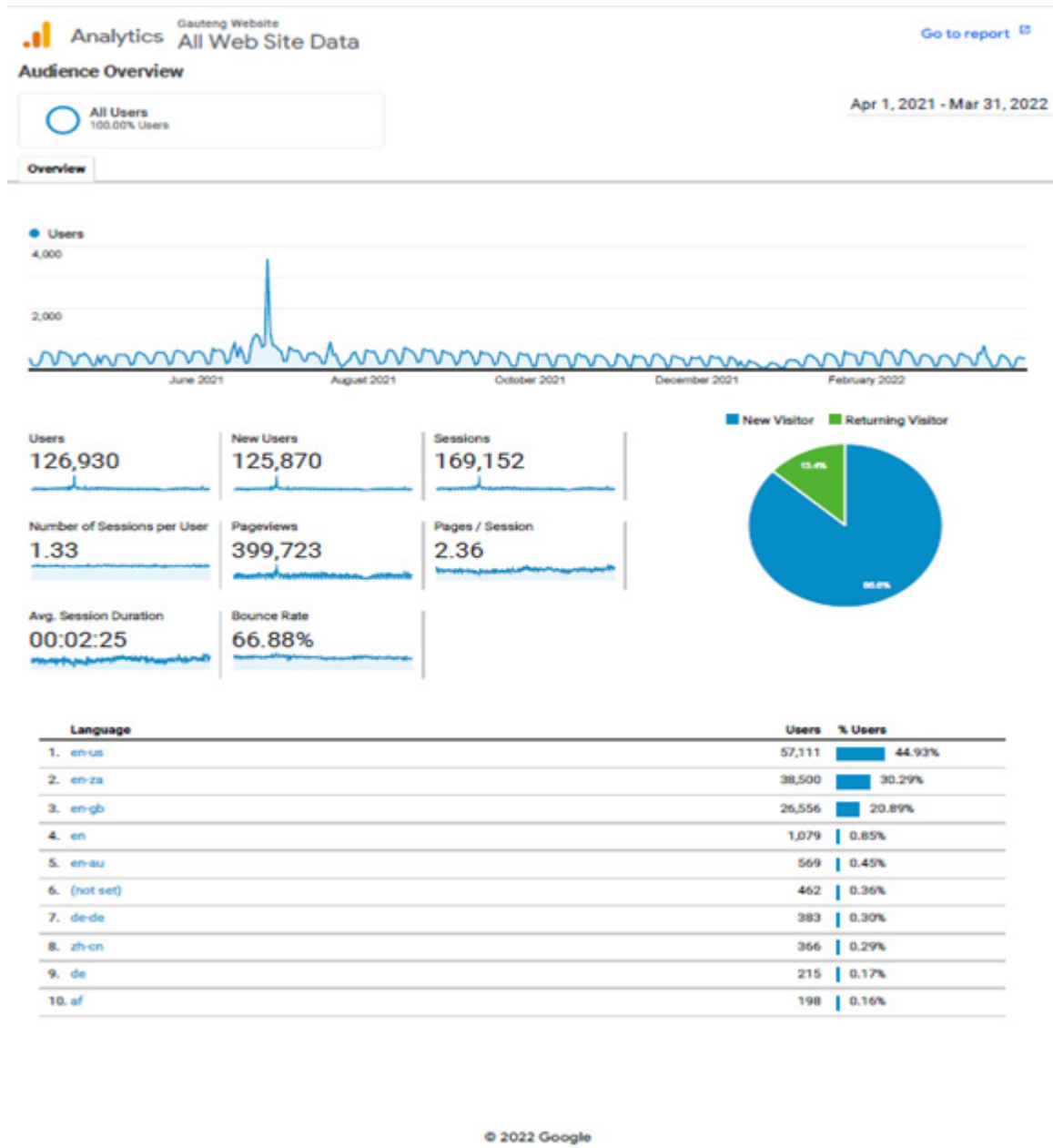


Main services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
		System generated feedback loop to monitor customer satisfaction	System generated feedback loop to monitor customer satisfaction	OHASIS piloted in OoP.
		How long will it take for the Project to achieve its goal/outcome	Year 1	12 Months progress.
		Current project operational costs R3,500 000.00	Projected project operational costs R4,000 00.00	OHASIS procured and piloting the system in OoP.
		A total of 3 Assistant Directors drive OHS operations of the project	Projected operational staff to drive the SHERQ system 1 OHS Official 1 Occupational Medical Practitioner 1 Occupational Health Nurse 1 Environmental Health Practitioner	<p>DG has approved the extension of the secondment of the Occupational Medical Practitioner to the OoP to support the project.</p> <p>The Transversal EHWP unit engages its own OHS Official Environmental Health practitioner for the project:</p> <ul style="list-style-type: none"> <li>1 Transversal EHWP Director 1 Deputy Director 3 Assistant Directors 2 EHWP Coordinators 1 EHWP Intern</li> </ul>

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

Current/actual arrangements	Desired arrangements	Actual achievements
Public participation events	Residents and communities of Gauteng	<ul style="list-style-type: none"> <li>Public participation events were minimised throughout the financial year to avoid the spread of COVID-19.</li> <li>Sector based stakeholder webinars were held with various stakeholders.</li> </ul>
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 2021/22.</li> <li>Due to 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 across 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	<ul style="list-style-type: none"> <li>Communities where TSCs are located</li> </ul>	<ul style="list-style-type: none"> <li>Public participation events were minimised throughout the financial year to avoid the spread of COVID-19.</li> </ul>

**Table 6.3 Service Delivery Information Tool**



Current/actual information tools	Desired information tools	Actual achievements
Gauteng online	Gauteng online	<p><b>Period 01 April 2021 – 31 March 2022</b></p> <p>According to the graph above, the analytics read as follows:</p> <ul style="list-style-type: none"> <li>• The total number of visitors to the Gauteng website, for the period listed above, is 126 930</li> <li>• The number of new visitors is 13,4%</li> <li>• The number of returning visitors is 86,6% (Please note that this can be of a few users visiting pages regularly such as admins – each visit is counted individually)</li> <li>• Of that total number, new users were 125 870</li> <li>• The total number of sessions – which is interactions with the content on the site for a minimum of 30 minutes – is 169 152</li> <li>• Of the session total, individuals spent an average of 1.34 3 sessions each</li> <li>• The total number of pageviews is 399 723 (Please note that this can be of a few users visiting pages regularly such as admins – each visit is counted individually)</li> <li>• Of the page view total, individuals spent an average of 2,36-page sessions each</li> <li>• The average page view session is about 2:25 minutes</li> <li>• The total bounce rate is 66.88%. – A bounce rate is the rate at which individuals land on a page and decide to leave the website immediately without browsing any further. A website is considered to have an excellent bounce rate if it is between 26 – 40%</li> <li>• Language – these are visitors from areas listed, eg 44,93% of the users use English as their main language, and are from the USA. 20,89% are from Great Britain, etc.</li> </ul>
Gauteng news, pamphlets, information brochures, posters, banners, leaflets	Gauteng news, pamphlets, information brochures, posters, banners, leaflets, Twitter, Facebook	<p>Media products</p> <ul style="list-style-type: none"> <li>• SOPA speech</li> <li>• SOPA summary</li> <li>• Annual report (in progress)</li> <li>• Pamphlets on COVID-19 vaccination drive campaigns</li> <li>• Print publications by Gauteng Provincial Government</li> </ul>
Advertising campaigns on strategic direction and policy initiatives	Advertising campaigns on strategic direction and policy initiatives	<p>The Covid – 19 vaccination drive campaign has been the main focus with the exception of SOPA.</p> <ul style="list-style-type: none"> <li>• 30 seconds generic radio adverts flighted on Ukhozi FM, Lesedi FM, Motsweding FM, Metro FM, Kaya FM, Power FM, Jacaranda FM and 702</li> <li>• The state of the province address took place in February 2022 – strip adverts were published in various newspapers to encourage Gauteng residents to follow the proceeding on the GPG socials</li> <li>• Newspapers used were, The Star, Sunday World, City Press, Beeld, Citizen, Sowetan, Business Day and Sunday Times</li> <li>• Radio ads were flighted on SA FM, Kaya FM, Jacaranda FM, 702, Power FM</li> <li>• SABC channel 404, Business Day TV livestreamed</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 are invited from residents in person, writing, by email and through public participation events (COVID – 19)</li> <li>Central Information Centre</li> <li>Gauteng Public Hotline</li> <li>Nthiriso Outreach Programme</li> <li>National Anti-Corruption Hotline</li> </ul>	<ul style="list-style-type: none"> <li>The Service Delivery War Room adopted and implemented the DPSA Compliments and Complaints Management Process, developed and implemented the GPG EXCO approved Nthiriso Gauteng Service Delivery War Room System and continued to drive the Growing Gauteng Together 2030 action plan of enhanced engagement with citizens and communities for the vision Gauteng 2030</li> <li>For the period 1 April 2021 to 31 March 2022, 2 715 out of 5 842 (46.47%) of registered cases were resolved across the province, 3 127 cases are still being processed.</li> <li>Gauteng Citizens (communities, households and individuals) can communicate with the provincial contact centre through various channels such as: Phone, SMS, USSD, E-Mail, the Web, Social Media (Facebook and Twitter) and WhatsApp. The Community and Health workers made use of the USSD channel to register service delivery issues while interacting with citizens at community, household and individual levels.</li> <li>To further ensure the implementation of the above processes and strategies, a coordinated effort between the Office of the Premier (OoP), Gauteng Provincial Government (GPG) and National Departments, Municipalities, State Owned Enterprises (SoEs) and Agencies operating within the Gauteng</li> <li>Province was undertaken to put together service delivery teams and structures, that are led by the eight Regional Heads in the Province.</li> <li>Their role included ensuring service delivery issues are responded to, prevented and interventions made in potential protests and attended to petitions through engagements with communities where needed. The Metropolitan areas were allocated two Regional Heads and one for each District area. The appointment of the Regional Heads meant that service delivery issues would timeously escalated and attended to.</li> </ul> <ul style="list-style-type: none"> <li>The Central War Room including a Central Information Centre (CIC) was responsible for service delivery overall interventions coordination, management, planning and monitoring of the system as a whole and its performance, including Knowledge and Information Management Systems (KIMA) and the development of ICT systems to service the model. The CIC drew from a range of data sources, including the statistical data, programme performance information and expenditure and other service delivery data. The data included the Gauteng Entities Contact Centres; CDW reports, social and traditional media. The analysis of the data included early warning systems and emerging issues analysis to inform responses. A province-wide dashboard that provides provincial to ward level analysis was developed together with an integrated provincial Geographical Information System (GIS), poverty mapping and household profiling data and monitoring systems key data sets.</li> <li>The Merafong, Emfuleni and Rand West Local Municipalities introduced easy to remember contact centre numbers to its citizens that are linked to the GPG Contact Centre infrastructure. In addition to the four municipalities, the Gauteng Department of Health contact centre number was added to the GPG Contact Centre infrastructure. GPG continues to support the four entities to improve its effectiveness and reach of citizens through trained Gauteng Contact Centre agents that are taking and responding to call interactions by citizens, systems and process improvement. There are plans for all local government municipalities to be integrated.</li> </ul>

**7. PROVINCIAL PERSPECTIVE**

Since the beginning of the 2021/22 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**

On Monday, 4 April 2022 President Cyril Ramaphosa announced the lifting of the National State of Disaster. The pandemic will henceforth be managed in terms of the National Health Act, 2003 (Act 61 of 2003). The Office of the Premier would like to remind all Gauteng residents to continue to take the necessary preventative measures to safeguard ourselves and others against COVID-19 infections. This includes regularly washing of hands with water and soap or using a 70% alcohol-based sanitiser. COVID-19 vaccinations are safe and effective in preventing serious illness, hospitalisation and even death in the event one contract the coronavirus. The Executive Council learning from the governance arrangement of COVID-19 has established war rooms to fastrack service delivery and successful implementation of Growing Gauteng Together (GGT) 2030, The announcement of the President and the new governance arrangements required the Gauteng City Region (GCR) to review the current governance arrangement on disaster management. The following was therefore

implemented:

- o The Provincial Disaster Management Command Centre (PDMCC) not to be fully disbanded but to continue monitoring the impact of the infectious disease in the GCR.
- o The PDMCC to convene at least twice a month to consider reports from the Department of Health, Municipalities and War Room on Fighting Crime and Lawlessness in relation to the infectious disease and the vaccination roll out programme.
- o The Comprehensive Health Workstream and sub-workstreams will continue to operate as in the state of disaster and report to the PDMCC.
- o The Local Government workstream and the Government Continuity will continue to operate as in the state of disaster and incorporate Intergovernmental Relations (IGR) issues and report to the PDMCC
- o That the Social Security Workstream, Economic Workstream, Enforcement & Compliance Workstream be integrated into the Provincial War Rooms.

The total number of GPG COVID-19 infections is 29 330 since the outbreak of the virus in March 2020. The Gauteng Department of Health (DOH) accounts for 26 424 (90%) cases of the total infections, followed by the Department of Social Development at 570 cases, Gauteng Department of Education (GDE) 530 cases, Gauteng Department of Infrastructure Development (DID) 417 cases and Gauteng Department of Community Safety (DCS) 199 cases. Departments such as the Office of the Premier (OoP) 157 cases and Economic Development (DED) 158 cases have a high infection rate and can be considered hotspots for COVID-19.

Unfortunately, a total of 188 GPG employees have passed away due to COVID-19 related complications since the outbreak of the virus. The Office of the Premier collaborated with the Gauteng City Region Academy (GCRA) hosted two (2) series of virtual training sessions in 2021 focusing on Workplace COVID-19 Vaccination Rollout programme. A total of 194 789 (83%) of GPG employees have been vaccinated as at 7 March 2022, with 39 742 employees still unvaccinated and only 22 554 who have taken booster shots. The Transversal EHWP in partnership with GPG departments has consolidated vaccination plans to strengthen a workplace campaign to encourage employees who have not yet vaccinated using different communication channels and advocacy programmes.

## **7.2 ECONOMY**

The multi-tier Special Economic Zone (SEZ) programme is now under the supervision of a dedicated, full-time task team within the economic acceleration war-room deployed by the Gauteng Department of Economic Development. This SEZ team is focusing on fast-tracking all planned SEZs, the institutionalisation of the multi-tier SEZ programme and the clustering and linkage of township industrial estates to the SEZs. As part of the Tshwane SEZ, first sets of work packages for SMMEs grades 1-3 and 4-7 have been processed and assigned to local businesses. Over R1.7 billion worth of SMME contracting is committed as part of this build, with R220 million of that already allocated (total construction cost for the SEZ that is being committed by the South African government is R3.7 billion, that funds the building of the supplier park – this does not include the investment by Ford Motor Company in upgrading its own factory next to the supplier park, which the SEZ feeds into). The first cohort of critical investors has begun occupying the site as other factories are built.

The development of the Western Corridor as an Agri-industrial and green energy cluster was pronounced upon by the Premier in his State of the Province Address on 23 February 2021. The focal point of this work will be the N12 corridor, to be enabled by a proposed multi-site SEZ under an operating license issued under the umbrella of the existing Gauteng Provincial Government SEZ master license, under the authority of the MEC for Economic Development. The Vaal SEZ interim CEO has been appointed, alongside the initial cohort of operating staff. The institution has started functioning as a regional economic development agency, with all three spheres of government collaborating through the SEZ board.

The Township Economic Revitalisation programme is under the supervision of a dedicated, full-time task team within the economic acceleration war-room at GDED. A rebuilding programme of accelerating what is now announced as the “new deal” for Township Economies that includes both the new proposed Township Economic Development Act and the Township Economy Partnership Fund is currently underway.

## **7.3 PROJECT MANAGEMENT OFFICE (PMO)**

The Programme Management Office (PMO) won the silver award in the Category Best Responsive Government Institution of the Year. The leadership within the PMO and the workstream leads were accessible and approachable and this made coordination between the different workstreams and governance structures easier, facilitating the flow of information and collaboration between the workstreams.

The Project Management Office (PMO) facilitated the development of risk based workstream intervention plans as per the behaviour of the pandemic and facilitated/supported the development of the Vaccine Rollout Plan in the province.

The implementation of this approach ensured efficient and effective coordination of the COVID-19 response and the implementation of mitigation strategies, across the 3 spheres of government during the 1st - 4th waves of the pandemic, including using data to predict the trajectory of the pandemic and the response required.

#### **7.4 NTIRHISANO OUTREACH PROGRAMME**

100% of Ntirhisano commitments were tracked for progress. 216 of 399 commitments (54%) were achieved. The OoP started 6<sup>th</sup> 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 Central War Room including a Central Information Centre (CIC)** was responsible for service delivery overall interventions coordination, management, planning and monitoring of the system as a whole and its performance, including **knowledge and information management systems (KIMA)** and the development of ICT systems to service the model. The CIC drew from a range of data sources, including the statistical data, programme performance information and expenditure and other service delivery data. The data included the Gauteng Entities Contact Centres; CDW reports, social and traditional media. The analysis of the data included early warning systems and emerging issues analysis to inform responses. A province-wide dashboard that provides provincial to ward level analysis was developed together with an integrated provincial Geographical Information System (GIS), poverty mapping and household profiling data and monitoring systems key data sets.

The Central War Room introduced **Profile Management and Gauteng Government Marketing Campaigns** to make use of its citizen database to reach and improve communication with the citizens in Gauteng Province.

Efforts between the Office of the Premier (OoP), Gauteng Provincial Government (GPG), National Departments, Municipalities, State Owned Enterprises (SOEs) and Agencies operating within the Gauteng Province were undertaken to **put together service delivery teams and structures that are led by the eight Regional Heads in the Province**

#### **7.5 TSHEPO 1 MILLION**

The Tshepo 1 million programme exceeded its Pillar 1 target of 26 000 and achieved 40 483 on Pathways to Earning, and on Pillar 2 the target was 13 025, and achieved 20 859 on Income Earning Opportunities.

The future is the youth! Since 1994, the Gauteng Provincial Government has implemented various youth development initiatives in response to the crisis of youth unemployment to confront the emergency social conditions that young people continue to face. We are implementing the recommendations of the Mapungubwe Institute for Strategic Reflection (which we had commissioned) that the Tshepo Youth Initiative should be taken through a compacting process across the war rooms, especially the jobs and economics war room. We are repackaging the Tshepo flagship programme into a bigger and wider integrated youth development intervention that brings all youth civil initiatives into one youth development focal point.

#### **7.6 FRONTLINE SERVICE DELIVERY MONITORING (FSDM)**

**The Frontline Service Delivery Monitoring** was refocused to the monitoring compliance of Government service points to COVID-19 regulations as well as assess experience of citizens in their interaction with these facilities. A total of 451 site visits were conducted and improvement plans developed in areas of underperformance.

#### **7.7 INTEGRITY**

The Gauteng Ethics Advisory Council (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 was finalised by the GEAC and adopted by the Executive Council on 8 December 2021 to be one of the compulsory standard bidding documents. 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. Moreover, the GEAC submitted its biannual report which outlines the progress on the implementation of its Programme of Action to the EXCO as at 31 March 2022. Furthermore, the GEAC finalised the MoU between Office of the Premier and Public Protector and it was signed on 11 March 2022. The GEAC is has also finalised the draft MoU between the OoP and the South African National Editors' Forum (SANEF) and it has been sent to SANEF for their perusal before it can be signed by both Parties.

The Office of the Premier continued to implement the aspects of the Memorandum of Understanding (MoU) which was signed on 24 April 2018 with the Special Investigating Unit (SIU). The Memorandum of Understanding, amongst others, allows the Office of the Premier to refer matters to the SIU if it appears that there are allegations

of maladministration which are linked with the affairs of any state institution in the provincial government. Furthermore, the MoU encourages the secondment of personnel where a need arises for either party to dedicate a resource to the other party. The Office of the Premier referred a total of 15 complaints to the SIU. Of these complaints, eight complaints were from the Gauteng Provincial Government departments, four were issues of fraud and corruption which were identified on flagship projects that are implemented by the Gauteng Provincial Government and three additional complaints which were submitted by whistle blowers directly to the SIU. Three complaints have been finalised and the Office of the Premier has submitted the final reports to the relevant departments. All the other issues are still under the consideration of the SIU.

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). From inception (2005), there were 2159 NACH cases received by the Provincial Forensic Audit Unit as of 31 March 2022. Of the 2159 cases, a total of 2050 cases were resolved, and 109 cases are still in the process of being finalised. The percentage of resolved NACH cases is 95%.

To date, a total of 12 forensic investigation cases were recommended for referral to the law enforcement agencies and all (12) were reported to law enforcement agencies. This shows that 100% (12 out of 12) of criminal cases have been reported to law enforcement agencies, for further investigation and prosecution.

## 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 Chief Directorate: Strategy and Operational Support in the Gauteng Office of the Premier has been responsible for the reporting and monitoring of the Service Delivery Improvement Plan for the 2021/22 financial year. The report was pre-approved by the SDIP Champion, the Acting Director General and signed off by the Premier.

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.

The reporting and monitoring within the Office of the Premier was done through tracking of implementation by means of quarterly Service Delivery Improvement Plan reports signed off by the departmental Service Delivery Improvement Programme Champion and approved by the Accounting Officer.

Copies of the SDIP 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: ORGANISATIONAL STRUCTURE

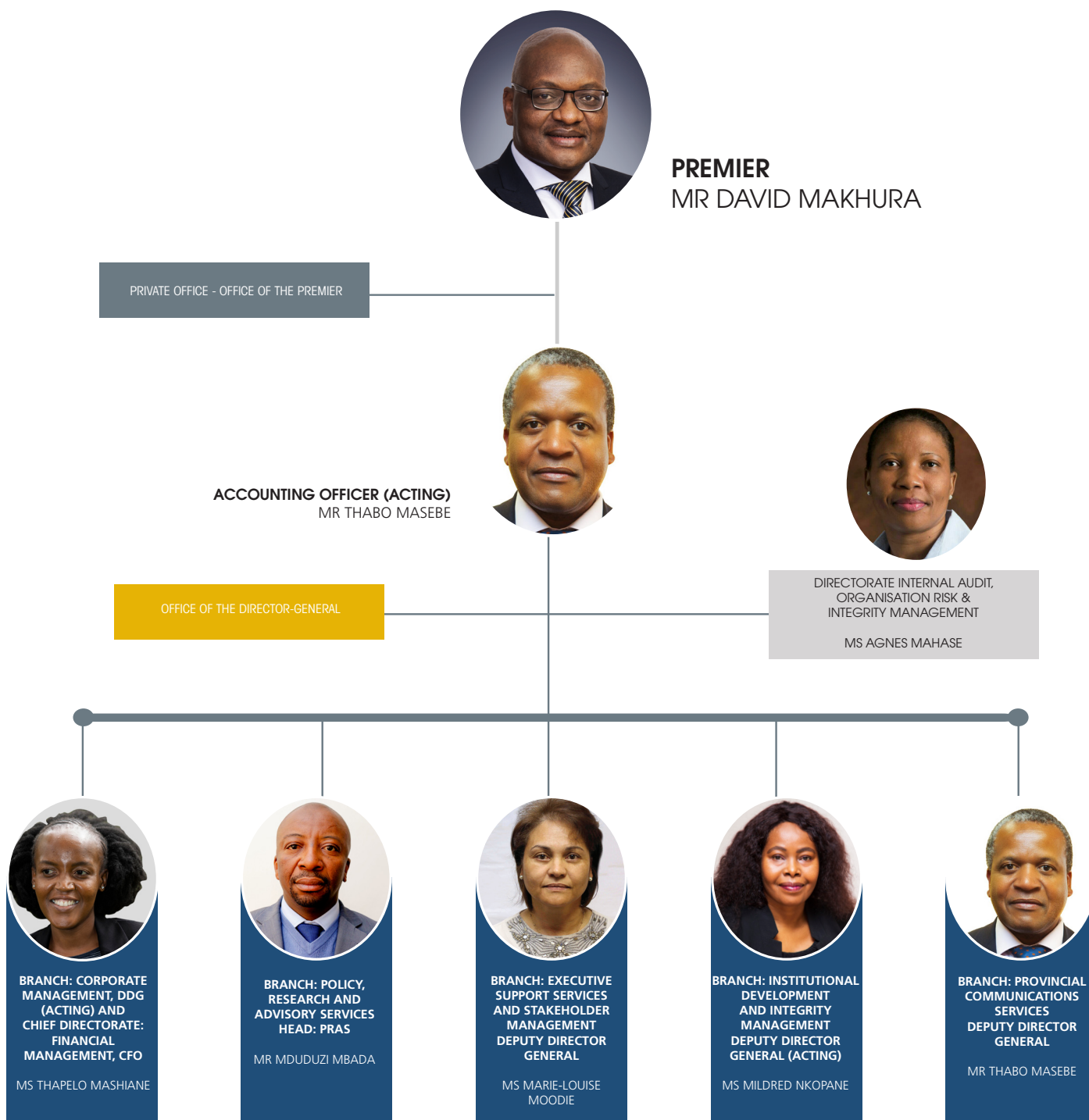
### 9 ORGANISATIONAL STRUCTURE

In the 2021/22 period, emphasis was placed on filling vacant funded posts in line with the Growing Gauteng Together 2030 Plan.

As at 31 March 2022, the status of filled and vacant positions is as follows:

Item	Status
Total number of posts on the Dept Structure as at the last day of the period under review	624
Total number of posts currently filled as at the last day of the period under review	547
Total number of vacant posts as at the last day of period under review	77
Total number of acting positions as at the last day of the period under review	6
% Vacancy rate	10%

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

#### a. Expenditure estimates: Office of the Premier

##### i. Summary of Actual and Budgeted Payments

PROGRAMME	2018/19	2019/20	2020/21	2021/22			2022/23	2023/24	2024/25
	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000
	AUDITED			MAIN	ADJUSTED	REVISED	MTEF		
1. Administration	303 155	279 709	320 400	136 922	298 314	166 158	133 388	125 771	126 074
2. Institutional Development	262 046	238 568	267 743	257 524	257 912	234 553	258 616	252 926	261 117
3. Policy & Governance	274 708	262 549	297 895	319 977	310 797	285 123	330 854	332 963	336 671
<b>TOTAL PROGRAMME</b>	<b>839 909</b>	<b>780 826</b>	<b>886 038</b>	<b>714 423</b>	<b>867 023</b>	<b>685 834</b>	<b>722 858</b>	<b>711 660</b>	<b>723 862</b>

##### ii. Summary of Actual and Budgeted Payments by Economic Classification

ECONOMIC CLASSIFICATION	2018/19	2019/20	2020/21	2021/22			2022/23	2023/24	2024/25
	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000
	AUDITED			MAIN BUDGET	ADJUSTED	REVISED	MTEF		
<b>Current payment</b>	<b>533 927</b>	<b>480 236</b>	<b>527 604</b>	<b>532 781</b>	<b>529 576</b>	<b>486 823</b>	<b>534 013</b>	<b>525 528</b>	<b>539 242</b>
Compensation of employees	297 409	328 747	356 180	371 367	369 914	363 668	377 887	370 115	385 385
Goods & Services	236 518	151 489	171 424	161 414	159 662	123 155	156 126	155 414	153 857
<b>Transfers and subsidies</b>	<b>313 153</b>	<b>306 763</b>	<b>192 267</b>	<b>168 302</b>	<b>317 961</b>	<b>185 450</b>	<b>175 450</b>	<b>175 471</b>	<b>175 495</b>
Higher Education	21 306	26 042	27 782	30 114	30 114	25 066	30 244	30 244	30 244
Transfers social contribution & Life Esidimeni	174 410	156 447	33 377	0	149 659	22 196	524	545	569
Non-profit institution	117 410	124 273	131 108	138 188	138 188	138 188	144 682	144 682	144 682
<b>Machinery and equipment</b>	<b>15 546</b>	<b>11 655</b>	<b>18 357</b>	<b>13 340</b>	<b>19 418</b>	<b>13 494</b>	<b>13 395</b>	<b>10 661</b>	<b>9 125</b>
<b>Software and other intangible assets</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Payments for financial assets</b>	<b>0</b>	<b>0</b>	<b>144</b>	<b>0</b>	<b>68</b>	<b>67</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>TOTAL ECONOMIC CLASSIFICATION</b>	<b>862 626</b>	<b>798 653</b>	<b>738 228</b>	<b>714 423</b>	<b>867 023</b>	<b>685 834</b>	<b>722 858</b>	<b>711 660</b>	<b>723 862</b>

## PART E: CONTACT DETAILS

### 12. 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>	support@gauteng.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)
- E-Mail: [hotline@gauteng.gov.za](mailto:hotline@gauteng.gov.za) and [support@gauteng.gov.za](mailto:support@gauteng.gov.za)
- Fax: 011 429 3222
- Post: Gauteng Public Hotline, Private Bag x 115, Marshaltown, 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