



**GAUTENG PROVINCE**

e-GOVERNMENT  
REPUBLIC OF SOUTH AFRICA

**ANNUAL CITIZENS REPORT  
1 April 2020 – 31 March 2021**

**By: Corporate Management**

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## Who we are

We are the Department of e-Government.

## Our Policy Mandate

Growing Gauteng Together

- The 6<sup>th</sup> Administration of the Gauteng Provincial Government has adopted a Growing Gauteng Together as a programme of action to accelerate the delivery of government services in the Province.

## Vision

- A Smart Gauteng City Region that provides efficient quality services to citizens

## Mission

- Modernise government services and foster the implementation of a citizen centric innovation ecosystem that stimulates sustainable economic growth through transformative fourth industrial revolution technologies.

## Values

- **Excellence:** To incrementally, systematically and consistently enhance frontline service delivery.
- **Growth:** To constantly innovate and seek new opportunities.
- **Openness:** To be customer centric and thrive to improve high levels of service to the public.
- **Value for Money:** To provide services at costs affordable to the citizens of Gauteng.

## What we do

The Gauteng Department of e-Government was proclaimed in August 2015 as a new Department, focusing on Information Communication Technology ICT within the Gauteng City Region (GCR).

Our core and non-core services are:

Core e-Government Services	Purpose
Information Communication Technology (ICT) Shared Services	<ul style="list-style-type: none"> <li>To establish an ICT e-Government governance structure; to build and enabling ICT infrastructure and platforms for common GCR e-Services and to promote the usage of e-Government services.</li> </ul>
None-Core e-Government Service	
CFO Office / Supply Chain Management	<ul style="list-style-type: none"> <li>To provide Financial Management that administers compliance with all relevant financial statutes and regulations, the most important of which is the PFMA. In ensuring compliance, the unit strives to attain a balance between achieving service excellence and maintaining administrative controls</li> </ul>

### Who is in charge

The Member of The Executive Council (MEC) Finance - Ms Nomantu Nkomo-Ralehoko plays an oversight role in the implementation of the Department's mandate.

The Head of Department is Mr. Cyril Baloyi, appointed to direct and ensure that the Gauteng Department of e-Government implements its mandate in line with the Gauteng Provincial Government (GPG) Policies.

## Our Standards and how we met them

The table below illustrates how we have performed against our service standards for 2020-2021 Financial year.

Core Services	Actual Customers	Potential Customers	Service Standards	Actual Achievement against Standard
<b>Information Communication Technology (ICT) - Network Services</b>	Gauteng City Region (GCR)	<b>98% Gauteng Broadband Network availability</b>	98% Gauteng Broadband Network availability	98% Gauteng Broadband Network availability
<b>None core Service</b>				
CFO Office / Supply Chain Management	Gauteng Department of e-Government Suppliers	N/A	100% Percentage of supplier invoices paid within 15 days of receipt	99.35% Percentage of supplier invoices paid within 15 days of receipt

## How we intend to improve services

The table below illustrates how we intend to maintain our services in 2021-2022 Financial Year.

Core Services	Actual Customers	Potential Customers	Targeted Achievement against standard 2020-2021
Information Communication Technology (ICT)	Gauteng City Region (GCR)	N/A	98% Gauteng Broadband Network availability.
<b>None Core Service</b>			
CFO/ Supply Chain Management	Gauteng Department of e-Government Suppliers	N/A	100% of Suppliers paid within 15 working days of receipt of invoice.

## Organisational staffing

The table below illustrates our organizational staffing for 2020-2021 Financial Year.

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Top Management	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	1.00
Senior Management	1.00	1.00	3.00	4.00	0.00	1.00	0.00	0.00	10.00
Professionally qualified and experienced specialists and mid-management	101.00	9.00	6.00	11.00	105.00	3.00	5.00	10.00	250.00
Skilled technical and academically qualified workers, junior management, supervisors, foreman and superintendents	129.00	10.00	3.00	1.00	196.00	20.00	3.00	7.00	369.00
Semi-skilled and discretionary decision making	54.00	0.00	0.00	0.00	41.00	0.00	0.00	0.00	95.00
Unskilled and defined decision making	0.00	0.00	0.00	0.00	2.00	0.00	0.00	0.00	2.00
Contract (Top Management)	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00
Contract (Senior Management)	12.00	1.00	1.00	1.00	15.00	1.00	0.00	1.00	32.00

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Contract (Professionally Qualified)	3.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3.00
Contract (Skilled Technical)	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	1.00
<b>Total</b>	<b>301.00</b>	<b>21.00</b>	<b>13.00</b>	<b>17.00</b>	<b>361.00</b>	<b>25.00</b>	<b>8.00</b>	<b>18.00</b>	<b>764.00</b>

## Our Budget

The table below illustrates our Programme Expenditure for 2020-2021 Financial Year.

Administration	2020/2021			2019/2020		
	Final Appropriation	Actual Expenditure	(Over)/Under Expenditure	Final Appropriation	Actual Expenditure	(Over)/Under Expenditure
	R'000	R'000	R'000	R'000	R'000	R'000
Office of the HOD	8 136	8 115	21	11 216	9 576	1 640
Risk Management	4 181	3 353	828	4 474	4 018	456
Office of the CFO	67 619	50 816	16 803	70 472	46 776	23 696
Corporate Services	159 120	126 320	32 800	159 952	138 689	21 263
<b>Total for sub programmes</b>	<b>239 056</b>	<b>188 604</b>	<b>50 452</b>	<b>246 114</b>	<b>199 059</b>	<b>47 055</b>

## **Contact Information**

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