

# Annual Citizen's Report 2017/2018

Together, Moving Gauteng City Region Forward



**GAUTENG PROVINCE**

e-GOVERNMENT  
REPUBLIC OF SOUTH AFRICA

Hotline: 08600 11000  
[www.gauteng.gov.za](http://www.gauteng.gov.za)

# ANNUAL CITIZENS REPORT

## 1 April 2017 – 31 March 2018

### By: Corporate Management

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## WHO WE ARE

We are the Department of e-Government.

The Gauteng Department of e-Government core mandate is to champion the modernisation of government in Gauteng Province through the continued rollout of the Gauteng Broadband Network (GBN).

## VISION

"A Connected Gauteng City Region that leverages technology to provide quality services to citizens".

## MISSION

To realize the intent of a connected government through:

Provision of relevant technologies, standards and governance;

Creation of an environment of collaboration between key stakeholders; and

Facilitation of the evolution of the GCR service delivery.

## 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	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.
None-Core e-Government Service	
CFO Office / Supply Chain Management	<p>To provide executive leadership, oversight, accountability and corporate support services</p> <p>To render corporate support services that create an enabling environment for the effective, efficient, economical and controlled department operation.</p>

## WHO IS IN CHARGE

The Member of The Executive Council (MEC) Finance - Honorable Ms. Barbara Creecy plays an oversight role in the implementation of the Department's mandate.

The Head of Department is Mr. Boy Ngobeni, 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 2017-2018 Financial year.

Core Services	Actual Customers	Potential Customers	Service Standards	Actual Achievement against Standard
Information Communication Technology (ICT)	Gauteng City Region (GCR)	N/A	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% of Suppliers paid within 30 working days of receipt of invoice.	99% of Suppliers paid within 30 working days of receipt of invoice.

## HOW WE INTEND TO IMPROVE SERVICES

The Gauteng department of e-Government intends to maintain the GBN availability, and improve the payment of suppliers within 30 working days of receipt of invoice. The overall performance of the Department will be monitored and presented at the Executive Meetings on quarterly basis to ensure that areas of underperformance are mediated on time.

The core mandate of the department therefore remains the modernisation of government in Gauteng through the continued rollout of the Gauteng Broadband Network as well as the related e-Government services to citizens in the province. In line with its mandate, the Department aims to connect 850 additional access sites as well as ensure end-to-end connectivity at these sites. Also, the Department will connect all sites on Voice Over IP in order to reduce the cost of telephony.

The Department has established a provincial Common Platform and aims to migrate all our available provincial e-services onto the platform during the 2018/19 financial year. This platform will enhance integration of the ICT components with in GPG and across the Gauteng region. It will also begin the process of bringing e-services directly to the citizens through a single window.

The table below illustrates how we intend to improve our services in 2018-2019 Financial Year.

Core Services	Actual Customers	Potential Customers	Targeted Achievement against standard 2018 - 2019
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 30 working days of receipt of invoice.

## ORGANISATIONAL STAFFING

The table below illustrates our organizational staffing for 2017-2018 Financial Year.

	Male					Female					Grand Total
	African	Coloured	Indian	White	Total Male	African	Coloured	Indian	White	Total Female	
<b>Number (Permanent)</b>	261	20	15	19	315	342	29	11	21	403	718
<b>%</b>	36%	3%	2%	3%	44%	48%	4%	1.5%	3%	56%	
<b>Additional to staff establishment</b>	14	0	0	0	14	14	0	0	0	14	28
<b>%</b>	2%	0	0	0	2%	2%	0	0	0	2%	4%
<b>*Partnership with other stakeholders</b>	22	0	0	0	22	28	1	0	0	29	51
<b>%</b>	3%	0	0	0	3%	4%	0.13%	0	0	4.03%	7.1%

## OUR BUDGET

The table below illustrates our budget for 2017-2018 Financial Year.

Programme	Total Voted Expenditure (R'000)	Compensation of Employee Expenditure (R'000)	Training Expenditure (R'000)	Professional and Special Services (R'000)	Compensation of Employees as percent of Total Expenditure	Average Compensation of Employees cost per employee (R'000)	Employment
Administration	221,363	130,738	3,798	4,738	59%	175	746
ICT Shared Services	1,010,623	136,705	-	7,845	14%	183	746
Human Resources	103,614	96,563	-	-	93%	129	746
Total as on Financial Systems (BAS)	1,335,600	364,006	3,798	12,583	27%	488	746

## CONTACT INFORMATION

For More Information Please Contact us on:

**Physical Address:** Imbumba House, 75 Fox Street, Johannesburg, South Africa, 2107

**Postal Address:** Private Bag X112, Marshalltown, South Africa, 2107

**Contact Numbers & Web Address:**

**Switchboard Number:** 011 689 6000

**Hotline Numbers:** 011 355 2222 or 08600 11000

**Website:** [www.gauteng.gov.za](http://www.gauteng.gov.za)



## APPROVAL

*The Gauteng Department of e-Government Annual Citizens Report 2017-2018 is hereby supported and approved by:*

TITLE	NAME AND SURNAME
Deputy Director: Customer Relationship Management	Mr. Dan Majola
<b>SUPPORTED</b>	
Chief Director: Communications	Mr. Mphikeleli Ndlela
Deputy Director -General: Corporate Management	Ms. Mmamokgadi Mashala
Head of Department	Mr. Boy Ngobeni
<b>APPROVED</b>	
Member of the Executive Council (MEC) - Finance	Honourable Barbara Creecy



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