

# ANNUAL CITIZENS REPORT

Gauteng Province  
**ANNUAL CITIZENS REPORT** | **2023/24**

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# ANNUAL REPORT



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## Foreword By MEC



**Mr Lebogang Maile**

MEC of Finance and Department of Economic Development

The 2023/24 Annual Report reflects the work that the Gauteng Provincial Treasury (GPT) has done to implement its mandate of providing leadership to provincial departments, entities as well as local government in the management of public finances. This document is therefore an important aspect of public accountability as we finalise critical deliverables that were identified at the beginning of this political term of office.

As GPT, our mandate is summarised in the following outcomes which are aligned with the provincial government's blueprint, the

Growing Gauteng Together, Vision 2030 Plan:

- Enhanced sound finances in the province.
- Increased compliance with legislated prescripts.
- Sustainable local government finances.
- Reduced youth unemployment.

In the year under review, the department implemented the Revenue Enhancement Strategy which focused on maximising revenue collection to resource provincial priorities within a challenging economic and fiscal environment.

As a result of the initiatives implemented through this strategy, we reported an over collection of 14% of provincial own revenue in the 2023/24 financial year. While own revenue accounts for only 5% of the provincial budget, these resources go a long way in supplementing the funding of key priorities including infrastructure maintenance and development, and the creation of employment opportunities.

We have made significant strides in our concerted efforts to establish both the state-owned pharmaceutical company and the state-owned bank. The development of business case for the state-owned pharmaceutical company has started. The proposed solution will address, amongst others, institutional arrangements, supply chain management, medicine procurement, facilities, distribution of medicines to the Provincial Healthcare facilities, medicines inventory and dispensary to members of the public. This is in line with our priority to ensure quality, universal basic healthcare for the residents of Gauteng, in line with the vision of the National Health Insurance that has since been signed into law. The advisory panel continues to consult various industry stakeholders from both the public and private sectors, including the Gauteng Department of Health. On the state-owned bank, as at the end of the current financial, the process of sourcing a Transactional

Advisor is ongoing. In recognising the significance of a state-owned provincial bank, we also recognise the importance of acting within the ambits of the law. Thus, we are intentional about adhering to the relevant legal and legislative frameworks that will guide the process and ensure progressive outcomes.

Timeous payment to suppliers is one of the key priorities of the provincial government. This ensures that government honours its obligation of paying for goods and services received and enable particularly Small, Medium and Micro Enterprises (SMME) suppliers to maintain a healthy cash flow. This is essential for the sustainability of their businesses, and the resultant potential job creation.

The Gauteng Provincial Government recognises the crucial role that SMMEs play in the growth and development of our provincial economy and is determined to create a conducive environment for businesses in the province, including in townships, informal settlements and hostels. This Annual Report shows that in the period under review, the department paid 100% of valid invoices within 30 days.

Kind regards



Mr Lebogang Maile  
MEC of Finance and Department of Economic Development

## Who we are

The Gauteng Provincial Treasury (GPT) is a department mandated with the objective of promoting good governance through the provision of good fiscal stewardship in the province. This mandate charges the GPT with the responsibility for ensuring provincial outcomes are adequately resourced and these resources are managed in accordance with basic accounting principles.

## What we do

The Department has adopted the following five outcomes:

- Enhanced sound finances in the province
- Increased compliance with prescripts
- Sustainable local government finances
- Reduced youth unemployment

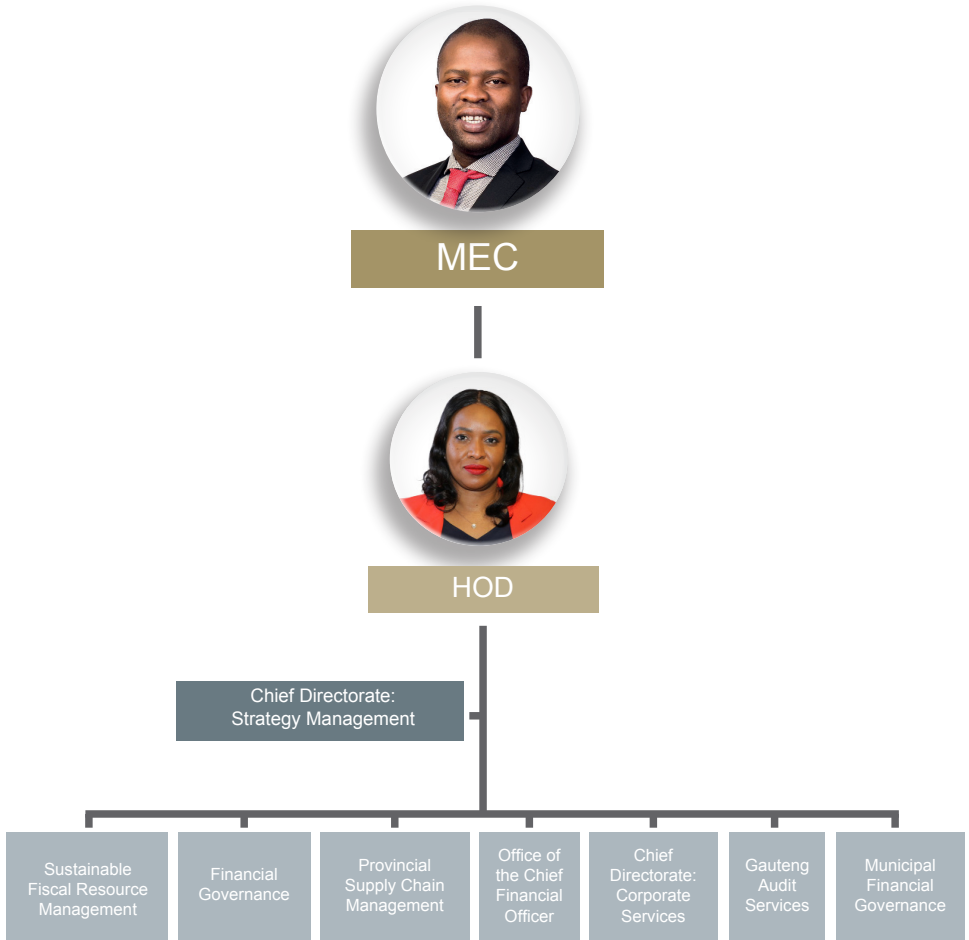
## Our Services

The Gauteng Provincial Treasury is committed to providing services as follows:

Programmes	Key Services
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Provide administrative support service to internal operations</li> </ul>
<b>Sustainable Fiscal Resource Management</b>	<ul style="list-style-type: none"> <li>• Provision of budget oversight</li> <li>• Provide oversight on provincial revenue</li> <li>• Provide oversight on provincial expenditure</li> </ul>
<b>Financial Governance</b>	<ul style="list-style-type: none"> <li>• Provide accounting service support to departments and entities</li> <li>• Provide advisory services and oversight on PFMA compliance</li> </ul>
<b>Provincial Supply Chain Management</b>	<ul style="list-style-type: none"> <li>• Provide oversight on supply chain management process in the province</li> <li>• Provide supply chain development services</li> <li>• Provide SCM governance advisory service</li> </ul>
<b>Municipal Financial Management</b>	<ul style="list-style-type: none"> <li>• Provide accounting service support to municipalities</li> <li>• Provide advisory services and oversight on MFMA compliance</li> </ul>
<b>Gauteng Audit Services</b>	<ul style="list-style-type: none"> <li>• Provide audit services to GPG departments, entities and municipalities</li> </ul>

## Our Leadership

### Organisational Structure



## Report of the Accounting Officer



**Ms. Ncumisa Mnyani**  
Head of Department

### Overview of the operations of the department

The financial year, 2023/24, was the final year of the 6th Administration. It was a year of consolidating efforts to ensure that government deliver on the mandate of serving the public better by delivering quality basic services to communities in Gauteng. The Department achieved 93% of planned targets. This entails supporting departments to implement the Five Elevated Priorities, which are as follows:

- Economic recovery and reconstruction.
- Strengthening the battle against crime, corruption, vandalism, and overcoming lawlessness.
- Changing the living conditions in townships, informal settlements and hostels (TISH).
- Prioritisation of the health and wellness of people; and
- Strengthening the capacity of the state.

The department has formulated its own four key priority outcomes that are aligned to the priorities of GPG as captured on the GGT Plan and these priorities are as follows:

- Enhanced sound finances in the province
- Increased compliance with legislated prescripts
- Sustainable local government finances
- Reduced youth unemployment

This was done while continuing to ensure that Gauteng Provincial Government records significant progress towards the realization of Growing Gauteng Together, Vision 2030 plan. To support departments and municipalities effectively, GPT needed, amongst other things, to intensify implementation of the following deliverables outlined in our strategic plan:

- Improve fiscal management and increased compliance that promotes clean governance and accountability.
- Implement cost cutting practices on cost containment items through budget formulation and by increasing efficiency, effectiveness and productivity gains and provide assurance on the economic and efficient utilisation of state funds.
- Promote and enforce transparency and effective Supply Chain Management in the province and enhance and protect organisational value.
- Promote better planning and budgeting resulting in an integrated,



transparent, and credible planning framework to fund key priorities of the GGT 2030.

- Implement the optimisation of existing revenue sources, and explore new sources in line with the Own Revenue Enhancement Strategy
- Be proactive in providing oversight and support to municipalities; and
- Improve audit outcomes and strengthen internal controls throughout the province and provide assurance through the implementation of internal audits.

Performance against these priorities is outlined below:

### Enhanced sound finances in the province

This outcome focusses on three key areas which includes improving fiscal management and increased compliance that promotes clean governance and accountability; integrating and synergising budget and planning processes; and improving revenue collection. In ensuring sound finances in the province, the Department tabled the spatially referenced MTEF budget together with the socio-economic review and outlook for the province (SERO). The optimisation and diversification of own revenue collection is critical in augmenting the equitable share and conditional grant funding allocations that the Province receives. The Department continued the implementation of the Enhanced Revenue Strategy and has identified projects that have potential to open up new revenue streams and leveraged on technology to increase revenue collection, thus in the 2023/24 Provincial own revenue collection exceeded the target of 7.5% with an achievement of 14% from over collection by departments such as GDE, GDARD and GPT mainly due to interest earned on positive provincial balances as a result of slow spending from cost containment.

To conserve funds for goods and services and capital investment and to ensure that the crowding out by compensation of employees of existing resources does not materialise, continuous monitoring of this expenditure has resulted in the wage bill being at 57% against the high target of 60%. In ensuring that cash requisitions by GPG departments remain within available cash resources and to immunize the province from liquidity exposure, cash disbursements to departments did not exceed appropriated funds.

### Increased compliance with legislated prescripts

The focus of this outcome is to promote and enforce transparency and effective Supply Chain Management (SCM) in the province. This is done to promote and encourage a culture of good governance in the province through independent, objective assurance and consulting services that add value to the operations of GPG. Further, this is achieved through the assessment of governance risk management and controls to ensure compliance with legislated prescripts. To improve compliance with legislated prescripts the department continued to implement SCM compliance assessments for all 14 departments and for 8 entities and further produced SCM compliance registers for those departments and entities.

GPT improved internal controls, governance and risk management processes in GPG through the implementation of internal audits and 93% of reports were issued by the

end of financial year. All action plans for internal audit findings for departments and entities were tracked. The department ensured that 19 Audit Committee approved audit plans were issued to departments and trading entities and 100% of Auditor General's management letter findings were followed up through a follow-up audit.

The Department has conducted 8 training workshops for township-based suppliers. The training offered to township-based enterprises equips them with the necessary skills to be able increase their participation in GPG tender processes. SMMEs are also trained on how to register on the Central Supplier Database and how they can access opportunities offered in GPG. In ensuring compliance to 30 days payment policy, GPT monitors departments compliance to 30 days payments by producing the reports quarterly including spending reports by township suppliers. Further, GPT also monitored the implementation of open tender process and quarterly reports were produced including reports on monitoring of procurement plans. In supporting payment of suppliers on time, for the financial year the department ensured that 99.7% of supplier invoices are submitted electronically against the target of 90%. The GPT also managed to pay 100% of valid invoices received within 30 days.

Departments and entities expenditure was monitored during the financial year and in line with the requirements for in year monitoring (IYM) of financial performance, the Department produced consolidated IYM Reports for departments and individual entities IYMs and submitted to National Treasury in line with prescribed timeframes. The department conducted the socio-economic review and outlook for the Province and produced the SERO report which was tabled at Legislature with the Main Budget. Similarly, the MTBPS was also tabled together with the adjustment budget at Legislature.

### Sustainable local government finances

The key focus for this outcome is to ensure capacity building and capability in strengthening financial management practices of municipalities. To achieve this outcome, quarterly MFMA assessments were conducted on the 8 delegated municipalities to determine MFMA compliance by the delegated municipalities and identify areas of improvement. Further to the MFMA assessments, budget assessments were conducted on draft, approved and adjustment budgets to drive implementation of funded budgets in local municipalities. Seventeen structured and targeted training initiatives for delegated municipalities in Gauteng were also conducted, this was essential in ensuring that municipalities are capacitated on best asset management practices. The Department held intergovernmental relations (IGR) engagements with relevant stakeholders and as result 71 engagements were conducted in the 2023/24 financial year, the engagements were aimed at addressing the debt and grant management challenges faced by municipalities.

### Reduced youth unemployment

The key focus of this outcome is on providing work experience and skills to the unemployed graduates to afford them an opportunity to be employable and thus contributing to employment. To achieve this outcome, the department has adopted a multipronged approach to youth development (internship/learnership) spanning several key programmes, namely, Supply Chain Management, Internal Audit, Corporate

Services, Financial Governance and Municipal Financial Governance. The focus of youth development programmes is to expose the graduates to real-time, hands-on work experience to be better prepared for the labour market and to acquire professional accounting and audit related qualifications. In the year under review, a total of 93 youth were placed by the department on these development programmes.

In line with the elevated priorities pronounced by the Premier in the February 2023 SOPA, the department has made the following progress:

GPT has made progress on the establishment of State-Owned Bank with the finalisation of legal due diligence report. Further, a business case is being developed to stipulate how Gauteng Government would transact with the National Post Office once it is operating as a fully-fledged national state bank. Similar to state-owned bank, legal due diligence report was produced on the establishment of a pharmaceutical company. A Transactional Advisor (TA) was appointed and commenced with the development of a business case to assess the financial viability and feasibility of the state-owned pharmaceutical company. The appointed advisory panel continues to consult various industry stakeholders from both the public and private sectors.

GPG has made a commitment to improve audit outcomes through the development of GPG clean audit strategy. In implementing the strategy, GPG officials were trained on changes for Modified Cash Standard (MCS). The purpose of this training was to provide guidance on the change in the accounting for prepayments and advances expensed to adhere to the Modified Cash Standard (MCS) change in accounting policy effective from 1 April 2023. Officials were also trained on unauthorised, irregular, fruitless and wasteful expenditure disclosure in line with amendments issued by the National Treasury. GPG has agreed with national government on the scrapping of e-tolls and has made a commitment to finance 30% of the e-toll debt over a period, including provision of funding for maintenance backlog of R4.1 billion. The debt will be financed through borrowing from institutions established by act of parliament or commercial banks.

## Overview of financial results of the department

### Departmental receipts

Departmental receipts	2023/2024			2022/2023		
	Estimate	Actual Amount Collected	(Over)/Under Collection	Estimate	Actual Amount Collected	(Over)/Under Collection
	R'000	R'000	R'000	R'000	R'000	R'000
Sale of goods and services other than capital assets	929	527	402	869	525	344
Fines, penalties and forfeits		89	(89)			
Interest, dividends and rent on land	669 526	1 724 593	(1 055 067)	622 806	1 108 424	(485 618)
Sale of capital assets						
Financial transactions in assets and liabilities	443	735	(292)	416	473	(57)
<b>Total</b>	<b>670 898</b>	<b>1 725 944</b>	<b>(1 055 046)</b>	<b>624 091</b>	<b>1 109 422</b>	<b>(485 331)</b>

Departmental receipts	2023/2024			2022/2023		
	Estimate	Actual Amount Collected	(Over)/Under Collection	Estimate	Actual Amount Collected	(Over)/ Under Collection
Sale of capital assets						
Financial transactions in assets and liabilities	443	735	(292)	416	473	(57)
<b>Total</b>	<b>670 898</b>	<b>1 725 944</b>	<b>(1 055 046)</b>	<b>624 091</b>	<b>1 109 422</b>	<b>(485 331)</b>

Revenue at the GPT consists of parking fees, commission on insurance and garnishee orders, interest on bank accounts and staff debt collections. The actual revenue collected was 157% more than what was projected for the end of the financial year. The Gauteng Provincial Government's lower spending resulted in yielding higher than anticipated positive balances in the provincial reserves causing the over collection on interest, dividends and rent on land. The over collection on financial transactions in assets and liabilities is due to debtors that have paid more than what was anticipated.

Programme Name	2023/2024			2022/2023		
	Final	Actual	(Over)/ Under Expenditure	Final	Actual	(Over)/ Under
	R'000	R'000	R'000	R'000	R'000	R'000
Administration	178 732	176 525	2 207	172 384	171 098	1 286
Sustainable Fiscal Resource Management	170 030	169 165	865	149 085	148 680	405
Financial Governance	123 116	120 084	3 032	115 276	114 375	901
Provincial Supply Chain Management	102 908	95 055	7 853	88 046	88 029	17
Municipal Financial Governance	78 638	70 582	8 056	45 903	45 414	489
Gauteng Audit Services	142 041	133 823	8 218	113 371	113 354	17
<b>Total</b>	<b>795 465</b>	<b>765 234</b>	<b>30 231</b>	<b>684 065</b>	<b>680 950</b>	<b>3 115</b>

The department expenditure was recorded at R765.2 million which is 96.2% of its budget. The underspending was mainly recorded under compensation of employees due to delays in filling of approved structure. See the explanation below:

**ADMIN** - The actual expenditure for the year 2023/24 is at 98.8%. The underspending is due to vacant posts on the new approved structure not yet filled.

**SFRM** - The actual expenditure for the year 2023/24 is at 99.5%. The programme achieved its target.

**FG** – The actual expenditure for the year 2023/24 is at 97.5%. The reported current year underspending is due to vacant posts on the new approved structure not yet filled.

**PSCM** - The actual expenditure for the year 2023/24 is at 92.4%. The reported current year underspending is due to vacant posts on the new approved structure not yet filled.

**MFG** - The actual expenditure for the year 2023/24 is at 89.8%. The underspending is due to vacant posts on the new approved structure not yet filled.

**GAS** - The actual expenditure for the year 2023/24 is at 94.2%. The underspending is due to vacant posts on the new approved structure not yet filled.

### Virements / roll overs

The department shifted budget within programmes to align resources to programme expenditure at year-end. This was done in accordance with section 43 of the Public Finance Management Act (PFMA).

### Unauthorised, fruitless and wasteful expenditure

An amount of R230 000 is under investigation to identify weaknesses that caused the suspected error and make recommendations to strengthen internal controls to prevent recurrence of this nature.

### Strategic focus over the short to medium term period

As we have reached the end of political term, it was critical that the department's plan fulfils the priorities in the GGT 2030, the elevated priorities and those highlighted in the GPG mid-term review of performance report. In contributing towards the achievement of these end-of-term key priorities articulated above, the GPT was intentional in formulating performance indicators in the 2023/24 annual performance plan that were directly linked to the realisation of these key priorities which were monitored and reported on at various accountability, monitoring, oversight, and management structures. As the new political term gets underway, the department will over the short to medium term period, align its plans and key outcomes in line with the national and provincial priorities of the new administration.

### Public Private Partnerships (PPPs)

The Department does not have any registered PPPs, as it only plays a regulatory and oversight role in this area for the Provincial government and municipalities. Through its government entity, namely GIFA, the Department plays a critical role in preparing infrastructure projects for potential funding.

### Discontinued key activities / activities to be discontinued

There are no discontinued activities or activities that are planned for discontinuance.

### New or proposed key activities (Future plans of the department)

There are no new or proposed activities in the department.

## Supply Chain Management

There are no unsolicited bid proposals concluded for the year under review.

There are no unsolicited bid proposals concluded for the year under review. Procurement of goods and services is centralised in the procurement unit within the office of the Chief Financial Officer. This enables the unit to ensure that procurement is done in accordance with the legislative framework. The procurement unit also regularly meets with end users to advice on procurement matters to ensure that SCM processes and procedures which are in place are adhered to and to prevent irregular expenditure. Procurement in the department has purely been driven by our approved demand plan which is prepared, implemented and monitored in-line with the PFMA.

## Gifts and Donations Received in Kind from Non-Related Parties

For the 2023/24 financial year, there were no declarations made in the Departmental register for gifts / sponsorships / donations received.

## Exemptions and deviations received from NT

There were no exemptions that were received by the department from the National Treasury.

## Events after the reporting period

There are no reportable matters falling under events occurring after the reporting period.

## Acknowledgement/s or Appreciation

I would like to thank the MEC for support and guidance, and all the staff of the Gauteng Provincial Treasury for their commitment and contribution towards the achievement of the department's mandate. As we move into the 7th administration, it is critical that we align our plans to the priorities of the new administration, and we double our efforts to achieve the intended outcomes.



Ms. Ncumisa Mnyani  
Accounting Officer  
Gauteng Provincial Treasury

## PART B: REPORT OF THE PROGRESS MADE ON SERVICE/S IN THE SDIP

Year of Reporting: 2023/24

SDI FOCUS AREAS	KEY PERFORMANCE INDICATORS (KPI)	DEPARTMENT SPECIFIC SET STANDARD	BASELINE YEAR 0:	DESIRED TARGET FOR YEAR OF REPORTING (2023/24)	ANNUAL (Accumulative)
Economy measures:	Increase in TER spending	Increase TER spend to 30%	5.84%	30%	5.51%

## PART C. STATUS OF BATHO PELE STANDARDS BASED ON THE SERVICE QUALITY INDICATORS:

	KEY PERFORMANCE INDICATORS (KPI)	DEPARTMENT SPECIFIC SET STANDARD	BASELINE YEAR 0:	DESIRED TARGET FOR YEAR OF REPORTING (2023/24)	ANNUAL (Accumulative)
<b>PROFESSIONAL STANDARDS - PUBLIC SERVANTS:</b>	% of supplier payment made within 30 days	Payment of suppliers within 30 days of receipt of valid invoice	100% payment of suppliers within 30 days of receipt of valid invoice	100% payment of suppliers within 30 days of receipt of valid invoice	100% (861/861) of suppliers paid within 30 days of receipt of valid invoices
<b>WORKING ENVIRONMENT STANDARDS:</b>	Conducive working environment for field workers. i.e. computers, internet connectivity	Ensure that field workers have computers and internet connectivity	Some field workers have challenges with internet connectivity	All field workers have computers and internet connectivity	All field workers have computers and internet connectivity
<b>CONSULTATION STANDARDS</b>	No. of engagements held with relevant stakeholders	GPT holds constant engagements with relevant stakeholders as per plan	2022/23 APR: 11 training workshops conducted with suppliers  30 IGR engagements conducted with municipalities	2023/24 APP: 8 training workshops will be conducted with suppliers  16 IGR engagements conducted with municipalities	2023/24 APR: 8 training workshops conducted with suppliers  71 IGR engagements held in the 2023/2024
<b>SERVICE STANDARDS</b>	Approved Service Charter	Service recipients are informed about the level and quality of department-specific services they will receive through the publication of a service charter that is reviewed annually	2018 Service Charter	The Service Charter is reviewed by 2024/25 and published on the Department's website.	The department has an approved service charter which is published on GPT intranet
<b>COURTESY STANDARDS:</b>	No. of complaints acknowledged and resolved in line with Service Charter	Our staff will be friendly, polite, helpful and treat all customers with dignity and respect.	Complaints acknowledged with 2 days Complaints resolved within 21 days	Complaints must be resolved within the prescribed timeframe indicated in the Service Charter: Complaints acknowledged with 2 days Complaints resolved within 21 days	There were no complaints received by the department during 2023/24 financial 1 year

	KEY PERFORMANCE INDICATORS (KPI)	DEPARTMENT SPECIFIC SET STANDARD	BASELINE YEAR 0:	DESIRED TARGET FOR YEAR OF REPORTING (2023/24)	ANNUAL (Accumulative)
<b>VIRTUAL ACCESS STANDARDS:</b>	Access to the building by the departmental visitors	Our office hours are from Mondays to Fridays between 07:30 – 16:30 pm  Email: GPTCommunications@gauteng.gov.za Information can be accessed through our website www.gauteng.gov.za	All customers access the departmental services through online platforms	All customers access the departmental services through online platforms	The department was accessible through its physical address, telephone and emails until the closure of Imbumba house on the 28th September 2023. GPT staff was moved to 18 Rissik Street due to renovations and the department is accessible at that location
<b>PHYSICAL ACCESS STANDARDS:</b>	Access to the building by the departmental visitors	Our office hours are from Mondays to Fridays between 07:30 – 16:30 pm  75 Fox Street, Imbumba House, Marshalltown, Johannesburg	All visitors sign the departmental register at the entrance	All visitors sign the departmental register at the entrance	The department was accessible through its physical address, telephone and emails until the closure of Imbumba house on the 28th September 2023. GPT staff was moved to 18 Rissik Street due to renovations and the department is accessible at that location
<b>INFORMATION STANDARDS:</b>	No. of published performance reports on intranet and website	Information is published on department's website	All Performance reports are published on the departmental website on a quarterly basis	All Performance reports are published on the departmental website on a quarterly basis	All reports have been uploaded on the departmental website during the 2023/24 financial year
<b>OPENNES &amp; TRANSPARENCY</b>	Publishing of quarterly and annual performance reports on intranet and website	Our customers have the right to know how the Department is run, how the money is spent and the Department's achievements and areas of development.	All Quarterly and annual performance reports published on intranet and website	All Quarterly and annual performance reports published on intranet and website	All Quarterly and annual performance reports published on intranet and website for 2023/24 financial year



	KEY PERFORMANCE INDICATORS (KPI)	DEPARTMENT SPECIFIC SET STANDARD	BASELINE YEAR 0:	DESIRED TARGET FOR YEAR OF REPORTING (2023/24)	ANNUAL (Accumulative)
<b>REDRESS STANDARDS</b>	Complaints must be resolved within the prescribed timeframe indicated in the Service Charter	GPT will provide feedback on the quality of our service and all queries received. The department also strives to resolve all complaints effectively and in the most efficient manner.	The Dept undertake within 2 working days to acknowledge receipt of the complaint. All received complaints are reviewed and referred to the relevant programmes for resolution The dept commits to resolve all complaints within 21 working days of acknowledgement of receipts	The Dept undertake within 2 working days to acknowledge receipt of the complaint. All received complaints are reviewed and referred to the relevant programmes for resolution The dept commits to resolve all complaints within 21 working days of acknowledgement of receipts	There were no complaints received by the department during Q4
<b>VALUE FOR MONEY STANDARDS</b>	% Achievements of APP targets	The department ensures good quality work on all services provided.	The department APP achievement is 94% (45/48) for 2022/23 financial year	90% of targets in the APR achieved	The department APP achievement is 95% (41/43)

## BATHO PELE PRINCIPLES: NORMS AND STANDARDS

BATHO PELE PRINCIPLES	MINIMUM STANDARD	MEANS OF VERIFICATION	GPT NORMS AND STANDARDS
<b>Consultation</b>	GPT holds constant engagements with relevant stakeholders	Attendance registers, presentations	GPT holds constant engagements with relevant stakeholders as per plan
<b>Service Standards</b>	Service recipients are informed about the level, and quality of department-specific services they will receive through the publication of a service charter that is reviewed annually.	Service Charter	The Service Charter is reviewed annually and published on the Department's website.
<b>Access</b>	The Department is accessible through walk ins at its office, contact information is disclosed on entrance door, internet and various departmental publications for email and telephone.	Visitor records Email	Our office hours are from Mondays to Fridays between 07:30 – 16:30 pm Information can be accessed through our website <a href="http://www.gauteng.gov.za">www.gauteng.gov.za</a> Switchboard: 011 227 9000 Physical address: Gauteng Provincial Treasury Imbumba house 75 Fox Street, Marshalltown, Johannesburg Alternative temporary address: 18 Rissik Street Imphophoma House Marshalltown Johannesburg

<b>Courtesy</b>	Our staff will be friendly, polite, helpful and treat all customers with dignity and respect.	Customer complaints and compliments report	Complaints can be made telephonically or in writing addressed to the Head of Department through the following channels: Physical address; Gauteng Provincial Treasury Imbumba house 75 Fox Street, Marshalltown, Johannesburg Email: GPTCommunications@gauteng.gov.za Switchboard: 011 227 9000
<b>Information</b>	Information is published on different publications and is accessible on the department's website.	Published performance reports.– proof of publishing on intranet and website	Information is published on department's website: www.gauteng.gov.za
<b>Openness and Transparency</b>	Our customers have the right to know how the Department is run, how the money is spent and the Department's achievements and areas of development.	Published performance reports.	Publishing of quarterly and annual performance reports on intranet and website
<b>Redress</b>	GPT will provide feedback on the quality of our service and all queries received. The department also strives to resolve all complaints effectively and in the most efficient manner.	Customer complaints report	Complaints must be resolved within the prescribed timeframe indicated in the Service Charter
<b>Value for money</b>	The department ensures good quality work on all services provided.	Performance reports	Performance information is published on department's website

## Departmental Employees

The total number of our employees is 866 and a breakdown is provided below:

### 3.1 Employment Equity

3.1.1 Total number of employees (including employees with disabilities) per occupational categories for the period 1 April 2023 to 31 March 2024.

	FEMALE				FEMALE TOTAL	MALE				MALE TOTAL	GRAND TOTAL
	AFRICAN	COLOURED	INDIAN	WHITE		AFRICAN	COLOURED	INDIAN	WHITE		
	44	0	0	0	44	28	0	0	0	28	72
	193	13	5	5	216	83	4	4	1	92	308
	136	6	5	5	152	93	4	0	5	102	254
	81	1	1	2	85	64	2	1	3	70	155
	33	1	0	1	35	36	4	1	0	41	76
	0	0	0	0	0	1	0	0	0	1	1
<b>Grand Total</b>	<b>487</b>	<b>21</b>	<b>11</b>	<b>13</b>	<b>532</b>	<b>305</b>	<b>14</b>	<b>6</b>	<b>9</b>	<b>334</b>	<b>866</b>

### 3.1.2 Further breakdown of employees with disabilities

	FEMALE			FEMALE TOTAL	MALE			MALE TOTAL	GRAND TOTAL	%
	AFRICAN	COLOURED	WHITE		AFRICAN	COLOURED	WHITE			
	1	0	0	1	1	0	0	1	2	2.78%
	3	0	1	4	1	1	0	2	6	1.95%
	1	1	0	2	2	1	0	3	5	1.97%
	2	0	0	2	0	0	0	0	2	0.28%
	0	0	0	0	1	0	0	1	1	0.14%
<b>Grand Total</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>9</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>7</b>	<b>16</b>	<b>1.85%</b>





**Contact Information:**

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Johannesburg  
2107

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