

PUBLIC SERVICE COMMISSION



ANNUAL REPORT TO CITIZENS FOR THE 2009/2010 FINANCIAL PERIOD

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DEPARTMENT	Public Service Commission
REPORT TO CITIZENS	2009/2010 Financial Year

1. WHO ARE WE

The Public Service Commission (PSC) was established in terms of Section 196 of the Constitution of the Republic of South Africa, 1996. It is the only institution established in terms of Chapter 10 of the Constitution. The Constitution stipulates that there is a single PSC for the Republic of South Africa, consisting of 14 members, five of which are appointed on the recommendation of the National Assembly. One member is appointed from each of the nine provinces, after nomination by the Premier of the province on the recommendation of a committee of the Provincial Legislature. The members are referred to as Commissioners and are appointed by the President. The five Commissioners appointed on recommendation of the National Assembly are based at the Head Office, while the remaining members are based in their respective provinces. The procedure for the appointment of Commissioners is governed by the Public Service Commission Act, 1997, which provides for the regulation of the PSC and matters connected with it. According to the Act, a Commissioner is appointed for a term of five years, which is renewable for one additional term only. The PSC is headed by a Chairperson appointed by the President from the nominated Commissioners.

The PSC is accountable to the National Assembly and must report to it annually. It must also report to the Legislature of the province concerned on its activities in each province.

The PSC is supported by the Office of the Public Service Commission (OPSC), with its Head Office in Pretoria and Regional Offices in each province. The OPSC is headed by a Director-General, who is the Accounting Officer. The staff members of the OPSC are appointed in terms of the Public Service Act of 1994.

Vision

The PSC is an independent and impartial body created by the Constitution, 1996, to enhance excellence in governance within the Public Service by promoting a professional and ethical environment and adding value to a public administration that is accountable, equitable, efficient, effective, corruption-free and responsive to the needs of the people of South Africa.

Mission

The PSC aims to promote the constitutionally enshrined democratic principles and values of the Public Service by investigating, monitoring, evaluating, communicating and reporting

on public administration. Through research processes, it will ensure the promotion of excellence in governance and the delivery of affordable and sustainable quality services.

2. WHAT DO WE DO

The PSC derives its mandate from Sections 195 and 196 of the Constitution, 1996. Section 195 sets out the values and principles governing public administration, which should be promoted by the PSC. These values and principles are:

- a. a high standard of professional ethics;
- b. efficient, economic and effective use of resources;
- c. a development-orientated public administration;
- d. provision of services in an impartial, fair and equitable way, without bias;
- e. responding to people's needs and encouraging the public to participate in policy-making;
- f. accountable public administration;
- g. fostering transparency;
- h. the cultivation of good human resource management and career-development practices;
- i. a representative public administration with employment and personnel management practices based on ability, objectivity, fairness and the need to redress the imbalances of the past.

In terms of Section 196(4) of the Constitution, 1996, the functions and powers of the PSC are:

- a. to promote the values and principles, as set out in Section 195, throughout the Public Service;
- b. to investigate, monitor and evaluate the organisation, administration and personnel practices of the Public Service, in particular adherence to the values and principles set out in Section 195 and the Public Service procedures;
- c. to propose measures to ensure effective and efficient performance within the Public Service;
- d. to give directions aimed at ensuring that personnel procedures relating to recruitment, transfers, promotions and dismissals comply with the values and principles set out in Section 195;
- e. to report on its activities and the performance of its functions, including any findings it may make and directions and advice it may give; and to provide an evaluation of the extent to which the values and principles set out in Section 195 are complied with; and
- f. either of its own accord, or on receipt of any complaint,
 - i. to investigate and evaluate the application of personnel and public

- administration practices and to report to the relevant Executive Authority and Legislature;
- ii. to investigate grievances of employees in the Public Service concerning official acts or omissions and to recommend appropriate remedies;
 - iii. to monitor and investigate adherence to applicable procedures in the Public Service;
 - iv. to advise national and provincial organs of state regarding personnel practices in the Public Service, including those relating to the recruitment, appointment, transfer, discharge and other aspects of the careers of employees in the Public Service.

The work of the PSC is structured around the following six key performance areas:

- Labour Relations Improvement
- Leadership and Human Resource Reviews
- Governance Monitoring
- Service Delivery and Compliance Evaluations
- Public Administration Investigations
- Professional Ethics.

These areas are grouped within the following line function branches:

- a. **Branch: Leadership and Management Practices** enables the PSC to promote sound Public Service leadership, human resource management, labour relations and labour practices
- b. **Branch: Monitoring and Evaluation** enables the PSC to establish a high standard of service delivery, monitoring and good governance in the Public Service
- c. **Branch: Integrity and Anti-Corruption** enables the PSC to undertake public administration investigations, promote a high standard of ethical conduct among public servants and contribute to preventing and combating corruption
- d. **Corporate Services** supports the three line function branches by rendering administrative services.

3. WHO IS IN CHARGE

The Chairperson of the PSC is Dr Ralph Mgijima, who is the Executing Authority in terms of the Public Service Act.

The Director-General of the OPSC is Mr Mashwahle Diphofa, who is the Accounting

Officer in terms of the Public Finance Management Act.

4. OUR STANDARDS, HOW WE MET THEM AND THE RESULTS ACHIEVED

The service delivery standards of the PSC are contained in its Service Delivery Improvement Plan (SDIP) for the 2009/10 financial year. The SDIP serves as a framework to inform stakeholders regarding the PSC's service delivery standards. The following table reflects the components of the SDIP as well as progress made in achieving the standards during the 2009/10 financial year.

Key services	Clients	Current standard	Actual achievement against standards
Conduct research on labour relations issues and investigate grievances of public servants	Government departments	Report with findings and recommendations finalised 80% of all referred grievances finalised within three months from date of receipt of all relevant documentation	Fact Sheet on Grievance Resolution for the 2008/2009 Financial Year and a Report on the Assessment of the Public Service Education and Training Authority's Contribution towards the Development of Skills and Career Progression in the Public Service were finalised The PSC received 614 grievances. Of these, 84 (13.7%) grievances were not finalised due to incomplete information provided by departments. The remaining 530 (86.3%) grievances were finalised/closed within three months
Improving and promoting Public Service Leadership	The Presidency Government departments Academia Non-governmental organisations Provincial Executive Councils	Report with findings and recommendations finalised	Consultative Report on the Appointment and Management of Heads of Department in the Public Service was finalised Report on the Effectiveness of Public Service Leadership in the Promotion of Intergovernmental Relations was produced Report on the Implementation of Performance Management and Development System for Senior Managers in the Limpopo Province was submitted to the PSC for approval
Monitoring the Performance of Heads of Department (HoDs)	The Presidency Government departments Executive Authorities and HoDs	A fact sheet on progress made in the filling of the performance agreements of HoDs produced Advice to relevant Executive Authorities on the performance of their HoDs	Guidelines for the Evaluation of HoDs for the 2008/09 Financial Year were circulated to all stakeholders in September 2009 23 national and 48 provincial HoDs filed their PAs for the 2009/10 financial year 20 national and 33 provincial HoDs were evaluated for the 2007/08 cycle. 1 HoD was evaluated for the 2008/09 cycle A strategy for implementing the Organisational Performance Assessment Framework was

Key services	Clients	Current standard	Actual achievement against standards
			submitted for approval
	The Presidency Government departments Academia Non-governmental organisations Provincial Executive Councils	Report with findings and recommendations finalised	The project on key leadership issues identified during HoD Evaluations was deferred to the 2010/11 financial year and was replaced with a review of the HoD evaluation process
Review the implementation of human resource practices through production of research reports and recommendations	The Presidency Government departments Academia Non-governmental organisations Provincial Executive Councils	Report with findings and recommendations finalised	Report on the Assessment of the State of Human Resource Management in the Public Service was finalised Report on the Evaluation of the Impact of the Policy and Procedure on Incapacity Leave and Ill-Health Retirement (PILIR) on Sick Leave Trends in the Public Service was compiled
Evaluation of departments against the values listed in section 195 of the Constitution	Government departments The Executive Parliament Provincial Legislatures The public domain (academics, civic society organisations)	Reports with findings and recommendations finalised	Thirty departmental M&E reports focusing on departments' compliance with the Constitutional values and principles of public administration were finalised The sixth Consolidated Public Service M&E report was finalised
Evaluation of the State of the Public Service	Government departments The Executive Parliament Provincial Legislatures The public domain	Report with findings and recommendations finalised	The 2010 SOPS Report under the theme: <i>Integration, Coordination and Effective Public Service Delivery</i> was compiled
Evaluation of the success of identified government programmes	Government departments The Executive Parliament Provincial Legislatures The public domain	Reports with findings and recommendations finalised	Report on the Evaluation of Integration and Co-ordination in the Integrated Sustainable Rural Development Programme was finalised A dialogue on Poverty Reduction Strategies and Interventions was conducted with stakeholders. The report on the proceedings of the dialogues was produced Report on a Meta-Evaluation of the Mid-Term Review of the Expanded Public Works Programme was finalised
Evaluation of service delivery	Government departments The Executive Portfolio Committees Provincial Legislatures Academia Non-governmental organisations	Reports with findings and recommendations finalised	Inspections were conducted at selected health clinics and the reports were finalised Report on the Assessment of the Effectiveness of Thusong Service Centres in Integrated Service Delivery was finalised
Propose measures to ensure effective	Government departments The Executive	Report with findings and recommendations finalised	Report on the Survey of Citizens Satisfaction with Public Service Delivery was submitted to the PSC

Key services	Clients	Current standard	Actual achievement against standards
and efficient performance within the Public Service	Portfolio Committees Provincial Legislatures Academia Non-governmental organisations		for approval A Template on Developing Guidelines on Public Participation was finalised
Investigate irregular or inefficient public administration practices	Government departments The Executive Portfolio Committees Provincial Legislatures Academia Non-governmental organisations	80% of investigations finalised within three months from the date of receipt of all documents Report with findings and recommendations finalised	131 complaints received in terms of the Complaints Rules were closed/finalised. Of the 131 complaints, 7 resulted in full scale investigation being conducted. A further 11 full scale investigations and 53 complaints received in terms of the Complaints Rules were in progress 171 service delivery related complaints were received through the NACH during the reporting period. 332 cases were finalised which include cases that were carried over from the previous financial years 90% of both NACH and Complaints Rules investigations, where all the documents were received, were finalised within 3 months The Trend Analysis on Complaints lodged with the PSC during the 2008/2009 Financial Year was finalised. The Report on the Evaluation of Supply Chain Management Practices into the Procurement of Goods and Services in selected Departments focusing on General Payments within the R200 000.00 Thresholds was finalised Report on the Overview of Financial Misconduct for the 2008/2009 Financial Year was submitted to the PSC for approval
Establish a culture of professional behaviour in the Public Service	The Executive Government departments Legislatures Complainants	Provide professional secretarial support to the National Anti-Corruption Forum Manage the extent of compliance to the Financial Disclosure Framework (FDF) by members of the SMS Management of the National Anti-Corruption Hotline Successful hosting of workshops and report on proceedings Revise Code of	Secretarial services were provided to the NACF. Four NACF Implementation Committee, two EXCO and one NACF meetings were held An 81% compliance rate was achieved from departments with regard to the FDF In terms of the NACH, 1 340 cases of corruption were referred in line with the agreed protocols to departments Two workshops were held with provincial administrations on the management of the NACF Three workshops were held to

Key services	Clients	Current standard	Actual achievement against standards
		<p>Conduct and gazette in the Public Service Regulations</p> <p>Awareness created on professional ethics and anti-corruption</p>	<p>promote the Code of Conduct</p> <p>Roundtable on the promotion of professional ethics in the Public Service was held and anti-corruption promotional material were distributed during the roundtable</p>
Sound financial management	Commissioners OPSC staff Service providers Auditor-General National Treasury Government departments	Monitoring of expenditure and utilisation of budget within the budget allocation	<p>The PSC received an unqualified audit report with a paragraph on "other matters"</p> <p>Eleven Budget Committee Meetings were held to discuss budget and expenditure related matters</p>
Provide communication and information support by among others, marketing the work of the PSC through media campaign and exhibitions; and tabling and distribution of published reports	Commissioners OPSC staff	<p>Media activities on selected PSC published reports held</p> <p>Tabling and timely distribution of PSC published reports</p>	<p>Media briefings were held and media releases on selected PSC published reports were issued to members of the media</p> <p>PSC reports were also tabled in Parliament and Provincial Legislatures timeously in accordance with Section 196(4)(e) of the Constitution, 1996. The reports were also placed on the website (www.psc.gov.za) for accessibility by the public</p>
Manage, maintain and ensure efficient use of the overall IT infrastructure, systems and services	Commissioners OPSC staff	IT operations conducted in accordance with IT policies and best practices	<p>An electronic database system for the management of the Financial Disclosure Framework as well as the myDG.gov blog, which is an online platform for staff members to make suggestions to the DG, aimed at helping the OPSC improve on its services, were developed and implemented.</p> <p>An SMS Technology to remind HoDs to file their PAs with the PSC was implemented</p>
Recruitment and retention of competent staff to ensure service delivery in the OPSC	Appointment beneficiaries/appointees Programme managers	Recruitment and selection done in accordance with the Recruitment and Selection Policy	<p>A Human Resource Plan Implementation Report for 2009/10 financial year which emanated from the Human Resource Plan covering the period 2008-2012 was compiled and submitted to the Department of Public Service and Administration</p> <p>Vacant posts were filled timeously despite placing on hold the filling of some vacant posts during the third quarter of the 2009/10 financial year due to budgetary constraints.</p> <p>As at 31 March 2010, females represented 41% (16) of the total staff compliment of Senior Management Service (SMS) members and the total number of females represented 55% (127) of the overall staff compliment. The PSC currently employs five people with disabilities. This translates into 2.2% of the total staff</p>

Key services	Clients	Current standard	Actual achievement against standards
			compliment, thus exceeding the national target of 2% by 0.2%

5. HOW WE INTEND IMPROVING OUR SERVICES

In order to continuously improve on its services, the PSC reviews its SDIP on an annual basis as required by the Public Service Regulations. In terms of Treasury Regulations, the Accounting Officer of an institution is required to prepare a strategic plan for the forthcoming Medium Term Expenditure Framework (MTEF) period. The PSC's Medium Term Strategic Plan (MTSP) guides the work of the PSC and serves as a basis for an assessment of its performance by stakeholders over the MTEF period. The MTSP for the 2010/11 – 2012/13 periods includes projects that the PSC plans to undertake in the future.

Copies of the SDIP for the 2010/11 financial period and the MTSP for the 2010/11 – 2012/13 periods are available on request from the Director: Communication and Information Services, Mr Humphrey Ramafoko. His contact details are: Tel: (012) 352 1196, E-mail: humphreyr@opsc.gov.za. Both documents are also available on the PSC website, www.psc.gov.za.

6. ORGANISATION AND STAFFING

Out of a staff establishment of 248, including Commissioners, a total of 231 posts are filled. The staff breakdown according to the locations is as follows:

Location	Number of staff
Eastern Cape Regional Office - King William's Town	7
Free State Regional Office - Bloemfontein	7
Gauteng Regional Office - Johannesburg	7
Head Office - Pretoria	169
KwaZulu-Natal Regional Office - Pietermaritzburg	6
Limpopo Regional Office - Polokwane	7
Mpumalanga Regional Office - Nelspruit	7
Northern Cape Regional Office - Kimberley	7
North West Regional Office - Mmabatho	6
Parliamentary Office - Cape Town	2
Western Cape Regional Office - Cape Town	6
TOTAL	231

Below is the breakdown of the total number of employees per gender and race (including employees with disabilities) in each of the following occupational categories:

Occupational categories (SASCO)	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Senior managers	24	2	2	2	13	2	1	4	50
Middle managers	29	3	0	7	32	2	2	5	80
Administrative/	16	0	0	1	28	1	2	3	51

Occupational categories (SASCO)	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
clerks									
Service and sales workers, Permanent	16	1	0	0	27	5	0	0	49
Elementary occupations	1	0	0	0	0	0	0	0	1
TOTAL	86	6	2	10	100	10	5	12	231
Employees with disabilities	1	0	0	1	2	1	0	0	5

Additional information

Some of the PSC's staff members are conversant with two or more of the eleven official South African languages, i.e. Afrikaans, English, IsiNdebele, IsiSwati, IsiXhosa, IsiZulu, Sepedi, Sesotho, Setswana, Tshivenda and Xitsonga.

7. BUDGET

The PSC's total budget was R131 841 000 for the 2009/10 financial year. Below is the breakdown on how the budget was spent:

Item	Amount
Programme 1: Administration	R72 469 000
Programme 2: Leadership and Management Practices	R16 359 000
Programme 3: Monitoring and Evaluation	R19 686 000
Programme 4: Integrity and Anti-Corruption	R23 327 000
Total budget for programmes	R131 841 000
Staff salaries	R87 568 000
Training	R412 000

8. CONTACT DETAILS

For more information, please contact
 Ms Bontle Lerumo
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 Telephone number: (012) 352 1195
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Copies of all published PSC reports are obtainable at the PSC's Head Office and Regional Offices. The reports are also available on the PSC website, www.psc.gov.za.

9.

W

HERE CAN WE BE FOUND

HEAD OFFICE

Chairperson: Dr Ralph Mjijima
Director-General: Mr Mashwahle Diphofa
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REGIONAL OFFICES

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Commissioner: Mr Singata Mafanya
Regional Director: Mr Loyiso Mgengo
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Commissioner: Dr Ralph Mjijima
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Mmabatho Post Office Building
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MMABATHO

Limpopo Province

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Mpumalanga Province

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1200

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0699

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