

PUBLIC SERVICE COMMISSION



ANNUAL REPORT TO CITIZENS FOR THE 2006/2007 FINANCIAL PERIOD

TABLE OF CONTENTS

1.	WHO ARE WE	3
2.	WHAT DO WE DO	3
3.	WHO IS IN CHARGE	4
4.	STANDARDS, HOW THEY WERE MET AND THE RESULTS ACHIEVED	4
5.	HOW WE INTEND IMPROVING SERVICES	7
6.	ORGANISATION AND STAFFING	7
7.	BUDGET	8
8.	CONTACT DETAILS	8
9.	WHERE CAN WE BE FOUND	8

DEPARTMENT	Public Service Commission
REPORT TO CITIZENS	2006/2007 Financial Year

1. WHO ARE WE

The Public Service Commission was established in terms of Section 196 of the Constitution of the Republic of South Africa, 1996. 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 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 President appointed the first members of the PSC with effect from 1 January 1999. However, the commencement of formal operations by the PSC was delayed until 1 July 1999 because of legal difficulties around certain aspects of the Public Service Laws Amendment Act, 1997.

The Public Service Commission is supported by the Office of the Public Service Commission.

2. WHAT DO WE DO

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 six key performance areas, namely: Labour Relations Improvement; Public Administration Investigations; Professional Ethics and Human Resource Reviews; Governance Monitoring; Leadership and Performance Improvement; and Service Delivery and Quality Assurance.

3. WHO IS IN CHARGE

Professor Stan Sangweni is the Chairperson of the Public Service Commission. He is also the Executing Authority in terms of the Public Finance Management Act.

Ms Odette Ramsingh is the Director-General of the Office of the Public Service Commission. She is the Accounting Officer.

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

Main service	Standard of service	Actual achievement against standard
Recommendations, advice and proposed measures to promote ethical behaviour and fight corruption	Provide secretariat services to the National Anti-Corruption Forum (NACF)	The PSC provides Secretariat services to the NACF and has coordinated: <ul style="list-style-type: none"> • Seven NACF Implementation Committee Meetings • One Executive Committee Meeting • Two full NACF Meetings
	Manage the Financial Disclosure Framework	Through the effective management of the Financial Disclosure Framework, the PSC managed to obtain 79% compliance from departments
	Manage the National Anti-Corruption Hotline (NACH)	The NACH (0800 701 701) is a mechanism through which members of the public and public servants report alleged acts of corruption in the

Main service	Standard of service	Actual achievement against standard
		Public Service. The PSC has referred 2689 cases of corruption reported to the Hotline to departments for investigation.
Information and education on anti-corruption measures, ethical issues and the Code of Conduct for public servants	Promote the Code of Conduct and anti-corruption measures through training workshops	The PSC held training workshops to promote the code of conduct in the Public Service with departments in Limpopo, North West and Gauteng.
Monitoring and evaluation of, research and advice on, the organization and performance of the Public Service, service delivery and resource management practice	<p>Clients informed about their performance and the state of service delivery</p> <p>Reports produced and recommendations implemented</p>	<p>The PSC compiled 16 departmental monitoring and evaluation reports. These reports are pivotal when the PSC compiles its annual state of the public service report. The State of the Public Service Report provides the Executive with strategic direction by highlighting important themes and trends in the Public Service. The PSC's State of the Public Service Report 2006 under the theme: <i>Assessing the Capacity of the State to Deliver</i>, was produced and tabled in Parliament during the 2006/2007 financial period.</p> <p>In order to measure the actual satisfaction level of citizens with the delivery of public services, the PSC conducted a Citizen Satisfaction Survey in the national departments of Home Affairs and Trade and Industry as well as the provincial departments of Transport.</p> <p>The PSC's approach to oversight involves conducting on-site inspections of Public Service institutions. Such inspections provide first hand experience of what happens in departments and enables the PSC to base its oversight work on practical experiences. A framework of conducting inspections was developed by the PSC and piloted at both national and provincial departments.</p> <p>In discharging its mandate, the PSC also produced the following:</p> <ul style="list-style-type: none"> • A third Consolidated M&E Report on the 2005/2006 financial year; • A guide on School District Management; and • A report on School District Management
Monitoring and evaluation of human resource management practices ranging acquisition, utilization and conditions of service including providing advice and undertaking research	<p>Meetings held with departments and legislatures updating them on progress against set objectives</p> <p>Production of investigative reports and feedback to complainants</p>	<p>A pamphlet commemorating the 50th anniversary of the march by women to the Union Buildings was produced. The pamphlet profiled the role of women in the Public Service. The following reports based on specific investigations were produced:</p> <ul style="list-style-type: none"> • Gender Mainstreaming in the Public Service; and • Evaluation of the Employee Assistance

Main service	Standard of service	Actual achievement against standard
and reviews around issues of HR practices		Programme in the Public Service
Grievance and Complaints Resolution	Recommendations in line with the regulatory framework and legal principles as well as good governance/practice objectives	<p>The PSC contributes towards sound labour relations in the Public Service and has positioned itself as a main arbiter of grievances in the Public Service. During the period under review, the PSC received 641 grievances from the Public Service. Of these, 189 were finalized. 261 had to be referred back to departments due to non-compliance with the Grievance Rules. 13 cases were withdrawn by the aggrieved employees before they could be finalised whilst 178 cases were pending due to incomplete information.</p> <p>The PSC provides citizens with a mechanism through which they can report complaints regarding amongst others, maladministration, standard of service provided in the Public Service, through the Complaints Rules. To afford the citizenry open access to the complaints mechanisms, the Complaints Rules Brochures are accessible on the PSC website (www.psc.gov.za) and are published in all the official languages.</p>
Labour Relations Research	Complaints monitoring of Labour Relations Trends	In order to provide a clear picture of emerging grievance patterns within the Public Service, the PSC produced its first annual report on grievance trends within the Public Service. The report focuses on the number and causes of grievances and the management thereof in terms of adherence to procedures and timeframes.
Promotion of sound Labour Relations	Compliance with Section 195 of the Constitution, 1996	<p>The PSC co-hosted the Labour Relations Conference with the Public Service Coordinating Bargaining Council under the theme <i>Knowledge through Dialogue: Harmonizing Labour Relations in the Public Service</i>. The conference served as a meaningful platform to debate the latest Labour Relations trends and best practices.</p> <p>In addition to promoting sound labour relation in the Public Service, the PSC made presentations on the Role of Labour Relations Officers and Labour Relations Practitioners in different departments.</p>
Secretariat Services on Heads of Department Evaluation	Evaluation to be conducted according to the framework for evaluation of HoDs and guidelines for the 2005/2006 financial year set by the PSC	In order to promote a high standard of Public Service leadership and accountability in the Public Service, the PSC facilitates the evaluation of HoDs in terms of the HoD Evaluation Framework. The PSC evaluated 33 national and provincial HoDs for the 2005/2006 financial year. An analysis on the implementation of the HoD Evaluation Framework was completed and submitted to Cabinet.

Main service	Standard of service	Actual achievement against standard
Monitor, evaluate and advice on performance agreements of HoDs	Performance agreements of HoDs assessed and filed	In support of the performance evaluation of HoDs, the PSC monitors and evaluates the performance agreements of HoDs. 25 national and 60 provincial HoDs filed their performance agreements for 2005/2006.
Public participation	Promote public participation mechanisms	<p>The PSC has strengthened its public participation mechanism through for examples, the National Anti-Corruption Hotline, Citizens Forums and Citizens Satisfaction Surveys. In an attempt to publicize the NACH, posters were developed and distributed to National and Provincial departments. The NACH number was also advertised on SABC Radio Stations.</p> <p>The PSC has developed a Citizens Forum Toolkit, which contains a step-by-step implementation guide and provides an overview of what Citizens Forums are and how they are conducted.</p>

5. HOW WE INTEND IMPROVING SERVICES

Next year we plan to improve our services further. To this end, we will review on an annual basis, the service delivery standards contained in our Service Delivery Improvement Plan (SDIP) as required by the Public Service Regulation. Our SDIP is available on request and is obtainable from the Director: Human Resource Management and Development, Mr Alfred Maluleke. His contact details are as follows:

Tel: 012 352 1030

Email: Maluleke@opsc.gov.za

Our SDIP is also available on the PSC website, www.psc.gov.za.

6. ORGANISATION AND STAFFING

We employ 222 staff members, including Commissioners, located at:

- | | | |
|----|---------------------|----|
| 1. | Bloemfontein | 7 |
| 2. | Cape Town | 10 |
| 3. | Johannesburg | 7 |
| 4. | Kimberley | 6 |
| 5. | King William's Town | 7 |
| 6. | Mmabatho | 7 |
| 7. | Nelspruit | 7 |
| 8. | Pietermaritzburg | 6 |

9.	Polokwane	7
10.	Pretoria	158
TOTAL		222

Additional information

1. We have a total of 222 staff comprising Africans, Whites, Indians and Coloureds
2. 112 of our staff are women
3. We employ 2 persons with disabilities
4. Some of our staff members are conversant with two or more of the eleven South African official languages, i.e. Afrikaans, English, IsiNdebele, IsiSwati, IsiXhosa, IsiZulu, Sepedi, Sesotho, Setswana, Tshivenda, and Xitsonga.

7. BUDGET

Total budget	R97 003 000
Staff Salaries	R61 628 000
Other running costs (equipment, training etc)	R35 375 000
Programme 1	R51 394 000
Programme 2	R24 239 000
Programme 3	R21 370 000

8. CONTACT DETAILS

For more information, please call
 Mr Dumisani Maphumulo
 Telephone number: 012 352 1195
 Address: Private Bag X121, Pretoria, 0001
 Email: DumisaniM@opsc.gov.za

All the reports that get published and tabled in Parliament and Provincial Legislatures become automatically available on the PSC website, www.psc.gov.za. Reports are also available at the PSC's Head Office and Regional Offices.

9. WHERE CAN WE BE FOUND

Head Office
 Chairperson: Professor SS Sangweni

Cape Town Parliamentary Office
 Sanlam Golden Acre Building

Director-General: Ms OR Ramsingh
Commission House
Corner Hamilton & Edmond Streets
0083
Tel: (012) 328 7690
Fax: (012) 325 8382

21st Floor Adderley Street
CAPE TOWN
8001
Tel: (021) 418 4940
Fax: (021) 418 5040

Regional Offices

EASTERN CAPE PROVINCE

Commissioner: Mr M Msoki
Regional Director: Mr L B Mgengo
91 Alexander Road
KING WILLIAMS TOWN
5601
Tel: (043) 643 4704
Fax: (043) 642 1371

GAUTENG PROVINCE

Commissioner: Dr RR Mgijima
Regional Director: Mr TJ Matlhare
Ten Sixty-Six Building
16th Floor
35 Pritchard Street
JOHANNESBURG
2001
Tel: (011) 833 5724
Fax: (011) 834 1200

FREE STATE PROVINCE

Commissioner: Mr P Helepi
Regional Director: Ms MS Santho
62 Fedsure Building
3rd Floor
St Andrews Street
BLOEMFONTEIN
9301
Tel: (051) 448 8696
Fax: (051) 448 4135

WESTERN CAPE PROVINCE

Commissioner: Dr NV Maharaj
Regional Director: Vacant
Sanlam Golden Acre Building
21st Floor, Adderley Street
CAPE TOWN
8000
Tel: (021) 421 3980
Fax: (021) 421 4060

NORTH WEST PROVINCE

Commissioner: Mr LDS Mahlangu
Regional Director: Ms KG Seabelo
Mmabatho Post Office Building
Ground Floor
University Drive
MMABATHO
2735
Tel: (018) 384 1000

LIMPOPO PROVINCE

Commissioner: Mr KE Mahoai
Regional Director: Mr MM Chale
Kleingeld Trust Building
81 Biccard Street
POLOKWANE
0699
Tel: (015) 297 6284
Fax: (015) 297 6276

Fax: (018) 384 1012

MPUMALANGA PROVINCE

Commissiner: Mr DW Mashego
Regional Director: Mr SW Mnisi
19 Russel Street
NELSPRUIT

1200

Tel: (013) 755 4070

Fax: (013) 752 5814

KWAZULU-NATAL PROVINCE

Commissioner: Ms PM Tengen
Regional Director: Mr BFM Khonjwayo
Brasford House
262 Longmarket Street
PIETERMARITZBURG

3201

Tel: (033) 345 9998

Fax: (033) 345 8505

NORTHERN CAPE PROVINCE

Commissioner; Mr KL Mathews
Regional Director: Mr J Malan
1st Floor, Woolworths Building
c/o Lennox & Chapel Streets
KIMBERLEY

8300

Tel: (053) 832 6222

Fax: (053) 832 6225