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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

A champion of public administration excellence in democratic governance in South Africa.

Mission

To promote the constitutionally enshrined democratic principles and values of the Public Service by investigation, research, monitoring, evaluating, communicating and reporting on public administration.

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; and
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 and administration, and the personnel practices of the Public Service;
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 in respect of 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;
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; and
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; and
g. to exercise or perform the additional powers or functions prescribed by an Act of Parliament.

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; and
- Professional ethics.

These areas are grouped within the following line function branches, including Corporate Services:

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, evaluation 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 amongst public servants and contribute to preventing and combating corruption in the Public Service.

d. **Branch: Corporate Services** is responsible for managing, organising and providing administration support to the PSC and its Office.

3. **WHO IS IN CHARGE**

Mr Ben Mthembu is the Chairperson of the PSC and is also the Executive Authority in terms of the Public Service Act.

Professor Richard Levin is the Director-General of the OPSC and is also the Accounting Officer in terms of the Public Finance Management Act.
4. OUR STANDARDS, HOW WE MET THEM AND THE RESULTS ACHIEVED

During the reporting period, the 2011/12 Service Delivery Improvement Plan (SDIP) was developed and posted on the PSC website (www.psc.gov.za). This Plan serves to inform stakeholders regarding the PSC’s service delivery standards. Table 1 below reflects the PSC’s service delivery standards and reports on the progress that has been made in implementing these standards.

Table 1: Main services provided and standards

<table>
<thead>
<tr>
<th>Key services</th>
<th>Clients</th>
<th>Current standard</th>
<th>Actual achievement against standards</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conduct research on labour relations issues and investigate grievances of</td>
<td>Government departments</td>
<td>Report with findings and recommendations finalised</td>
<td>The following reports were finalised:</td>
</tr>
<tr>
<td>public servants</td>
<td></td>
<td></td>
<td>- Fact sheet on trends analysis on grievance resolution in the Public Service and local government for the 2010/11 financial year</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Two technical briefs on departmental grievance resolution</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Evaluation of the management of grievances to identify best practices</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Management of precautionary suspensions in the Public Service</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Research paper on the comparative study of collective bargaining in the Public Service</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Report on the 2nd Biennial Labour Relations Conference</td>
</tr>
<tr>
<td></td>
<td></td>
<td>80% of all referred grievances finalised within three months from date of receipt of all relevant</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>documentation</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Ten workshops were conducted and a report was compiled</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>In total, the PSC had 673 cases on its database. The PSC received 351 grievances during the 2011/12</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>financial year of which 35% were concluded within three months. The PSC still had 322 carry over</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>cases from the previous financial year on its database, of which 65% were concluded within three</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>months</td>
</tr>
<tr>
<td>Improving and promoting Public</td>
<td>The Presidency Government departments</td>
<td>Report with findings and recommendations finalised</td>
<td>The implementation of the Performance Management Development System (PMDS) for Senior Managers in the</td>
</tr>
<tr>
<td>Service Leadership</td>
<td>Academia Non-governmental organisations</td>
<td></td>
<td>Free State was assessed. Additional research was being conducted to strengthen the findings of the</td>
</tr>
<tr>
<td></td>
<td>Provincial Executive Councils</td>
<td></td>
<td>report</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Report on the assessment of the implementation of the PMDS for Senior Managers in the Western Cape</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Province was finalised. The effect of turnover rate of Heads of Department (HoDs) on the performance</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>of departments was assessed and the draft report was submitted to the PSC for approval. Additional</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>research was being undertaken to strengthen the findings of the report</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>The effectiveness of the efforts of Public Service leadership in addressing persistent</td>
</tr>
</tbody>
</table>


## Key services

<table>
<thead>
<tr>
<th>Services</th>
<th>Clients</th>
<th>Current standard</th>
<th>Actual achievement against standards</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monitoring the HoDs performance management</td>
<td>The Presidency Government departments Academic Non-governmental organisations Provincial Executive Councils</td>
<td>All qualifying HoDs successfully evaluated</td>
<td>1 national and 12 provincial HoDs were evaluated for the 2010/11 cycle. For the outstanding 2009/10 evaluations, 1 provincial HoD was evaluated by July 2011. 39 national and 90 provincial HoDs filed their PAs as at 31 March 2012. Technical brief on PAs filed was finalised and presented to Parliament in August 2011, with a compliance rate of 92%, i.e. 95% for provincial and 85% for national. Guidelines for the 2010/11 evaluation cycle were finalised. Technical brief on the 2009/10 evaluations was finalised. The compliance rate was 18%. A presentation on HoDs PAs and evaluations to HoDs in the Free State Province was conducted.</td>
</tr>
<tr>
<td>Review the implementation of human resource practices through production of research reports and recommendations</td>
<td>Executives Government departments Legislatures Complainants</td>
<td>Report with findings and recommendations finalised</td>
<td>Report on the Human Resource Development Practices in the Public Service and a Fact Sheet on the Duration of Employment per Grade of Senior Management Service members Levels 13 – 16 for three Financial Years 2007/08, 2008/09 and 2009/10 were finalised. Report on Financial Misconduct for the 2010/11 Financial Year was finalised. The implementation of the PMDS for employees in the salary levels 2-12 within the Public Service in selected departments was assessed. Additional research was being undertaken to strengthen the findings of the report.</td>
</tr>
<tr>
<td>Evaluation of departments against the values listed in section 195 of the Constitution</td>
<td>Government departments The Executive Parliament Provincial Legislatures The public domain (academics, civic society organisations)</td>
<td>Reports with findings and recommendations finalised</td>
<td>Out of 20 departmental monitoring and evaluation reports focusing on departments’ adherence to the constitutional values and principles of public administration, 2 were finalised, 6 were submitted for approval, 9 were submitted to the relevant departments for comments and 3 are in progress.</td>
</tr>
<tr>
<td>Evaluation of the State of the Public Service (SOPS)</td>
<td>Government departments The Executive Parliament Provincial Legislatures The public domain</td>
<td>Report with findings and recommendations finalised</td>
<td>Fact Sheet on the 2011 SOPS was finalised.</td>
</tr>
</tbody>
</table>
### Key services

<table>
<thead>
<tr>
<th>Evaluation of the success of identified government programmes</th>
<th>Government departments</th>
<th>Reports with findings and recommendations finalised</th>
<th>Report on the evaluation of the Programme of Farmer Support and Development Services provided by the National and Provincial Departments of Agriculture was finalised</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clients</td>
<td>The Executive Parliament Provincial Legislatures The public domain</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Evaluation of service delivery</th>
<th>Government departments</th>
<th>Reports with findings and recommendations finalised</th>
<th>Consolidated Report on Inspections in the Department of Police focusing on Detective Services was finalised</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clients</td>
<td>The Executive Portfolio Committees Provincial Legislatures Academia Non-governmental organisations</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Propose measures to ensure effective and efficient performance within the Public Service</th>
<th>Government departments</th>
<th>Report with findings and recommendations finalised</th>
<th>Report on Citizen Satisfaction Survey (Citizens’ Talk 1) conducted based on Key Drivers of Citizen Satisfaction was finalised</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clients</td>
<td>The Executive Portfolio Committees Provincial Legislatures Academia Non-governmental organisations</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Undertake forensic audits and investigations into public administration practices</th>
<th>Government departments</th>
<th>80% of investigations finalised within three months from the date of receipt of all documents</th>
<th>56, 3% of investigations were finalised within three months from the date of receipt of all documents. The failure to achieve the standard set was as a result of the need to intensify quality assurance of the investigations conducted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clients</td>
<td>The Executive Portfolio Committees Provincial Legislatures Academia Non-governmental organisations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Key services</td>
<td>Clients</td>
<td>Current standard</td>
<td>Actual achievement against standards</td>
</tr>
<tr>
<td>-----------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| 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 (NACF) | With regards to the NACF, the following was achieved:  
  • Secretarial services were provided to the NACF  
  • 1 NACF and 1 Executive Committee meeting was held  
  • 6 Task Team meetings were held  
  • Report on the activities of the NACF was finalised  
  • The 4th NACF Summit was held  
  • Report on the review of the NACF was finalised  
  A country total of 95% compliance rate was achieved with regard to the submission of the FDF  
  The PSC scrutinised the 30% of the financial disclosure forms and Executive Authorities were advised on potential conflicts of interests within their departments  
  Fact Sheet on the assessment of the compliance with the FDF was finalised  
  In terms of the NACH, 1 121 cases of corruption were referred in line with the agreed protocols to departments  
  Web-enabled system was installed in the PSC, Departments of Trade and Industry, Correctional Services, South African Social Security Agency (SASSA), South African Police Service as well as the Western Cape Province  
  Surprise audits were conducted at SASSA and selected national departments and the departments in the Eastern Cape, KwaZulu-Natal and Mpumalanga provinces  
  Report on the Biennial assessment on the effectiveness of the NACH was finalised  
  Fact Sheet on the Management of Complaints lodged with the PSC was finalised  
  Two workshops on the NACH were held with provincial and national departments  
  Five workshops were held to promote the Code of Conduct  
  Report on the assessment of the state of Professional Ethics in the North West Province was finalised |
### Key services

<table>
<thead>
<tr>
<th>Key services</th>
<th>Clients</th>
<th>Current standard</th>
<th>Actual achievement against standards</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sound financial management</td>
<td>Commissioners OPSC staff Service providers Auditor-General National Treasury Government departments</td>
<td>Monitoring of expenditure and utilisation of budget within the budget allocation</td>
<td>The PSC received an unqualified audit report with a paragraph on &quot;other matters&quot; Monthly Budget Committee Meetings were held</td>
</tr>
<tr>
<td>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</td>
<td>Commissioners OPSC staff</td>
<td>Media activities on selected PSC published reports held Tabling and timely distribution of PSC published reports</td>
<td>Media statements were issued on selected PSC reports and they received good media coverage. Media coverage was also received on selected PSC events such as roundtables and workshops. In addition, media interviews were arranged for Commissioners PSC reports were timely distributed and tabled in Parliament and the Provincial Legislatures in accordance with Section 196(4)(e) of the Constitution, 1996. All PSC published reports were placed on the website (<a href="http://www.psc.gov.za">www.psc.gov.za</a>) for accessibility by the public</td>
</tr>
<tr>
<td>Manage, maintain and ensure efficient use of the overall information technology (IT) infrastructure, systems and services</td>
<td>Commissioners OPSC staff</td>
<td>IT operations conducted in accordance with IT policies and best practices</td>
<td>Upgraded the server room UPS, Cooling System, Access Control and Monitoring System in line with the recommendations by the auditors Data lines in all the regional offices were upgraded from 128K to 256K to increase speed and connectivity Technology upgraded; most computers and laptops older than five years were replaced with new ones Servers were secured for the following projects: virtualisation and Disaster Recovery Site and regional offices Improved security of PSC data network from external threats by commissioning a new firewall software and upgrading the anti-virus software The IT Governance Charter was approved and the first IT Steering Committee meeting was convened in February 2012 Upgraded the Information and Communication Technology Service Desk Tool to the latest version Raised the level of staff awareness on IT security issues Conducted numerous workshops in an effort to increase the usage of productivity tools; MS Word, MS Excel and MS PowerPoint</td>
</tr>
<tr>
<td>Key services</td>
<td>Clients</td>
<td>Current standard</td>
<td>Actual achievement against standards</td>
</tr>
<tr>
<td>--------------</td>
<td>---------</td>
<td>-----------------</td>
<td>--------------------------------------</td>
</tr>
<tr>
<td>Recruitment and retention of competent staff to ensure service delivery in the OPSC</td>
<td>Appointment beneficiaries/appointees, Programme managers</td>
<td>Recruitment and selection done in accordance with the Recruitment and Selection Policy</td>
<td>The Human Resource Plan Implementation Report for the 2011/12 financial year which emanated from the Human Resource Plan covering the period 2008 - 2012 was submitted to the Department of Public Service and Administration. Some vacant posts were filled timeously during the 2011/12 financial year. A 4, 9% increase was experienced in the filling of posts at SMS level. Females represented 43, 3% of the total staff compliment of SMS members. The number of female employees increased from 116 in March 2011 to 118 in March 2012. As a result of the retirement of one employee with a disability, the PSC currently employs four people with disabilities. This translated to 1, 83% of the total staff compliment.</td>
</tr>
</tbody>
</table>

Accountable supply chain management (SCM) | Commissioners OPSC staff Service providers National Treasury | Supply Chain Management operations conducted in accordance with SCM prescripts | Procurement of goods and services was done in accordance with the SCM prescripts. |

Improved property management | Commissioners OPSC staff Service providers National Treasury | Procurement process of office accommodation was done before lease agreement expiry. | The South African Police Service conducted security audits at five regional offices. |

State Security Agency conducted a technical surveillance counter measure exercise in the Director-General’s office and strategic boardroom in Commission House to ensure the environment is sterile. Security survey on the existing security measures at the Limpopo Regional Office was conducted. |

### 5. HOW WE INTEND IMPROVING OUR SERVICES

As required by the Public Service Regulations, the PSC reviews its SDIP on an annual basis in order to continuously improve on its services. 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 period. The PSC’s Strategic Plan for the Fiscal Years 2012/13 - 2016/17 was produced and it reflects the strategic outcomes oriented goals and objectives which the PSC will endeavour to achieve over the Medium Term Strategic Plan period.

Copies of the SDIP for the 2011/12 financial period and the Strategic Plan for the Fiscal Years 2012/13 - 2016/17 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

The PSC has a staff establishment of 253, which includes Commissioners. Table 2 below reflects the total number of posts filled as at 31 March 2012, according to location.

Table 2: Staff breakdown according to location

<table>
<thead>
<tr>
<th>Location</th>
<th>Number of staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eastern Cape Regional Office - King William’s Town</td>
<td>7</td>
</tr>
<tr>
<td>Free State Regional Office - Bloemfontein</td>
<td>7</td>
</tr>
<tr>
<td>Gauteng Regional Office - Johannesburg</td>
<td>8</td>
</tr>
<tr>
<td>Head Office - Pretoria</td>
<td>159</td>
</tr>
<tr>
<td>KwaZulu-Natal Regional Office - Pietermaritzburg</td>
<td>6</td>
</tr>
<tr>
<td>Limpopo Regional Office - Polokwane</td>
<td>6</td>
</tr>
<tr>
<td>Mpumalanga Regional Office - Nelspruit</td>
<td>6</td>
</tr>
<tr>
<td>Northern Cape Regional Office - Kimberley</td>
<td>7</td>
</tr>
<tr>
<td>North West Regional Office - Mmabatho</td>
<td>6</td>
</tr>
<tr>
<td>Parliamentary Office - Cape Town</td>
<td>3</td>
</tr>
<tr>
<td>Western Cape Regional Office - Cape Town</td>
<td>6</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>221</strong></td>
</tr>
</tbody>
</table>

Table 3 below provides the breakdown of the total number of employees (including employees with disabilities) per gender and race in each of the following occupational categories.

Table 3: Total number of employees (including employees with disabilities) in each of the following occupational categories as on 31 March 2012

<table>
<thead>
<tr>
<th>Occupational categories (SASCO)</th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>African</td>
<td>Coloured</td>
<td>Indian</td>
</tr>
<tr>
<td>Senior managers</td>
<td>22</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Middle managers</td>
<td>30</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Administrative/ clerks</td>
<td>17</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Service and sales workers, Permanent</td>
<td>17</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Elementary occupations</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>86</strong></td>
<td><strong>5</strong></td>
<td><strong>2</strong></td>
</tr>
</tbody>
</table>

Employees with disabilities

| Employees with disabilities | 1     | 0      | 0      | 2     | 1     | 0      | 0      | 4     |

Annual Report to Citizens 2011/2012 10
Additional information

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

7. BUDGET

For the 2011/12 financial year, the PSC received a total budget of R151 051 000 and Table 4 below provides the breakdown on how the budget was spent:

Table 4: Breakdown of actual expenditure

<table>
<thead>
<tr>
<th>Item</th>
<th>Actual Expenditure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Programme 1: Administration</td>
<td>R76 095 000</td>
</tr>
<tr>
<td>Programme 2: Leadership and Management Practices</td>
<td>R22 970 000</td>
</tr>
<tr>
<td>Programme 3: Monitoring and Evaluation</td>
<td>R20 776 000</td>
</tr>
<tr>
<td>Programme 4: Integrity and Anti-Corruption</td>
<td>R24 578 000</td>
</tr>
<tr>
<td>Total budget for programmes</td>
<td>R144 419 000</td>
</tr>
<tr>
<td>Staff salaries</td>
<td>R97 286 000</td>
</tr>
<tr>
<td>Training</td>
<td>R1 236 000</td>
</tr>
</tbody>
</table>

8. CONTACT DETAILS

For more information, please contact
Ms Bontle Lerumo
Deputy Director-General: Corporate Services
Tel: (012) 352 1195
Fax: (086) 647 9689
Address: Private Bag x121, Pretoria, 0001
E-mail: bontlel@opsc.gov.za

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. WHERE CAN WE BE FOUND

HEAD OFFICE:
Chairperson: Mr Ben Mthembu
Director-General: Prof Richard M Levin
Commission House
Corner Hamilton & Ziervogel Streets
PRETORIA
0083
Tel: (012) 352 1000
Fax: (012) 325 8382

PARLIAMENTARY OFFICE:
Parliamentary Officer: Ms Noziphiwo Gwaza
Sanlam Golden Acre Building
21st Floor, Adderley Street
CAPE TOWN
8001
Tel: (021) 418 4940
Fax: (021) 418 1362
# REGIONAL OFFICES:

## Eastern Cape Province
Commissioner: Mr Singata Mafanya
Regional Director: Mr Loyiso Mgengo
91 Alexander Road
**KING WILLIAM’S TOWN**
5601
Tel: (043) 643 4704
Fax: (043) 642 1371

## Gauteng Province
Commissioner: Mr Michael Seloane
Regional Director: Ms Dorothy Nkwanyana
Ten Sixty-Six Building
16th Floor, 35 Pritchard Street
**JOHANNESBURG**
2001
Tel: (011) 833 5721
Fax: (011) 834 1200

## Free State Province
Commissioner: Mr Paul Helepi
Regional Director: Ms Sophia Santho
62 Fedsure Building
3rd Floor, St Andrews Street
**BLOEMFONTEIN**
9301
Tel: (051) 448 8696
Fax: (051) 448 4135

## Western Cape Province
Commissioner: Vacant
Regional Director: Mr Paul Rockman
Sanlam Golden Acre Building
21st Floor, Adderley Street
**CAPE TOWN**
8001
Tel: (021) 421 3980
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## North West Province
Commissioner: Vacant
Regional Director: Ms Thato Mohapi
Mmabatho Post Office Building
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**MMABATHO**
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## Limpopo Province
Commissioner: Mr Matome Mawasha
Acting Regional Director: Ms Rose Nelwamondo
Kirk Patrick Building
40 Schoeman Street
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## Mpumalanga Province
Commissioner: Mr David Mkhwanazi
Regional Director: Mr Walter Mnisi
19 Russel Street
**NELSPRUIT**
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## KwaZulu-Natal Province
Deputy Chairperson and
Commissioner: Ms Phelele Tengeni
Regional Director: Mr Bongani Khonjwayo
iDUBE Building
Ground Floor, 294 Burger Street
Northern Cape Province
Commissioner: Ms Moira Marais-Martin
Regional Director: Mr Jacques Malan
Woolworths Building, 1st Floor
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