

# **PUBLIC SERVICE COMMISSION**



## **ANNUAL REPORT TO CITIZENS FOR THE 2017/18 FINANCIAL YEAR**

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## **1. WHO ARE WE**

The Public Service Commission (PSC) is a chapter 10 institution 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 by the President on the recommendation of the National Assembly. One member is appointed by the President from each of the nine provinces, after nomination by the Premier of the province on the recommendation of the Provincial Legislature. The members are referred to as Commissioners. Five of the Commissioners are based at the PSC's national office in Pretoria while the remaining nine are based in their respective provinces. A Commissioner is appointed for a term of five years, which is renewable for one additional term. The PSC is headed by a Chairperson, who also serves as the Executive Authority for the Office of the Public Service Commission. The Chairperson and Deputy Chairperson are appointed by the President from the nominated Commissioners.

The PSC is accountable to the National Assembly and must annually report to the National Assembly on its activities and performance, and to the provincial legislatures on its activities in a province.

The PSC is supported by the Office of the Public Service Commission (OPSC), with its national office in Pretoria and provincial offices in each province. The OPSC is headed by a Director-General, who also serves as 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 Service excellence in democratic governance in South Africa.

### **Mission**

To promote the constitutionally enshrined democratic values and principles throughout the Public Service by-

- investigating, monitoring, evaluating the organisation and administration, and personnel practices;
- proposing measures to ensure the effective and efficient performance;
- issuing directions with regards to personnel procedures relating to the recruitment, transfers, promotions and dismissals;
- advising on personnel practices; and
- reporting on its activities.

## **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.

### **3. WHO IS IN CHARGE**

Advocate Richard Sizani is the Chairperson of PSC. The Chairperson is the Executive Authority of the office in terms of the Public Service Act. Further, the Commission comprises five (5) Commissioners at National office and each Provincial office is headed by a provincial-based Commissioner.

Dr Dovhani Mamphiswana was appointed in the position of the DG with effect from 1 June 2016 and he is also the Secretary to the Commission.

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

The PSC has an approved Service Delivery Improvement Plan (SDIP) for the 2016/17 to 2018/18 financial years. This Plan serves to inform stakeholders regarding the PSC's service delivery standards. A copy of the SDIP is available on the PSC website ([www.psc.gov.za](http://www.psc.gov.za)). The tables below reflect 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

| Main Services  | Beneficiaries   | Current/Actual Standard of Service   | Desired Standard of Service  | Actual Achievement  |
|--|---|--|--|---|
| Grievances and complaints investigated   | <ul style="list-style-type: none"> <li>• Public servants</li> <li>• Government departments</li> </ul>   | <p>654 cases were registered of which 559 (85.5%) were concluded</p> <p>The 559 concluded cases include 510 for level 1-12, of which 416 (82%) were concluded within 30 days for 2017/18 financial year</p>  | <p>75% of grievances of employees on salary levels 2 – 12 finalised within 30 working days from date of receipt of all relevant documentation</p> <p>75% of grievances of members of the Senior Management Service finalised within 45 working days from date of receipt of all relevant documentation</p> | <p>From 654 cases were registered of which 559 (85.5%) were Concluded. The 559 concluded cases include 510 for level 1-12, of which 416 (82%) were concluded within 30 days 49 cases were for members of the Senior Management Service, of which 45 (92%) were concluded within 45 days</p>   |
| Investigations conducted either of its own accord or on receipt of any complaints lodged and requests made | <p>National and provincial legislatures</p> <ul style="list-style-type: none"> <li>• Public servants</li> <li>• Government departments</li> <li>• Public</li> </ul> | <p>306 complaints on the database, of which 211 (69%) were finalised. Of the 211, 46 (22%) were finalised through investigations, of which 38 (83%) were finalised within 3 months of receipt of all relevant documentation for 2017/18 financial year</p> | <p>60% of provisional reports on complaints finalised within 3 months from date of receipt of all relevant documentation</p> <p>60% of reports on complaints finalised within 45 days from date of receipt of all relevant documentation</p>   | <p>306 complaints on the database, of which 211 (69%) were finalised. Of the 211, 46(22%) were finalised through investigations, of which 38 (83%) were finalised within 3 months of receipt of all relevant documentation. Of the 211, 165 (78%) cases were finalised as early resolution cases, of which 148 (90%) were finalised within 45 days of receipt of all relevant documentation</p> |

Table 2: Batho Pele arrangements with beneficiaries

| Main Services                          | Current/Actual Arrangement  | Desired Arrangement   | Actual Achievements   |
|--|---|---|---|
| Grievances and complaints investigated | <b>Consultation</b>   |   |   |
|  | Liaise with aggrieved during the investigation  | Liaise with aggrieved during the investigation  | All aggrieved employees are liaised with as part of the investigation process.  |
|  | Liaise with the relevant department during the investigation  | Liaise with the relevant department during the investigation  | All departments were liaised with during the investigation of grievances.   |
|  | Mediation process may be followed in order to resolve a grievance   | Mediation process may be followed in order to resolve a grievance   | Mediation process was followed in two (2) cases, resulting in settlement agreements between the parties.  |
|  | Mediation process must be finalised within 30 days of notification  | Mediation process must be finalised within 30 days of notification  | Mediation process followed in the two (2) cases were finalised within 30 days of notification to the parties.   |
|  | At the conclusion of an inquiry, the PSC may, where necessary make the provisional report available to the affected parties for comment | At the conclusion of an inquiry, the PSC may, where necessary make the provisional report available to the affected parties for comment | Since there was no inquiry, no provisional reports were made available during the period under review.  |
|  | <b>Courtesy</b>   |   |   |
|  | Acknowledge receipt of a grievance within 48 hours of receipt thereof   | Acknowledge receipt of a grievance with 48 hours of receipt thereof   | All grievances were acknowledged with 48 hours of receipt thereof by the Chief Directorate  |
|  | Telephonic feedback on level of service received  | Telephonic feedback on level of service received  | Telephonic feedback on level of service was received.   |
|  | Assist aggrieved employee in completing the Grievance Form  | Assist aggrieved employee in completing the Grievance Form  | Aggrieved employees were assisted in completing the Grievance Form where requested  |
|  | Obtain the services of an interpreter if necessary  | Obtain the services of an interpreter if necessary  | Investigators who understand the language used predominantly by the aggrieved were assigned to assist other investigators during meetings and interviews. Therefore there was no need to use external interpreters. |
|  | <b>Access</b>   |   |   |
|  | Grievance Rules are posted on the PSC website   | Grievance Rules are posted on the PSC website   | Grievance Rules were posted on the PSC website in October 2017  |
|  | Grievance Rules may be circulated to stakeholders upon request  | Grievance Rules may be circulated to stakeholders upon request  | Grievance Rules were circulated to DGs/HODs through a memo and the Rules are also circulated to stakeholders upon request   |
|  | Aggrieved employees may submit their grievance via post, e-mail, fax, hand delivery or walk in  | Aggrieved employees may submit their grievance via post, e-mail, fax, hand delivery or walk in  | Aggrieved employees submitted their grievances via post, e-mail, fax, hand delivery or walk ins   |

| Main Services | Current/Actual Arrangement  | Desired Arrangement   | Actual Achievements  |
|---------------|---|---|--|
|               | Grievance can be lodged at the National Office or any Provincial Office   | Grievance can be lodged at the National Office or any Provincial Office   | 654 grievances had been lodged at the National Office and Provincial Offices of the PSC.                                     |
|               | <b>Information</b>  |   |  |
|               | Aggrieved employee and EA provided with the contact details of the investigator   | Aggrieved employee and EA provided with the contact details of the investigator   | Aggrieved employees and EAs were provided with the contact details of the investigators                                      |
|               | Aggrieved employee and relevant EA informed with the outcome of the grievance within 30 days of receipt of all information                                    | Aggrieved employee and relevant EA informed with the outcome of the grievance within 30 days of receipt of all information                                    | Aggrieved employees and relevant EAs informed with the outcome of the grievance within 30 days of receipt of all information |
|               | Publish grievance management communiqué   | Publish grievance management communiqué   | Published the grievance management communiqué through the PSC website in September 2016.                                     |
|               | <b>Openness &amp; transparency</b>  |   |  |
|               | Inform relevant department of the grievance   | Inform relevant department of the grievance   | All departments were informed of the grievances received   |
|               | Inform aggrieved employee of the grievance procedure and time frames  | Inform aggrieved employee of the grievance procedure and time frames  | Aggrieved employees were informed of the grievance procedure and time frames   |
|               | Inform aggrieved employee on status of investigation on a regular basis   | Inform aggrieved employee on status of investigation on a regular basis   | Aggrieved employees were informed on status of investigation on a regular basis  |
|               | Communicate the outcome of its investigation in writing to the aggrieved employee and EA  | Communicate the outcome of its investigation in writing to the aggrieved employee and EA  | The outcome of investigation were communicated in writing to the aggrieved employee and EA                                   |
|               | Aggrieved employee or EA notified in writing if a formal inquiry will be conducted  | Aggrieved employee or EA notified in writing if a formal inquiry will be conducted  | No formal inquiries were conducted   |
|               | <b>Redress</b>  |   |  |
|               | If grievance is not resolved within the stipulated time frame, the aggrieved employee and relevant EA will be advised and provided with reasons for the delay | If grievance is not resolved within the stipulated time frame, the aggrieved employee and relevant EA will be advised and provided with reasons for the delay | No communications were directed to aggrieved employees and EAs regarding delays in finalising grievances                     |
|               | Follow up on implementation of recommendations  | Follow up on implementation of recommendations  | Follow up on implementation of recommendations were done on a quarterly basis  |
|               | If dissatisfied with the handling of a grievance, the affected party can submit a Grievance Service Complaint Form  | If dissatisfied with the handling of a grievance, the affected party can submit a Grievance Service Complaint Form  | No Grievance Service Complaint Forms were received   |

| Main Services  | Current/Actual Arrangement   | Desired Arrangement  | Actual Achievements  |
|--|--|--|--|
|  | <b>Value for money</b>   |  |  |
|  | Cluster of Panels formed to discuss grievances   | Cluster of Panels formed to discuss grievances   | From the 709 grievances registered on the PSC's database, 615 (87%) were concluded in consultation with departments and aggrieved employees, and following consideration by the Panels   |
|  | Panel meeting held only when there are more than 10 cases to be discussed  | Panel meeting held only when there are more than 10 cases to be discussed  | To improve the turnaround of grievances, Panel meetings were held on a monthly basis and as and when the need arose. However, the PSC made use of its Teleconferencing facilities to save cost   |
|  | Teleconferencing facilities used   | Teleconferencing facilities used   | Teleconferencing facilities used when the need arose   |
|  | <b>Time</b>  |  |  |
|  | Grievances of employees on salary levels 2 – 12 finalised within 30 working days from date of receipt of all relevant documentation        | Grievances of employees on salary levels 2 – 12 finalised within 30 working days from date of receipt of all relevant documentation        | From 654 cases registered of which 559 (85.5%) were concluded. The 559 concluded cases include 510 for level 1-12, of which 416 (82%) were concluded within 30 days  |
|  | Grievances of members of the Senior Management Service finalised within 45 working days from date of receipt of all relevant documentation | Grievances of members of the Senior Management Service finalised within 45 working days from date of receipt of all relevant documentation | 559 concluded cases include 49 cases for members of the Senior Management Service, of which 45(92%) were concluded within 45 working days of receipt of relevant information   |
| Investigations conducted either of its own accord or on receipt of any complaints lodged and requests made | <b>Consultation</b>  |  |  |
|  | Liaise with complainant during the investigation   | Liaise with complainant during the investigation   | Investigators liaised with complainants during investigations, where necessary, e.g. where additional information was required.  |
|  | Liaise with the relevant department during the investigation   | Liaise with the relevant department during the investigation   | Investigators and/or Commissioners liaised with all relevant departments during investigations.  |
|  | Submit provisional investigation report to the EA/HoD for comment  | Submit provisional investigation report to the EA/HoD for comment  | Provisional investigation reports were submitted to EAs and/or HoDs for comment.   |
|  | EA/HoD provided with an opportunity to comment within 30 days from date of receipt of the provisional report                               | EA/HoD provided with an opportunity to comment within 30 days from date of receipt of the provisional report                               | All EAs and/or HoDs were provided with an opportunity to comment within 30 days from date of receipt of the provisional report. In some cases, responses were not received from EAs and/or Heads of Department within the stipulated time frame.   |
|  | <b>Access</b>  |  |  |
|  | Complaints Rules are posted on the PSC website   | Complaints Rules are posted on the PSC website   | Complaints Rules which were gazetted in January 2017, were posted on the PSC website in February 2017 and are circulated to stakeholders upon request. With regard to mode of receipt, complaints are received via post, e-mail, short message service, fax, telephone or in person and are lodged in any official language. |
|  | Complaints Rules may be circulated to stakeholders upon request  | Complaints Rules may be circulated to stakeholders upon request  |  |
| Complaints can be submitted via post, e-mail, short message  | Complaints can be submitted via post, e-mail, short message service, fax, telephone  | As at 31 March 2018, there were 306 complaints on the database,  |  |

| Main Services                    | Current/Actual Arrangement   | Desired Arrangement  | Actual Achievements  |
|----------------------------------|--|--|--|
|                                  | service, fax, telephone or in person   | or in person   | of which 211 (69%) were finalised.   |
|                                  | Complaints can be lodged at the National Office or any Provincial Office   | Complaints can be lodged at the National Office or any Provincial Office   |  |
|                                  | Complaint can be lodged in any official language   | Complaint can be lodged in any official language   |  |
| <b>Courtesy</b>                  |  |  |  |
|                                  | Acknowledge receipt of a complaint within 48 hours from date of receipt by the Investigating Officer   | Acknowledge receipt of a complaint within 48 hours from date of receipt by the Investigating Officer   | Investigating Officers acknowledged receipt of all complaints within 48 hours from date of receipt.  |
|                                  | Telephonic feedback on level of service received.  | Telephonic feedback on level of service received.  | The Complaints Rules was Gazetted on 20 January 2017. Due to the timing of this report from the date the Rules took effect, is too soon to report on actual achievement.   |
|                                  | Inform the complainant in writing no later than 30 days after receipt of complaint if the PSC will or will not investigate the complaint. Assist complainant in completing a Complaints Form | Inform the complainant in writing no later than 30 days after receipt of complaint if the PSC will or will not investigate the complaint. Assist complainant in completing a Complaints Form |  |
| <b>Openness and transparency</b> |  |  |  |
|                                  | Inform the person whom complaint has been laid against.  | Inform the person who complaint has been laid against.   | The Complaints Rules was Gazetted on 20 January 2017. Due to the timing of this report from the date the Rules took effect is too soon to report on actual achievement. Nevertheless, all persons affected and implicated in a complaint are informed of a complaint and that, the complainants are informed of the complaints procedure and the time frames. Lastly, EAs/HoDs provided with the final reports that contain findings, advice, recommendations and/or directions. |
|                                  | Inform complainant on the complaints procedure and time frames.  | Inform complainant on the complaints procedure and time frames.  |  |
|                                  | Inform complainant on the status of the investigation on a regular basis.  | Inform complainant on the status of the investigation on a regular basis.  |  |
|                                  | EA/HoD provided with the final report  | EA/HoD provided with the final report  |  |
| <b>Information</b>               |  |  |  |
|                                  | If a complainants' lodging of a complaint directly with the PSC is not accepted by the PSC, the complainant must be informed within 21 days of the decision.                                 | If a complainants' lodging of a complaint directly with the PSC is not accepted by the PSC, the complainant must be informed within 21 days of the decision.                                 | The Complaints Rules was Gazetted on 20 January 2017. Due to the timing of this report from the date the Rules took effect is too soon to report on actual achievement   |
|                                  | If a complaint has been already referred to another institution, the complainant will be informed  | If a complaint has been already referred to another institution, the complainant will be informed within 21 days from date of receipt  |  |

| Main Services          | Current/Actual Arrangement   | Desired Arrangement  | Actual Achievements  |
|------------------------|--|--|--|
|                        | within 21 days from date of receipt of complaint that the PSC will not investigate it.   | of complaint that the PSC will not investigate it.   |  |
|                        | Complainants informed of the outcome of complaints dealt with as early resolution cases within 10 days from date of which the case was closed/finalised. | Complainants informed of the outcome of complaints dealt with as early resolution cases within 10 days from date of which the case was closed/finalised. |  |
|                        | May inform complainant of the outcome of the investigation where they are contactable  | May inform complainant of the outcome of the investigation where they are contactable.   | Complainants were informed of the outcome of the investigation where they are contactable.   |
| <b>Redress</b>         |  |  |  |
|                        | If complaint is not resolved within the stipulated time frame, affected parties will be informed of reasons for the delay.                               | If complaint is not resolved within the stipulated time frame, affected parties will be informed of reasons for the delay.                               | The Complaints Rules was Gazetted on 20 January 2017. Due to the timing of this report from the date the Rules took effect is too soon to report on actual achievement. Nevertheless, the PSC followed up on implementation of recommendations and the issuing of directions in respect of all final reports issued. The positive outcome is that no dissatisfactions were raised with the Director-General. |
|                        | Follow up on implementation of recommendations and the issuing of directions.  | Follow up on implementation of recommendations and the issuing of directions.  |  |
|                        | If dissatisfied with the conduct of an Investigating Officer, the affected party can submit a complaint to the Director-General                          | If dissatisfied with the conduct of an Investigating Officer, the affected party can submit a complaint to the Director-General                          |  |
| <b>Value for money</b> |  |  |  |
|                        | Cluster of Panels formed to discuss complaints.  | Cluster of Panels formed to discuss complaints   | Cluster of Panels (Grievance and Complaints Panel) met on 12 occasions to discuss complaints.  |
|                        | Panel meeting held only when there are more than 10 cases to be discussed.   | Panel meeting held only when there are more than 10 cases to be discussed.   | Panel meetings were also held to conclude a smaller number of cases so as to ensure finalisation of complaints within the 3 months of receiving all the relevant documentation.  |
|                        | Teleconferencing facilities used.  | Teleconferencing facilities used   | Teleconferencing facilities used when the need arose.  |
| <b>Time</b>            |  |  |  |
|                        | Complaints finalised within 3 months from date of receipt of all relevant documentation.   | Complaints finalised within 3 months from date of receipt of all relevant documentation.   | Of the 306 complaints lodged, 211(69%) were concluded within 3 months of receipt of all relevant documentation and 95 (31%) were in progress.  |
|                        | Early resolution cases finalised within 45 days from date of receipt of all relevant documentation.  | Early resolution cases finalised within 45 days from date of receipt of all relevant documentation.  | 165 (78%) cases lodged in 2017/18 were finalised as early resolution cases, of which 148 (90%) were finalised within 45 days of receipt of all relevant documentation.   |

Table 3: Service delivery information tool

| Current/Actual Information Tool  | Desired Information Tool   | Actual Achievements  |
|--|--|--|
| In order to ensure wider accessibility, PSC reports are distributed to stakeholders.   | In order to ensure wider accessibility, PSC reports are distributed to stakeholders.   | All PSC reports were distributed in accordance with the distribution strategy and all published reports were placed on the PSC website ( <a href="http://www.psc.gov.za">www.psc.gov.za</a> ) for easy access. |
| Hard copies of reports are distributed to affected stakeholders and in some instances, reports are distributed electronically. | Hard copies of reports are distributed to affected stakeholders and in some instances, reports are distributed electronically. | Hard copies of reports were distributed to affected stakeholders and selected PSC reports were published on the PSC website.   |

Table 4: Complaints mechanism

| Current/Actual Complaints Mechanism  | Desired Complaints Mechanism   | Actual Achievement  |
|--|--|---|
| All complaints are recorded and responded to within the allocated time frames<br><br>Complaints from the public are referred to the Public Protector | All complaints are recorded and responded to within the allocated time frames<br><br>Complaints from the public are referred to the Public Protector | All complaints handled during the reporting period that were lodged were recorded on the status-of-cases database and responded to within the allocated time frames.<br><br>Investigations were conducted and finalised within 3 months of receipt of all relevant documentation.<br><br>Early resolution cases were finalised within 45 days of receipt of all relevant documentation.<br><br>Complaints from the public were referred to the Public Protector in accordance with the MoU between the OPSC and the Public Protector. |

## 5. HOW WE INTEND IMPROVING OUR 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 as well as an Annual Performance Plan. The PSC's Strategic Plan for the Fiscal Years 2015/16 - 2019/20 reflects the strategic outcomes oriented goals and objectives which the PSC will endeavour to achieve over the Medium Term Strategic Plan period. The PSC's Annual Performance Plan for the 2017/18 financial year was also produced and it provides an overview of the PSC's budget, the Medium Term Expenditure Framework estimates as well as the strategic objectives of the PSC.

Copies of the SDIP, Strategic Plan and Annual Performance Plan 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](mailto:humphreyr@opsc.gov.za). The documents are also available on the PSC website, [www.psc.gov.za](http://www.psc.gov.za).

## 6. ORGANISATION AND STAFFING

The organisational structure has 285 posts on approved establishment, including the 14 Commissioners. **Table 5** below reflects the total number of posts filled as at 31 March 2017, according to location.

**Table 5: Staff breakdown according to location**

| Location   | Number of staff |
|--|-----------------|
| Eastern Cape Provincial Office - King William's Town | 10              |
| Free State Provincial Office - Bloemfontein          | 10              |
| Gauteng Provincial Office - Johannesburg             | 11              |
| National Office - Pretoria                           | 176             |
| KwaZulu-Natal Provincial Office - Pietermaritzburg   | 9               |
| Limpopo Provincial Office - Polokwane                | 11              |
| Mpumalanga Provincial Office - Nelspruit             | 9               |
| Northern Cape Provincial Office - Kimberley          | 10              |
| North West Provincial Office - Mmabatho              | 9               |
| Parliamentary Office - Cape Town                     | 3               |
| Western Cape Provincial Office - Cape Town           | 9               |
| <b>TOTAL</b>   | <b>267</b>      |

**Table 6** 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 6: Total number of employees (including employees with disabilities) in each of the following occupational categories as on 31 March 2018**

| Occupational category   | Gender        | Number of employees as at 1 April 2017 | Learnerships | Skills programmes and other short courses | Other forms of training | Total    |
|---|---------------|--|--------------|---|-------------------------|----------|
| Senior management (Levels 13 – 16)  | Female        | 22                                     | 0            | 2   | 0                       | 2        |
|   | Male          | 21                                     | 0            | 1   | 0                       | 1        |
| Professionals (Levels 9 – 12)   | Female        | 49                                     | 0            | 1   | 0                       | 1        |
|   | Male          | 59                                     | 0            | 2   | 0                       | 2        |
| Skilled technical and academic qualified workers, junior management, supervisors, foreman and superintendent associate professionals (Levels 6 – 8) | Female        | 43                                     | 0            | 1   | 0                       | 1        |
|   | Male          | 15                                     | 0            | 1   | 0                       | 1        |
| Semi-skilled and discretionary decision making (Levels 3 – 5)   | Female        | 25                                     | 0            | 1   | 0                       | 1        |
|   | Male          |  |              |   |                         |          |
| Unskilled and defined decision making (Level 1-2)   | Female        | 7                                      | 0            | 0   | 0                       | 0        |
|   | Male          | 1                                      | 0            | 0   | 0                       | 0        |
| <b>Sub Total</b>  | <b>Female</b> | <b>146</b>                             | <b>0</b>     | <b>4</b>                                  | <b>0</b>                | <b>4</b> |
|   | <b>Male</b>   | <b>110</b>                             | <b>0</b>     | <b>4</b>                                  | <b>0</b>                | <b>4</b> |
| <b>TOTAL</b>  | <b>256</b>    | <b>0</b>                               | <b>0</b>     | <b>8</b>                                  | <b>0</b>                | <b>8</b> |

### 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

The PSC received a total budget of **R 247,759. 000** for the 2017/18 financial year. **Table 7** below provides the breakdown on how the budget was spent:

**Table 7: Breakdown of actual expenditure**

| Item   | Actual Expenditure |
|--|--------------------|
| Programme 1: Administration                      | 125,565            |
| Programme 2: Leadership and Management Practices | 38,984             |
| Programme 3: Monitoring and Evaluation           | 33,785             |
| Programme 4: Integrity and Anti-Corruption       | 48,961             |
| <b>Total expenditure for programmes</b>          | <b>247, 295</b>    |
| Staff salaries                                   | 179,887            |
| Training   | 441                |

## 8. CONTACT DETAILS

For more information, please contact:

Dr Dovhani Mamphiswana  
Director-General: OPSC  
Tel: (012) 352 1200/ Fax: (012) 325 8322  
Postal Address: Private Bag x121, Pretoria, 0001  
E-mail: [dovhanim@opsc.gov.za](mailto:dovhanim@opsc.gov.za)

Copies of all published PSC reports are obtainable at the PSC's national office and provincial offices. The reports are also available on the PSC website, [www.psc.gov.za](http://www.psc.gov.za).

## **9. WHERE CAN WE BE FOUND**

### **NATIONAL OFFICE:**

Chairperson: Adv Richard Sizani  
Director-General: Dr Dovhani  
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