



**INFORMATION
REGULATOR
(SOUTH AFRICA)**

*Ensuring protection of your personal information
and effective access to information*

ANNUAL PERFORMANCE PLAN 2022/2023



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*Ensuring protection of your personal information
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LIST OF ABBREVIATIONS

HR	–	Human Resources
ICT	–	Information and Communication Technology
MTSF	–	Medium Term Strategic Framework
NDP	–	National Development Plan
NT	–	National Treasury
PAIA	–	Promotion of Access to Information Act
PFMA	–	Public Finance Management Act
PESTEL	–	Political, Economic, Social, Technological, Environmental and Legal
POPIA	–	Protection of Personal Information Act

FOREWORD BY THE CHAIRPERSON

July 2022 will mark one year since the Protection of Personal Information Act 4 of 2013 (POPIA) became fully operational, and the enforcement powers of the Information Regulator (Regulator) came into effect. This year is also significant because the Members of the Regulator assumed their second term of office following their appointments by the President of the Republic of South Africa, His Excellency Mr. Cyril Ramaphosa, in December 2021. The new Member of the Regulator, Mr. Mfana Gwala, joined the three other returning Members, Adv. Collen Weapond, Adv. Lebogang Stroom-Nzama and I, as the Chairperson from the inaugural term, alongside Ms. Alison Tilley, appointed in December 2020.

As in the previous years, the Regulator is committed to working hard to execute its constitutional mandate by ensuring respect, protection, enforcement and fulfilment of the right to privacy and the right of access to information.

To fulfil the institution's objectives, we will continue to build the Regulator's profile as the chief promoter of rights affecting the protection of personal information and promotion of access to information. With regards to the Promotion of Access to Information Act (PAIA) the complaints received, investigated and finalised (in accordance with sections 77A to 77K of the Act) and compliance monitoring on prioritised public and private bodies will be fundamental to the execution of the Regulator's mandate to monitor the implementation of PAIA, as stipulated in 83(3) (b) of the Act. Equally so, work on POPIA will focus on measuring complaints received, investigated, finalised and monitoring compliance of prioritised responsible parties. These aspects of our work in POPIA are also fundamental to the Regulator's



ADV. PANSY TLAKULA

mandate of monitoring and enforcing compliance with POPIA and handling complaints with regards to the protection of personal information as prescribed in section 40(1)(b)(i) and 40(1)(d) of POPIA respectively. The Regulator will focus on promoting awareness and providing educational programmes that aim to raise awareness about the Regulator and understanding of the two laws that the institution has a mandate over. This year we will have a particular focus on reaching vulnerable, marginalised and disadvantaged groups throughout the country to inform them about their rights. The research conducted by Regulator will indicate how successful the institution is in achieving these strategic objectives. The research projects will also produce knowledge about the implementation of the two laws that will inform legislative reforms to strengthen the protection of personal information and the promotion of access to information.

FOREWORD BY THE CHAIRPERSON

The Legal sub-division work will also examine any proposed legislation, including subordinate legislation or proposed policy of the government, which the Regulator may consider as impacting the protection of personal information and promotion of access to information.

We have grave concerns with the frequent security compromises (data breaches) that have riddled the country. This has posed immense risks and vulnerability on the personal information of data subjects. Responsible parties will need to put in more stringent mechanisms to safeguard the personal information they process. The Regulator will be paying close attention to these incidents and carrying out necessary monitoring and enforcement of compliance in this regard. Furthermore, we are in the process of providing a Guidance Note on Security Compromises, which will assist responsible parties to comply with the POPIA conditions for lawfully processing personal information.

The administration of the Regulator has grown exponentially in the previous financial year. This has been a highlight because it provides the Regulator with the capacity to execute our constitutional and legislative mandate efficiently. The Regulator has prioritised building its own ICT capabilities and infrastructure to support efficient decision making and excellent service delivery.

Our commitment to empowering the people of this country by demonstrating the efficacy of their rights to privacy and access to information remains steadfast and the team at the Regulator will not rest until this is achieved. We look forward to a year of compliance and widespread knowledge of two vital pieces of legislation in our country. As I always say, "the right to privacy and the right of access to information are human rights".



Adv. Pansy Tlakula
Chairperson

STATEMENT OF THE CHIEF EXECUTIVE OFFICER

The Regulators Strategic Plan 2022 – 2027 presents a new impact statement which is our response to the realities of our strategic and operational environments. Our impact statement is *"all persons are empowered to assert their right to privacy, as it relates to the protection of personal information and their right of access to information"*. Our vision remains the same, which is to become "a world-class institution in the protection of personal information and the promotion of access to information." We implement this vision through our mission which is "an independent institution which regulates the processing of personal information and the promotion of access to information in accordance with the Constitution and the law to protect the rights of everyone." This vision and mission are deeply anchored in our Constitution, the POPIA and the PAIA, wherein we draw our mandate.



MOSALANYANE MOSALA

Established in 2016, the Regulator has evolved and grown rapidly as an institution. The Regulator has also seen improvements in its approach in ensuring respect, protection, enforcement and realisation of the right to privacy (as it relates to the protection of personal information) and the right of access to information. Having assumed our enforcement powers on 30 June 2021 (in respect of PAIA) and 1 July 2021 (in respect of POPIA), compliance monitoring and complaints investigation commenced with pre-investigation as the main target in the 2021/2022 financial year.

The Regulator has made significant achievements in establishing its administration. During the 2021/2022 financial year the Regulator received additional resources to carry out its mandate. The budget allocation was increased from R31,3 million in the 2019/20 financial year to R45,4 million in

the 2020/21 financial year, and R69 million in the 2021/2022 financial year, enabling the Regulator to recruit employees to conduct the core business of the Regulator and carry out the requisite support services. It was a major achievement that the Regulator was able to implement Phase Two (2) and begin the implementation of Phase Three (3) of the organisational structure wherein forty four (44) positions were funded and filled. Phase Two of the human resources provisioning process saw the addition of twenty one (21) funded positions in addition to the thirteen (13) positions which were filled as part of Phase One (1) of the implementation of the structure which had started in the financial year 2019/2021. Considering these additional resources, as the Regulator, we are now able to broaden our outcome indicators in terms of this strategy to cover the broad areas of work that we never covered before.

STATEMENT OF THE CHIEF EXECUTIVE OFFICER

We plan to achieve our impact through the following outcome indicators:

1. Percentage of complaints received investigated and finalised
2. The number of targeted responsible parties monitored on compliance
3. Percentage of the nationally representative sample of the population who are aware of their right to privacy (as it relates to the protection of personal information)
4. Percentage of the nationally representative sample of the population who are aware of their right of access information
5. The number of education programmes conducted to promote the protection of personal information and access to information

We believe that these outcome indicators will enable the Regulator to successfully chart the path towards ensuring that *“all persons are empowered to assert their right to privacy, as it relates to the protection of personal information and their right of access to information”*.



Mosalanyane Mosala
Chief Executive Officer

PART A: OUR MANDATE

1. Constitutional Mandate

- 1.1 The Regulator was established to ensure respect for, and to protect, enforce and fulfil, the right to privacy and the right of access to information.

2. Legislative Mandate

- 2.1 The core functions in terms of POPIA are:
 - 2.1.1 To provide education by:
 - 2.1.1.1 Promoting an understanding and acceptance of the lawful processing of personal information.
 - 2.1.1.2 Undertaking educational programmes.
 - 2.1.1.3 Making public statements.
 - 2.1.1.4 Providing advice.
 - 2.1.2 To monitor and enforce compliance by:
 - 2.1.2.1 Public and private bodies.
 - 2.1.2.2 Undertaking research and monitoring developments in information processing and computer technology.
 - 2.1.2.3 Examining proposed legislation, subordinate legislation, policies and providing a report on the results of the examination to the Minister and Parliament.
 - 2.1.2.4 Reporting to Parliament on policy matters affecting the protection of personal information including the need for legislative, administrative or other measures to enhance the protection of personal information.
 - 2.1.2.5 Conducting assessments in respect of the processing of personal information.
 - 2.1.2.6 Monitoring the use of unique identifiers and reporting to Parliament.
 - 2.1.2.7 Maintaining and publishing copies of the registers prescribed in POPIA.
 - 2.1.2.8 Examining proposed legislation that makes provision for the collection and disclosure of personal information and providing the report of the results of the examination to the Minister.

- 2.1.3 To consult with interested parties by:
 - 2.1.3.1 Inviting and receiving representations.
 - 2.1.3.2 Co-operating on a national and international basis with other bodies concerned with the protection of personal information.
 - 2.1.3.3 Acting as a mediator between opposing parties.
- 2.1.4 To handle complaints by:
 - 2.1.4.1 Receiving and investigating complaints.
 - 2.1.4.2 Gathering information.
 - 2.1.4.3 Attempting to resolve complaints through dispute resolution mechanisms.
 - 2.1.4.4 Serving notices.
- 2.1.5 To conduct research on:
 - 2.1.5.1 The desirability of acceptance of international instruments relating to the protection of personal information,
 - 2.1.5.2 Any other matter that should be drawn to Parliament's attention.
- 2.1.6 In respect of codes of conduct to:
 - 2.1.6.1 Issue, amend or revoke codes of conduct.
 - 2.1.6.2 Make guidelines to assist bodies to develop or apply codes of conduct
 - 2.1.6.3 Consider determinations by adjudicators under approved codes of conduct.
- 2.1.7 The Regulator is mandated to facilitate cross border cooperation in the enforcement of the privacy laws.
- 2.2 The core functions in terms of PAIA are:
 - 2.2.1 In respect of complaints to:
 - 2.2.1.1 Consider a complaint after the internal appeal procedures have been exhausted.
 - 2.2.1.2 Receive written complaints or provide assistance to a person who wishes to make a complaint in writing.
 - 2.2.2 In respect of investigations to:
 - 2.2.2.1 Investigate complaints and, during an investigation, serve an information notice to the Information Officer or head of a private body.
 - 2.2.2.2 Refer a complaint to the enforcement committee; or
 - 2.2.2.3 Decide to take no action on the complaint; or
 - 2.2.2.4 Attempt to settle a complaint through conciliation.
 - 2.2.2.5 Issue enforcement notices after considering the recommendation of the enforcement committee.

- 2.2.3 The Regulator is also mandated in terms of POPIA to,
 - 2.2.3.1 Issue notices.
 - 2.2.3.2 Make assessments on whether public and private bodies comply with the provision of PAIA.
- 2.3 In respect of additional functions, to:
 - 2.3.1 Compile and make available a guide in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
 - 2.3.2 The extent that financial and other resources are available to:
 - 2.3.2.1 Develop and conduct educational programmes, in particular for disadvantaged communities, on how to exercise the rights contemplated in this Act.
 - 2.3.2.2 Encourage public and private bodies to participate in the development and conduct of educational programmes and to undertake such programmes themselves.
 - 2.3.2.3 Promote timely and effective dissemination of accurate information by public bodies about their activities.
 - 2.3.3 Identify gaps in PAIA or any other laws and make recommendations to reform or amend PAIA or any other laws.
 - 2.3.4 Make recommendations for:
 - 2.3.4.1 The development, improvement, modernisation, reform or amendment of PAIA or other legislation or common law having a bearing on access to information held by public and private bodies, respectively.
 - 2.3.4.2 Procedures on how private and public bodies make information available electronically.
 - 2.3.5 Monitor implementation of PAIA.
 - 2.3.6 If reasonably possible, on request, assist any person wishing to exercise a right of access to information under PAIA.
 - 2.3.7 Train Information Officers and Deputy Information Officers.
 - 2.3.8 Recommend to a public or private body to make changes in how it administers PAIA, as the Regulator considers advisable.
 - 2.3.9 Consult with and receive reports from public and private bodies on problems encountered in complying with PAIA.

PART A: OUR MANDATE

- 2.3.10 Obtain advice from, consult with, and consider proposals or recommendations from parties in connection with the Regulator's functions.
- 2.3.11 Request the Public Protector to submit to the Regulator a report on the number of complaints processed relating to PAIA and the nature and outcome of those complaints.
- 2.3.12 Enquire into any matter including any legislation, the common law, any practice and procedure related to the objects of PAIA.
- 2.3.13 Submit, in its annual reports to the National Assembly, information contemplated in section 84 of PAIA.

3. Institutional Policies and Strategies Over the Five-Year Planning Period

- 3.1 In relation to contribution to National Development Plan and the seven priorities set in the Medium Term Strategic Framework (MTSF), the Regulator does not contribute directly towards any of the outcomes in the National Development Plan (NDP). However, it supports democracy through the protection and promotion of two (2) rights, which are enshrined in sections 14 and 32 of the Constitution.

4. Relevant Court Cases

- 4.1 My Vote Counts NPC v President of the Republic of South Africa and Others 2018 (2) SACR 644 (WCC).
- 4.2 My Vote Counts NPC v Minister of Justice and Correctional Services and Another 2018 (8) BCLR 893 (CC); 2018 (5) SA 380 (CC).
- 4.3 President of the Republic of South Africa v The Public Protector and Others 2018 (2) SA 100 (GP); [2018] 1 All SA 800 (GP); 2018 (5) BCLR 609 (GP).
- 4.4 Black Sash Trust v Minister of Social Development and Others (Freedom Under Law Intervening) 2017 (3) SA 335 (CC); 2018 (12) BCLR 1472 (CC).
- 4.5 Arena Holdings (Pty) Ltd. T/A Financial Mail and Others v South African Revenue Services and Others case number 88359/19.
- 4.6 Economic Freedom Fighters v Matamela Cyril Ramaphosa and Others case number 36809/20.

PART B: OUR STRATEGIC FOCUS

5. Vision

A world-class institution in the protection of personal information and the promotion of access to information.

6. Mission

An independent institution that regulates the processing of personal information and the promotion of access to information in accordance with the Constitution and the law to protect the rights of everyone.

7. Values

The Regulator is committed to the values of transparency, accountability, integrity, excellence, impartiality and responsiveness in each of these dimensions as follows:

Transparency

We are open about our processes and decisions that affect members of the public and the Regulator.

Accountability

We take accountability by owning the decisions we make, using work resources responsibly and appropriately, sharing and disclosing information as intended in accordance with POPIA and PAIA.

Integrity

We act honestly, openly and consultatively in the performance of our work and use our positions fairly and responsibly.

Excellence

We strive for excellence by exceeding standards for service delivery to public and private bodies.

Impartiality

We act in the best interests of the public and our staff by making fair, unbiased and objective decisions based on facts and without fear, favour or prejudice.

Responsiveness

We strive to respond to all requests timeously while being attentive to expressed and unexpressed needs.

8. Situational Analysis

8.1 External Environmental Analysis

Political, Economic, Social, Technological, Environmental and Legal (PESTEL) analysis was also considered to give an analysis of external factors or environment that have the potential to impact the implementation of the strategic plan.

PESTEL ¹	THREATS (EXTERNAL)	IMPLICATIONS FOR THE REGULATOR	OPPORTUNITIES (EXTERNAL)	IMPLICATIONS FOR THE REGULATOR
Political	The listing of the Regulator in the Public Finance Management Act (PFMA)	Independence could be compromised	<ul style="list-style-type: none">New policies and legislation can influence, functional, efficient and integrated StatePolicies and bills that are aligned to the mandate of the Regulator	Collaboration with other entities to enhance implementation of the Regulator’s mandate
Economic	The increase in the country’s national debt	The increase in the country’s national debt may lead to budget cuts, which will have implications on the budget of the Regulator	Government initiatives and programmes to revive the economy	There would be more work for Regulator
Social	<ul style="list-style-type: none">High unemployment levelsLimitations that arise out of the disasters (e.g. Covid 19)	<ul style="list-style-type: none">High security compromise complaintsInability to execute the Regulator’s mandate efficientlyInaccessibility of the Regulator’s services	Increased advocacy around security measures and building resilience	Increased resources to increase advocacy
Technological	Rapid advancing technology	Cyber security risks and the Regulator’s inability to keep abreast with technologies	Ability to leverage the technology to support access to information and protection of personal information	Ability to adapt to the changes
Environmental	Global Warming	Create a conducive working environment	Opportunity to adopt a green posture as an organisation	Business continuity
Legal	Low level of compliance and understanding of the legislation	Increased number of complaints	Public awareness programmes and stakeholder engagements should be undertaken	Improved level of compliance

¹ PESTEL stands for Political, Economic, Social, Technological, Environmental & Legal.

8.2 Internal Environmental Analysis

In an endeavour to better understand the environment within which the Regulator operates, the strengths and weaknesses are analysed below:

STRENGTHS	<ul style="list-style-type: none">An approved organisational structure that is aligned to our mandateCritical vacancies filledThe Regulator has effective enforcement powersQualified staffA dual mandate of the Regulator encourages a careful balancing of the rights to privacy and access to information in the execution of its mandate
WEAKNESSES	<ul style="list-style-type: none">Human resource capacity in some areasInformation and Communication Technology (ICT) infrastructureInadequate office spaceInaccessibility of the RegulatorInadequate processesLack of approval of policies for the Regulator

PART C: MEASURING OUR PERFORMANCE

9. Institutional Programme Performance Information

9.1 Programme 1: Protection of Personal Information

9.1.1 Purpose: To ensure the promotion and protection of personal information processed by public and private bodies.

9.1.2 The following are sub-programmes within this programme:

9.1.2.1 Compliance and Monitoring sub-programme is responsible for the monitoring and enforcement of compliance by public and private bodies in accordance with the provisions of POPIA.

9.1.2.2 Complaints and Investigations sub-programme is responsible for the handling of complaints and conducting of investigations in accordance with the provisions of POPIA.

PART C: MEASURING OUR PERFORMANCE

Table 1: Performance Matrix Outcome, Outputs, Performance Indicators and Targets

OUTCOME	OUTPUTS	OUTPUTS INDICATORS	ANNUAL TARGETS						
			AUDITED/ACTUAL PERFORMANCE			ESTIMATED PERFORMANCE	MTEF PERIOD		
			2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Personal Information Protected	Complex complaints received, investigated and finalised.	Percentage of complex complaints received, investigated and finalised. (POPIA)	N/A	N/A	N/A	0%	50% of complex complaints received, investigated and finalised	60% of complex complaints received, investigated and finalised	70% of complex complaints received, investigated and finalised
	Simple complaints received, investigated and finalised.	Percentage of simple complaints received, investigated and resolved. (POPIA)	N/A	N/A	N/A	0%	100% of simple complaints received, investigated and resolved	100% of simple complaints received, investigated and resolved	100% of simple complaints received, investigated and resolved
	POPIA Compliance Monitoring and Enforcement Framework Approved.	POPIA Compliance Monitoring and Enforcement Framework Approved.	-	-	-	New	Approve POPIA Compliance Monitoring and Enforcement Framework	-	-
	Targeted responsible parties monitored on compliance.	Number of targeted responsible parties monitored on compliance.	-	-	-	New	4	12	18
	Codes of Conduct finalised within the prescribed time frame.	Application for Codes of Conduct finalised within the prescribed time frame.	-	-	Guidelines for Codes of Conduct published and approved.	Applications for Codes of Conduct finalised within 13 weeks from the date of receipt.	Applications for Codes of Conduct finalised within 13 weeks from the date of receipt.	Applications for Codes of Conduct finalised within 13 weeks from the date of receipt.	Applications for Codes of Conduct finalised.

PART C: MEASURING OUR PERFORMANCE

OUTCOME	OUTPUTS	OUTPUTS INDICATORS	ANNUAL TARGETS						
			AUDITED/ACTUAL PERFORMANCE			ESTIMATED PERFORMANCE	MTEF PERIOD		
			2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Personal Information Protected	Guidance Note on application for prior authorisation implemented.	Percentage of applications for prior authorisation processed.	-	-	-	-	100% of applications for prior authorisation processed.	100% of applications for prior authorisation processed.	100% of applications for prior authorisation processed.
	Application for exemptions from POPIA processed.	Percentage of applications for exemption from POPIA.	-	-	-	-	100% of applications for exemption from POPIA processed.	100% of applications for exemption from POPIA processed.	100% of applications for exemption from POPIA processed.
	Information Officers and deputy information officers registered as prescribed.	Percentage of Information Officers and deputy information officers registered as prescribed.	-	-	100%	100% Information Officers and deputy information officers registered as prescribed.	100% Information Officers and deputy information officers registered as prescribed.	100% Information Officers and deputy information officers registered as prescribed.	100% Information Officers and deputy information officers registered as prescribed.
	Development of rules of procedures relating to the manner in which any POPIA matters or POPIA complaints must be referred and handled by the Enforcement Committee	Approved and implemented. Rules of procedure relating to the manner in which any POPIA matters or POPIA complaints must be referred and handled by the Enforcement Committee	N/A	N/A	N/A	Draft rules of procedures relating to the manner in which any POPIA matters or POPIA complaints must be referred and handled by the Enforcement Committee	Approved rules of procedures relating to the manner in which any POPIA matters or POPIA complaints must be referred and handled by the Enforcement Committee	N/A	N/A

PART C: MEASURING OUR PERFORMANCE

Performance Matrix: Output Indicators, Annual and Quarterly Targets

OUTPUT INDICATORS	ANNUAL TARGETS	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
Percentage of complex complaints received, investigated and finalised	50% of complex complaints received, investigated and finalised	15% of complex complaints received, investigated and finalised	25% of complex complaints received, investigated and finalised	35% of complex complaints received, investigated and finalised	50% of complex complaints received, investigated and finalised
Percentage of simple complaints received, investigated and finalised	100% of simple complaints received, investigated and finalised	100% of simple complaints received, investigated and finalised	100% of simple complaints received, investigated and finalised.	100% of simple complaints received, investigated and finalised	100% of simple complaints received, investigated and finalised
POPIA Compliance Monitoring and Enforcement Framework Approved	Approved Compliance Monitoring and Enforcement Framework	Develop Compliance Monitoring and Enforcement Framework	Approved Compliance Monitoring and Enforcement Framework	N/A	N/A
Number of targeted responsible parties monitored on compliance	4 targeted responsible parties monitored on compliance	-	-	2	2
Application for Codes of Conduct finalised within the prescribed timeframe	Applications for Codes of Conduct finalised within 13 weeks from the date of receipt	Applications for Code of Conduct finalised within 13 weeks from the date of receipt	Applications for Code of Conduct finalised within 13 weeks from the date of receipt	Applications for Code of Conduct finalised within 13 weeks from the date of receipt	Applications for Code of Conduct finalised within 13 weeks from the date of receipt

OUTPUT INDICATORS	ANNUAL TARGETS	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
Percentage of applications for prior authorisation processed	100% of applications for prior authorisation processed	100% of applications for prior authorisation processed	100% of applications for prior authorisation processed	100% of applications for prior authorisation processed	100% of applications for prior authorisation processed
Percentage of applications for exemption from POPIA	100% of applications for exemption from POPIA	100% of applications for exemption from POPIA	100% of applications for exemption from POPIA	100% of applications for exemption from POPIA	100% of applications for exemption from POPIA
Percentage of Information Officers and Deputy Information Officers registered as prescribed	100% Information Officers and Deputy Information Officers registered as prescribed	100% Information Officers and Deputy Information Officers registered as prescribed	100% Information Officers and Deputy Information Officers registered as prescribed	100% Information Officers and Deputy Information Officers registered as prescribed	100% Information Officers and Deputy Information Officers registered as prescribed
Approved and implemented Rules of procedure relating to the manner in which any POPIA matters or POPIA complaints must be referred and handled by the Enforcement Committee	Approved and implemented Rules of procedure relating to the manner in which any POPIA matters or POPIA complaints must be referred and handled by the Enforcement Committee	Draft Rules of procedure relating to the manner in which any POPIA matters or POPIA complaints must be referred and handled by the Enforcement Committee	Approved and implemented Rules of procedure relating to the manner in which any POPIA matters or POPIA complaints must be referred and handled by the Enforcement Committee	N/A	N/A

9.2 Programme 2: Promotion of Access to Information

9.2.1 Purpose: To ensure the effective promotion, protection, monitoring and implementation of the constitutional right of Access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights.

9.1.2 List of sub-programmes (if applicable):

9.2.2.1 Complaints and Investigations

The sub-programme is responsible for the handling of complaints and conducting investigations in accordance with the provisions of PAIA. It comprises of the following functions:

- Receiving and investigating complaints about alleged violations of access to information.
- Providing assistance to any person with submission of their complaints in writing.
- Conducting pre-investigation proceedings.
- Resolving of complaints by means of dispute resolution mechanisms.
- Conducting investigations.
- Issuing summons for the appearance of persons before the Regulator to give oral or written evidence and to produce any records and information that the Regulator considers necessary to investigate a complaint.
- Referring investigation reports to the Members for a decision or guidance.
- Conducting search and seizure.
- Referring complaints or other matters to the Enforcement Committee.
- Serving of the Regulator’s Information and Enforcement Notices.

9.2.2.2 Compliance and Monitoring

The sub-programme conducts monitoring and enforcement of compliance by public and private bodies in accordance with the provisions of PAIA. It comprises of the following functions: -

- Compiling and making available a PAIA guide.
- Conducting assessments of whether a public or private body generally complies with the provisions of this Act insofar as its policies and implementation procedures are concerned.
- Drafting of compliance assessment reports to the responsible parties.
- Ensuring Compliance with the Information Notice.
- Ensuring Compliance with the Enforcement Notice.
- Opening criminal cases against persons for non-compliance with relevant provisions of PAIA.
- Ensuring execution of warrants.

9.2.2.2 Compliance and Monitoring (continues)

- Enforcing the appearance of persons before the Regulator and compelling them to give oral or written evidence on oath and to produce any records and information that the Regulator considers necessary to investigate complaints.
- Referring court applications to legal services and monitoring progress.
- Consulting with and receiving reports from public and private bodies on the problems encountered in complying with this Act.
- Collecting of Public Bodies’ Reports, in terms of Section 32 of PAIA.
- Collecting of Private Bodies’ Reports, in terms of Section 83(4) of PAIA.
- Obtaining a report from the Public Protector, South Africa, regarding the number, nature and outcome of complaints dealt with by the Public Protector.
- Making general enquiries on any matter, legislation, common law and any practice and procedure concerning the objects of PAIA.
- Monitoring the implementation of this Act.
- Recommending to a public or private body that it makes such changes in the manner in which it administers PAIA, as the Regulator considers advisable
- Compiling a report, as contemplated in section 84 of PAIA, to the National Assembly.
- Conducting research on the development, improvement, modernisation, reform or amendment of PAIA, or other legislation or common law having a bearing on access to information held by public and private bodies, respectively.
- Developing procedures regarding which public and private bodies make information available electronically.

Table 1: Performance Matrix Outcome, Outputs, Performance Indicators and Targets

OUTCOME	OUTPUTS	OUTPUTS INDICATORS	ANNUAL TARGETS						
			AUDITED/ACTUAL PERFORMANCE			ESTIMATED PERFORMANCE	MTEF PERIOD		
			2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Access to information Promoted	Complaints received, investigated and finalised within the prescribed timeframes	Percentage of complex complaints received, investigated and finalised	N/A	N/A	N/A	100% of complaints pre-investigated	50% of complex complaints received, investigated and finalised	60% of complex complaints received, investigated and finalised	70% of complex complaints received, investigated and finalised
	Complaints received, investigated and resolved within the prescribed timeframes	Percentage of simple complaints received, investigated and resolved	N/A	N/A	N/A	100% of complaints pre-investigated	100% of simple complaints received, investigated and resolved	100% of simple complaints received, investigated and resolved	100% of simple complaints received, investigated and resolved
	Development of rules of procedure relating to the manner in which any PAIA matters or PAIA complaints must be referred and handled by the Enforcement Committee	Approved and implemented rules of procedure relating to the manner in which any PAIA matters or PAIA complaints must be referred and handled by the Enforcement Committee	N/A	N/A	N/A	Draft rules of procedure relating to the manner in which any PAIA matters or PAIA complaints must be referred and handled by the Enforcement Committee	Approved rules of procedure relating to the manner in which any PAIA matters or PAIA complaints must be referred and handled by the Enforcement Committee	N/A	N/A

PART C: MEASURING OUR PERFORMANCE

OUTCOME	OUTPUTS	OUTPUTS INDICATORS	ANNUAL TARGETS						
			AUDITED/ACTUAL PERFORMANCE			ESTIMATED PERFORMANCE	MTEF PERIOD		
			2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Access to information Promoted	Compliance Monitoring on targeted public and private bodies completed	Number of targeted public and private bodies monitored on compliance	N/A	N/A	N/A	N/A	96 targeted public and private bodies monitored on compliance.	108 targeted public and private bodies monitored on compliance.	120 targeted public and private bodies monitored on compliance.
	Develop Compliance Monitoring and Enforcement Framework	Approved Compliance, Monitoring and Enforcement Framework	N/A	N/A	N/A	Compliance, Monitoring and Enforcement Framework drafted	Compliance, Monitoring and Enforcement Framework Approved and implemented	Full implementation of approved Compliance, Monitoring and Enforcement Framework	Full implementation of approved Compliance, Monitoring and Enforcement Framework

PART C: MEASURING OUR PERFORMANCE

Performance Matrix: Output Indicators, Annual and Quarterly Targets

OUTPUT INDICATORS	ANNUAL TARGETS	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
Percentage of complaints received, investigated and finalised	50% of complex complaints received, investigated and finalised	15% of complex complaints received, investigated and finalised	25% of complex complaints received, investigated and finalised	35% of complex complaints received, investigated and finalised	50% of complex complaints received, investigated and finalised
Percentage of simple complaints received, investigated and resolved	100% of simple complaints received, investigated and resolved	100% of simple complaints received, investigated and resolved	100% of simple complaints received, investigated and resolved	100% of simple complaints received, investigated and resolved	100% of simple complaints received, investigated and resolved
Approved and implemented Rules of procedure relating to the manner in which any PAIA matters or PAIA complaints must be referred and handled by the Enforcement Committee	Approved and implemented Rules of procedure relating to the manner in which any PAIA matters or PAIA complaints must be referred and handled by the Enforcement Committee	Approval of Rules of procedure relating to the manner in which any PAIA matters or PAIA complaints must be referred and handled by the Enforcement Committee	N/A	N/A	N/A
Number of targeted public and private bodies monitored on compliance.	96 targeted public and private bodies monitored on compliance.	15 targeted public and private bodies monitored on compliance.	24 targeted public and private bodies monitored on compliance.	27 targeted public and private bodies monitored on compliance.	30 targeted public and private bodies monitored on compliance.
Approved and implemented Compliance, Monitoring and Enforcement Framework	Compliance, Monitoring, and Enforcement Framework approved and implemented	Tabling of the PAIA Compliance Framework at EXCO	Tabling of the PAIA Compliance Framework for approval at Compliance and Monitoring Committee and Ordinary meeting	Full implementation of the PAIA Compliance Framework	Full implementation of the approved PAIA Compliance Framework

9.3 Programme 3: Education and Communication

9.3.1 Purpose: To provide strategic direction for the promotion of the right of Access to information and the right to privacy (through the protection of personal information) by providing quality services in research and policy analysis, education, public awareness, stakeholder engagement and communication.

9.3.2 List of sub-programmes:

The following are sub-programmes within this programme:

9.3.2.1 Education and Public Awareness

This sub-programme is responsible for the design, development and provision of education and public awareness activities.

9.3.2.2 Stakeholder Engagement

This sub-programme is responsible for coordinating the Regulator’s engagements with stakeholders nationally and internationally.

9.3.2.3 Communication and Media Relations

This sub-programme is responsible for providing internal and external communication, media relations, public liaison and branding services.

9.3.2.4 Policy and Research

This sub-programme manages the development of policy and the conducting of applied research.

Table 1: Performance Matrix with Outcomes, Outputs, Indicators and Targets

OUTCOME	OUTPUTS	OUTPUTS INDICATORS	ANNUAL TARGETS						
			AUDITED/ACTUAL PERFORMANCE			ESTIMATED PERFORMANCE	MTEF PERIOD		
			2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Personal information protected and Access to information promoted	A public opinion survey on awareness about the right to privacy (as it relates to the protection of personal information) is conducted	Percentage of the nationally representative sample of the population who are aware of their rights to privacy is conducted	-	-	-	-	5%	10%	15%
	A public opinion survey on awareness about the right of access to information is conducted	Percentage of the nationally representative sample of the population who are aware of their right of access to information	-	-	-	-	5%	10%	15%
	Education programmes conducted to promote protection of personal information	Number of education programmes conducted to promote the protection of personal information	-	-	-	-	7	9	9
	Education programmes conducted to promote Access to information	Number of education programmes conducted to promote Access to information	-	-	-	-	7	9	9

PART C: MEASURING OUR PERFORMANCE

OUTCOME	OUTPUTS	OUTPUTS INDICATORS	ANNUAL TARGETS						
			AUDITED/ACTUAL PERFORMANCE			ESTIMATED PERFORMANCE	MTEF PERIOD		
			2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Personal information protected and Access to information promoted	Public awareness programmes on Information Rights are conducted at community level	Number of public awareness programmes on Information Rights conducted at community level	-	-	9	24	34	34	34
	Stakeholder engagement sessions conducted	The number of stakeholder engagement sessions conducted according to clusters	75	75	80	90	48 cluster sessions	48 cluster sessions	48 cluster sessions
	Research report on the protection of personal information and Access to information	Number of research reports finalised	N/A	N/A	N/A	-	1	1	1
	International cooperation programmes conducted	Number of international cooperation programmes conducted	N/A	N/A	N/A	-	8	12	12

PART C: MEASURING OUR PERFORMANCE

Performance Matrix: Output Indicators, Annual and Quarterly Targets

OUTPUT INDICATORS	ANNUAL TARGETS	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
Percentage of the nationally representative sample of the population who are aware of their rights to privacy (as it relates to the protection of personal information)	Research report indicating 5% awareness about the right to privacy	Draft research proposal and sign off	Data collection and analysis	Draft research report issued for review	Research report finalised
Percentage of the nationally representative sample of the population who are aware of their right of Access to information	Research report indicating 5% awareness about the right of Access to information	Draft research proposal and sign off	Data collection and analysis	Draft research report issued for review	Research report finalised
The number of education programmes conducted to promote the protection of personal information	7	1	2	2	2
The number of education programmes conducted to promote Access to information	7	1	2	2	2

PART C: MEASURING OUR PERFORMANCE *PART C: MEASURING OUR PERFORMANCE*

OUTPUT INDICATORS	ANNUAL TARGETS	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
Number of public awareness programmes conducted on Information Rights at community levels	34	9	9	8	8
Number of stakeholder engagement sessions conducted	48 clusters sessions	12 clusters sessions	12 clusters sessions	12 clusters sessions	12 clusters sessions
Number of international cooperation programmes conducted.	8	2	2	2	2
Number of research reports finalised	1	Draft research proposal	Data collection and analysis for the research report	Draft research report issued for review	1 research report

PART C: MEASURING OUR PERFORMANCE

9.4 Programme 4: Legal

9.4.1 Purpose: To ensure the rendering of legal services.

Table 1 Performance Matrix Outcomes, Outputs, Output Indicators and Annual Targets

Outcome	Outputs	Outputs Indicators	Annual Targets						
			Audited/Actual Performance			Estimated Performance	MTEF Period		
			2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Personal information protected and Access to information promoted	Legal opinions rendered and finalised	Percentage of legal opinions rendered and finalised	N/A	N/A	N/A	100 % legal opinions finalised	100% Legal Opinions finalised	100% Legal Opinions finalised	100% Legal Opinions finalised
	Contracts vetted and drafted	Percentage of contracts vetted and drafted	N/A	N/A	N/A	100 % contracts vetted and drafted	100 % contracts vetted and drafted	100 % contracts vetted and drafted	100 % contracts vetted and drafted
	Litigation matters successfully managed	Percentage of litigation matters successfully managed	N/A	N/A	N/A	100% litigation matters successfully managed	100% litigation matters successfully managed	100% litigation matters successfully managed	100% litigation matters successfully managed
	Proposed relevant legislation examined and report submitted	Number of proposed relevant legislation examined and reports submitted	N/A	N/A	N/A	N/A	6	8	10

Performance Matrix Output Indicators, Annual and Quarterly Targets

OUTPUT INDICATORS	ANNUAL TARGETS	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
Percentage of Legal Opinions rendered and finalised	100 % legal opinions rendered and finalised	100 % legal opinions rendered and finalised	100% legal opinions rendered and finalised	100% legal opinions rendered and finalised	100% legal opinions rendered and finalised
Percentage of contracts vetted and drafted	100% of contracts vetted and drafted	100% of contracts vetted and drafted	100% of contracts vetted and drafted	100% of contracts vetted and drafted	100% of contracts vetted and drafted
Percentage of litigation matters successfully managed	100% litigation matters successfully managed	100% litigation matters successfully managed	100% litigation matters successfully managed	100% litigation matters successfully managed	100% litigation matters successfully managed
Number of proposed relevant legislation examined, and report submitted	6 proposed relevant legislation examined, and report submitted	Desktop research conducted on proposed relevant legislation	2 proposed relevant legislation examined and report submitted	2 proposed relevant legislation examined and report submitted	2 proposed relevant legislation examined and report submitted

9.5 Programme 5: Administration

9.5.1 Purpose: To provide effective and efficient leadership, corporate and financial support services in the Information Regulator.

9.5.2 List of sub-programmes

The following are sub-programmes within this programme:

- a) Office of the Chief Executive Officer sub-programme is responsible for providing effective and efficient, strategic, leadership in the financial and administrative functions of the Regulator.

Purpose: To provide effective and efficient strategic leadership in the financial and administrative functions of the Regulator.

- b) Corporate Services sub-programme is responsible for providing support services in relation to Human Resources, Administrative Services and Information and Communication Technology (ICT).

Purpose: To provide the following support services to the Regulator to ensure that it achieves its mandate:

- i) Provision of human resources management and development
- ii) Ensuring that the Regulator builds its own ICT capabilities and infrastructure to support efficient decision making and service delivery.
- iii) Promote good governance through proper filing and safekeeping of records.

- c) Finance sub-programme is responsible for providing Financial Management and Supply Chain Management services.

Purpose: To provide efficient and effective governance, ethical leadership, corporate and financial management in the Information Regulator.

Table 1: Performance Matrix with Outcomes, Outputs, Indicators and Targets

a) Sub-programme: Corporate Services

OUTCOME	OUTPUTS	OUTPUTS INDICATORS	ANNUAL TARGETS						
			AUDITED/ACTUAL PERFORMANCE			ESTIMATED PERFORMANCE	MTEF PERIOD		
			2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Personal Information protected and Access to information promoted	Approved Human Resource Plan implemented	Percentage implementation of the Human Resource (HR) Plan	N/A	N/A	N/A	Approved Human Resource Strategy	80%	80%	80%
	Low vacancy rate maintained	Low % of vacancy rate maintained	N/A	N/A	N/A	Vacancy rate of 10% or below	10% or less	10% or less	10% or less
	Approved ICT Plan implemented	Percentage implementation of the ICT Plan	N/A	N/A	N/A	Approved ICT Strategy and Plan	80%	80%	80%
	Approved Records Management Plan implemented	Number of activities in the Records Management Plan implemented	N/A	N/A	N/A	N/A	16	16	16
	Approved facilities management plan	Facilities management plan approved	N/A	N/A	N/A	N/A	1	1	1
	Research report on technological changes affecting protection of information	Number of research report on technological changes affecting protection of information	N/A	N/A	N/A	N/A	1	1	1

Performance Information Matrix Output Indicators, Annual and Quarterly Targets

OUTPUT INDICATORS	ANNUAL TARGETS	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
Percentage implementation of the HR Plan achieved	80%	20%	40%	60%	80%
Lower % of vacancy rate	10%	25%	20%	15%	10%
Percentage implementation of ICT Plan	80%	20%	40%	60%	80%
Percentage implementation of ICT Plan	80%	20%	40%	60 %	80%
Number activities in the Records Management Plan implemented	16	4	4	4	4
Facilities management plan approved	Approved facilities management plan	Develop the facilities management plan	Consultation with MANCO and EXCO	Tabling at Corporate Services Committee	Approval of the facilities management plan
Number of research report on technological changes affecting protection of personal information	1 research report on technological changes affecting protection of personal information	Draft a research proposal	Approval of research proposal	Conduct research	Present research report

b) Sub-programme: Finance

- Purpose:** a) To provide effective and efficient leadership and financial support services in the management of the Information Regulator.
- b) To provide Financial Management and Supply Chain Management services

Table: 1 Performance Matrix Outcome, Outputs, Performance Indicators and Targets

OUTCOME	OUTPUTS	OUTPUTS INDICATORS	ANNUAL TARGETS						
			AUDITED/ACTUAL PERFORMANCE			ESTIMATED PERFORMANCE	MTEF PERIOD		
			2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Personal information protected and Access to information promoted	Ensure effective and efficient expenditure on allocated budget annually for goods and services and machinery and equipment	Percentage expenditure on allocated budget annually for goods and services and machinery and equipment	N/A	N/A	N/A	65%	95%	95%	95%
	To render supply chain management services efficiently, effectively and economically in accordance	Percentage completion on the annual procurement plan	N/A	N/A	N/A	65%	95%	95%	95%

Performance Matrix Output Indicators, Annual and Quarterly Targets

OUTPUT INDICATORS	ANNUAL TARGETS	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
Percentage expenditure on allocated budget annually for goods, services, machinery and equipment.	95 % Annual expenditure reports indicating expenditure on goods, services, machinery and equipment	65% of the budget allocation for the quarter spent on goods, services, machinery and equipment	75% of the budget allocation for the quarter spent on goods, services, machinery and equipment	85% of the budget allocation for the quarter spent on goods, services, machinery and equipment	95% of the budget allocation for the quarter spent on goods, services, machinery and equipment
Percentage completion on the annual procurement plan	95 % of planned procurement completed	80% of the planned procurement for the quarter	85 % of the planned procurement for the quarter	90 % of the planned procurement for the quarter	95 % of planned procurement for the year completed

10. Contribution of Outputs Towards Outcomes and Impact

The contribution of outputs towards achieving the outcomes and impact in the Strategic Plan aligned to the mandate of the institution, as well as the achievement of priorities of women, youth and people with disabilities

10.1 Programme 1 & Programme 2: Protection of Personal Information & Promotion of Access to information

The outputs were chosen to reflect the mandate of the Regulator as POPIA PAIA. Collectively the provisions require the Regulator to monitor, investigate and enforce compliance with laws PAIA and POPIA as the primary laws on protection of personal information and promotion of Access to information.

10.2 Programme 3: Education & Communication (EDUCOM): EDUCOM division’s focus is on promoting awareness and providing educational programmes that aim to raise awareness about the Regulator and understanding of the two laws that the Regulator has a mandate over. The research conducted by the division will indicate how successful the Regulator is in achieving these strategic objectives. The division’s research projects will also produce knowledge about the implementation of the two laws that will inform legislative reforms to strengthen the protection of personal information and the promotion of access to information.

10.3 Programme 4: Legal focuses on the provision of legal support to the Regulator to ensure proper application and interpretation of POPIA and PAIA in accordance with section 40(1)(b)(iii) of POPIA. The division also examines any proposed legislation, including subordinate legislation, or proposed policy of the government, that the Regulator considers may affect the protection of the personal information of data subjects. The policy division will continuously conduct research relating to the changing legislative, policy and technological landscape necessitating that the Regulator is kept abreast.

10.4 Programme 5: Administration also plays a crucial role by providing leadership and supporting the divisions in their respective core mandates. The finance division contributes to the legislative mandate of the Regulator by ensuring that there is:

- 10.4.1 Effective, efficient and economical financial management in terms of the Public Finance Management Act (1 of 1999)
- 10.4.2 Effective, efficient, and economical Supply Chain Management in terms of the Preferential Procurement Policy Framework Act.

These divisions also contribute directly to advancing the priorities of women, youth and people with disabilities by utilising the supply chain management legislation and government regulations.

11. Programme Resource Allocation

	2021/22	2022/23	2023/24	2024/25
ECONOMIC CLASSIFICATION	R'000	R'000	R'000	R'000
Current payments	82 022	94 904	100 257	104 759
Compensation of Employees	61 474	71 875	75 304	78 685
Goods and Services	20 548	23 029	24 953	26 074
Payments for Capital Assets	5 152	5 705	6 269	6 551
Machinery and Equipment	5 152	5 705	6 269	6 551
TOTAL	87 174	100 609	106 526	111 310
Year on Year Growth		13%	6%	4%

12. Updated Key Risks and Mitigation Actions

OUTCOME	KEY RISKS	RISK MITIGATION
Personal information protected and Access to information promoted	Misinterpretation of legislation	Guidance notes to be developed. Training of staff. Increased Public Awareness and Stakeholder Engagements. Keep abreast with the current law. Use the online library and conduct adequate research.
	Inadequate enforcement powers	Full establishment of an Enforcement Committee and approval of the rules of procedure relating to the manner in which a complaint must be referred to the Enforcement Committee.
	Backlog of complaints	Funding secured from the National Treasury to fill prioritised positions on a phased-in approach over the MTSF period.
	Inadequate compliance monitoring	Approval of Compliance, Monitoring and Enforcement Framework. Develop compliance and implement Monitoring Plan.
	Ineffective stakeholder engagements	Adoption of a stakeholder engagement policy that binds all Members and staff of the Regulator to agreed standards, procedure and conduct in stakeholder engagement management.
	Ineffective education and awareness	Conclusion of partnership agreements with other public agencies and training service providers on the delivery of education awareness programmes.
	Successful/Unsuccessful management of litigation	Ensuring that parties are held accountable in court proceedings for abuse and delays of court processes. Transparent and accountable decision making. Procuring a digitised, practice management, system. Effective management and monitoring of all litigation work.
	Inability to deliver on goods and services by suppliers	Monitoring of purchase orders and adherence to terms and conditions of contract for the supply of goods and services for the Information Regulator.
	Non-compliance to Legislation/Negative Audit Outcomes	Compliance to laws and regulations by monitoring, supervision and review by suitable qualified, skilled, knowledgeable and experienced Senior Managers in Finance and SCM as per the approved but unfunded human resource plan.
	High staff turnover	Implementation of the staff retention policy.
	Inability to back up and continue services/business continuity disruptions	Medium term – ICT to budget and plan for a backup solution in the next financial year. Long term – ICT to establish a disaster recovery site.

13. Infrastructure Projects: N/A

14. Public-Private Partnership (PPPs): N/A

PART D:
TECHNICAL INDICATOR
DESCRIPTION (TID) TABLE

Programme 1: Protection of Personal Information

INDICATOR TITLE	PERCENTAGE OF COMPLEX POPIA COMPLAINTS RECEIVED, INVESTIGATED AND FINALISED.
Definition	The indicator measures the percentage of complex complaints received, investigated, and finalised within the stipulated or prescribed turnaround times.
Source of data	<ul style="list-style-type: none">Complaints formComplaints register
Method of Calculation/Assessment	Number of complaints finalised divided by the total number of complaints received multiplied by 100.
Means of verification	<ul style="list-style-type: none">Case files (Investigation ReportsSettlement AgreementsEnforcement Notices and Rulings of Members as applicable)
Assumptions	The Regulator will receive complaints. The Enforcement Committee is fully functional and operating efficiently.
Disaggregation of Beneficiaries (where applicable)	N/A
Spatial Transformation (where applicable)	N/A
Calculation Type	Non-cumulative
Reporting Cycle	Quarterly
Desired performance	Exceed the annual target.
Indicator Responsibility	Executive: POPIA.

PART D: TECHNICAL INDICATOR DESCRIPTION (TID) TABLE

INDICATOR TITLE	PERCENTAGE OF SIMPLE POPIA COMPLAINTS RECEIVED, INVESTIGATED AND RESOLVED.
Definition	The indicator measures the percentage of simple complaints received and resolved through settlement or conciliation process within the stipulated or prescribed turnaround times.
Source of data	<ul style="list-style-type: none">Complaints FormComplaints register
Method of Calculation/Assessment	Number of simple complaints resolved divided by the total number of simple complaints received multiplied by 100.
Methods of verification	<ul style="list-style-type: none">Investigation filesSettlement certificatesConciliation certificate
Assumptions	The Regulator will receive complaints.
Disaggregation of Beneficiaries (where applicable)	N/A
Spatial Transformation (where applicable)	N/A
Calculation type	Non-Cumulative
Reporting Cycle	Annually
Desired performance	Exceed annual targets for each of the five years.
Indicator Responsibility	Executive: POPIA.

INDICATOR TITLE	APPROVED AND IMPLEMENTED COMPLIANCE, MONITORING AND ENFORCEMENT FRAMEWORK.
Definition	This indicator measures the approval and implementation of the Compliance, Monitoring and Enforcement Framework.
Source of data	Approved Compliance, Monitoring and Enforcement Framework.
Method of Calculation/Assessment	Manual check.
Means of verification	Ordinary meeting’s resolution.
Assumptions	Compliance, Monitoring and Enforcement Framework will be approved.
Disaggregation of Beneficiaries (where applicable)	N/A
Spatial Transformation (where applicable)	N/A
Calculation Type	Non-cumulative
Reporting Cycle	Quarterly
Desired performance	Compliance, Monitoring and Enforcement Framework will be approved in the first quarter.
Indicator Responsibility	Executive: POPIA.

PART D: TECHNICAL INDICATOR DESCRIPTION (TID) TABLE

INDICATOR TITLE	NUMBER OF TARGETED RESPONSIBLE PARTIES MONITORED ON COMPLIANCE.
Definition	The indicator measures number of targeted responsible parties monitored on compliance in accordance with the approved POPIA Compliance, Monitoring and Enforcement Framework.
Source of data	<ul style="list-style-type: none">POPIA Compliance and Monitoring PlanRegister of Information OfficersCompliance and Monitoring Register
Method of Calculation/Assessment	Simple count
Means of verification	<ul style="list-style-type: none">POPIA Compliance, Monitoring and Enforcement FrameworkCompliance Monitoring reportsCompliance Monitoring Registers
Assumptions	POPIA Compliance, Monitoring and Enforcement Framework will be approved Monitoring plan developed, approved and implemented. Enforcement Committee is fully functional and operating efficiently.
Disaggregation of Beneficiaries (where applicable)	N/A
Spatial Transformation (where applicable)	N/A
Calculation Type	Non-Cumulative
Reporting Cycle	Quarterly
Desired performance	To optimise the implementation of the measures to deter non-compliance with POPIA to ultimately reduce the number of complaints lodged with the Regulator.
Indicator Responsibility	Executive: POPIA.

PART D: TECHNICAL INDICATOR DESCRIPTION (TID) TABLE

INDICATOR TITLE	APPLICATIONS OF CODES OF CONDUCT FINALISED WITHIN THE PRESCRIBED TIMEFRAME.
Definition	The indicator measures the processing of applications for Codes of Conduct in terms of section 61(1)(b) of POPIA within 13 weeks from the date of receipt.
Source of data	Register for application for codes of conduct.
Method of Calculation/Assessment	Simple count
Means of verification	Register of application for codes of conduct indicating the date of receipt and finalised.
Assumptions	POPIA will be fully operational.
Disaggregation of Beneficiaries (where applicable)	N/A
Spatial Transformation (where applicable)	N/A
Calculation Type	Non-Cumulative
Reporting Cycle	Quarterly
Desired performance	All applications for the codes of conduct finalised within 13 weeks.
Indicator Responsibility	Executive: POPIA.

INDICATOR TITLE	PERCENTAGE OF APPLICATIONS FOR PRIOR AUTHORISATION PROCESSED.
Definition	The indicator measures the percentage of applications for prior authorisation processed in terms of chapter 6 of POPIA.
Source of data	Register for applications for prior authorisation.
Method of Calculation/Assessment	Number of processed applications for prior authorisation divided by the total number of received applications for prior authorisation multiplied by 100.
Means of verification	Register of application for prior authorisation.
Assumptions	Applications for prior authorisation will be received from responsible parties.
Disaggregation of Beneficiaries (where applicable)	N/A
Spatial Transformation (where applicable)	N/A
Calculation Type	Non-Cumulative
Reporting Cycle	Quarterly
Desired performance	100% applications for prior authorisation processed.
Indicator Responsibility	Executive: POPIA.

PART D: TECHNICAL INDICATOR DESCRIPTION (TID) TABLE

INDICATOR TITLE	PERCENTAGE OF APPLICATIONS FOR EXEMPTION FROM POPIA.
Definition	The indicator measures the percentage of applications for exemption from POPIA in terms of Section 37 of POPIA.
Source of data	Register for applications for exemption
Method of Calculation/Assessment	Number of processed applications for exemptions divided by the total number of received applications for exemptions multiplied by 100.
Means of verification	Register of application for prior authorisations
Assumptions	The Regulator will receive applications for exemptions.
Disaggregation of Beneficiaries (where applicable)	N/A
Spatial Transformation (where applicable)	N/A
Calculation Type	Non-Cumulative
Reporting Cycle	Quarterly
Desired performance	100% applications, of applications for exemption, finalised.
Indicator Responsibility	Executive: POPIA.

PART D: TECHNICAL INDICATOR DESCRIPTION (TID) TABLE

Indicator Title	Percentage of Information Officers and Deputy Information Officers Registered as Prescribed.
Definition	This indicator will measure the percentage of the Information Officers and Deputy Information Officers registered with the Regulator in terms of Section 55(2) of POPIA.
Source of data	Register of Information Officers.
Method of Calculation/Assessment	Percentage of the information officers and deputy information officers registered multiplied by the number of received applications for exemptions.
Means of verification	<ul style="list-style-type: none">Register of Information OfficersInformation Officers and Deputy Information Officers certificates
Assumptions	The Regulator will receive notifications for the registration of Information Officers and Deputy Information Officers.
Disaggregation of Beneficiaries (where applicable)	N/A
Spatial Transformation (where applicable)	N/A
Calculation Type	Non-Cumulative
Reporting Cycle	Quarterly
Desired performance	100% of Information Officers and Deputy Information Officers registered.
Indicator Responsibility	Executive: POPIA.

PART D: TECHNICAL INDICATOR DESCRIPTION (TID) TABLE

Indicator Title	Approved Rules of Procedure relating to the manner in which any POPIA matters or POPIA complaints must be referred and handled by the Enforcement Committee.
Definition	This indicator measures the approval of the Rules of Procedure relating to the manner in which any POPIA matters or POPIA complaints must be referred to and handled by the Enforcement Committee.
Source of data	Approved Rules of Procedure relating to the manner in which any POPIA matters or POPIA complaints must be referred and handled by the Enforcement Committee.
Method of Calculation/Assessment	Manual check
Means of verification	Ordinary meeting's resolution.
Assumptions	The Regulator will approve the Rules of Procedure relating to the manner in which any POPIA matters or POPIA complaints must be referred to, and handled by, the Enforcement Committee.
Disaggregation of Beneficiaries (where applicable)	N/A
Spatial Transformation (where applicable)	N/A
Calculation type	Non-cumulative
Reporting Cycle	Quarterly
Desired performance	Approval of the Rules of Procedure relating to the manner in which any PAIA matters or PAIA complaints must be referred to and handled by, the Enforcement Committee in the first quarter.
Indicator Responsibility	Executive: POPIA.

PART D: TECHNICAL INDICATOR DESCRIPTION (TID) TABLE

Programme 2: Promotion of Access to Information

Indicator Title	Percentage of Complex PAIA Complaints Received, Investigated and Finalised.
Definition	The indicator measures the percentage of complex complaints received, investigated and finalised within the stipulated or prescribed turnaround times.
Source of data	Complaints register.
Method of Calculation/Assessment	Number of complex complaints finalised divided by the total number of complaints received multiplied by 100.
Methods of verification	<ul style="list-style-type: none">Investigation reportsInvestigation filesSettlement certificatesEnforcement noticesRulings of the Members
Assumptions	<ul style="list-style-type: none">The Regulator will receive complaintsThe Enforcement Committee is fully functional and operating efficiently
Disaggregation of Beneficiaries (where applicable)	N/A
Spatial Transformation (where applicable)	N/A
Calculation Type	Cumulative
Reporting Cycle	Annually
Desired performance	Exceed annual targets for each of the five years.
Indicator Responsibility	Executive: PAIA.

Indicator Title	Percentage of Simple PAIA Complaints Received, Investigated and Resolved.
Definition	The indicator measures the percentage of simple complaints received and resolved through settlement or conciliation process within the stipulated or prescribed turnaround times.
Source of data	Complaints register.
Method of Calculation/Assessment	Number of simple complaints resolved divided by the total number of simple complaints received multiplied by 100.
Methods of verification	<ul style="list-style-type: none">Investigation FilesSettlement CertificatesConciliation Certificate
Assumptions	The Regulator will receive complaints.
Disaggregation of Beneficiaries (where applicable)	N/A
Spatial Transformation (where applicable)	N/A

PART D: TECHNICAL INDICATOR DESCRIPTION (TID) TABLE

Indicator Title	Percentage of Simple PAIA Complaints Received, Investigated and Resolved.
Calculation Type	Non-Cumulative
Reporting Cycle	Annually
Desired performance	Exceed annual targets for each of the five years.
Indicator Responsibility	Executive: PAIA.

Indicator Title	Approved Rules of Procedure Relating to the Manner in Which Any PAIA Matters or PAIA Complaints Must Be Referred and Handled by the Enforcement Committee.
Definition	This indicator measures the approval of the Rules of Procedure relating to the manner in which any PAIA matters or PAIA complaints must be referred to, and handled by, the Enforcement Committee.
Source of data	Approved Rules of Procedure relating to the manner in which any PAIA matters or PAIA complaints must be referred and handled by the Enforcement Committee.
Method of Calculation/Assessment	Manual check
Means of verification	Ordinary meeting’s resolution.
Assumptions	The Regulator will approve the Rules of Procedure relating to the manner in which any PAIA matters or PAIA complaints must be referred to, and handled by, the Enforcement Committee.
Disaggregation of Beneficiaries (where applicable)	N/A
Spatial Transformation (where applicable)	N/A
Calculation Type	Non-cumulative
Reporting Cycle	Quarterly
Desired performance	Approval of the Rules of Procedure relating to the manner in which any PAIA matters or PAIA complaints must be referred to, and handled by, the Enforcement Committee in the first quarter.
Indicator Responsibility	Executive: PAIA.

PART D: TECHNICAL INDICATOR DESCRIPTION (TID) TABLE

INDICATOR TITLE	NUMBER OF TARGETED PUBLIC AND PRIVATE BODIES MONITORED ON COMPLIANCE.
Definition	This indicator measures the number of targeted public and private bodies monitored on compliance, in accordance with the approved Compliance, Monitoring and Enforcement Framework.
Source of data	<ul style="list-style-type: none">Compliance and monitoring planRecord of public and private bodies obtained from the Register of Information OfficersCompliance and monitoring register
Method of Calculation/Assessment	Simple count
Means of verification	<ul style="list-style-type: none">Compliance assessment reports.Compliance assessment filesCompliance and monitoring register
Assumptions	<ul style="list-style-type: none">Compliance, Monitoring and Enforcement Framework will be approvedEnforcement Committee is fully functional and operating efficiently
Disaggregation of Beneficiaries (where applicable)	N/A
Spatial Transformation (where applicable)	N/A
Calculation Type	Cumulative
Reporting Cycle	Quarterly
Desired performance	To optimise the implementation of the measures to deter non-compliance with PAIA to ultimately reduce the number of complaints lodged with the Regulator.
Indicator Responsibility	Executive: PAIA.

INDICATOR TITLE	APPROVED AND IMPLEMENTED COMPLIANCE, MONITORING AND ENFORCEMENT FRAMEWORK.
Definition	This indicator measures the approval and implementation of the Compliance, Monitoring and Enforcement Framework.
Source of data	Approved Compliance, Monitoring and Enforcement Framework
Method of Calculation/Assessment	Manual check
Means of verification	Ordinary meeting’s resolution
Assumptions	Compliance, Monitoring and Enforcement Framework will be approved.
Disaggregation of Beneficiaries (where applicable)	N/A
Spatial Transformation (where applicable)	N/A

PART D: TECHNICAL INDICATOR DESCRIPTION (TID) TABLE

INDICATOR TITLE	APPROVED AND IMPLEMENTED COMPLIANCE, MONITORING AND ENFORCEMENT FRAMEWORK.
Calculation Type	Non-cumulative
Reporting Cycle	Quarterly
Desired performance	Compliance, Monitoring and Enforcement Framework will be approved in the first quarter.
Indicator Responsibility	Executive: PAIA.

Programme 3: Education and Communication

INDICATOR TITLE	PERCENTAGE OF THE NATIONAL REPRESENTATIVE SAMPLE OF THE POPULATION WHO ARE AWARE OF THEIR RIGHT TO PRIVACY (AS IT RELATES TO THE PROTECTION OF PERSONAL INFORMATION).
Definition	This indicator measures the percentage of respondents within a national representative sample of the population that indicate awareness about their rights to privacy.
Source of data	<ul style="list-style-type: none">Fieldwork reportResearch proposal
Method of Calculation/Assessment	The total number of respondents that indicate awareness about their right to privacy divided by the total number of the sample population multiplied by one hundred (100).
Means of verification	Survey Report
Assumptions	Potential respondents will be willing to participate in the survey Approved research proposal.
Disaggregation of Beneficiaries (where applicable)	N/A
Spatial Transformation (where applicable)	N/A
Calculation Type	Cumulative
Reporting Cycle	Annually
Desired performance	Half of the sampled respondents will indicate awareness about their rights to privacy by financial year 2026/2027.
Indicator Responsibility	Executive: Education & Communication

PART D: TECHNICAL INDICATOR DESCRIPTION (TID) TABLE

INDICATOR TITLE	PERCENTAGE OF THE NATIONAL REPRESENTATIVE SAMPLE OF THE POPULATION WHO ARE AWARE OF THEIR RIGHT OF ACCESS TO INFORMATION.
Definition	This indicator measures the percentage of respondents within a national representative sample of the population that indicate awareness about their right of access to information.
Source of data	Completed survey questionnaires
Method of Calculation/Assessment	The total number of respondents that indicate awareness about their right of access to information divided by the total number of the sample population multiplied by one hundred (100).
Means of verification	<ul style="list-style-type: none">• Survey report• Research proposal
Assumptions	Potential respondents will be willing to participate in the survey Approved research proposal.
Disaggregation of Beneficiaries (where applicable)	N/A
Spatial Transformation (where applicable)	N/A
Calculation Type	Cumulative
Reporting Cycle	Annually
Desired performance	Half of the sampled respondents will indicate awareness about their rights of access to information by financial year 2026/2027.
Indicator Responsibility	Executive: Education & Communication

PART D: TECHNICAL INDICATOR DESCRIPTION (TID) TABLE

INDICATOR TITLE	THE NUMBER OF EDUCATION PROGRAMMES CONDUCTED FOR THE PUBLIC TO PROMOTE THE PROTECTION OF PERSONAL INFORMATION.
Definition	This indicator measures the number of education programmes conducted for the public to promote the protection of personal information.
Source of data	<ul style="list-style-type: none">• Training plan• Attendance registers for each programme conducted
Method of Calculation/Assessment	Simple count
Means of verification	<ul style="list-style-type: none">• Training reports• Education materials developed and approved• Evaluation forms
Assumptions	The targeted audience will be responsive to the sessions scheduled and conducted.
Disaggregation of Beneficiaries (where applicable)	N/A
Spatial Transformation (where applicable)	N/A
Calculation Type	Cumulative
Reporting Cycle	Annually
Desired performance	Education programmes planned will be effective and will promote compliance by responsible parties and empower the public to take active measures to protect personal information.
Indicator Responsibility	Executive: Education & Communication

PART D: TECHNICAL INDICATOR DESCRIPTION (TID) TABLE

INDICATOR TITLE	THE NUMBER OF EDUCATION PROGRAMMES CONDUCTED FOR THE PUBLIC TO PROMOTE ACCESS TO INFORMATION.
Definition	This indicator measures the number of education programmes conducted for the public to promote access to information.
Source of data	<ul style="list-style-type: none">• Training plan• Attendance registers for each programme conducted
Method of Calculation/Assessment	Simple count
Means of verification	<ul style="list-style-type: none">• Training reports• Education materials developed and approved• Evaluation forms
Assumptions	The targeted audience will be responsive to the sessions scheduled and conducted.
Disaggregation of Beneficiaries (where applicable)	N/A
Spatial Transformation (where applicable)	N/A
Calculation Type	Cumulative
Reporting Cycle	Annually
Desired performance	Education programmes planned will be effective and will promote compliance by responsible parties and empower the public to take active measures to promote access to information.
Indicator Responsibility	Executive: Education & Communication

PART D: TECHNICAL INDICATOR DESCRIPTION (TID) TABLE

INDICATOR TITLE	NUMBER OF PUBLIC AWARENESS PROGRAMMES CONDUCTED ON INFORMATION RIGHTS AT COMMUNITY LEVELS.
Definition	This indicator measures the number of high-level events, a public campaign, activations, community meetings and provincial Lekgotlas/Indabas conducted to raise awareness of POPIA and PAIA through engagement between community groups and the Regulator.
Source of data	Public awareness plans
Method of Calculation/Assessment	Simple count
Means of verification	<ul style="list-style-type: none">• Activity reports• Photographs/pictorial reports• Attendance registers
Assumptions	The targeted audience will be responsive to the sessions scheduled.
Disaggregation of Beneficiaries (where applicable)	N/A
Spatial Transformation (where applicable)	Rural communities will be targeted as a priority group for the programmes.
Calculation Type	Cumulative
Reporting Cycle	Quarterly
Desired performance	<ul style="list-style-type: none">• To reach as many people as possible in raising awareness about POPIA and PAIA• Half the activities conducted will be with communities beyond urban areas
Indicator Responsibility	Executive: Education & Communication

PART D: TECHNICAL INDICATOR DESCRIPTION (TID) TABLE

INDICATOR TITLE	THE NUMBER OF STAKEHOLDER ENGAGEMENT SESSIONS CONDUCTED.
Definition	This indicator measures the number of stakeholder engagement sessions conducted, on a cluster or sectoral basis, that are conducted in accordance with POPIA and PAIA. The sessions would be conducted, virtually and physically, with each session being two to three hours long.
Source of data	<ul style="list-style-type: none">Stakeholder engagement planPoll questions
Method of Calculation/Assessment	Simple count
Means of verification	<ul style="list-style-type: none">Engagement ReportsPhotographs/pictorial reportsEngagement poll reportsAttendance registers
Assumptions	Stakeholders will be available to participate in these sessions.
Disaggregation of Beneficiaries (where applicable)	N/A
Spatial Transformation (where applicable)	N/A
Calculation Type	Cumulative
Reporting Cycle	Quarterly
Desired performance	The stakeholder engagement sessions will create a healthy and positive working relationship between the Regulator and responsible parties, public and private bodies.
Indicator Responsibility	Executive: Education & Communication

PART D: TECHNICAL INDICATOR DESCRIPTION (TID) TABLE

INDICATOR TITLE	NUMBER OF RESEARCH REPORTS FINALISED.
Definition	This indicator measures the number of research reports finalised
Source of data	<ul style="list-style-type: none">Research proposalFieldwork report – Applicable when primary data is collected from participants or key informants.
Method of Calculation/Assessment	Simple count
Means of verification	Research report findings and recommendations in line with the research proposals
Assumptions	<ul style="list-style-type: none">Potential respondents will co-operate to enable effective data collection.The research proposal will be approved.
Disaggregation of Beneficiaries (where applicable)	N/A
Spatial Transformation (where applicable)	N/A
Calculation Type	Non-Cumulative
Reporting Cycle	Quarterly
Desired performance	<ul style="list-style-type: none">Research findings published through an accredited journal article.Findings/recommendations used to influence change in the legislative landscape.
Indicator Responsibility	Executive: Education and Communication

PART D: TECHNICAL INDICATOR DESCRIPTION (TID) TABLE

INDICATOR TITLE	NUMBER OF INTERNATIONAL COOPERATION PROGRAMMES CONDUCTED.
Definition	This indicator measures the number of programmes (meetings, conferences, policy formulation processes) that the Regulator has initiated or in which it has participated in cooperation with other persons or bodies concerned with the protection of personal information and access to information.
Source of data	<ul style="list-style-type: none">• International cooperation plan• Calendar of events• Invitations• Minutes of meetings
Method of Calculation/Assessment	Simple count
Means of verification	<ul style="list-style-type: none">• International cooperation activity reports• Communiques
Assumptions	<ul style="list-style-type: none">• International partners will be responsive to invitations for participation in the Regulator’s programmes• International partners will invite the Regulator to participate in global processes or programmes
Disaggregation of Beneficiaries (where applicable)	N/A
Spatial Transformation (where applicable)	N/A
Calculation Type	Cumulative
Reporting Cycle	Quarterly
Desired performance	<ul style="list-style-type: none">• Being able to conduct one international cooperation programme per month compared to the two per term as planned• The international cooperation programmes will establish the Regulator as a premier African authority on the protection of access to information and protection of personal information
Indicator Responsibility	Executive: Education and Communication

PART D: TECHNICAL INDICATOR DESCRIPTION (TID) TABLE

Programme 4: Legal

INDICATOR TITLE	PERCENTAGE OF LEGAL OPINIONS RENDERED AND FINALISED.
Definition	This indicator measures the percentage of legal opinions that have been requested, rendered and finalised.
Source of data	<ul style="list-style-type: none">• Request for a legal opinion• Register for legal opinions
Method of Calculation/Assessment	Number of legal opinions rendered and finalised, in accordance with the SOP, divided by the number of legal opinions requested multiplied by 100.
Means of verification	Approved legal opinions submitted
Assumptions	It is assumed that the Requester provided full and accurate information for purposes of the legal opinion and that the request for legal services SOP will be approved timeously. It is also assumed that the requesting division will avail themselves for further consultation at the request of the Legal sub-division.
Disaggregation of Beneficiaries (where applicable)	N/A
Spatial Transformation (where applicable)	N/A
Calculation Type	Non-Cumulative
Reporting Cycle	Quarterly
Desired performance	Well researched and informed legal opinion that will reduce the risk of litigation.
Indicator Responsibility	Head: Legal Services

PART D: TECHNICAL INDICATOR DESCRIPTION (TID) TABLE

INDICATOR TITLE	PERCENTAGE OF CONTRACTS VETTED AND FINALISED.
Definition	This indicator measures the percentage of contracts that have been requested to be vetted and finalised.
Source of data	<ul style="list-style-type: none">Request for vetting and finalisationRegister of a request of contracts to be vetted
Method of Calculation/Assessment	The number of contracts vetted and finalised, in accordance with the SOP, divided by the number of contracts requested to be vetted multiplied by 100.
Means of verification	<ul style="list-style-type: none">Register of requests and finalised contractsFinalised contracts
Assumptions	It is assumed that the Requester provided full and accurate information for purposes of the vetting of contracts. It is also expected that the requesting division will avail themselves for further consultation at the request of the Legal sub-division.
Disaggregation of Beneficiaries (where applicable)	N/A
Spatial Transformation (where applicable)	N/A
Calculation Type	Non-Cumulative
Reporting Cycle	Quarterly
Desired performance	Effective vetting of contracts.
Indicator Responsibility	Head: Legal Services

INDICATOR TITLE	PERCENTAGE OF LITIGATION MATTERS SUCCESSFULLY MANAGED.
Definition	This indicator measures the percentage of litigation matters that have been successfully managed in accordance with the rules of Court.
Source of data	Litigation register
Method of Calculation / Assessment	Number of litigations matters successfully managed in accordance with the rules of Court divided by the number of litigation matters instituted multiplied by 100.
Means of verification	<ul style="list-style-type: none">Court processesCourt orderCourt pleadings and records
Assumptions	It is assumed that the IR will institute or defend litigation matters.
Disaggregation of Beneficiaries (where applicable)	N/A

PART D: TECHNICAL INDICATOR DESCRIPTION (TID) TABLE

INDICATOR TITLE	PERCENTAGE OF LITIGATION MATTERS SUCCESSFULLY MANAGED.
Spatial Transformation (where applicable)	N/A
Calculation Type	Non-Cumulative
Reporting Cycle	Quarterly
Desired performance	Litigation matters are effectively managed to avoid unnecessary costs.
Indicator Responsibility	Head: Legal Services

INDICATOR TITLE	NUMBER OF PROPOSED RELEVANT LEGISLATION EXAMINED AND REPORTS SUBMITTED.
Definition	This indicator measures the number of proposed legislation that may affect the provisions of POPIA and PAIA that have been examined and where reports have been submitted.
Source of data	Report on relevant legislation
Method of Calculation/Assessment	Simply count
Means of verification	<ul style="list-style-type: none">Reports submitted to Minister and ParliamentProposed legislation.
Assumptions	It is assumed that the relevant legislation will be proposed, and the IR will have full and timely access to the proposed legislation.
Disaggregation of Beneficiaries (where applicable)	N/A
Spatial Transformation (where applicable)	N/A
Calculation Type	Non-cumulative
Reporting Cycle	Quarterly
Desired performance	The recommendation will ensure the alignment of the proposed legislation with POPIA and PAIA. The recommendations will influence the improvement of POPIA and PAIA.
Indicator Responsibility	Head: Legal Services

PART D: TECHNICAL INDICATOR DESCRIPTION (TID) TABLE

Programme 5: Administration
Sub-programme (b)

INDICATOR TITLE	PERCENTAGE OF THE IMPLEMENTATION OF THE HUMAN RESOURCE PLAN.
Definition	The indicator measures the percentage of implementation of activities listed in the HR Plan.
Source of data	Approved Human Resource Plan and Operational Plan.
Method of Calculation/Assessment	Number of achieved activities divided by the total number of activities per period multiplied by 100.
Means of verification	<ul style="list-style-type: none">Quarterly reportsAnnual human resource oversight report
Assumptions	N/A
Dis-aggregation of Beneficiaries (where applicable)	50% Women at SMS level 2% People with disabilities 5% Youth
Spatial Transformation (where applicable)	N/A
Calculation Type	Cumulative
Reporting Cycle	Quarterly
Desired performance	100% of the Human Resource Plan activities achieved.
Indicator Responsibility	Executive: Corporate Services

INDICATOR TITLE	LOW VACANCY RATE MAINTAINED.
Definition	This indicator measures the percentage of funded positions that are vacant.
Source of data	<ul style="list-style-type: none">Persal
Method of Calculation/Assessment	Number of vacancies multiplied by 100 and divided the result by the number of filled positions per period.
Means of verification	<ul style="list-style-type: none">Persal reportsPersonnel files
Assumptions	That vacant and funded positions will be filled within 90 days.
Dis-aggregation of Beneficiaries (where applicable)	Target for Women: 50% at SMS Level Target for Youth: 5% Target for People with Disabilities: 2%
Spatial Transformation (where applicable)	N/A

PART D: TECHNICAL INDICATOR DESCRIPTION (TID) TABLE

INDICATOR TITLE	LOW VACANCY RATE MAINTAINED.
Calculation Type	Non-Cumulative
Reporting Cycle	Quarterly
Desired performance	Maintain a vacancy rate of 8% or less annually.
Indicator Responsibility	Executive: Corporate Services

INDICATOR TITLE	PERCENTAGE IMPLEMENTATION OF THE ICT PLAN.
Definition	This indicator measures the percentage implementation of the ICT plan.
Source of data	<ul style="list-style-type: none">Approved ICT plan
Method of Calculation/Assessment	Number of implemented activities divided by the total number of activities per period multiplied by 100.
Means of verification	Quarterly implementation reports.
Assumptions	Efficient procurement processes.
Dis-aggregation of Beneficiaries (where applicable)	N/A
Spatial Transformation (where applicable)	N/A
Calculation Type	Cumulative
Reporting Cycle	Quarterly
Desired performance	100% achievement of the ICT plan activities.
Indicator Responsibility	Executive: Corporate Services.

PART D: TECHNICAL INDICATOR DESCRIPTION (TID) TABLE

INDICATOR TITLE	NUMBER OF ACTIVITIES IN THE RECORDS MANAGEMENT PLAN IMPLEMENTED.
Definition	This indicator measures the number of activities in the Records Management Plan implemented.
Source of data	Approved Records Management Plan.
Method of Calculation/Assessment	Simple count
Means of verification	Quarterly Reports
Assumptions	(Specify) which resource will be available.
Dis-aggregation of Beneficiaries (where applicable)	N/A
Spatial Transformation (where applicable)	N/A
Calculation Type	Cumulative
Reporting Cycle	Quarterly
Desired performance	100% achievement of planned activities.
Indicator Responsibility	Executive: Corporate Services

INDICATOR TITLE	APPROVED FACILITIES MANAGEMENT PLAN.
Definition	This indicator measures the development and approval of the facilities Management Plan.
Source of data	Approved facilities Management Plan.
Method of Calculation/Assessment	Simple count
Means of verification	Approved facilities Management Plan.
Assumptions	N/A
Disaggregation of Beneficiaries (where applicable)	N/A
Spatial Transformation (where applicable)	N/A
Calculation Type	Non-Cumulative
Reporting Cycle	Quarterly
Desired performance	Timeously approved facilities Management Plan.
Indicator Responsibility	Executive: Corporate Services

PART D: TECHNICAL INDICATOR DESCRIPTION (TID) TABLE

INDICATOR TITLE	NUMBER OF RESEARCH REPORTS ON TECHNOLOGICAL CHANGES AFFECTING PROTECTION OF INFORMATION.
Definition	The indicator measures number of research reports to be produced on developments in information processing and technological changes that have an adverse effect on the protection of personal information.
Source of data	<ul style="list-style-type: none">• Research proposal• Research data
Method of Calculation/Assessment	Simple count
Means of verification	Research report
Assumptions/Data limitations	Adherence to the annual procurement plan by the Information Regulator.
Disaggregation of Beneficiaries (where applicable)	N/A
Spatial Transformation (where applicable)	N/A
Calculation Type	Non-Cumulative
Reporting Cycle	Quarterly
Desired performance	To be able to monitor all developments thoroughly and efficiently in information processing and technological changes that have an adverse effect on the protection of personal information.
Indicator Responsibility	Executive: Corporate Services

PART D: TECHNICAL INDICATOR DESCRIPTION (TID) TABLE

Sub-programme (c)

INDICATOR TITLE	PERCENTAGE OF COMPLETION ON THE ANNUAL PROCUREMENT PLAN.
Definition	This indicator measures the percentage of the completion of the annual procurement plan.
Source of data	<ul style="list-style-type: none">• JYP• BAS• Contractual agreements• Approved procurement plan
Method of Calculation/Assessment	Percentage achievement of the procurement plan for the quarter and annually.
Means of verification	<ul style="list-style-type: none">• Physical files containing source documents• Purchase order• Contractual agreements/invoice• Goods received notes• Approved request memo and specification document• Request for quotation documents quotations received• Compliance documents (SBD, SARS, CSD, BBBEE or affidavits)• Evaluation and award documents• Purchase memo approval document
Assumptions/Data limitations	Adherence to the annual procurement plan by the Information Regulator.
Disaggregation of Beneficiaries (where applicable)	N/A
Spatial transformation (where applicable)	N/A
Calculation Type	Non-Cumulative
Reporting Cycle	Quarterly
Desired performance	Exceed targets in the annual procurement plan.
Indicator Responsibility	Chief Financial Officer

PART D: TECHNICAL INDICATOR DESCRIPTION (TID) TABLE

INDICATOR TITLE	PERCENTAGE EXPENDITURE ON THE ALLOCATED BUDGET FOR GOODS AND SERVICES, MACHINERY, AND EQUIPMENT.
Definition	This indicator measures the percentage of expenditure on the allocated budget of goods and services, machinery and equipment.
Source of data	<ul style="list-style-type: none">• BAS• JYP• PERSAL
Method of Calculation/Assessment	Actual expenditure divided by the budget allocated multiplied by 100.
Means of verification	<ul style="list-style-type: none">• Physical files containing source documents• Financial expenditure reports• Goods received notes• Invoices and payment advice
Assumptions/Data limitations	Availability of service providers to deliver on goods and services and machinery and equipment within stipulated time frames and without delays. Availability of budget allocation over the MTEF period.
Disaggregation of Beneficiaries (where applicable)	N/A
Spatial Transformation (where applicable)	N/A
Calculation Type	Non-Cumulative
Reporting Cycle	Quarterly
Desired performance	Exceeds the target of expenditure planned.
Indicator Responsibility	Chief Financial Officer



**INFORMATION
REGULATOR
(SOUTH AFRICA)**

*Ensuring protection of your personal information
and effective access to information*

27 Stiemens Street, JD House, Braamfontein, Johannesburg, 2001
Tel: 010 023 2000 • E-mail: enquiries@inforegulator.org.za