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**ANNUAL PROGRESS REVIEW
PRESENTED TO THE PARLIAMENTARY PORTFOLIO
COMMITTEE**

**PERIOD:
APRIL 2007 TO MARCH 2008**

**PROVINCE:
Gauteng Province**

PRESENTED BY: Mr R Ndema

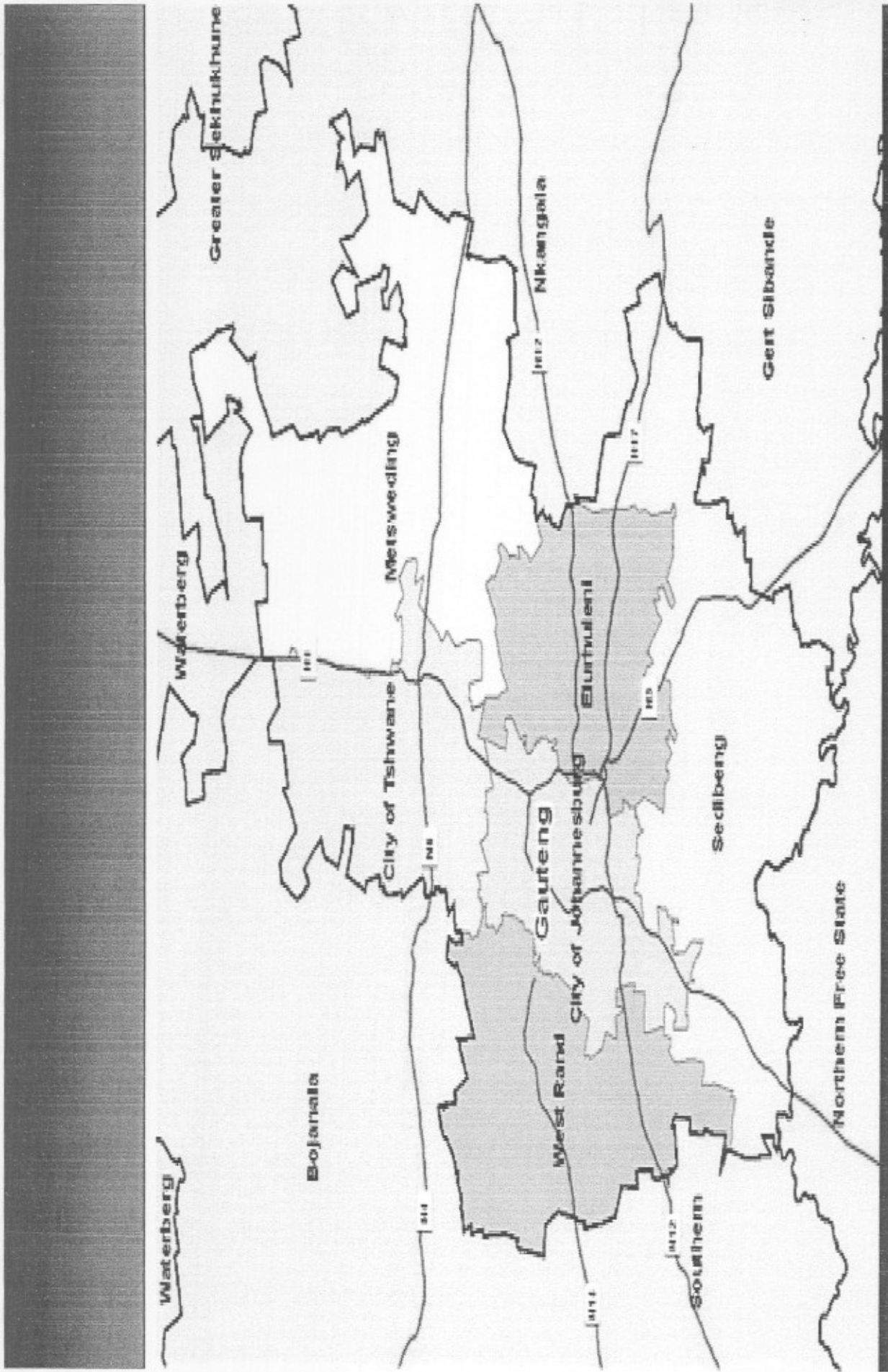


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Outline of Presentation

- What is unique to the Province?
- Main provincial achievements for 2007/08
- Strategic analysis of operational issues in provinces
- Provincial performance on Common issues identified
 - Achievement rate for 2007/08
- Reporting on key indicators
- Financial and HR reporting
- ID Campaign at Tholulwazi Secondary School
- ID handout at Morris Isaacson's Secondary School with Kaizer Chiefs





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What is Unique to the Province?

- According to the 2007 Mid-year Population Estimates of Statistics SA, the total population is estimated at 10,688 189 million, based on new provincial boundaries announced in July 2007.
- The landscape is predominantly grass veldt with bush veldt vegetarian stretching northwards from Tshwane.
- As a province that contributes about 42% towards the South African GDP, rendering a world class service then becomes a vital imperative.



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- The favourable climate in Gauteng, the endless economic opportunities such as financial, manufacturing, information and communication technology industries, the highly developed infrastructure and transport network are merely some of the factors which have attracted and continue to attract more than 20% of South Africa's population who have made Gauteng their home.
 - Gauteng seeks to develop and implement an organizational model that ensures that the Department has the correctly skilled people in the correct places with the requisite support systems to enable it to meet the expectations of urbanized Gauteng population



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- Gauteng also seeks to provide a service to the Gauteng population that reflects and institutionalises the principles of Batho Pele.
 - We not only seek to provide credible, secure, accurate and timeous enabling documents to all who are entitled, but also manage and maintain all records associated with enabling documents as well as eradicate and combat corruption to protect the integrity of the department.

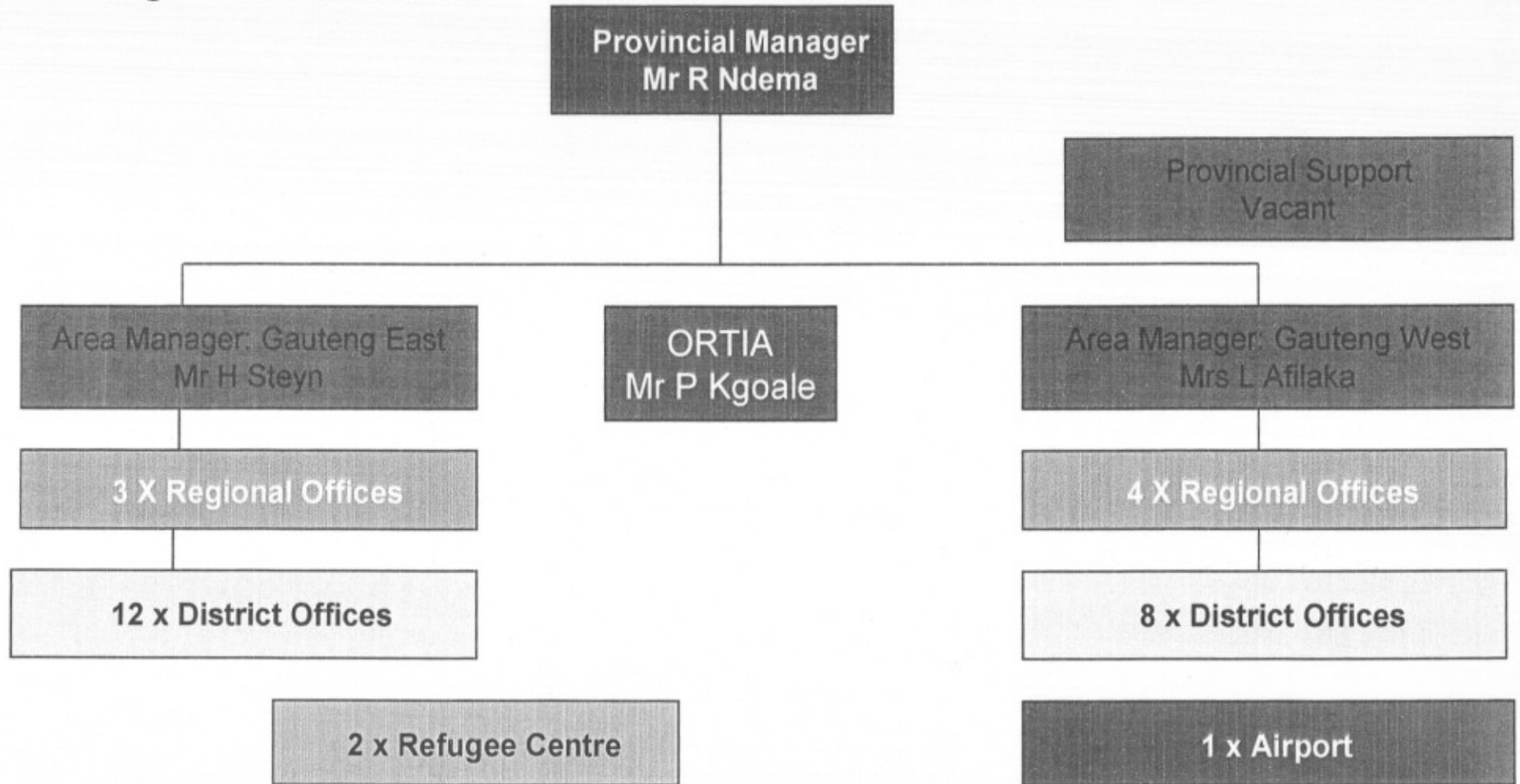


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We have organized our team by...

Organisational Structure

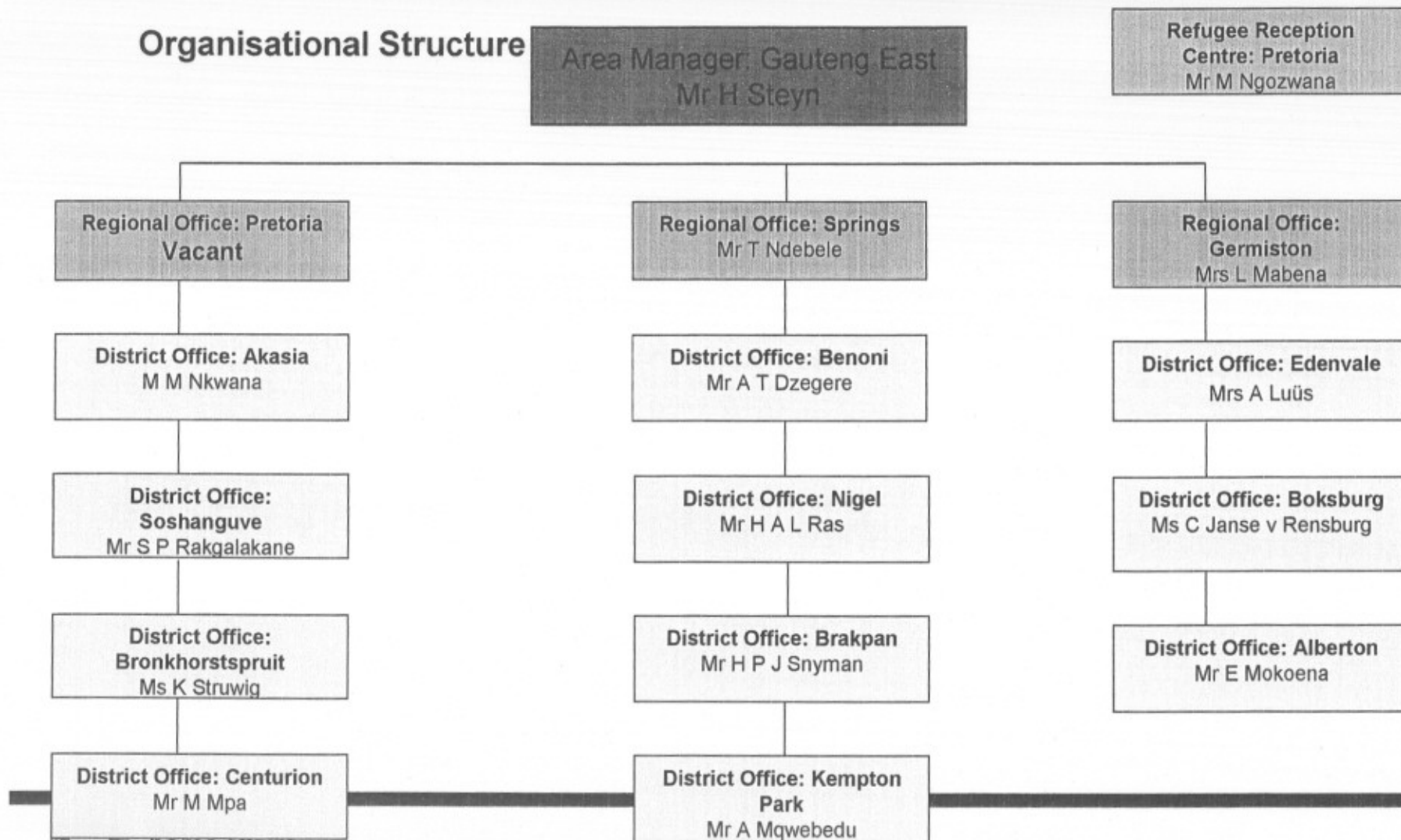


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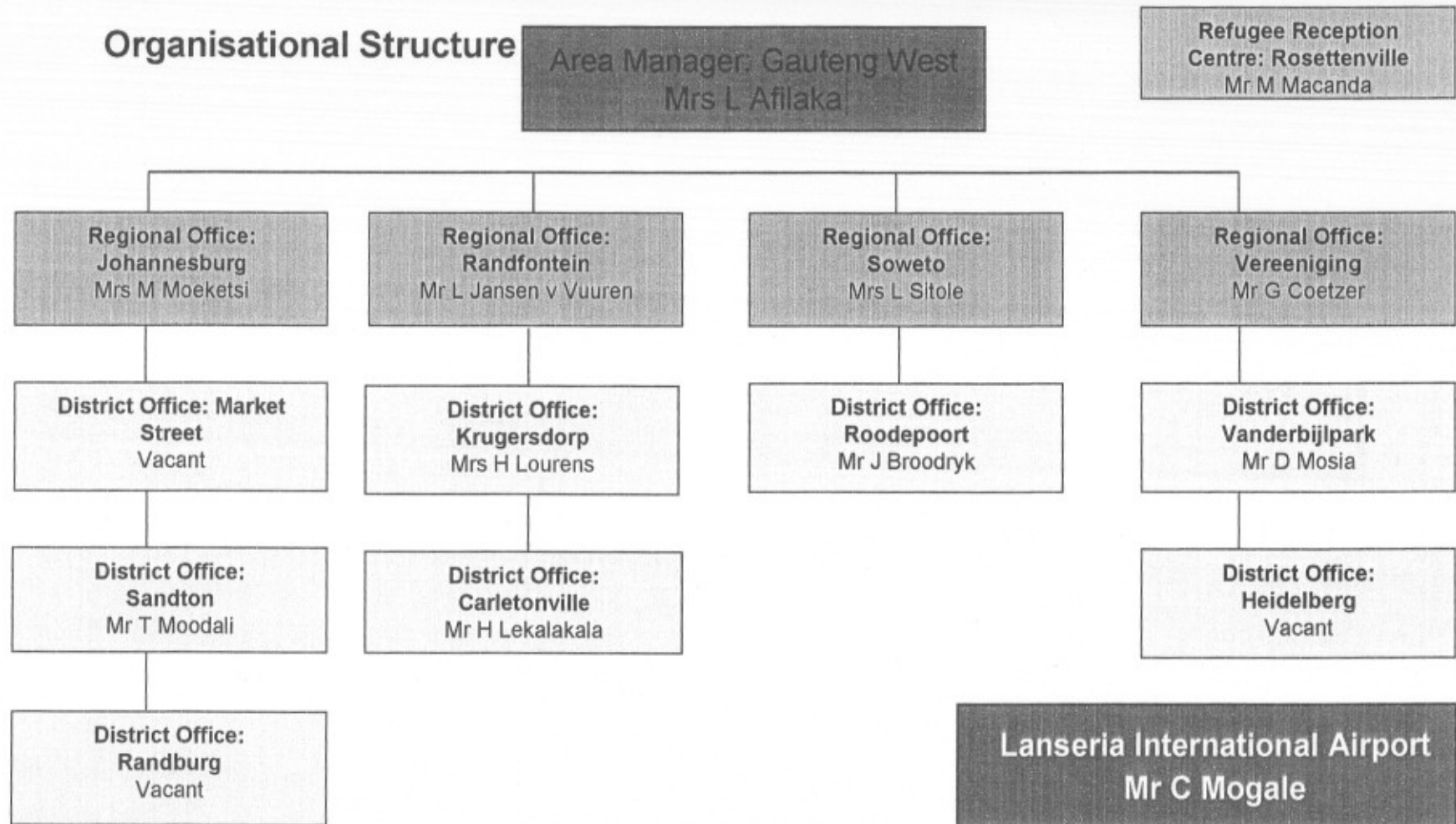
Organisational Structure



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We have organized our team by...

Organisational Structure



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PROVINCIAL ACHIEVEMENTS FOR 2007/08

Gauteng Province's achievements for the year 2007/08

No.	Main Achievement	Impact on Service Delivery
1.	Bana Pele Project which became a national Minister's project	More younger persons could access our services
2.	Increase in the number of ID's issued by 11% Increase in late registration of births by 187%	More people obtaining documents
3.	Decrease in the number of counter enquiries by 25%	Better service rendered
4.	Reduction in incorrect applications been taken in of 9%	People not required to return to offices for corrections
5.	Increase in revenue collection	More permits and enabling documents were processed and issued to clients
6.	Equity	More women appointed in Gauteng Province
7.	Track and Trace	Province continually appears in top 10 offices country wide in ID application Turn Around Time



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STRATEGIC ANALYSIS OF OPERATIONAL ISSUES IN GAUTENG PROVINCE

Challenges	Proposed Corrective Actions	By when	CRITERIA USED TO DETERMINE 4 TOP ISSUES (provide brief motivation taking into consideration criteria listed below)
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NAME OF PROVINCE:

1.To elevate shortage of immigration officers	1.To appoint additional Immigration Officers with in GP	1. A.S.A.P	<p><u>Political importance:</u></p> <ul style="list-style-type: none"> •Huge influx of foreigners resulting in Xenophobia. •SA citizens complaining that foreigners work for less. •Foreigners taking places at school / Tertiary Institutions due to fraudulent documents. <p><u>Risk if not addressed:</u></p> <ul style="list-style-type: none"> •Documents are fraudulently produced by illegal resulting in SA's reputation be questioned. <p><u>Ease of implementation:</u></p> <ul style="list-style-type: none"> •Interview and appoint candidates <p><u>Possible financial implications:</u></p> <ul style="list-style-type: none"> •Additional funding under Personnel Compensation will have to be found <p><u>Impact on service delivery:</u></p> <ul style="list-style-type: none"> •More investigation can take place •Better control over movement of people to SA
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STRATEGIC ANALYSIS OF OPERATIONAL ISSUES IN GAUTENG PROVINCE

Challenges	Proposed Corrective Actions	By when	CRITERIA USED TO DETERMINE 5 TOP ISSUES
2. Leasing Contract with Local Governments for Thusong Centre's	2. Head Office to request PWD to enter in to contracts for Thusong Centre's	01/04/08	<p><u>Political importance:</u></p> <ul style="list-style-type: none"> • Thusong Centre's are implemented by Local Government and DHA expected to render a service accordingly. <p><u>Risk if not addressed:</u></p> <ul style="list-style-type: none"> • Political ramifications. • Due to lack of security documents and equipment at risk. <p><u>Ease of implementation:</u></p> <ul style="list-style-type: none"> • As all role players are Government departments this should be a problem <p><u>Possible financial implications:</u></p> <ul style="list-style-type: none"> • Cost to be carried by PWD <p><u>Impact on service delivery:</u></p> <ul style="list-style-type: none"> • Enabling documents will not be issued to people in these areas.



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STRATEGIC ANALYSIS OF OPERATIONAL ISSUES IN PROVINCES

Challenges	Proposed Corrective Actions	By when	CRITERIA USED TO DETERMINE 5 TOP ISSUES
3. Upgrading of DHA office to International standards	3.Asset management and PWD must expedite accommodation needs for all offices/MPCC/Service Points	Before end of Financial year 2008/09	<p><u>Political importance:</u></p> <ul style="list-style-type: none"> •Offices not up to standard which results in Politicians continually attacking DHA <p><u>Risk if not addressed:</u></p> <ul style="list-style-type: none"> •Incidence such as what happened at Market Street could be come an accepted norm. •Home Affairs "Horrors" will become the standard to evaluate DHA <p><u>Ease of implementation:</u></p> <ul style="list-style-type: none"> •As all role players are Government departments this should be a problem <p><u>Possible financial implications:</u></p> <ul style="list-style-type: none"> •Cost to be carried by PWD <p><u>Impact on service delivery:</u></p> <ul style="list-style-type: none"> •Better turn around time •Better staff moral •Good publicity



STRATEGIC ANALYSIS OF OPERATIONAL ISSUES IN GAUTENG PROVINCE

Challenges	Proposed Corrective Actions	By when	CRITERIA USED TO DETERMINE 5 TOP ISSUES
4.Capacity - Filling of vacancies	4. Funding made available to fill approved structure.	A.S.A.P	<p><u>Political importance:</u> •Unable to fill posts DHA are unable to render a service to all citizens of SA, which prevents them from exercising their rights such as voting.</p> <p><u>Risk if not addressed:</u> •Stress on officials rendering the service as public become more demanding and violent.</p> <p><u>Ease of implementation:</u> •Funding must be made available by Treasury which will make it difficult to implement.</p> <p><u>Possible financial implications:</u> •R 100 – 150 mil in GP alone</p> <p><u>Impact on service delivery:</u> •More citizens will received enabling documents. •Working environment will be more exemptible, productivity will increase.</p>



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