

# Daily flash report

| Office          | Operational information    |  |  |  | Capacity information   |  | Client information |                              |
|-----------------|----------------------------|--|--|--|--|--|--------------------|------------------------------|
|                 | Identity documents on hand | Identity document applications on hand (collected and still to be forwarded) | Passports and travel documents on hand (all types) | Passport applications collected and not yet captured | Number of staff on duty vs staff that are supposed to be on duty | Number of staff absent (all types of leave including abscondment)      | Client volumes     | Average time spent in queues |
| R/O Randfontein | 1269                       | 38   | 939  | 26   | 59/52  | 3x Vacation Leave<br>1x Study Leave<br>2x Flexi hours<br>1x Leave      | 169                | 5 Minutes                    |
| Carletonville   | 1551                       | 28   | 775  | 38   | 24/23  | 1x Sick leave  | 150                | 5 Minutes                    |
| Krugersdorp     | 1632                       | 43   | 838  | 39   | 34/32  | 1x Study Leave<br>1x Leave   | 201                | 12 Minutes                   |
| LIA             |                            |  |  |  |  |  |                    |                              |
| R/O Vereeniging | 3857                       | 45   | 1162   | 16   | 13/84  | 4x Maternity Leave<br>3x Sick leave<br>1x Absconded<br>5x Annual Leave | 389                | 8 Minutes                    |
| Vanderbijlpark  | 2099                       | 42   | 762  | 19   | 26/23  | 3x Leave   | 205                | 14 Minutes                   |
| Heidelberg      | 870                        | 61   | 521  | 46   | 8/7  | 1x Maternity Leave   | 42                 | 12 Minutes                   |



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| RO Springs   | 3636                       | 9   | 845  | 19   | 46/40  | 6  | 421                | 20 Minutes                   |
| Benoni       | 2361                       | 68  | 1625   | 46   | 30/22  | 5x Sick Leave<br>1x Study Leave<br>2x Reported at Springs                      | 226                | 30 Minutes                   |
| Brakpan      | 1100                       | 18  | 656  | 8  | 15/13  | 1x Maternity Leave<br>1x Annual leave  | 135                | 18 Minutes                   |
| Kempton Park | 3656                       | 75  | 1982   | 73   | 29/23  | 1x Vacation Leave<br>1x Sick Leave<br>2x Mobile<br>1x On line birth<br>1x Mpcc | 130                | 5-10 Minutes                 |
| Nigel        | 984                        | 26  | 652  | 8  | 22/21  | 1x Sick leave  | 129                | 10 Minutes                   |



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| RO Germiston | 5885                       | 1930  | 1104   | 51   | 50/44  | 2x Sick leave<br>2x Leave<br>1x Study leave<br>1x late            | 100                | 5 Minutes                    |
| Alberton     | 5697                       | 434   | 2187   | 30   | 31   | 2   | 103                | 50 Minutes                   |
| Boksburg     | 2205                       | 50  | 1700   | 55   | 26/23  | 1x Study Leave<br>1x Leave<br>1x Not reported                     | 10                 | 3 Minutes                    |
| Edenvale     | 2795                       | 130   | 2096   | 220  | 26/25  | 1x Study leave<br>1x Maternity leave                              | 130                | 35 Minutes                   |



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| RO Pretoria   | 13125                      | 305   | 7434   | 192  | 136/126  | 2x Maternity Leave<br>2x Study Leave<br>3x Sick Leave<br>3x Annual Leave             | 1201               | 18 Minutes                   |
| Akasia  | 1374                       | 10  | 1015   | 150  | 22/29  | 2x Temporary Leave<br>1x Maternity Leave<br>2x Unauthorised Leave<br>2x Annual Leave | 300                | 35 Minutes                   |
| Centurion   | 2703                       | 57  | 7260   | 150  | 17/20  | 1x Family responsibility<br>1x Sick leave<br>1x Study leave                          | 60                 | 30 Minutes                   |
| Cullinan<br><br>home affairs<br>Department: Home Affairs<br>REPUBLIC OF SOUTH AFRICA | 3494                       | 16  | 1516   | 26   | 10   | 2x Suspension<br>1x Sick Leave<br>2x Vacation Leave                                  | 750                | 10 Minutes                   |
| Soshanguve  | 602                        | 210   | 295  | 10   | 17/17  | 0  | 166                | 31<br>15 Minutes             |

# Daily flash report

## OVERALL STATUS REPORT

Recent Xenophobic attacks throughout the province have spread exponentially within the communities, thus creating a fear within Gauteng provincial management that departmental officials could be targeted and fall victim to the vicious mob rage that is being displayed and this fear stems from statements of contempt that have been reported in the media against the executing authority of the department. It is requested that the DG strengthen our efforts to get the provincial SAPS officers deployed in the vicinity of all our provincial offices to prevent possible mob rage which is feared to erupt anytime.



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# Reporting on Key Indicators

## Equipment Information (Jan to Mar 2008)

| Equipment Breakages (specify nature of equipment) | Remedial Action                             | Equipment Losses (specify nature of equipment & loss) | Remedial Action                                 |
|---|---|---|---|
| Photocopiers                                      | Reported to service providers for repairs   | 7 X CPU's lost  | Reported to Regional IT manager for replacement |
| Fax machines                                      | Reported to service providers for repairs   |   |   |
| IT equipment                                      | Reported to IT managers within the province |   |   |



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# Reporting on Key Indicators

## Systems Information (Jan to Mar 2008)

| System downtimes<br>(specify nature and<br>loss in working<br>days- 8 hours = 1<br>day) | Remedial<br>Action                  | Telephone /<br>electricity downtime<br>(specify nature &<br>loss in working<br>days) | Remedial Action                             |
|---|-------------------------------------|--|---|
| 8 hours = 1 Day   | Reported to IT<br>Managers and SITA | 24 hours   | No action can be taken for load<br>shedding |



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# Reporting on Key Indicators

## Capacity Information (Jan to Mar 2008)

Absenteeism rate for reporting period: 17% of officials within Gauteng Offices

Remedial actions taken: Leave is granted prior to official taken leave

## Client Information

Client volumes 7519 per day (488735 for period)

Average time spent in queues 20 minutes

Trend (upward or downward curve) and reasons therefore Statistics were only kept from March 2008.



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# Reporting on Key Indicators

## Special programmes

Nature of special programmes undertaken (e.g. employee wellness, transformation and gender, etc)

Details of programme

STI Awareness and Condom Week

DVD on know your status was played in Springs, Pretoria and Germiston regions and discussion around HIV and other STI's were held

Men's Summit

Disability

Sexual harassment

Choir Festival

Workshop were held to introduce songs to the various voices and the conductors

Practices are continuing during the next few months up until 15 June 2008 for National Choir Competition.



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# Reporting on Key Indicators

## Stakeholders

Department of Education

Grade 12 Project

Department of Social Development

Grants / Late registration of birth

Department of Public Work

Office accommodation

IEC

Voter registration campaign

Local Government / MEC's / NGO's

Imbizo's  
Outreach Campaigns  
Mobile Units

GCIS

Thusong Centre's



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