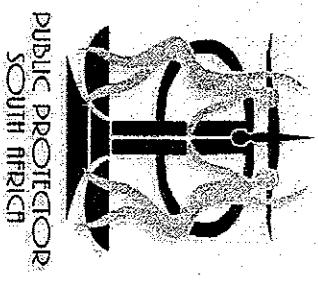


121012PP



Accountability, Integrity, Responsiveness



SCOPE OF PRESENTATION

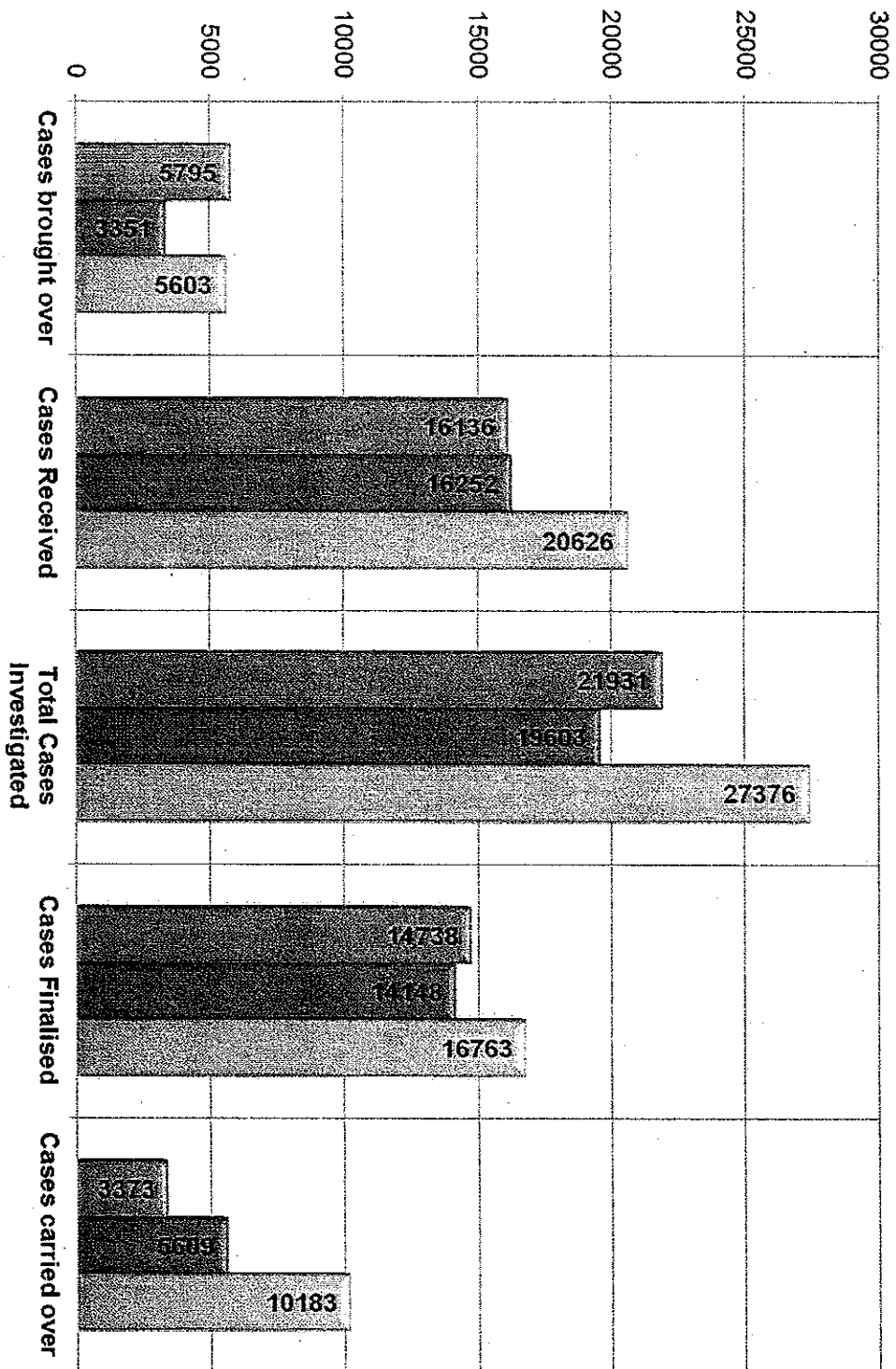
1. Introduction
2. Complaints investigated and trends
3. Achievements and non-achievements
4. Financial Statements
5. Audit Report
6. Other matters
7. Challenges
8. Conclusion and Appreciation

COMPLAINTS INVESTIGATED

- **5 603** complaints carried over from the previous financial year.
- **20 626** new complaints received
- **27 376** complaints investigated
- **16 763** complaints finalised
- **10 183** carried over to the 2012/2013
- New complaints received has increased by over **4000** complaints and cases finalised by over **2000** complaints (next slide)



ANALYSIS OF WORKLOAD FOR THE PAST 3 YEARS

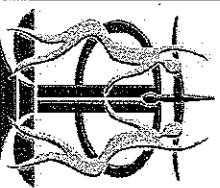


■ 2009-2010
 ■ 2010-2011
 ■ 2011-2012

CASELOAD PER INVESTIGATOR

Province	Investigators: Staff complement Per Unit/ Province (Include Head of the Unit)	Total Audited workload per office/ Unit	Caseload per Investigator
HEAD OFFICE			
INTAKE AND ASSESSMENT	7	1729	247
EARLY RESOLUTION	9	1516	168
SERVICE DELIVERY	9	675	75
GOOD GOVERNANCE AND INTERGRITY	11	397	36
EASTERN CAPE	12	3476	290
FREE STATE	8	2497	312
GAUTENG	11	4684	426
KWAZULU-NATAL	11	1833	167
LIMPOPO	11	1390	126
MPUMALANGA	9	1908	212
NORTHERN CAPE	13	1786	137
NORTH WEST	13	2974	229
WESTERN CAPE	13	2511	193
TOTAL	137	27 376	27 377
			200 per Investigator

Caseload per investigator is supposed to be 144

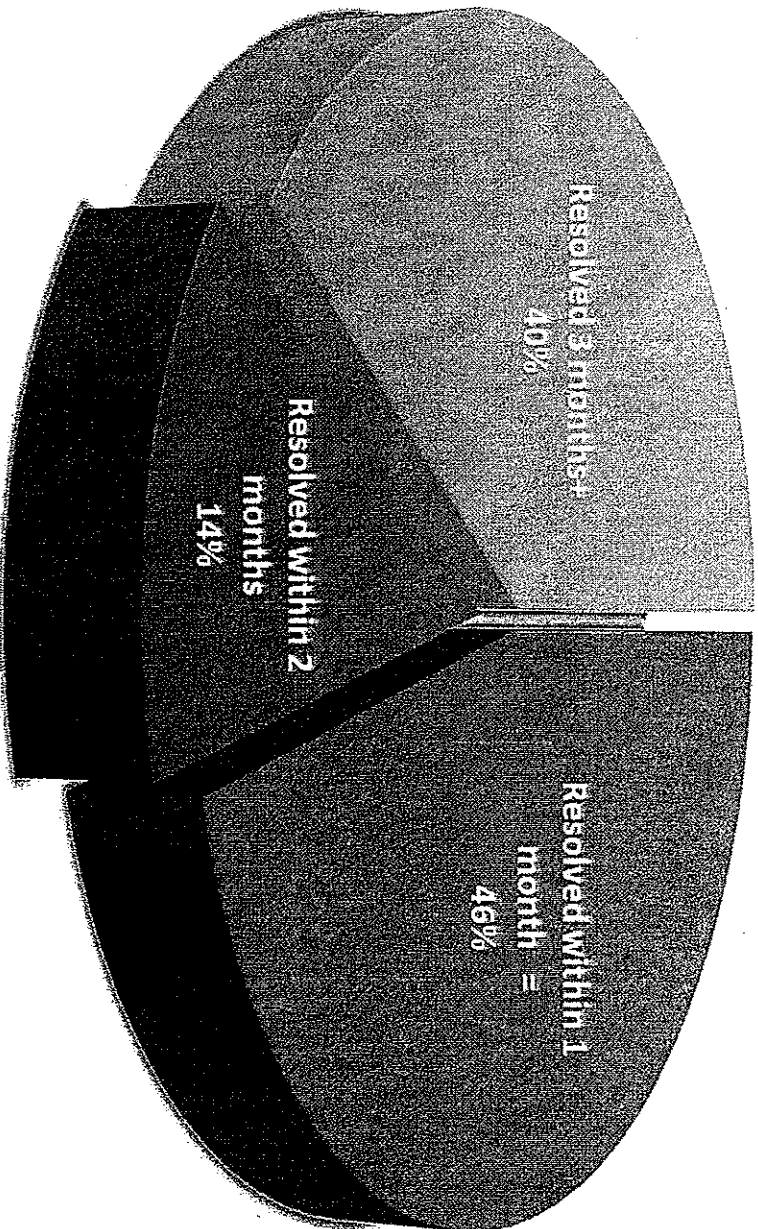


STATISTICAL OVERVIEW OF CASES AND INVESTIGATIONS

BRANCH	BROUGHT FORWARD FROM 2010/11	RECEIVED 20 09/10			TOTAL RECEIVED	TOTAL INVESTIGATED	INTERNAL TRANSFERS			FINALISED 16 7/08			TOTAL FINALISED	CARRIED OVER TO 2011/12 10 1/08
		WITHIN JURISDICTION	NO JURISDICTION	TOTAL RECEIVED			RECEIVED	SENT OUT	JURISDICTION	NO JURISDICTION	REFERRAL TO OTHER BODIES			
INTAKE ASSESSMENT	37	0	1 692	1 692	1 729	0	0	0	1 692	0	1 692	37		
EARLY RESOLUTION	591	899	0	899	1 516	26	63	1 165	28	36	1 229	224		
GOOD GOVERNANCE	122	272	0	272	397	3	2	141	0	0	141	254		
SERVICE DELIVERY	192	383	0	383	675	100	77	398	0	0	398	200		
EASTERN CAPE	568 ¹	2 917	1	2 918	3 476	0	4	1 714	0	0	1 714	1 758		
FREE STATE	366	1 962	167	2 129	2 497	2	2	1 498	156	0	1 654	841		
GAUTENG	1 226	2 715	241	2 956	4 664	502	0	1 502	241	21	1 764	2 920		
KWAZULU-NATAL	309	1 355	163	1 518	1 833	6	14	1 064	157	102	1 323	496		
LIMPOPO	169	982	183	1 165	1 390	56	5	1 062	112	0	1 174	211		
MPUMALANGA	556	1 289	60	1 349	1 908	3	40	1 006	43	0	1 049	819		
NORTHERN CAPE	285	1 276	92	1 368	1 786	133	19	1 003	92	2	1 097	670		
NORTH WEST	548	1 856	449	2 305	2 974	121	124	1 683	455	5	2 143	707		
WESTERN CAPE	644	1 459	213	1 672	2 511	195	80	1 043	195	147	1 385	1 046		
TOTAL	5 603	17 365	3 251	20 626	27 376	1 147	430	13 279	3 171	313	16 763	10 183		

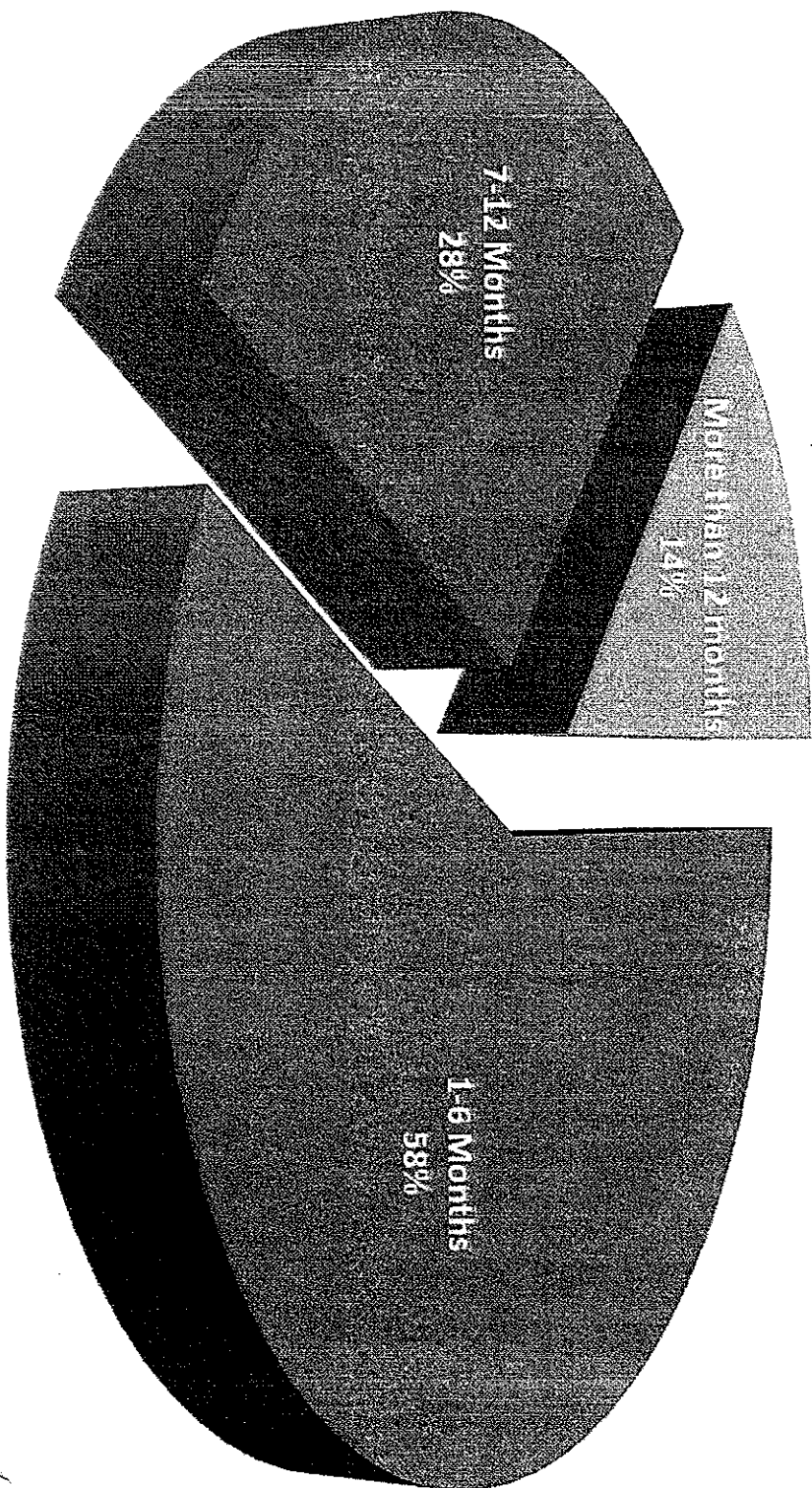
¹ The number of cases carried over from the previous financial year were overstated by 6 cases and have since been revised and corrected to 558. Accountability, Integrity, Responsiveness

TURNAROUND TIME FOR RESOLUTION OF EARLY RESOLUTION CASES



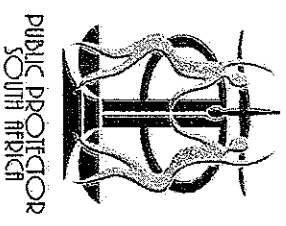
- Resolved within 1 month =
- Resolved within 2 months
- Resolved 3 months+

TURNAROUND TIME FOR RESOLUTION OF OTHER CASES (SERVICE DEL & GGI)

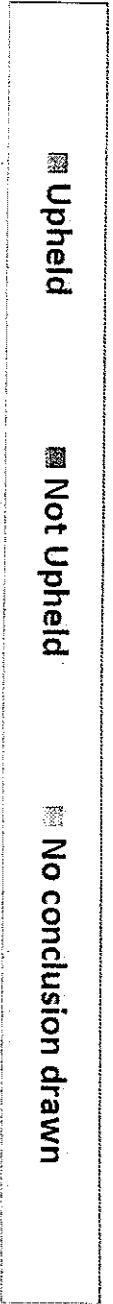
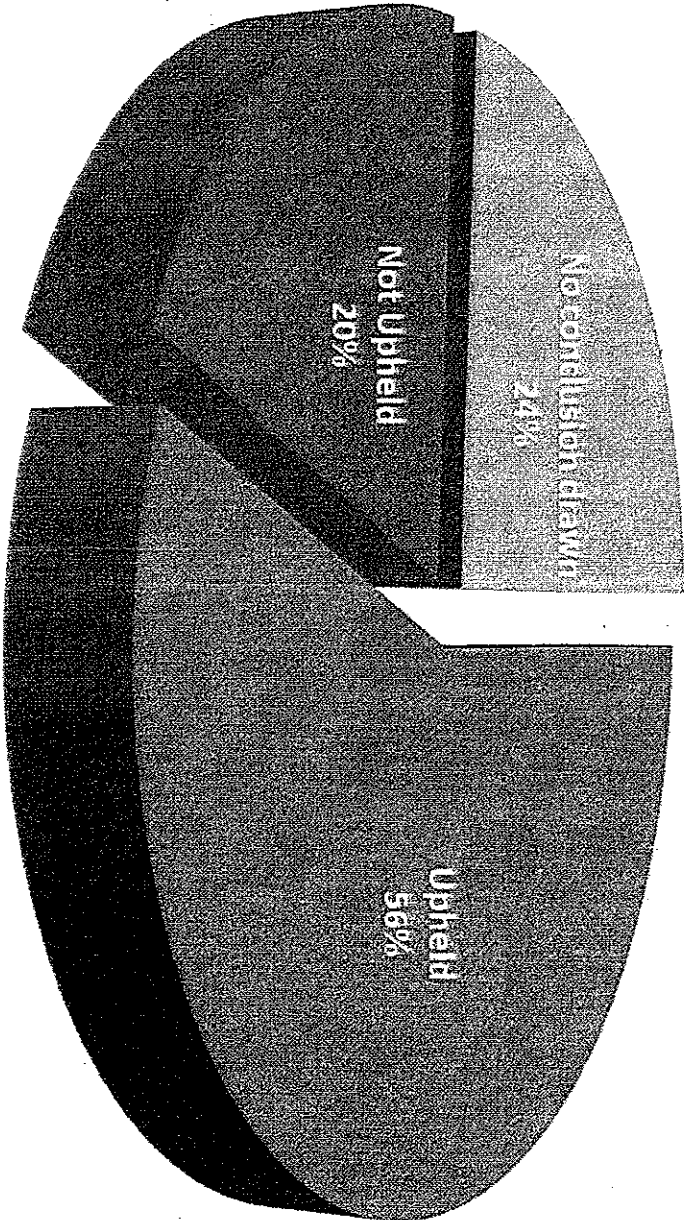


- 1-6 Months
- 7-12 Months
- More than 12 months

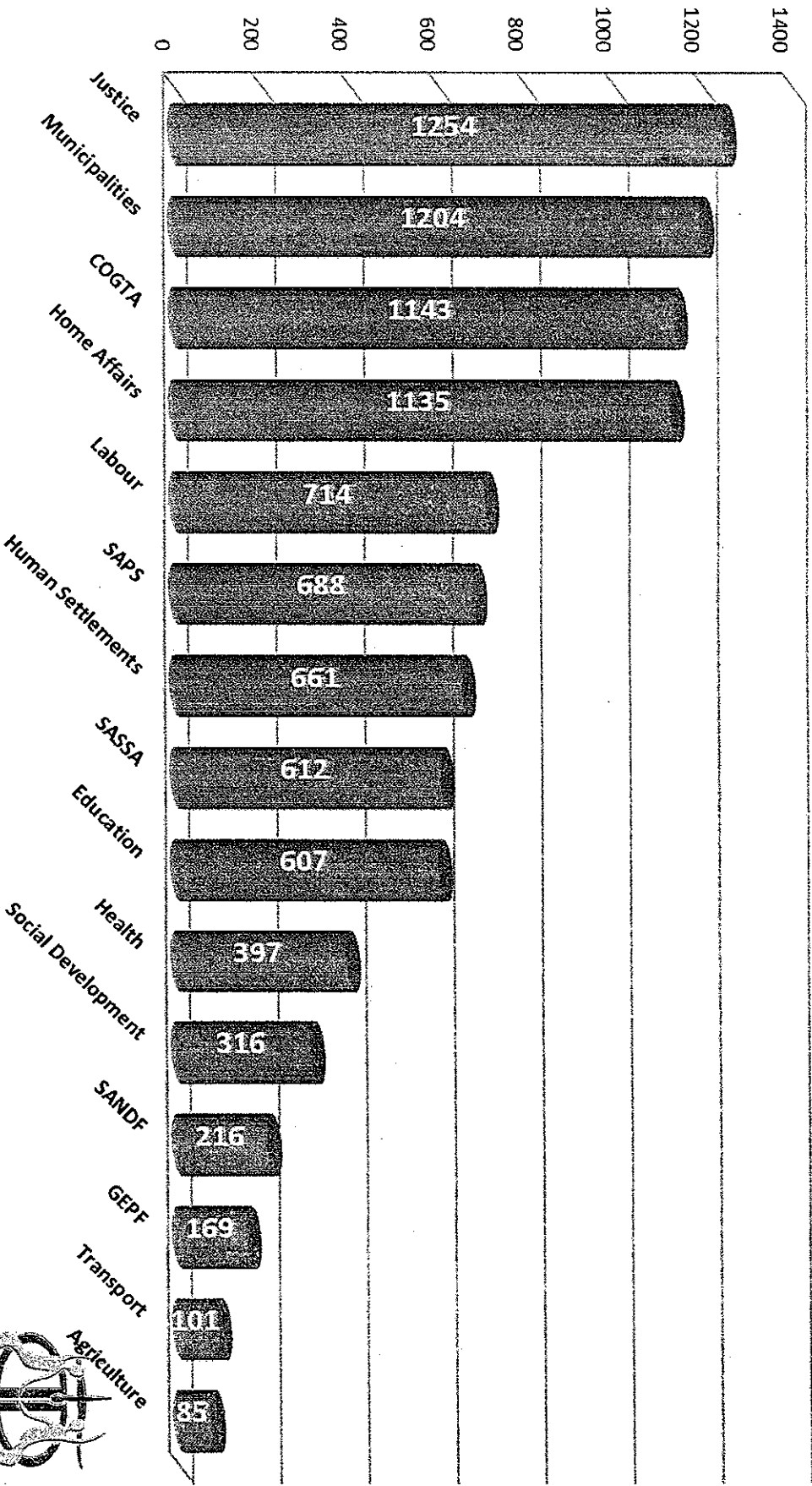
Accountability, Integrity, Responsiveness



MANNER IN WHICH CASES WERE RESOLVED

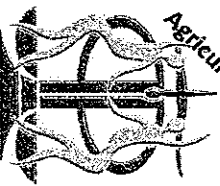


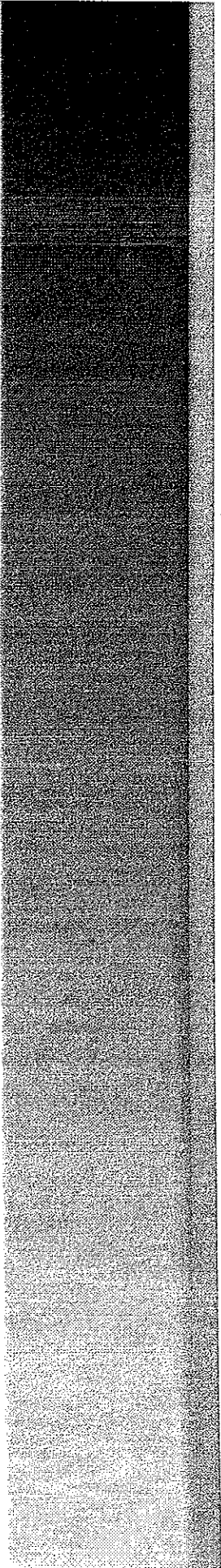
OP 15 STATE INSTITUTIONS REPEATEDLY COMPLAINED AGAINST



Accountability, Integrity, Responsiveness

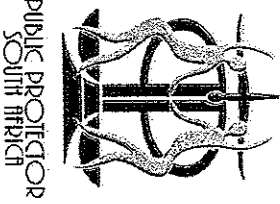
PUBLIC PROTECTOR
SOUTH AFRICA





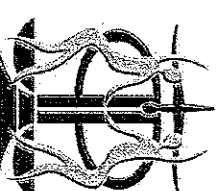
ACHIEVEMENTS

Accountability, Integrity, Responsiveness



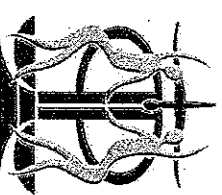
STRATEGIC OBJECTIVE 1: Accessible to and trusted by all persons and communities

- **878** clinics conducted out of an annual target of 756
- **259** MOPP clinics conducted out of an annual target of 252
- **111** information sessions conducted out of an annual target of 63
- **28** MOPP information sessions conducted out of an annual target of 21



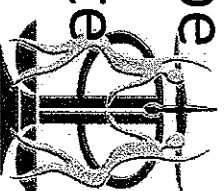
STRATEGIC OBJECTIVE 1: Accessible to and trusted by all persons and communities

- **78** Radio slots for all provinces out of an annual target of 45
- **58** newspaper articles published out of an annual target of 45
- **96** Collaboration activities achieved by all Provinces out of annual target of 54
- **2** Surveys on Stakeholder trust, confidence and faith in PSSA conducted



STRATEGIC OBJECTIVE 1: Accessible to and trusted by all persons and communities

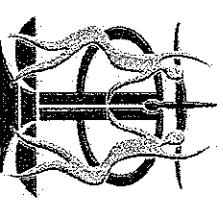
- Good Governance Week activities held in all provinces and nationally in October 2011
- **5 national events** celebrated as follows:
 - Youth month: Port Shepstone – Kwazulu-Natal
 - Womens month: Polokwane – Limpopo
 - Heritage month: Kuruman – Northern Cape
 - 16 Days of Activism for no violence against women and children: George – Western Cape
 - Human rights month: Bethlehem – Free State



PUBLIC PROTECTOR
SOUTH AFRICA

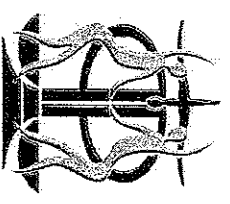
STRATEGIC OBJECTIVE 2: Prompt Remedial Action

- Intake assessment procedures and processes were reviewed and a procedure manual was developed and approved
- Most cases were resolved through ADR
- Response protocols were concluded with 14 state institutions to ensure prompt response to complainants



STRATEGIC OBJECTIVE 3: Promotion of Good Governance in the Conduct of all State Affairs

- **8** systemic investigations were identified: **3** were finalised within financial year; **5** cases are on-going
- **10** own initiative investigations were identified: **3** were finalised, **7** are on-going
- Good governance conference was held in October 2011

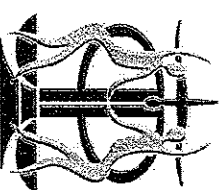


STRATEGIC OBJECTIVE 3: Promotion of Good Governance in the Conduct of all State Affairs

- Public Protector consultation with stakeholders was held in all provinces
- PPSA benchmarked with:
 - UK Parliamentary and Health Service Ombudsman
 - South African Revenue Service;
 - Alexander Forbes

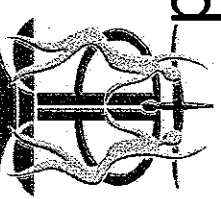
STRATEGIC OBJECTIVE 4: An Efficient and Effective Organisation

- All financial prescripts, regulations and deadlines were met
- Obtained unqualified audit report
- An action plan to address all significant audit findings was drafted, approved and implemented
- Financial policies were reviewed, approved and implemented



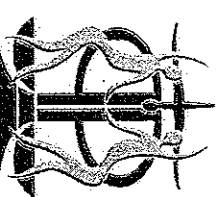
STRATEGIC OBJECTIVE 5: Optimal Performance and Service Focused Culture

- HR plan reviewed, approved and implemented
- The organisational structure was reviewed, aligned to the Strategic plan and will be tabled before Parliament for approval in 2012/2013
- 95% of all approved and funded vacancies were filled
- Human Resources Training and Development plan reviewed, approved and implemented



STRATEGIC OBJECTIVE 5: Optimal Performance and Service Focused Culture

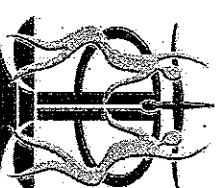
- Utilisation of Employee Wellness Programme for the financial year was 21.4%
- Change Management Strategy developed and approved
- Core Values reviewed and workshops on the core values conducted
- Leadership seminar was held in March 2012 for PPSA management team



PUBLIC PROTECTOR
SOUTH AFRICA

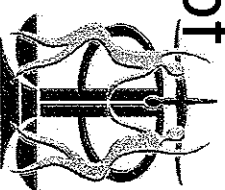
TARGETS NOT ACHIEVED

- Turnaround time for finalising investigation complaints allocated
- Response protocols not concluded with all identified state institutions (target missed by 3%)
- Promulgation of Public Protector rules
- Systemic and own initiative investigations

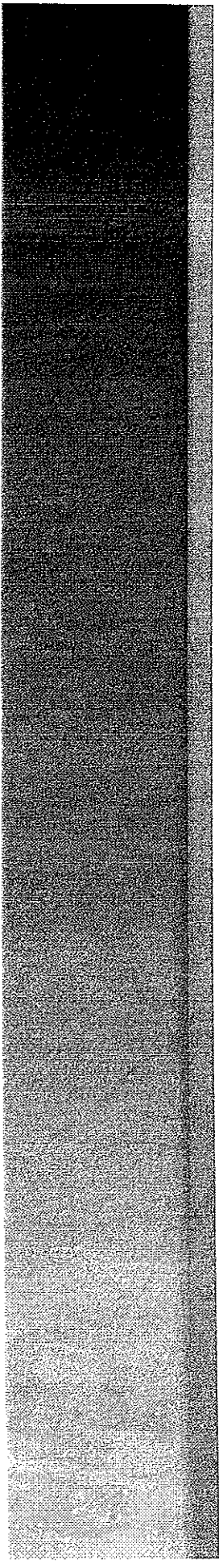


TARGETS NOT ACHIEVED Cont...

- Timelines for investigations relating to Executive Members Ethics Act
- Electronic Case Management System and reporting tool
- Review of PMDS not finalised within stipulated timeframes
- Establishment of PSSA call centre
- Strategy for procurement and provisioning of infrastructure and facilities

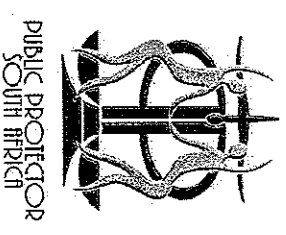


PUBLIC PROTECTOR
SOUTH AFRICA



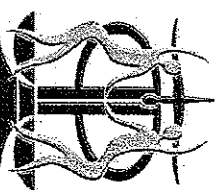
FINANCIAL STATEMENTS AND AUDIT REPORT

Accountability, Integrity, Responsiveness



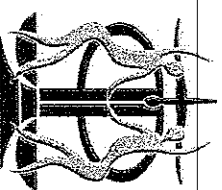
ANNUAL FINANCIAL STATEMENTS

- Statement of Financial Performance107
- Statement of Financial Position.....108
- Cash Flow Statement109
- Statement of Changes in Net Asset110
- Accounting Policies.....111
- Notes to the Annual Financial Statements....111 -
136



AUDIT REPORT

- **Audit opinion: Unqualified**
- **Matters of emphasis**
 - Impairment of Case Management System
 - Going concern



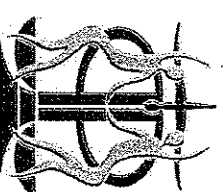
AUDIT REPORT Cont...

- **Impairment of Case Management System**

- Case Management System (CMS) was impaired as a result of certain functionalities of the system becoming incompatible with PSA business requirements
- As a result, an impairment loss of R3 217 837 was recognised

- **Management Action Plan**

- Continuous assessment and review of assets on regular basis to assess their usefulness
- The remaining Case Management System (CMS) will be assessed regularly and impaired in terms of its usefulness according to GRAP
- To ensure that the organisation manages the cases effectively, a new CMS will be procured which will use SAP platform



PUBLIC PROTECTOR
SOUTH AFRICA

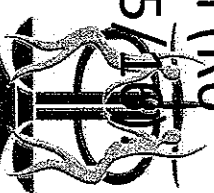
AUDIT REPORT Cont...

- **Going Concern**

- PPSA accumulated loss of R5 310 477, with current liabilities exceeded its total assets by R1 182 487.

- **Management Action Plan**

- Management will manage their liabilities to improve its cash flow .
- Commitments will be managed to reduce or avoid over-commitments
- 2013 MTEF indicative baseline increased by R24 million (R6 million, 2013/14; R8 million, 2014/15, R10 million, 2015/16)

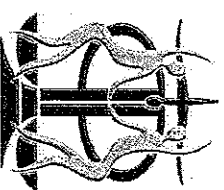


AUDIT REPORT Cont...

- **Audit of predetermined Objectives**
- 24% of planned targets not achieved – Most of these targets relate to turnaround times for finalising investigations and enhancing the current Case Management System

- **Management Action Plan**

- Additional funding to increase investigative capacity was requested from national Treasury. In the interim, the targets will be reviewed to ensure targets are achievable



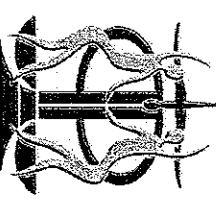
AUDIT REPORT Cont...

- **Compliance with laws and regulations**
 - Suppliers not paid within 30 days of receiving invoices
 - **Management Action Plan**
 - Aging of creditor's list is being reviewed and followed up regularly along with the commitment register to bridge the gap between the invoice date and the date the entity receives the invoice.
 - Weekly batches are being prepared to improve the turnaround time of paying received invoices

AUDIT REPORT Cont...

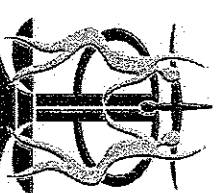
- **Compliance with laws and regulations Cont...**
- Material misstatements on assets: CMS impairment
- **Management Action Plan**

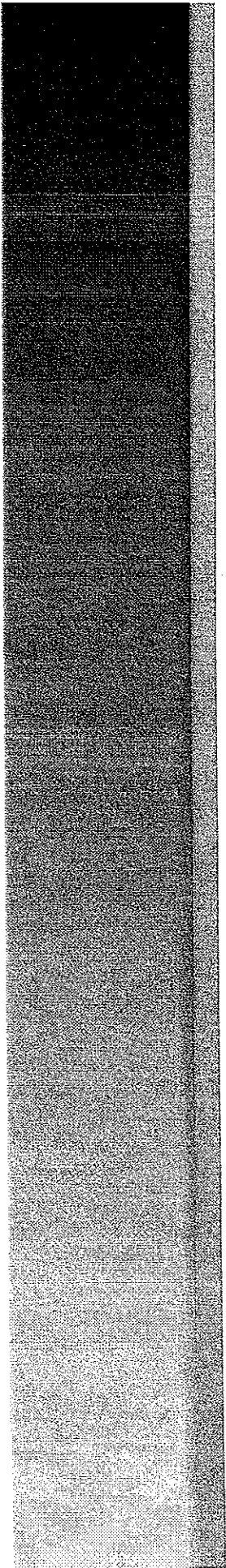
Both intangible and tangible assets will be reviewed for useful life and impairment in terms of GRAP



GENERAL MANAGEMENT COMMITMENT TO ADDRESS AUDIT FINDINGS

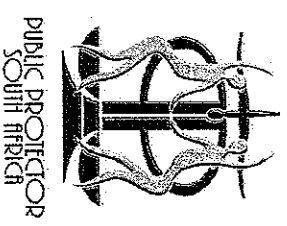
- Developed action plan is monitored and reviewed on a monthly basis. Progress to date will be reviewed to ensure that the issues raised are addressed effectively to avoid recurrence.
- An Action plan status report will be submitted to the Executive Committee and Audit Committee on a quarterly basis.
- PPSA employees will be capacitated to ensure that issues raised are addressed to ensure compliance.
- All security issues raised will be addressed as per the action plan and a monthly status report will be submitted to the CEO for review.
- Key controls and a dashboard report will be updated quarterly to assess the effectiveness of the action plan.





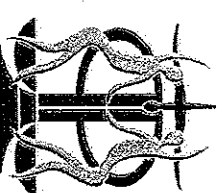
OTHER MATTERS

Accountability, Integrity, Responsiveness



DETAILS OF FUNDED, FILLED AND VACANT POSTS

- PPSA's vacancy rate as at 31 March 2012 was calculated at 4.6% percent, which was based on 269 filled posts, 282 funded posts and 13 vacant posts.
- The number of posts on approved organisational structure is 402, with 120 unfunded positions

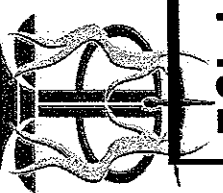


REQUEST FOR ADDITIONAL FUNDING

Details	2012/13	2013/14	2014/15	2015/16
	R'000	R'000	R'000	R'000
Systemic investigations	16 000	25 000	27 000	30 000
Re-alignment of Legal Professionals to the Occupation Specific Dispensation	8 000	8 500	8 800	9 000
Investigator Trainee Programme	3 600	7 200	7 200	7 200
Call Centre	5 000	2 000	1 000	1 200
Additional regional Offices		1 500	1 800	1 900
Mobile office for Public Protector	3 600	1 000	1 500	1 800
Automation and re-engineering of electronic systems	20 000	10 000	4 000	4 000
Going concern	5 300			
Cost of living @ 7%	1 620	1 733	1 820	1 911
Strategic alignment Project	1 200	1 400	1 600	1 700
Total	64 320	58 333	54 720	58 711

INCREASE IN BASELINE 2013 MTEF

	2013/14	2014/15	2015/16
	R'000	R'000	R'000
Indicative baseline	189 855	205 020	214 451
Increase to baseline	6 000	8 000	10 000
Total	195 855	213 020	224 451

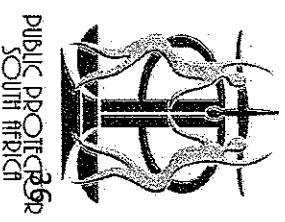


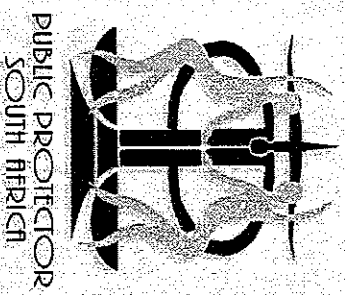
THANK YOU

0800 11 20 40

www.publicprotector.org

Accountability, Integrity, Responsiveness





Accountability, Integrity, Responsiveness

