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PUBLIC SERVICE COMMISSION PAIA MANUAL AND SECTION 15 NOTICE

IN ACCORDANCE WITH

**THE PROMOTION OF ACCESS TO
INFORMATION ACT (NO. 2 OF 2000)**

IMPORTANT NOTICE

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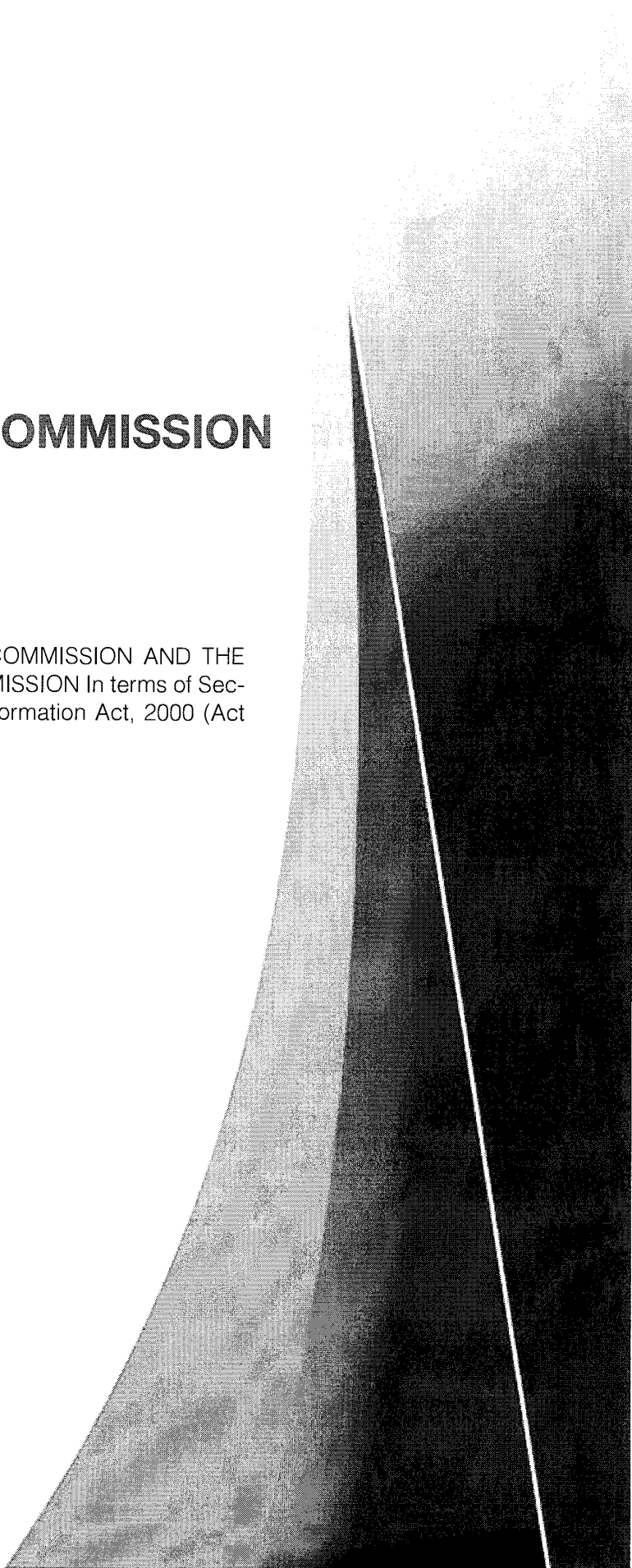
Custodian of Good Governance

PUBLIC SERVICE COMMISSION

MANUAL FOR THE PUBLIC SERVICE COMMISSION AND THE
OFFICE OF THE PUBLIC SERVICE COMMISSION In terms of Sec-
tion 14 of the Promotion of Access to Information Act, 2000 (Act
No. 2 of 2000)

FINANCIAL PERIOD: 2012/2013

AUGUST 2012



Public Service Commission

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Public Service Commission

1. FUNCTIONS OF PUBLIC SERVICE COMMISSION (PSC)

The Public Service Commission (PSC) is an independent and impartial public institution, established in terms of Section 196 of the Constitution of the Republic of South Africa, 1996. The PSC is tasked and empowered to, amongst others, investigate, monitor, and evaluate the organisation and administration of the Public Service. This mandate also entails the evaluation of achievements, or lack thereof of Government programmes. Linked to the aforementioned powers, the PSC has an obligation to also promote measures to ensure effective and efficient performance within the Public Service and to promote values and principles of public administration as set out in the Constitution, throughout the Public Service.

1.1. Constitutional mandate of the PSC

The PSC is the only institution established in terms of Chapter 10 of the Constitution. It derives its mandate from sections 195 and 196 of the Constitution, 1996¹, which sets out the values and principles governing public administration which should be promoted by the PSC, as well as the powers and functions of the PSC. It is vested with custodial oversight responsibilities for the Public Service and monitors, evaluates and investigates public administration practices. It also has the power to issue directives regarding compliance with personnel procedures relating to recruitment, transfers, promotions and dismissals. The PSC is accountable to the National Assembly but must report on an annual basis to provincial legislatures on its activities in provinces.

1.2. Key Performance Areas

The PSC's work is structured around the following six key performance areas:

- leadership and human resource reviews
- labour relations improvement
- governance monitoring
- service delivery and compliance evaluations
- public administration investigations
- professional ethics

¹ The Constitution of the Republic of South Africa, 1996 (promulgated by Proclamation No. 108 of 1996).

2. STRUCTURE OF THE PSC

2.1. Background

The PSC was established in terms of Section 196 of the Constitution of the Republic of South Africa, 1996. The Constitution stipulates that there is a single PSC for the Republic of South Africa, consisting of fourteen members, five of whom are appointed by the President on the recommendation of the National Assembly, while one member for each province is appointed after nomination by the Premier. Five of the Commissioners are based at the PSC's head office in Pretoria. A Commissioner is appointed for a term of five years, which is renewable for one additional term. The PSC is headed by a Chairperson who is the Executive Authority. The Chairperson is appointed by the President.

The PSC is accountable to the National Assembly and must report to it annually. It must also report to the Legislature of the province concerned on its activities in each province. The PSC is supported by the Office of the Public Service Commission (OPSC), with its Head Office in Pretoria and Regional Offices in each province. The OPSC is headed by the Director-General, who also serve as the Accounting Officer.

2.2. Members of the Commission

The President designates one Commissioner as Chairperson and another as Deputy Chairperson of the PSC. The following are members of the PSC:

Nominated by the National Assembly

- Mr B Mthembu (Chairperson)
- Ms S Nkosi
- Ms PC Nzimande
- Adv RK Sizani
- Ms L Sizani

Nominated by the Provincial Legislatures

- Ms PM Tengen (KwaZulu-Natal), and designated as Deputy Chairperson by the President
- Mr S Mafanya (Eastern Cape)
- Mr P Helepi (Free State)
- Mr M Seloane (Gauteng)
- Mr MZ Mawasha (Limpopo)

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- Mr DS Mkhwanazi (Mpumalanga)
- North West Province - *vacant at the time of submission of the manual*
- Ms M Marais-Martin (Northern Cape)
- Western Cape - *vacant at the time of submission of the manual*

2.3. Management Structure

The organisational structure of the PSC is designed around its strategic objectives and consequently its performance areas. These areas are divided into four branches, as outlined below:

Programme 1: Administration

This programme provides overall management of the PSC and centralised support services.

The programme consists of the following three sub-programmes:

- Public Service Commission
- Management
- Corporate Services

Programme 2: Leadership and Management Practices

This programme promotes sound Public Service leadership, human resource management, labour relations and labour practices.

The programme consists of the following sub-programmes:

- Labour Relations Improvement
- Leadership and Human Resource Reviews

Programme 3: Monitoring and Evaluation

This programme establishes a high standard of service delivery, monitoring and good governance in the Public Service.

The programme consists of the following sub-programmes:

- Governance Monitoring
- Service Delivery and Compliance Evaluations

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Programme 4: Integrity and Anti-Corruption

This programme undertakes public administration investigations, promoting a high standard of professional ethical conduct amongst public servants and contributing to the prevention and combating of corruption.

The Programme consists of the following two sub-programmes:

- Public Administration Investigations
- Professional Ethics

3. CONTACT DETAILS OF THE INFORMATION OFFICER AND DEPUTIES

The Director-General of the OPSC, Prof Richard M Levin is the Information Officer in terms of the Promotion of Access to Information Act. His contact details are as follows: RichardL@opsc.gov.za, Tel (012) 352-1011. The Deputy Information Officers of the OPSC are:

- a. Deputy Director-General: Leadership and Management Practices - *vacant at the time of submission of the manual*
- b. Dr Dovahani Mamphiswana, Deputy Director-General: Integrity and Anti-Corruption, email: DovahaniM@opsc.gov.za, Tel: (012) 352 1040
- c. Ms Bontle Lerumo, Deputy Director-General: Corporate Services, email: bontlel@opsc.gov.za, Tel (012) 352 1194
- d. Ms Mmathari Mashao, Chief Director: Labour Relations Improvement, email: mmatharim@opsc.gov.za, Tel (012) 352 1012
- e. Mr Humphrey Ramafoko, Director: Communication and Information Services, email: humphreyr@opsc.gov.za, Tel (012) 352 1196.

Address

Postal address:
Private Bag X121
Pretoria
0001

Physical address:

Commission House
Corner Hamilton and Ziervogel Streets

Public Service Commission

Pretoria
0001

Website: (www.psc.gov.za)

Telephone: (012) 352 1000

Fax: (012) 325 8344

4. GUIDE OF THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION ON HOW TO USE THE ACT

The guide on how to use the Promotion of Access to Information Act, 2000, is available from the South African Human Rights Commission. Enquiries can be directed to:

South African Human Rights Commission:

PAIA Unit

The Research and Documentation Department

Postal address:

Private Bag 2700

Houghton

2041

Telephone: (011) 484 8300

Fax: (011) 484 1360

Website: (www.sahrc.org.za)

E-mail: PAIA@sahrc.org.za

5. ACCESS TO RECORDS

5.1. Description of the subjects on which the PSC holds records and categories of records held on each subject

A description of the subjects on which the PSC holds records and the categories of records held on each subject are as follows:

- Service Delivery Improvement Plans
- Service Charter
- Papers presented

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- Records of workshops and conferences
- Internal newsletters
- External newsletters and magazines
- Annual Reports of the PSC
- Posters
- PSC published reports
- Human Resource policies
- Personnel files
- Information relating to training of staff
- Budgets
- Medium Term Strategic Plans
- Medium Term Expenditure Framework submissions
- Financial statements
- Procurement policies
- Departmental asset register
- Tender documents received from the suppliers, after the tender has been awarded
- Contracts with suppliers
- Minutes of the Association of African Public Services Commissions
- Judge White records
- Audits and investigations into public administration practices
- National Anti-Corruption Hotline Case Reports
- Financial Disclosures of Senior Managers
- Minutes of the National Anti-Corruption Forum meetings
- Grievance reports
- Guidelines and protocol documents

5.2. Voluntary disclosure and records automatically available

Section 15 Voluntary Disclosure Notice of the PSC/OPSC is updated on an annual basis and is available on the PSC website, www.psc.gov.za. The PSC/OPSC's Section 15 Notice gives access to among others, all PSC reports that have been published and tabled in Parliament, as well as all the other records on the PSC website, without a person having to make a request in terms of the said Act.

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It should be noted that certain province and department-specific reports that were compiled by the PSC are available from the respective provinces and departments and not the PSC/OPSC. In addition, the Annual Report of the PSC, newsletters/magazines, posters, and pamphlets, are automatically available from the Directorate: Communication and Information Services (D: CIS) by contacting Mr Ben De Villiers, at bend@opsc.gov.za, or Tel. (012) 352 1059. A detailed list of easily accessible documents is contained in the Section 15 Notice referred to above.

5.3. Request procedure

5.3.1 Granting or refusal of request:

A requester must be given access to a record of a public body if the requester complies with the following:

- The requester complies with all the procedural requirements in the Act relating to the request for access to that record; and
- Access to that record is not refused on any ground of refusal mentioned in the Act.

5.3.2 How does one request access to records

- A requester must use the form (**Form A**) that was published in the Government Gazette, Government Notice R187 of 15 February 2002.
- The requester must indicate if he/she wants a copy of the record or if he/she wants to visit the offices of the PSC/OPSC to view the record. Alternatively, if the record is not a paper document, it can then be viewed in the requested format, where possible.
- If a person asks for access in a particular format (e.g. a paper copy, electronic copy, and so forth) the requester should obtain access in that format, unless doing so would interfere unreasonably with the running of the public body concerned (PSC/OPSC), or damage the record, or infringe a copyright not owned by the state. If for practical reasons access cannot be given in the required format but in another format, then the fee must be calculated according to the way that the requester first asked for it.

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- If, in addition to a written reply to their request for the record, the requester wants to be informed about the decision in any other way, e.g. telephone, this must be indicated.
- If a requester is asking for the information on behalf of somebody else, the capacity in which the request is being made must be indicated.

5.3.3 Fees payable

- A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester must pay the request fee of R35 (payable to public bodies).
- The Information Officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed request fee (if any) and deposit (if any) before further processing the request.
- The requester may lodge an internal appeal, where appropriate, or an application to the court against the bid or payment of the request fee.
- After the Information Officer has made a decision on the request, the requester must be notified of such a decision in the way in which the requester would like to be notified in.
- If the request is granted a further access fee must be paid for the reproduction and for search and preparation for any time required in excess of stipulated hours to search and prepare the record for disclosure.
- Access to a record will be withheld until the requester has paid all the applicable fees.

A fee schedule is attached as **Annexure B**.

5.3.4 Disadvantaged requesters

- If a requester is unable to read or write, or has a disability, the request for the record can be made orally. The Information Officer or Deputy Information Officer must complete the form on behalf of such a requester and provide them a copy of the completed form.

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- An individual who cannot read or write can request access to information using telephone numbers given in the manual.
- If requester is unemployed and requests access to information which requires payment, fees will be waived.

6. SERVICES AVAILABLE TO THE PUBLIC AND HOW TO ACCESS THEM

6.1 Services

The PSC/OPSC does not offer services directly to the public. As such, our clients are the National Assembly, Provincial Legislatures, other government departments and public institutions/organisations. However, certain information about the Public Service, for instance, the National Anti-Corruption Hotline (0800 701 701) for the Public Service, can be obtained from the D: CIS by contacting Mr Ben De Villiers, at bend@opsc.gov.za, or Tel. (012) 352 1059. The public has access to the Hotline which is managed by the PSC.

6.2 How to gain access to services

Clients of the PSC/OPSC can gain access to its services by making requests to:

The Director-General: Office of the Public Service Commission

Postal address:

Private Bag X121
PRETORIA
0001

Street address:

Commission House
C/o Hamilton and Ziervogel Streets
PRETORIA

Contact person/s:

Prof Richard M Levin, Tel: (012) 352 1011
Fax: (012) 325-8323
Email address: RichardL@opsc.gov.za

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Website: (www.psc.gov.za)

7. ARRANGEMENT ALLOWING FOR PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY AND PERFORMANCE OF DUTIES

7.1 Informing policy and legislation

The mandate of the PSC is to monitor and evaluate Public Service programmes with the purpose of providing advice and, where necessary, conduct investigations to explore ways to improve service delivery in the Public Service. Although the PSC is not directly involved in policy-making, through its programmes around community consultation and performance assessment it provides a platform for communities to have a direct say in how they want policies to be structured. Examples of such programmes include amongst others, Citizen satisfaction surveys which assess the effectiveness of service delivery from the perspective of citizens who are the users of the particular service. The research conducted by the PSC is also used to inform policy and legislation making processes.

The PSC also drafts rules or guidelines that are aimed at improving governance and/or service delivery within the Public Service. At times existing rules and guidelines/policies are reviewed to fit in with the operational/structural changes within the Public Service.

8. REMEDIES AVAILABLE IN RESPECT OF ACTS OR FAILURES TO ACT

The following procedures exist for citizens to report or remedy alleged irregular, improper or unlawful official acts or omissions by the PSC/OPSC or any of its employees.

8.1 Procedures for reporting

8.1.1 Remedies in respect of acts or failures to act in terms of the Promotion of Access to Information Act: The internal appeal authority for purposes of this Act is the Chairperson of the PSC (sections 74 – 77 of the Promotion of Access to Information Act). After exhausting the internal appeal remedy, an application may be lodged with a court (sections 78 – 82 of the Promotion of Access to Information Act).

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- 8.1.2 A Public Service employee may lodge a grievance or complaint for investigation by the PSC concerning an official act or omission (Section 35 of the Public Service Act, 1994). Rules on how to lodge such a complaint / grievances were published in Government Gazette 23635 of 19 July 2002 and are accessible on the PSC website, (www.psc.gov.za).
- 8.1.3 A person may use labour remedies regarding official acts or omissions of a labour nature, namely disputes of rights (the Public Service Act, 1994, and Labour Relations Act, 1995).
- 8.1.4 A person may lodge a complaint with a labour inspector concerning any alleged contravention of the Basic Conditions of Employment Act, 1997 (Act No. 75 of 1997 - Section 78(1)(a)), or the Employment Equity Act, 1998 (Act No. 55 of 1998 - Section 34(e)).
- 8.1.5 A person may lodge a complaint with the Public Protector concerning a suspected unlawful or improper official act or omission (as outlined in the Constitution and the Public Protector Act, 1994 (Act No. 23 of 1994)).
- 8.1.6 A person may lodge a complaint with the South African Human Rights Commission concerning an official act or omission that is suspected to constitute a violation of or threat to any fundamental right (as per the Human Rights Commission Act, 1994 (Act No. 54 of 1994)).
- 8.1.7 In order to be protected from reprisals because of a disclosure regarding unlawful or irregular conduct by an employer or a fellow employee, the person in question may follow the disclosure procedures in the Protected Disclosures Act, 2000 (Act No. 26 of 2000).
- 8.1.8 The use of other legal remedies such as the institution of proceedings for the judicial review of an administrative action in terms of the Promotion of Administrative Justice Act, 2000 (Act No. 3 of 2000).

8.2 Other supportive remedies

- 8.2.1 A person may request reasons for an administrative action in terms of the Promotion of Administrative Justice Act, 2000 (Section 5).

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8.2.2 A person may request access to records of a government department or other public body in terms of the Promotion of Access to Information Act, 2000 (Section 11).

8.3 Duty to report

8.3.1 A Public Service employee, in the course of his or her official duties, is obliged in terms of the Code of Conduct for the Public Service to report to the appropriate authorities, fraud, corruption, nepotism, maladministration and any other act which constitutes an offence or which is prejudicial to the public interest. An employee, who fails to comply with this, is guilty of misconduct as outlined in Regulation B.3 and C.4.10 of Chapter 2 of the Public Service Regulations, 2001.

8.3.2 The responsibility of every employer and employee to disclose criminal and any other irregular conduct in the workplace also underpins the Protected Disclosures Act, 2000 (Preamble).

9. UPDATING OF THE MANUAL

- The PSC/OPSC will, if necessary, update and publish its manual referred to in subsection (1) of Section 14, at intervals of not more than a year.

10. AVAILABILITY OF THE MANUAL

This manual is available in at least three of the official languages in the following manner:

- Submitted to the South African Human Rights Commission;
- Obtainable at all the offices of the PSC/OPSC;
- Posted onto the PSC website (www.psc.gov.za); and
- Published in the Government Gazette.

Public Service Commission

ANNEXURES:

Annexure A:

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY
(Section 53(1) of the Promotion of Access to Information Act, 2000
(Act No. 2 of 2000))

[Regulation 10]

A. Particulars of private body

The Head/Designated Person:

B. Particulars of person requesting access to the record

- | | |
|-----|--|
| (a) | <i>The particulars of the person who requests access to the record must be given below.</i> |
| (b) | <i>The address and/or fax number in the Republic to which the information is to be sent must be given.</i> |
| (c) | <i>Proof of the capacity in which the request is made, if applicable, must be attached.</i> |

Full names and surname:

Identity number:

Postal address:

Fax number:

Telephone number:

E-mail address:

Capacity in which request is made, when made on behalf of another person:

Public Service Commission

C. Particulars of person on whose behalf request is made

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname:

Identity number:

D. Particulars of record

- (a) *Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.*
- (b) *If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.***

1. Description of record or relevant part of the record:

2. Reference number, if available:

3. Any further particulars of record:

E. Fees

- (a) *A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid.*
- (b) *You will be notified of the amount required to be paid as the request fee.*
- (c) *The **fee payable for access** to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.*
- (d) *If you qualify for exemption of the payment of any fee, please state the reason for exemption.*

Reason for exemption from payment of fees:

Public Service Commission

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability: _____ Form in which record is required: _____

Mark the appropriate box with an **X**.

NOTES:

- (a) Compliance with your request in the specified form may depend on the form in which the record is available.
- (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:			
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
2. If record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):			
<input type="checkbox"/>	View the images	<input type="checkbox"/>	copy of the images*
<input type="checkbox"/>		<input type="checkbox"/>	transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:			
<input type="checkbox"/>	Listen to the soundtrack (audio cassette)	<input type="checkbox"/>	Transcription of soundtrack* (written or printed document)
4. If record is held on computer or in an electronic or machine-readable form:			
<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record*
<input type="checkbox"/>		<input type="checkbox"/>	copy in computer readable form* (stiffy or compact disc)
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.			YES
			NO

G. Particulars of right to be exercised or protected

*If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.***

1. Indicate which right is to be exercised or protected:

Public Service Commission

2. Explain why the record requested is required for the exercise or protection of the
aforementioned right:
-

H. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved/ denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at _____ this _____ day of _____
20____

SIGNATURE OF REQUESTER / PERSON
ON WHOSE BEHALF REQUEST IS MADE

Public Service Commission

Annexure B:**FEES SCHEDULE**

Fee for a copy of the manual as contemplated in Regulation 5(c) for every photocopy of an A4-size page or part thereof.	R0-60
Fees for reproduction referred to in Regulation 7(1) are as follows:	
(a) For every photocopy of an A4-size page or part thereof	R0-60
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form.	R0-40
(c) For copy in a computer-readable on (i) stiffer disk	R5-00
(ii) compact disk	R40-00
(d) For a transcription of visual images (i) For an A4-size page or part thereof	R22-00
(ii) For a copy of visual images	R60-00
(e) For a transcription of an audio record (i) For an A4-size page or part thereof	R12-00
(ii) For a copy of an audio record	R17-00
Request fee payable by a requester, other than a personal requester, referred to in Regulation 7(2)	R35-00
The access fees payable by a requester referred to in regulation 7(3) are as follows	
(a) For every photocopy of an A4-size page or part thereof	R0-60
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	R0-40
(c) For copy in a computer-readable on (i) stiffer disk	R5-00
(ii) compact disk	R40-00
(d) For a transcription of visual images (i) for an A4-size page or part thereof	R22-00
(ii) for a copy of visual images	R60-00
(e) For a transcription of an audio record (i) for an A4-size page or part thereof	R12-00
(ii) for a copy of an audio record	R17-00
(f) To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation	R15-00 for each hour
2. For purposes of Section 22(2) of the PAIA, the following applies:	
a. Six hours as the hours to be exceeded before a deposit is payable	
b. One third of the access fee is payable as a deposit by the requester	



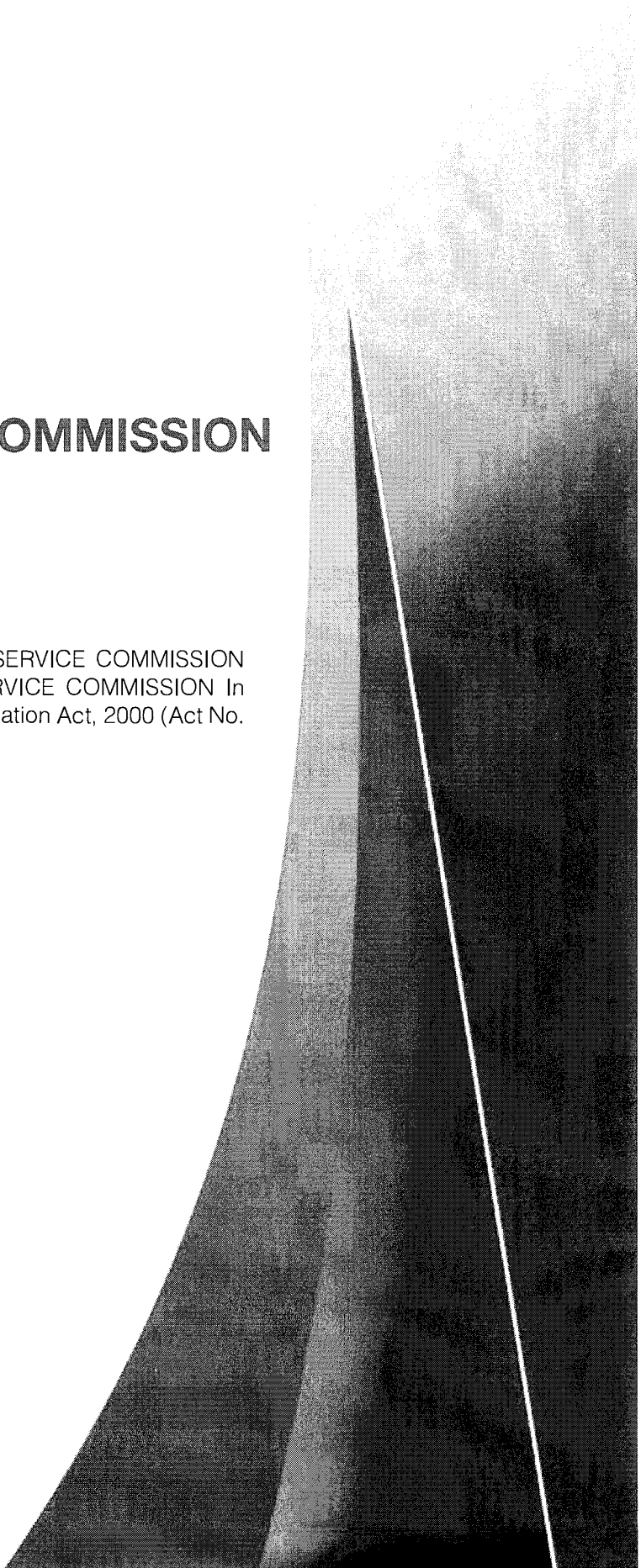
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PUBLIC SERVICE COMMISSION

SECTION 15 NOTICE OF THE PUBLIC SERVICE COMMISSION
AND THE OFFICE OF THE PUBLIC SERVICE COMMISSION In
terms of the Promotion of Access to Information Act, 2000 (Act No.
2 of 2000)

FINANCIAL PERIOD: 2012/2013

AUGUST 2012



Public Service Commission

SECTION 15 NOTICE OF THE PUBLIC SERVICE COMMISSION AND THE OFFICE OF THE PUBLIC SERVICE COMMISSION In terms of the Promotion of Access to Information Act, 2000

FINANCIAL PERIOD: 2012/2013

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1. INTRODUCTION

Section 15 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), stipulates that "*the Information Officer of a public body, referred to in paragraph (a) or (b)(i) of the definition of a "public body" in section 1, must, on a periodic basis not less frequently than once each year, submit to the Minister a description of-*

(a) *the categories of records of the public body that are automatically available without a person having to request access in terms of this Act, including such categories available-*

(i) for inspection in terms of legislation other than this Act;

(ii) for purchase or copying from the body; and

(iii) from the body free of charge; and

(b) *how to obtain access to such records".*

The Public Service Commission (PSC) / Office of the Public Service Commission's (OPSC) updated Section 15 Notices is in compliance with the provision of Section 15 (2) of the Promotion of Access to Information Act, 2000 which gives access to records that are automatically available.

2. RECORDS THAT ARE AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000

2.1 All the reports that are published and tabled in Parliament and Provincial Legislatures become automatically available on the PSC website (www.psc.gov.za). Below is a list of Reports produced by the PSC which can be downloaded from the website:

2012

- Report on the Evaluation of Grievances to Identify Good Practices
- Report on Financial Misconduct for the 2009/2010 Financial Year
- Assessment of the Human Resource Development Practices in the Public Service
- Report on the Implementation of the Performance Management and Development System for Senior Managers in the Western Cape Province

Public Service Commission

- Strategic Plan of the Public Service Commission (PSC) for 2012/2013 – 2016/17 and Annual Performance Plan for 2012/2013
- Citizens Talk: A Citizen Satisfaction Survey Report
- Consolidated Monitoring and Evaluation Report on the Offices of the Premier: Evaluation Cycle 2010/2011
- Report on the Evaluation of the Role of Agencification in Public Service Delivery
- An Assessment of the State of Professional Ethics in the North West Provincial Government
- Measuring the Effectiveness of the National Anti-Corruption Hotline: Third Biennial Report

2011

- Evaluation of the Impact of the Policy and Procedures on Incapacity Leave and Ill-Health Retirement (PILR) on Sick Leave Trends in the Public Service
- Consolidated Report on Inspections of Primary Health Care Delivery Sites: Department of Health
- Public Service Commission Annual Report 2010/2011
- National Anti-Corruption Forum: Report on the Implementation of Resolutions made by Parliament and its Committees on Corruption
- Report on Management of Precautionary Suspension in the Public Service
- The Assessment of Recruitment and Selection Practices in respect of Section 57 Managers and Municipal Managers
- A Meta-Evaluation of a Review of Land Redistribution for Agricultural Development (LRAD) Project Performance (2001- 2006)
- The Trend Analysis on Complaints Lodged with the Public Service Commission: 2005/2006 - 2009/2010 Financial Years
- Profiling and Analysis of the most Common Manifestations of Corruption and its related Risks in the Public Service
- Seventh Consolidated Public Service Monitoring and Evaluation Report Evaluation: Cycle 2009/2010
- Medium Term Strategic Plan

2010

- State of the Public Service Report 2010
- Evaluation of the Impact of the Policy and Procedures on Incapacity Leave and Ill-Health Retirement (PILR) on Sick Leave Trends in the Public Service
- Consolidated Public Service Monitoring Evaluation Report on the Department of Housing (Human Settlements) Evaluation Cycle 2009/2010

Public Service Commission

- Consolidated Report on Inspections of Primary Health Care Delivery Sites: Department of Health
- Overview of the Implementation of the Financial Disclosure Framework: Financial Year 2008/2009
- Public Service Commission Annual Report 2009/2010
- Consolidated Public Service Monitoring Evaluation Report for the North West Province 2009/2010 Evaluation Cycle
- An Assessment of the State of Professional Ethics in the Western Cape Provincial Government
- Key Drivers of Citizen Satisfaction with Public Service Delivery: Pilot Report 2009/2010
- Report on the Assessment of the Effectiveness of Thusong Service Centres in Integrated Service Delivery
- Report on the Implementation of the Performance Management and Development System for Senior Managers in the Limpopo Province
- Template for Developing Guidelines on Public Participation

2009

- National Anti-Corruption Forum: Report on the Implementation of Resolutions made by Parliament and its Committees on Corruption
- Report on the Effectiveness of Public Service Leadership in the Promotion of Intergovernmental Relations
- Assessment of the State of Human Resource Management in the Public Service
- Fact Sheet: Grievance Resolution for the 2008/2009 Financial Year
- An Evaluation of Integration and Coordination in the Integrated Sustainable Rural Development Programme
- Report on the Assessment of the Public Sector Education and Training Authority's Contribution Towards the Development of Skills and Career Progression Prospects in the Public Service
- Consolidated Report on Inspections of Service Delivery Sites: South African Police Service
- Evaluation of Supply Chain Management Practices Within the R200 000 Threshold
- Medium Term Strategic Plan 2009/2010 – 2011/2012
- An Assessment of the Impact of the Work of the Public Service Commission on Public Policy and Practice in South Africa
- Report on the Assessment of the Quality of Support provided by the Department of Health to Emergency Medical Service Practitioners

Public Service Commission

- Overview of the Implementation of the Financial Disclosure Framework: Financial Year 2007/2008
- A Meta-Evaluation of the Mid-Term Review of the Expanded Public Works Programme
- Report on the Evaluation of the Implementation of the *Batho Pele* Principle of Courtesy
- Report on Financial Misconduct for the 2007/2008 Financial Year
- An Assessment of the State of Professional Ethics in the Limpopo Provincial Government
- Report on the Evaluation of the Implementation of the *Batho Pele* Principle of Information
- State of the Public Service Report 2009

2008

- Measuring of the Effectiveness of the National Anti-corruption Hotline: Second Biennial Report
- Management of Job Applicants with a Criminal Record in the Public Service
- Report on the Evaluation of Service Delivery at the Department of Home Affairs: Visa Applications and Port Control
- Report on the Analysis of Performance Agreements as an Effective Performance Management Tool
- Report on the Assessment of Public Participation Practices in the Public Service
- Report on the Implementation of the Performance Management and Development System for Senior Managers in the Northern Cape - November
- Report on Grievance Trends in the Public Service for the periods 1 April 2006 to 31 March 2007 and 1 April 2007 to 31 March 2008
- Founding Document on Organisational Performance Assessment in the Public Service
- Fact Sheet: Monitoring Compliance with the Requirements of the Financial Disclosure Framework for the 2007/2008 Financial Year
- Consolidated Report on Inspections of Service Delivery Sites: Departments of Education
- Audit of Selection Processes
- PSC Annual Report 2007/2008
- A Report on Strategic Issues Emanating from the Evaluation of Heads of Department
- The Turnover Rate of Heads of Department and its Implications for the Public Service

Public Service Commission

- Monitoring Fact Sheet on Complaints Lodged with the Public Service Commission during the 2007/2008 Financial Year
- Evaluation of the Consistency of Sanctions Imposed for Misconduct in the Public Service
- Fifth Consolidated Public Service Monitoring and Evaluation System Report - Research Cycle 2007/2008
- Report on the Evaluation of the National School Nutrition Programme (NSNP)
- Assessment on Disability Equity in the Public Service
- Citizen Satisfaction Survey: Provincial Agricultural Services
- Guidelines for the Evaluation of Heads of Department
- State of the Public Service Report 2008
- Report on the Management of Gifts in the Public Service
- Report on the Implementation of the Performance Management System for Senior Managers in the North West Province
- The Payment of Performance Incentives to Heads of Department without Annual Performance Evaluations Conducted
- Report on the Evaluation of the Training Needs of Senior Managers in the Public Service
- Report on the Implementation of the *Batho Pele* Principle of Openness and Transparency in the Public Service
- Basic Concepts in Monitoring and Evaluation
- National Anti-Corruption Forum Annual Report 2006/2007
- Medium Term Strategic Plan 2008/2009 – 2010/2011
- Forging a Formidable Legacy to Anchor our Democracy: The Public Service Commission 1199
- Overview on Financial Misconduct for the 2006/2007 Financial Year

2007

- Conceptual Framework for Meta-evaluation – December
- Toolkit for the Management of Poor Performance in the Public Service – December
- Fourth Consolidated Public Service Monitoring and Evaluation report – Research Cycle 2006 /2007
- Protocol for Summoning of Witnesses
- An Assessment of Professional Ethics in the KwaZulu-Natal Provincial Administration
- Oversight Report on the Verification of Qualifications in the Public Service
- Report on the Indebtedness of Public Servants

Public Service Commission

- Report on the Implementation of Fraud Prevention Plans in the Public Sector
- Report on the Evaluation of Government's Poverty Reduction Programme
- Report on the Audit on Vacancy Rates in National and Provincial Departments
- Report on the Proceedings of the International Human Resource Management Conference (2007)
- Report on the Evaluation of the *Batho Pele* Principle of Value for Money in the Public Service
- Report on the Evaluation of the Implementation of the *Batho Pele* Principle of Consultation
- Trend Analysis Of Complaints Lodged with the Public Service Commission during the 2006/2007 Financial Year
- Report on Grievance Trends in the Public Service
- Implementation of the Promotion of Access to Information Act, (Act 2 of 2000) in the Public Service
- Citizen Satisfaction Survey 2006/2007: Department of Home Affairs, Department of Trade and Industry, Transport Services by Provincial Departments
- Protocol on Announced and Unannounced Visits
- Consolidated Report on Inspections of Public Service Delivery Sites
- Report on the Management of Poor Performance in the Public Service
- Report on the Investigation into the Management of Public Servants in Terms of Prevailing Provisions who are elected as Municipal Councillors in the Limpopo and Western Cape Provinces
- National Anti-Corruption Forum Annual Report 2005/2006
- State of the Public Service Report 2007
- Report on the Audit of Reporting Requirements and Departmental Monitoring and Evaluating Systems within National and Provincial Government
- Report on Senior Management Compliance with Performance Agreements in the Eastern Cape Provincial Administration
- Report on the Management of Conflicts of Interest through Financial Disclosures (2007)
- An Assessment of Professional Ethics in the Free State Third Consolidated Public Service Monitoring and Evaluation Report
- Report on an Audit of Government's Poverty Reduction Programmes and Projects
- Report on Financial Misconduct for the 2005/2006 Financial Year Measuring the Effectiveness of the National Anti-Corruption Hotline (NACH)
- Guide on Performance Management for Social Development Departments
- PSC Annual Report 2006/2007

Public Service Commission

- Content Report on First Biennial Labour Relations conference for the Public Service
- Report on Role Clarification and Relationships at the Executive Interface-February
- Report on the Audit into the Granting of Performance Rewards in the Departments of Education at both the National and Provincial Levels
- Content Report on First Biennial Labour Relations Conference for the Public Service

2006

- Trend Analysis on Complaints Lodged with the PSC during 2004/2005 and 2005/2006 Financial Years
- Compliance with the Promotion of Administrative Justice Act, 2000 (Act No.3 of 2000)
- National Anti-Corruption Hotline Toolkit
- Gender Mainstreaming Initiatives in the Public Service
- Citizen Satisfaction Survey: Economic and Infrastructure Services Sector
- Overview of Financial Misconduct for the 2004/2005 Financial Years
- Report on a Guideline on School District Management
- A Guideline on School District Management
- Report on Managing Conflicts of Interest in the Public Service
- Report on the Evaluation of the Policy Framework on Managing HIV and AIDS in the Public service
- State of the Public Service Report 2006
- Consolidated Report on the KwaZulu-Natal and Free State Procurement and Distribution of Learner and Teacher Support Material
- An Audit of Affirmative Action in the Public Service
- The Verification of Qualifications of Middle Managers on Levels 11 and 12 in the Public Service
- Report on Measuring the Efficacy of the Code of Conduct for Public Servants
- Guide on Performance Management for Social Development Departments
- Guideline on the Management of Suspensions
- PSC Annual Report 2005/2006

Public Service Commission

2005

- The Evaluation of Service Standards in the Public Service
- Citizens' Forums: Case Studies from the Eastern Cape and Mpumalanga
- The Review of Sector Policing and the SAPS' Role in Community Crime Prevention Initiatives
- Citizen Satisfaction Survey: Overview Report of the Criminal Justice Sector
- Assessing the Role of Labour Relations Officers in the Public Service
- The Evaluation of Heads of Department for the 2001/2002 Financial Year
- Report on the Management of State Housing
- State of the Public Service Report 2005
- Guidelines: Verification of Qualifications in the Public Service
- Report on Financial Misconduct 2002/2003 and 2003/2004 Financial Years
- PSC Annual Report 2004/2005

2004

- Report on the State of Performance Management Systems in the South African Public Service
- Procedure for Conducting Public Administration Investigations
- Implementing Financial Disclosure Requirements – A Comparative Desk Study on Best Practices concerning the Implementation of Financial Disclosure Frameworks
- Report on the Management of the Subsidized Motor Transport Scheme
- Investigation into the Re-employment of Persons due to Ill-Health
- Remunerative Work Outside the Public Service
- The Abilities of Departments to deal with Devolved Authority regarding Remuneration and Conditions of Service
- State of the Public Service Report 2004
- PSC Annual Report 2003/2004

2003

- Audit of Anti-corruption Capabilities of Departments
- Report on Establishment of a Whistle blowing Infrastructure for the Public Service
- Investigation into the Management of Discipline in the Public Service
- The Causes and Effects of Mobility amongst Senior Management Service and Professional Staff in the Public Service
- The Dispute Resolution Mechanisms in the Public Service
- Best Practices on Risk Management Frameworks for the Public Service

Public Service Commission

- PSC Annual Report 2002/2003
- A Toolkit on Recruitment and Selection
- Report on the Evaluation of the National Housing Subsidy Scheme
- Report on the Evaluation of the Service Delivery Innovation of the Creation of Agencies at the Department of Transport
- Report on the Evaluation of the Department of Transport and its Agencies
- Report on Financial Misconduct
- Report on the Evaluation of Land Administration in the Eastern Cape
- Citizen Satisfaction Survey: Overview Report 2001/2002

2002

- The Review of Departments' Annual Reports as an Accountability Mechanism
- Monitoring and Evaluation System Pilot Study in the Northern Cape
- Monitoring and Evaluation of the Provincial Multi-Purpose Community Centres: MPCCs
- State of the Public Service Report 2002
- Framework for the Evaluation of HODs
- Explanatory Manual on the Code of Conduct
- Effective Management of National Hotlines
- Integrated Risk Management
- Report on Black Listing
- Evaluation of Fleet Management in the Eastern Cape
- Report on the Management of Senior Managers' Performance Agreement
- Report on Disability Equity in the South African Public Service
- Report on the Sick Leave Trends in the Public Service
- PSC Annual Report
- Guidelines on the Management of Suspensions
- Survey on the Handling of Appeals
- Report on Risk Management: A Provincial Perspective
- Report on the Effective Management of Hotlines

2001

- Guidelines to Follow when Considering the Merits of an Appeal Case of Misconduct
- Ethics Survey – 2001: Ethics in Practice
- PSC Annual Report 2001/2002
- State of the Public Service Report 2001
- Verification of Qualifications of Senior Managers in the Public Service

Public Service Commission

- Report on the Management of Suspensions
- A Review of South Africa's National Anti-Corruption Agencies

2000

- PSC Annual Report
- Evaluation of the Department of Home Affairs
- Case Study on the South African Post Office: Improving Customer Service
- Dismissals as a Result of Misconduct
- Evaluation of Department's Annual Reports as an Accountability Mechanism
- Policy on Annual Reporting
- Career Management in the Public Service
- Management of Probationary Appointments within the Public Service Departments at National Level
- The State of Representativeness in the Public Service
- Home Affairs *Batho Pele* and Management Audit Investigations
- Investigation into Land Administration, Geographic Information System Fleet Management in the Eastern Cape
- Survey of Compliance with *Batho Pele* Policy
- Half Yearly Report to Parliament
- PSC Annual Report 2000/2001

1999

- Evaluation of the Department of Home Affairs
- Report on the Management of Leave in the Public Service
- Report on the Management of Remunerated Overtime in the Public Service
- Evaluation of Annual Reports as an Accountability Mechanism
- Report on the Investigation into Dismissals as a Result of Misconduct
- PSC Annual Report 1998/1999

2.2 Information about the PSC

- Vision and Mission
- Functions
- Structure
- Mandate
- Key Performance Areas

OPSC contact details

Public Service Commission

Legislation
Guidelines and Rules
Forms
Press releases
Speeches
Document pertaining to Access to Information (i.e Manual and Section 15 Notice)
Vacancies within the OPSC
Conferences hosted

3. HOW TO OBTAIN ACCESS TO THE RECORDS

Information can be accessed from the PSC website (www.psc.gov.za)

Through the post, from:

Directorate: Communication and Information Services

Attention: Mr Ben De Villiers

Private Bag X121

PRETORIA

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Through email: Bend@opsc.gov.za, Telephone: (012) 352 1059, Fax: (012) 325 8344

Documents can also be obtained from Mr Ben De Villiers at Room G07, Commission House, Corner Hamilton and Ziervogel Streets, Arcadia, Pretoria.

** It should be noted that department-specific reports that were compiled by the PSC are available from respective departments and not the PSC/OPSC.*

4. UPDATING/PUBLICATION OF THIS NOTICE

The PSC/OPSC Section 15 Notice will be updated on an annual basis. The Notice will be published in the Government Gazette at least once a year and its publication shall be at the cost of the PSC/OPSC.

5. FEES PAYABLE

The only fee payable (if any) for access to a record included in a notice in terms of '4' above, is a prescribed fee for reproduction.

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6. DELETING PART OF THE REQUESTED RECORDS

The Information Officer may delete any part of a record contemplated in (1)(a) (subsection (1)(a) of Section 15 of the Act) above, which on a request for access, may or must be refused in terms of Chapter 4 of this Part.

In terms of Section (15), subsection (5), of the Act, "Section 11 and any other provision in this Act related to that section do not apply to any category of records included in a notice in terms of subsection (2)". Section 11 deals with the "Right of access to records of public bodies".