



**dhsp&l**

Department:  
Human Settlements, Public Safety & Liaison  
**North West Provincial Government**  
**REPUBLIC OF SOUTH AFRICA**

## ***Public Safety and Liaison Branch***

### ***First Quarterly Report***

***JULY 2011***

## **Summary of Programmes**

The activities of the Department of Public Safety and Liaison are organised as follows:

Programme Name	Sub Programmes
1. Administration	1.1. Office of the Head of Department 1.2. Legal Services 1.3. Management Services and Planning 1.4. Financial Management 1.5. Human Resource Management 1.6. Supply Chain Management 1.7. Risk Management
2: Crime Prevention and Community Police Relations	2.1 Monitoring and Oversight 2.2. Crime Prevention
3: Transport Regulation	3.1. Road Safety Management 3.2. Road Traffic Management 3.3 Traffic Law Administration 3.4 Revenue Management

# CUMULATIVE EXECUTIVE SUMMARY REPORT FOR THE PERIOD UNDER REVIEW (APRIL –JUNE 2011)

## Programme 1: Administration

### Sup Programme 1.1:HOD Support

#### 1. Overview of the period under review

The HOD Office's strategic objective to render effective and efficient support to the HOD has for the quarter under review been impeded upon due to factors that could not be avoided.

#### 2. Progress with the implementation of the strategic objectives

The HoD's Office registered under-achievement in relation to set targets as other competing demands emanating from the HOD's mandate to head and give strategic direction to the department took precedence. From time to time, National and Provincial Governments' directives call for attention and re-prioritization takes place which impact either negatively or positively on the quarterly planned performance.

#### 3. Under-achievements and reasons for under-achievements

The reason why there was underachievement is that there were 7 holidays within a single quarter of 65 days. The HOD had to deviate from the actual plan to attend a host of meetings (32 unplanned of which others were running over 2days), as listed below:

- Annual Performance Plan/ Budget Briefing Committee Meeting
- Broader Extech
- Plenary meeting for District Meetings
- Meeting to discuss filling of Vacant Posts
- Meetings with District Staff
- Provincial Treasury 2011 Bilateral with Reconfigured Departments
- United Nations Decade of Action for Road Safety
- Special annual Financial Statements Review Meeting
- RTMC workshop (2days)
- Policy Presentation to the Portfolio Committee
- Crime Prevention Pre- Summit
- GACP meetings
- 2 Meetings with NEHAWU
- 3rd meeting Drafting Team: North West Growth Path for Job Creation and Prosperity
- Fleet management Meeting
- Meeting of Alcohol Evidence Centre 9h00 Rustenburg
- Protocol Funding
- Preparatory meeting for EXCO Lekgotla
- Heads of Secretariat meeting
- Mayors' Induction /Shop
- Round Table Discussion on how Corruption influences Service Delivery
- Road Safety Debate
- PJCPs
- EXCO Lekgotla (2 days)

#### 4. Steps to correct under-achievements

The HoD's Office will strengthen diary management and make more use of delegating

#### 5. Activities for the next quarter

As per the APP

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Number of Departmental Management meetings	3	1 (under achievement)	Unplanned compulsory meetings which the HOD had to attend during the quarter under review.	Improved diary management
Number of Departmental Executive Management meetings	3	1 (under achievement)	Unplanned compulsory meetings which the HOD had to attend during the quarter under review.	Improved diary management
Number of Quarterly Review meetings	1	1 quarterly review meeting conducted	Unplanned compulsory meetings which the HOD had to attend during the quarter under review.	Improved diary management
Number of Joint Management meetings	1	Target not achieved as planned	Unplanned compulsory meetings which the HOD had to attend during the quarter under review.	Improved diary management
Number of Farmers Union meetings	1	Target set not achieved	Unplanned compulsory meetings which the HOD had to attend during the quarter under review.	Improved diary management
Number of Business Against Crime meetings	1	Target set not achieved	Unplanned compulsory meetings which the HOD had to attend during the quarter under review.	Improved diary management
Number of Community Policing Board meeting	1	Target set not achieved	Do Do (Unplanned compulsory meetings which the HOD had to attend during the quarter under review.	Improved diary management

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Number of Transport Industry meetings	1	Target set not achieved	Unplanned compulsory meetings which the HOD had to attend during the quarter under review.	Improved diary management

## **Sub-Programme 1.2: Legal Services**

### **1. Overview of the period under review**

During the period under review no work was performed within the directorates' strategic objective as no submissions were received for attention and further handling.

### **2. Progress with the implementation of the strategic objectives**

The directorate is presently handling claims for and against the Department as well as other legal matters successfully within the prescribed time frames.

### **3. Under-achievements and reasons for under-achievements**

The three performance indicators in respect of which no work was done or achieved (i.e. reviewed legislations, drafted legislations and Labour Appeal matters) are informed by the fact that no instructions were received from the relevant Directorates in respect thereof.

### **4. Steps to correct under-achievements**

The directorate came up with an approach in terms of which it seeks to conscientise other Programmes that their enabling legislations need to be reviewed from time to time for purposes of amending and repealing them. Therefore these Directorates are therefore requested to furnish the directorate with relevant information regarding the validity and effectiveness of their legislations or a need to review them.

### **5. Activities for the next quarter**

A submission has been referred to the office of the HOD on a plan to workshop managers on legislative processes in general and in respect of which the need for drafting, amendment and or repeal of legislations as well as Labour Appeal matters by department programmes.

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Drafting of all legal processes within the Departmental strategic objectives and the handling of claims	1	5 SLA's drafted and signed. 17 Addendums regarding extensions to Security Contracts drafted and signed.	Target exceeded with 4 SLA's and 17 addendums to security contracts	N/A
Number of reviewed legislations	3	None	No written requests received from the affected Programmes to review Legislations.	As a support Unit we rely upon work received from other Directorates for further handling.
Number of drafted legislations	1	None	No written requests received from the affected Programmes to draft Legislation	As a support Unit we rely upon work received from other Directorates for further handling.
Number of legal opinions	8	9 opinions drafted.	Target exceeded with 1 Opinion.	None
Number of labour appeal matters	1	None	No written requests received on Labour Appeal matters	As a support Unit we rely upon work received from other Directorates for further handling.
Number of litigation cases handled	2	10 claims handled.	Target exceeded with 8 claims.	N/A.

## Sub-Programme 1.2: Financial Management Services

### 1. Overview of the period under review

During the period under review, the Directorate – Financial Management's activities included budget maintenance, consolidation and loading of cash flow inputs, preparation and analysis of expenditure reports, preparation and transferring of collected revenue to the Provincial Treasury Account, clearing of suspense accounts, creditors and employee payments, the audit as well as the submission of In-Year Monitoring reports to Treasury

### 2. Progress with the implementation of the strategic objectives

#### ***Cash Flow for April – Reconciliation report (Amount Requested vs. Amount Received)***

- Amount requested was R 108,875,000.00 Amount Received is R 67 674 000.00 for equitable shares.
- Treasury loaded only compensation of employees should be deposited as the department had funds in the account to pay for goods and services.
- Total revenue transferred to the Provincial PMG account and Road Traffic Management Corporation is R46, 577,712.80.

(First quarter Cash Flow Reconciliation Report available for evidence, Revenue Transfers also available)

### ***In-Year Monitoring***

The total expenditure is 54,277m which is 15.5% of the budget allocated. Total expected expenditure is 16% for the period. There is still an underperformance of .05%. Most of the accruals which were raised on the Annual Financial Statements (AFS) were paid. Copies of the IYM attached on the Portfolio of Evidence.

### ***Expenditure***

The department's expenditure report is attached as evidence on how the budget has been utilised during the first quarter.

### ***Report on BAS***

During the period under review, the Department has been performing exceptionally well in terms of handling all the challenges that came with the system and training of users within the department. A total number of 7 out of 17 officials from supply chain management have been trained on BAS successfully for general principles, which is 41% of the total number of officials still to be trained on BAS. The 7 trained officials are currently not accessing the system (BAS), as they have to attend functional area training before accessing the system as per BAS requirement.

Furthermore the Department has not experienced or detected any sign of security breach within the system e.g. hackers, fraudulent transactions.

### ***Creditors Payments***

Improvement has been registered with regard to payment within 30 days. Open Order and Disbursement per payee reports was sent to programme managers on a monthly basis, and the directorate closely monitored progress on payments. A schedule of contractual obligations was developed and monitored on monthly basis. Variances were reported to programme managers as and when they were discovered.

### ***Payroll Report***

There is still non-compliance with regard to return of payrolls. Programme managers are urged to make follow-up and check with their paymasters if payrolls have been returned. Reminders will be sent on a monthly basis. Report attached available as evidence.

### ***Bank Reconciliation Statements as at 30 April 2011***

Copies of Bank Reconciliation statement available as evidence.

### ***Trial Balance / Suspense Accounts***

There is still slow progress with clearing the suspense accounts. Currently, there is no dedicated person dealing with debt management and suspense account. In addressing this, officials in the directorate had been given shared responsibilities to perform the duties relating to clearing of suspense accounts.

### 3. Under-achievements and reasons for under-achievements

Slow progress with clearing suspense accounts as there is no dedicated person appointed for this.

### 4. Steps to correct under-achievements

As remedial action, the officials in the directorate have shared responsibilities of ensuring that accounts are cleared on a monthly basis. Weekly progress reports will be prepared from July 2011 onwards.

### 5. Activities for the next quarter

- Finalisation of the audit
- Commencement of the MTEF budget process
- Budget planning and management,
- Expenditure management and other financial management activities.

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Number of reviewed updated financial policies, procedure manuals and process in line with National Treasury	Review of policies and procedure manuals	One procedure manual reviewed,  Three more policies drafted	Pressure due to the audit process.	Not all polices were reviewed as there was a lot of pressure due to the audit process. However, two more policies were drafted (Suspense accounts, Payroll Management) and the procedure manual on Creditors Payments was reviewed to include management of accruals
Number of Approved annual Budget.	1	Achieved  Approved budget of 350,132m was uploaded on the BAS system successfully.	None	None
Number of Approved adjustment budget	0	None	Not Applicable for this quarter	None



Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Number of cash flow requests consolidated, submitted and loaded	3	Achieved  Amount requested was R 108,875,000.00 and we only received R67, 674,000.00 for equitable share.		None
Number monthly in year monitoring and evaluation compiled and submitted to Provincial Treasury	3	Achieved  Two in -year monitoring have been for two consecutive months and the third report will be done and submitted after month end closure on the 7th July 2011. We have spent R80,521m, which is 23% of the budget as is as at 30 June 2011. These are preliminary figures as the period is not yet closed.	None	None
Number of monthly expenditure reports compiled and submitted to internal financial users	3	Achieved  Expenditure Reports have been submitted to the relevant internal financial users.	None	None
Report on number of staff trained on BAS.	1	Achieved, The seven officials were training for general principles of BAS.	None	None
Reports on number of staff accessing BAS system	1	Achieved, The officials are working on the system on daily basis to perform their respective duties.	None	None
Number of reports on departmental Bas system security	3	Achieved, Department has not experienced or detected any sign of security breach within the system e.g. hackers, fraudulent transactions.	None	None
Number of reports on timeous payments to creditors	3	Achieved  There is a progress with regard to payment within 30 days. Open Order and Disbursement per payee reports was sent to programme managers monthly for monitoring of payments. The directorate financial management is also putting in place mechanisms	None	None

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
		that will assist in improvement on this area		
Number of reports effective salary administration	3	Under Achievement There is still non-compliance with regard to return of payrolls.	There is still non compliance with regard to payroll returns on a monthly basis	Programme managers to be reminded in writing on monthly basis.
Number of reports on effective and efficient management of suspense accounts	3	Achieved Officials were delegated to perform suspense account duties on different suspense accounts and to report thereon on a weekly basis.	None	None
Number of reports of financial and non financial information in line with GRAP,PFMA and other relevant prescripts	3	Achieved Three DMC reports were compiled and submitted.	None	None
Number of reports on proper management of Departmental bank account.	3	Achieved Bank reconciliation statement reports were compiled and submitted to the CFO. The	None	None
Percentage milestones achieved in the audit action plan	100%	Achieved. Milestones of issues raised by the AGSA in the 2009/10 report were all addressed as documented in the Audit Action Plan	None	None
Well coordinated audit process	Audit planning	Achieved. The audit process has been progressing well and issues raised were addressed	None	None
Number of interim financial statements(IFS) and submission thereof		The 1st quarter IFS will be prepared after period closure on the 7th July 2011	None	None
Number of annual financial statements and submission thereof		Achieve. Annual Financial Statements were handed over to the AGSA on the 31 May 2011 and are currently being audited.	None	None

## **Sub Programme 1.3: Supply Chain Management**

### **1. Overview of the period under review**

The Directorate Supply chain management was able to draft two policies namely, Transport and Cell phone policies which are in circulation for inputs and legal opinion. The Terms of Reference for Loss Control committee was also drafted. Additions to the Asset register from the previous financial year, were also captured in the system as a result of the unavailability of the Asset Management Module. All new assets were split, authorized and bar-coded. Errors identified from the asset register e.g. assets that do not belong to the Department have been retired and other adjustments were effected. Disposed assets to the amount of R14, 778.00 were retired from the asset register.

The needs analyses were conducted from the respective Directorates and the Procurement plan was developed. The department awarded bids for security services to all the four districts within the province. Through the Pro-Quote System, 124 Quotations were sourced and 322 orders generated. The department further managed to inspect a total of 257 subsidised vehicles and two (2) pool vehicles received roadworthy certificates.

### **2. Progress with the implementation of the strategic objectives**

The needs analysis for respective Directorates was identified and the Procurement plan for the Department was compiled and approved.

Four tenders for security services were awarded to four districts i.e. Dr Ruth Segomotsi Mompati, Bojanala, Dr Kenneth Kaunda and Ngaka Modiri Molema.

A total of 257 subsidised vehicles were inspected for roadworthy conditions in three districts.

Nine photocopier machines from RT3 contract were replaced.

### **3. Under-achievements and reasons for under-achievements**

The Demand management unit was unable to conduct the market analysis whilst the transport unit could not conduct inspection for pool vehicles due to shortage of staff.

On the other hand, 2 pool vehicles were not tested for roadworthy due to unavailability of spares for repairs. Applications of subsidized vehicles were delayed due to the directive received from the National Department of Transport regarding the tender awarded to the service provider which was put on hold for a period of three months.

### **4. Steps to correct under-achievements**

The market analysis of the identified needs analysis will be conducted during the second quarter after the filling of vacant posts.

The inspection of pool vehicles will be conducted during the second quarter. The two vehicles will be sent for testing after the receipts of spares and repaired. The subsidised applications will be processed after the implementation of the tender on the second quarter.

### **5. Activities for the next quarter**

The Directorate will

- Ensuring the approval of transport and cellphone policies
- Implementation of Terms of Reference for the Loss control committee
- Conducting market analysis during the next quarter.
- Ongoing monitoring and implementation of the procurement plan.

- Inspection of pool vehicles and regular follow-up with government garage to ensure supply of spares and testing for roadworthy.
- Processing of subsidised application forms
- Reconciliation and asset verification.
- Relocation of newly acquired
- Identification of redundant, unserviceable and obsolete assets for disposal.

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Number of SCM Policies compliance reports	3	Draft Transport policy and Cell phone Policies, Draft of Loss control committee terms of reference awaiting approval from the HOD	Draft Transport policy and Cell phone Policies awaiting approval pending presentation to the Union Members	A follow up will be made to Legal Services and HR ( Let this information be same as the narrative)
Number of reports on Asset Management policies	1	<ul style="list-style-type: none"> <li>• Monthly reconciliation of assets.</li> <li>• Split and authorization of new assets done</li> <li>• All new assets bar coded</li> <li>• Inspection carried out</li> <li>• Rectifying errors identified from the asset register adjustments and capturing thereof</li> </ul>	None	None
Number of reports on needs analysis of goods and services	1	<ul style="list-style-type: none"> <li>• Drafting of Transport policy and Cell phone Policies,</li> <li>• Drafting of Loss control committee terms of reference</li> </ul>	Draft Transport policy and Cell phone Policies awaiting approval pending presentation to the Union Members	A follow up will be made to Legal Services and HR for finalization of policies
Number of reports on service provider inspections	-	<ul style="list-style-type: none"> <li>• Monthly asset reconciliation has been done.</li> <li>• New assets are spitted and authorized</li> <li>• All new assets are bar coded</li> <li>• Inspection has been carried out</li> </ul>	None	None

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
		<ul style="list-style-type: none"> <li>Identification of errors from the asset register rectified and captured.</li> </ul>		
Number of reports on bids administration	3	<ul style="list-style-type: none"> <li>The process of needs identification completed.</li> <li>Procurement plan compiled</li> </ul>	None	None
Number of reports on Evaluation, adjudication and awarding of bids	3	<ul style="list-style-type: none"> <li>Market analysis not conducted.</li> </ul>	Shortage of staff	The market analysis will be conducted in the next quarter.
Number of report on secretariat support to DBEC and DBAC	3	<p><b>Seven (07) DBAC meetings held</b></p> <p>7 Agendas 7 Minutes 26 interest declaration forms per committee member completed for the eight meetings.</p> <p><b>2 (02) DBEC meetings held</b></p> <p>Eight (08) submissions compiled. Eleven (11) interest declaration forms per committee member completed for the two meetings.</p>	None	None
Number of reports on Usage of Pro-Quote system for sourcing quotations	3	124 Quotations were sourced through Pro-quote system	None	None
Number of orders generated	200	<p>322 = orders generated</p> <p>119 –contract orders</p> <p>124- Pro-quote orders</p> <p>65- Manual orders</p> <p>14- DDG's approval</p> <p>05- Service Level Agreement</p>	None	None
Number of updates on asset register	Asset verification	<ul style="list-style-type: none"> <li>Monthly asset reconciliation has been done.</li> <li>New assets are splitted and authorized</li> <li>All new assets are</li> </ul>	None	None

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
		bar coded <ul style="list-style-type: none"> <li>• Inspection has been carried out</li> </ul> Errors identified in the register have been retired and adjustments are captured. eg assets that do not belong to our Department are retired from the system through HOD's approval.		
Number of reports on disposal of redundant, obsolete and unserviceable asset	1	Disposed assets amounting to R14,776.00 were retired from the asset register	None	None
Number of reports on inspections reports in effective monitoring of state vehicles	3	257 subsidized vehicle inspected in three districts None inspection of pool vehicles	Shortage of Human Resources.	Inspection of pool vehicles will be done in the second quarter
Number of reports on inspections to ensure all vehicles are road worthy	Inspection report	2 pool vehicles were tested and received road worthy certificates Two vehicles not tested for road worthy	Mechanical problem and awaiting spares from the dealership.	Regular follow up with government garage to ensure repairs and vehicles tested for roadworthy.

## Directorate: Management Services and Planning

### Sub Programme 1.4 Strategic Planning and Monitoring

#### 6. Overview of the period under review

For the period under review, the Annual Performance Plan was presented to the Portfolio Committee on the 1<sup>st</sup> April 2011 and also submitted to the Premier's Office for tabling at the Legislature. The fourth quarterly review for 2010/2011 was held on the 14<sup>th</sup> April 2011 at Mmabatho Hotel School where all managers presented their reports and recommendations were made.

The First Draft Annual Report for 2010/11 was submitted to the Provincial Internal Audit on the 31 May 2011 for their assistance before audit by the Auditor General. Currently, one on one interaction with programme managers is conducted to verify inputs before the tabling in August 2011

## 7. Progress with the implementation of the strategic objectives

The Sub Directorate managed to achieve all strategic objectives reflected in the Annual Performance Plan (APP). This is evident in the submission and tabling of the departmental APP as well as the submission of the fourth quarterly report to relevant stakeholders.

A call for submission of the 1<sup>st</sup> quarterly report for 2011/12 was sent out to all senior managers on 23 June 2011 and the due date for submissions was set for the 30<sup>th</sup> June 2011 for timely consolidation and analysis.

## 8. Under-achievements and reasons for under-achievements

The sub directorate could not visit directorates and district to monitor the implementation of the plan as well as to verify progress reported by all line function managers due to shortage of staff.

The Annual Report guidelines were not properly communicated to managers which resulted in incomplete inputs received from managers.

## 9. Steps to correct under-achievements

As of the 1 May 2011 the Deputy Director Planning and Monitoring assumed duty and with increased capacity the sub directorate will come up with a plan to analyse all reports submitted with cooperation from senior management. The monitoring and evaluation function can only be fully effective once the proposed monitoring and evaluation sub-directorate is approved and personnel recruited.

## 10. Activities for the next quarter

- Presenting the Sub directorates report at the EDMC on the 7<sup>th</sup> July 2011-07-05
- Submission of the Departmental 1<sup>st</sup> Quarterly Report 2011/12
- Submission of the 1<sup>st</sup> Draft Annual Performance Plan 2012/13 by the revised date of the 15<sup>th</sup> of July 2011
- Printing and submission of the Annual Report for 2010/2011 Financial Year
- Visit to District offices for needs assessment and staff briefing

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Number of Annual Performance Plan	Tabling and approval of Annual Performance Plan 2011-2012	Annual Performance Plan 2011/12 was presented to the Portfolio Committee 01 April 2011 and also submitted to the Premier's Office for tabling	None	None
Number of tabled Annual Reports	Compilation of the Quarterly Reports and submission to Provincial Treasury	1 <sup>st</sup> draft Annual report was submitted on 31 May 2011 to the Provincial Internal Audit.	None	None

<b>Performance Indicator</b>	<b>Quarter Output as per APP</b>	<b>Achievements/Under achievement</b>	<b>Reasons for deviations</b>	<b>Corrective Measures</b>
Number of Quarterly reports for submission to Provincial Treasury, Office of the Premier	Compilation of the Quarterly Reports and submission to Provincial Treasury	Call for 1 <sup>st</sup> quarterly reports sent to respective managers	Awaiting reports from Senior Managers due date for submissions 30 June 2011	Reminders sent out to Senior Managers on 29 June 2011

## **Sub Programme 1.4.2: Information Technology**

### **1. Overview of the period under review**

E-NaTIS project changenote 55 (Integration of North West Province E-Natis System and network infrastrucutre into National Department of Transport) NDOT has seen initial stages of cutover to be quite successful especially the response of transactional speeds to the E-NaTIS servers within Midrand. Major benefits for this integration are budgets received from NDOT (National Department of Transport) as well as technical support that are provided by TASIMA (Contractor). Not only on a regular basis will outdated equipment of the E-NaTIS sites within the North West Province be replaced by TASIMA, but also be accommodated in all technological advancements having a direct bearing on the revenue component of the Department of Public Safety.

Head office building Safety House has experienced numerous drawbacks in terms of connectivity due to high winds which in turn take the parabolic dishes which connects it out of alignment. Hosting of this equipment remains the responsibility of Department of Finance (IT) as they are the custodians and the Department of Public Safety remain reliant on these infrastructure services supported by North West Provincial IT.

Constant E-Mail & Internet connectivity problems were experienced due to UPS (Uninterruptable Power Supply) power outages experienced within the server rooms at Garona building where all services are housed.

E-NaTIS security training has taken priority due to sensitivity of data and will be of a ongoing nature creating a sense of security within the environment.

### **2. Progress with the implementation of the strategic objectives**

#### **ICT Operational support**

##### ***E-NaTIS active user stats***

- Active users (April) – 460
- Active users (May) – 464

##### ***E-NaTIS user Administrator activities***

- New users -11
- Password reset-6
- Transaction access-60
- Deactivate of users-6



### ***E-NaTIS Regional calls***

- 12 Hardware calls

### **Maintenance of Systems**

#### **E-NaTIS**

- Centralization of sensitive transactions
- Duplication of registering certificates
- Cancellation of outstanding fees
- Ensure compliance of E-NaTIS user profiles

### ***Traffman Abnormal vehicle system (CIMS)***

- Systems portfolio investigation still underway
- Current provincial hosting infrastructure under assessment.

### ***NaTIS training sessions conducted***

- 4 sessions

### ***Feasibility studies conducted on installation of power generators at Licensing Centres***

- 11 sites were visited. It must be noted that with the change note 55 integration of the E-NaTIS sites into National department of Transport this would possibly catered for on a second phase.  
Ultimate benefits to be derived would be through standardization of all UPS & Generator equipment.

### ***Reports on provision of end-user support services.***

- The function continues to be rendered to departmental users, although we are at this stage unable to provide accurate statistics. The possibility of establishing a helpdesk equipped with the remedy system would assist in this regard

### ***Procurement of ICT equipment***

- 60 requests processed during the 1<sup>st</sup> Quarter
- 53 of the requests are in the requisition stage and 7 to seek quotations. A joint decision between Supply Chain Management (SCM) and Management Services and Planning that quotations be sourced by SCM. VA2 then be generated by Management services and planning afterwards where the necessary signatories will follow.

## **3. Under-achievements and reasons for under-achievements**

### ***E-NaTIS training sessions conducted***

- Authorization forms pending amendment of the act , E-NaTIS user undertaking (Identity confirmation) by National steering committee.

### ***Provision of end-user support services. (Helpdesk)***

- Establishment of a helpdesk or use of existing contact number

## **4. Steps to correct under-achievements**

### ***E-NaTIS training sessions***

- Will commence training on amendment of act.

### ***Provision of end-user support services. (Helpdesk)***

- Explore the possibility of utilizing the existing complaints helpdesk within monitoring and oversight directorate.

## 5. Activities for the next quarter

Not captured

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Approved Information Systems Plan for the Department	Commission the Development of an Information Systems Plan	None	Business analyst to do needs analysis of the Department. Budget constraints.	Contract services of a Business consultant.
Number of reports on rendering ICT operational support to the Department	3	3 monthly reports submitted	None	None
Number of reports on Maintenance of Systems Security	3	3 monthly reports submitted	None	None
Number of eNaTIS training for system security	25	4 training sessions conducted.	Authorization form pending amendment of the act , E-NaTIS user undertaking (Identity confirmation) by National Steering Committee.	Outstanding training schedule to be completed on amendment of the act.
Number of feasibility studies on installation of power generators at Licensing Centres	11	11 Inspections conducted across all 4 districts. Potchefstroom Rustenburg Phokeng Madikwe Taung Ganyesa Christiana Wolmaranstad Koster Swartruggens Lehurutse	Achieved	<ul style="list-style-type: none"> <li>Table infrastructure concern at TASIMA project monthly meetings.</li> <li>Changenote 55 (Integration of the NW Province into NDOT) could resolve problem through second phase by way of consultation.</li> </ul>
Number of reports on provision of end-user support services	1	None	No central establishment of a first line call desk within the department for call logging purposes. Staffing / budgetary constraints. Only critical posts were identified.	<ul style="list-style-type: none"> <li>Utilization of the existing complaints helpdesk within monitoring an oversight directorate.</li> <li>Interim Remedy training currently underway for IT concerning pilot. Establishment of a central contact number within Department Public Safety.</li> </ul>

## **Sub Programme 1.4.3: Records Management**

### **1. Overview of the period under review**

During the period under review, the sub-directorate – Records Management’s activities included appointment of Records Manager, the file plan was approved, listing of records in some offices (appraisal), verification of files and compliance in terms of records management (inspections) were done.

### **2. Progress with the Implementation of the strategic Objectives**

A Programme has been developed and necessary preparations will be concluded with respective managers on the training and use of the file plan.

Inspections for compliance of departmental records with the dictates of the National Archives and Records Services Act has been carried out in Bapong traffic control centre, Madikwe traffic centre, Rustenburg traffic station, Mogwase traffic station, Bojanala District office, Ventersdorp traffic station, Potchefstroom traffic station, Wolmaranstad traffic station, Dr Ruth Mompoti District office, Vryburg traffic station, Taung traffic station, Christiana traffic station, Ganyesa traffic station, Lichtenburg traffic station, Delareyville traffic station, Lehurutshe traffic station and Montshiwa traffic station. It was discovered that there is still a lot that has to be done.

Appraisal of records took place through the listing of records in HOD’s office, MEC’s office and Management Planning and Services. The on-going process of verification of files has also taken place

### **3. Under-achievements and reasons for under-achievements**

Records Management Policy and Procedure Manual were not approved as per our Annual Performance Plan 2011/12 because of the delays in terms of consultation with other offices.

### **4. Steps to correct under –achievement**

The directorate will engage with all the offices that caused the delay to ensure that the processes of consultation is fast-tracked. This will help in ensuring that in the second quarter the Records Management Policy and Procedure Manual are submitted to the Head of Department for approval.

### **5. Activities of the following Quarter**

- Records Management Policy and Registry procedure Manual will be finalised and submitted to the Head of Department for approval
- The file plan workshop and awareness will also take place in all our offices/districts
- There will also be a follow up of missing files ( this has posed a challenge when staff are facing exit of service i.e. retirement, death and resignation )
- Draft Annual Performance Plan 2012/2013.

<b>Performance Indicator</b>	<b>Quarter Output as per APP</b>	<b>Achievements/Under achievement</b>	<b>Reasons for deviations</b>	<b>Corrective Measures</b>
Report on approval and implementation of records management policy, procedure manual and file plan	Approval and implementation of records management policy, procedure manual and file plan	File plan has been approved by the North West Provincial Archives.	The reason records management policy and procedure manual was not approved is because of consultation processes that took place within the department.	The processes will be fast-track and finalized in the second quarter.
Report on implementation of systematic records disposal programme	Systematic records disposal programme	Only listing of records for HOD's office, MEC's office and Management Planning and Services	None	None
Report on Establishment of a central records office which conforms to National Norms and standards	Establishment of a central records office which conforms to National Norms and standard	The department still shares Records office with the Department of Public Works.	None	None
Report on Monitoring and evaluation on compliance with National Archives and Records Services (NARSA)	Monitor and evaluate compliance with National Archives and Records Services Act (NARSA)	An inspection was done in our offices and there is a report to this effect.	None	None

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Report on Number of employee records verification as per National Minimum Information Requirements(NMIR)	Employee records verification as National Minimum Requirements (NMIR)	<ul style="list-style-type: none"> <li>An on-going verification of documents (i.e. salary, leave and contract documents) took place. The total of 1116 was verified and filed.</li> <li>1 package of employee files was verified and transferred to SAPS.</li> <li>4 packages of employee files were received and verified from various departments due to promotional transfers.</li> <li>31 SP (Personal Files) documents received, verified and filed.</li> </ul>	None	None

#### **Sub Programme 1.4.4: Minimum Information Security Standards**

##### **1. Overview of the period under review**

The sub directorate Security Services recruited two Assistant Directors for Security Administration and Operations respectively. The structure now comprises of five officials which are as follows: 1 x Deputy Director, 2 x Assistant Directors and 2 x Security officers.

##### **2. Progress with the implementation of the strategic objectives**

- Drafted the security policy, procedures and contingency plan.
- Conducted Security awareness campaign for the directorate Management Services and Planning on Information and Physical Security.
- Conducted two information and physical security site inspection across the province.
- Facilitated the screening for executive managers, five private security companies and two still outstanding awaiting their submission and conducted personal suitability checks for five positions.
- Deployed new security companies with effect from 01 May 2011 for all districts and sub districts.
- Conducted security audit in cash in transit contract at all facilities where there's revenue collection.
- Conducted threat and risk assessment on the offices of the directorate Management Services and Planning.

### 3. Under-achievements and reasons for under-achievements

Drafted operational Plans which requires a lot of travelling. Unavailability of pool vehicles defeats the fulfilment of the operational plan.

- Effective access control at Safety House is problematic because the appointed service provider does not have a tax clearance certificate which delays the repairs of access control systems.

### 4. Steps to correct under-achievements

- The transport division will be requested to allocate a permanent pool vehicle or request for subsidised vehicles will be made.
- The Service provider will be encouraged to fast track the tax clearance matter with SARS.

### 5. Activities for the next quarter

The sub directorate will continue with awareness campaigns; sites inspections, threat and risk assessment; screening of personnel; screening of private companies; personal suitability checks and implementation of physical and information security measures in all facilities of the department.

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Number of Approved Security Contingency Plan	1 Contingency Plan	Draft Security Contingency Plan	None	None
Report on number of Departmental Events Security Management provided	2 events	The sub directorate provided security for two departmental events namely media launch of houses at Mazista in Koster and Road Safety Debate at Protea Hotel Mafikeng	None	None
Number of physical security inspections	2 Physical security conducted	2 Inspections conducted for the entire province and one for cash in transit contract	None	None
Number of Personnel security conducted	Manage vetting and security clearance of personnel through NIA	Screening of 10 SMS members conducted; screening of 5 private security companies conducted; 5 personal suitability checks conducted; allocated 8 oaths of secrecy and 3 vetting forms to officials.	None	None
Number of Physical and Information Security Awareness Workshops Conducted	1	1 physical and information security awareness workshop conducted at Galowe Old Parliament.	None	None
Number of reports on oversight and contract management over security companies	Facilitate drawings and signing of SLA's	Provided specification and information to Legal Service	None	None

## **Sub Programme 1.5: Risk Management**

### **CUMULATIVE EXECUTIVE SUMMARY REPORT FOR THE PERIOD UNDER REVIEW (APRIL –JUNE 2011)**

#### **11. Overview of the period under review**

Activities for the period under review included implementation of the risk management strategy and monitoring of action plan

#### **12. Progress with the implementation of the strategic objectives**

The risk management committee was appointed and the initial meeting took place late in the last quarter, where the schedules of meetings **were** set to lay a foundation for the review of the risk exposures, where the risk registers will be amended with the new emerging risks . The risk Management unit is going out to programmes to carry out a review on action plans as agreed with programme managers’

#### **13. Under-achievements and reasons for under-achievements**

Only three monitoring reports were completed out of eleven (11) programmes. The first quarter meeting of the Risk Management Committee did not sit which is the meeting which needs to take decisions around the Risk Management matters. Lack of capacity, there are only two(2) officials within the unit for which the highest rank is the assistant director. This in itself is a risk to the department since risk management is a technical competence and its scope is too wide.

#### **14. Steps to correct under-achievements**

Facilitation of appointment of the Director/acting Director. Engage in rigorous training and awareness campaign to sell the activity and to obtain buy-in from senior management seeing that their output is our input and vice versa. Review the risk profile of the department, continue with monitoring and evaluation of action plans (risk registers).

#### **15. Activities for the next quarter**

- i. Two risk committee meetings.
- ii. Risk identification and assessment.

- iii. Amend mend of audit action pans and monitoring thereof.
- iv. Fraud Prevention awareness campaigns towards the launching of the Departmental Fraud prevention strategy,

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Number of reports on Implementation and compliance to policies and strategies	1	Nil	Shortage of staff within the Risk Management unit	Appointments are currently in process(a decision also taken to appoint acting director)
Number of Updated strategic risk register	1	Nil	Shortage of staff within the Risk Management Unit	Appointments are currently in process(a decision also taken to appoint acting director)
Number of Annual Risk Assessment conducted	Annual target	None	Not applicable for the quarter under review	Not applicable for the quarter under review
Number of progress reports on effective Monitoring and Evaluation of prioritised risks	Progress reports on the implementation of action plans	Partially achieved	Only 3 directorates submitted	Planned awareness presentations.
Number of Revenue inspections	3 revenue inspections conducted	Nil	Activity still under revenue by management	Revenue Management to submit reports
Number of adhoc and special investigations	Adhock and special investigations received	1	None	None
Implementation of Action plans and 100% clearance of Audit Findings	3	Nil	Input from AGSA management letters	

## Sub Directorate 1.6: Human Resource Development

### 1. Overview of the period under review

During the period under review the Directorate Human Resource Management achieved the majority of objectives set for this period. Challenges experienced include lack of human resources and other resources, including stationery, fax and copier facilities, etc.

### 2. Progress with the implementation of the strategic objectives



The department is currently running awareness programme throughout the department on Employment Equity Act, Policy and Plan which will be continuing until September 2011. The macro and micro organisational structure has been submitted to the Executing Authority for approval.

Three (3) additional HRIM and the AFS reports have also been submitted. The department also developed the Workplace Skills Plan and established the planning committee to ensure implementation of the plan. The training plan have been completed and due for implementation. The departmental training plan was completed and submitted and a planning committee thereof, established and scheduled to meet on quarterly basis.

The department held eight (8) HIV/AIDS and TB and all cases referred to the EAP were attended.

As far as the Batho-Pele Principles are concerned. The department developed a Service Improvement Plan which was approved by the HOD, and currently. Three (3) National Youth Programme initiatives have been implemented for 300 volunteers.

### **3. Under-achievements and reasons for under-achievements**

The department could not submit the HR Plan implementation report to DPSA as it awaiting approval. The reviewed HR Plan was also delayed due to the non approval of the HR plan Implementation report. There Overtime Policy is not yet implemented as it still out for Legal advice.

The critical vacant posts and prepare recruitment plan will be finalised during the second quarter as mandated by the HoD. The deadline for submission of the National HR Report was delayed by a day as a result of outstanding inputs which were finally received, captured and submitted.

The department is experiencing a challenge in termination of pension beneficiaries' files due to delay by affected beneficiaries to submit required documents which results in delay by salary to compile departmental debts. On the otherhand, nomination of beneficiaries captured on PERSAL and processed to Pension Administrator were not fully achieved due to employees not returning beneficiary forms.

The department is currently at currently a 77% vacancy rate in HRIM which possess a serious challenge in the implementation of PERSAL Access Security function with such limited staff, the focus was directed to the completion of the AFS and Annual Reports. The protracting of feedback to applicants for incapacity leave due was also affected due to lack of human resource practitioners in the directorate.

Slow payments of employee's medical accounts (COIDA) was experienced due to outstanding wcl 127 from DoL.

### **4. Steps to correct under-achievements**

- The following activities will be conducted to correct under-achievements:-
- To submit 2010/11 HR implementation Plan to DPSA once approval has been granted.
- To submit the reviewed HR Plan to DPSA once approval has been granted.
- Overtime policy: To consult with all directorates for their inputs and submit for approval.
- Critical posts to be reprioritised before submission to HOD for approval as funds have been availed.
- Reminders were sent to all stakeholders with outstanding information for submission of the National HR Report.
- Timeous pension payouts to be achieved through the information sessions conducted at districts/service points to alert employees to update their information. Records management to intervene in challenges of records.

- Employees should be encouraged to submit their pension beneficiary nomination forms to ensure timeous payment of beneficiaries.
- The post of PERSAL Controller should be prioritised for filling and the functions thereof allocated to Finance.

### 5. Activities for the next quarter

The Directorate: Human Resource Management plans to execute the activities set for the 2<sup>nd</sup> Quarter by addressing the reasons for under achievements during this quarter.

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
HR Plan through forecasting of personnel requirements	Submit 2010/11 HR implementation plan 30 April (DPSA)	Under achievement: HR Plan implementation report not submitted	Still awaiting final approval from the MEC	To submit to DPSA once approval has been granted
Number of reviewed HR action Plans	Review the HR plan's action plan and submit the amended plan by June '11	Under achievement: Reviewed HR Plan delayed	The reviewed plan was delayed due to the non approval of the HR plan Implementation report	To submit to DPSA once approval has been granted
Number of reports on Employment Equity Plan	Conduct awareness programme with respect to EE Act, Policy and Plan	Achieved. The programmed will run until September	None	None
Employment Equity Plan	This is an annual output	Not applicable during this quarter.	Not applicable during this quarter.	Not applicable during this quarter.
HR Policies, Procedures, Best Practise Module and route forms	1 HR policy approved	Under achieved: No approved policy	Process delayed in order to consult with Legal Services	To consult with all directorates for their inputs and submit for approval
Number of Modules and route forms with national frameworks	Research on 1 Best Practice module	Achieved: 1 Route form developed and implemented	None	None
Number of departmental policies revisited to ensure gender responsiveness	1 Policy	Achieved: 1 policy reviewed	N/A	N/A
Number of reports on participation in the Provincial Gender Focal points forum	1 Report	Achieved: 1 report submitted	None	None

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Number of reports on implementation of Department Organisational Structure	Manage and coordinate the design of the macro and micro organizational structure	The draft organizational structure has been submitted to MEC for approval	None	None
Number of Recruitment Plan	Coordinate the identification and approval of critical vacancies	Under achieved: Critical posts not finalised.	Unavailability of funds	Critical posts to be reprioritised before submission to HOD for approval as funds have been availed
Approved establishment loaded on PERSAL	Annual target	Not applicable during the quarter under review.	Not applicable during the quarter under review.	Not applicable during the quarter under review.
Report on number of posts evaluated updated on PERSAL	Evaluated posts updated on Persal within 48 hours	No post received for updating thus no action required.	None	None
Number of reports on training / awareness on JE Policy	1	Achieved. The programme is still running	None	None
Number of reports on Participate in the monthly Provincial JE forum	1	Achieved: Participated in the meetings conducted	None	None
Number of workshops on Job description	1	Achieved. The programme is still running	None	None
Number of reports to Manage and coordinate the development and redesign of Job – Description for all levels	Manage and coordinate the development and resign of Job – description for SL 02-06	Achieved. The programme is still running	None	None
Report on number of Critical vacant posts filled	1 Report	Achieved	Shortage of staff for profiling of posts as well as delay in approval of submissions for nomination of panels, short listing & interview are not approved on time i.t.o SL9-13	Appointment of additional staff and conscientise management of timeous approval of submissions.

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Number of Reports on movement of employees within & outside the department	1 Report	Achieved	None	None
Report on 100% of newly recruited staff appointed on PERSAL	1 Report	Achieved	None	None
Completed HRIM Report	1 report	HRIM Report submitted	None	None
Completed HRIM adhoc reports	1 adhoc report	1 adhoc report submitted	None	None
Completed National HR Report	J3:20 May 2011	The deadline for submission to Treasury could not be met.	Awaiting inputs from HR Deputy Directors	Reminders were send to all stakeholders with outstanding information.
Number of AFS submitted	AFS: 31 April 2011	AFS submitted timeous.	None	None
Number of EEA2& 4 reports	Annual target	Not applicable for the quarter under review	Not applicable for the quarter under review	Not applicable for the quarter under review
Human Resource Audit Report	Inputs provided within 3 working days	Submitted requests completed timeously.	None	None
Report on number of termination cases withdrawn from PERSAL	1 Report	Achieved: 3 reports submitted	None	None
Number of reports on Processing of pension benefits within one month of exit	1 Report	Achieved	Delay by beneficiaries in some instances to submit required documents i.t.o officials left service due to absondment, dismissal or death. Delay of termination files at salary for compilation of debts. Employees files don't have information	Through the information sessions conducted at districts/service points to alert employees to update their information. Records management to intervene in challenges of records. Inform/write to Director, Finance to talk to salary section
Report on number of employees admitted to Govt.Employee Pension Fund	1 Report	Achieved	Lack of biographical information in personal files e.g old pay certificate as proof of contribution/memb	Work jointly with Records to trace old payslips of officials. Encourage employees during information sessions to provide information

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
			er to pension fund	they have.
Reports on nomination of beneficiaries	Nomination of beneficiaries captured on persal and processed to Pension Administrator	Achieved	Officials not returning nomination forms as advised	Encourage employees to complete nomination forms
Number of report on Leave Administration	1 Report	Achieved	Some units still submitting leave forms without leave registers. Officials are not utilising their leave credits or leave forms are not submitted to HRM for capturing	Leave administrators workshoped on the management of leave forms, leave registers and leave management in general
Number of report on compensation of employee benefits	1 Report	Achieved	None	None
Number of workshops on Compensation of employee benefits	1 Report	Achieved	None	None
PERSAL Access Security	1 Report	Under achievement: 1 report	Additional task allocated to HRIM. Deputy Director Post is vacant under the CFO. 77% vacancy rate in HRIM and the AFS and Annual Report were prioritized for completion.	Departmental PERSAL Controller post should be filled.
Reports on Quality assured Performance Agreements for all employees	1 Report	Achieved: 1 Report submitted	None	None
Report on number of performance assessments moderated	1 Report	Achieved: 1 Report submitted	None	None
Number of developed workplace skills Plan	WSP developed	Achieved: WSP approved	None	None

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Number of training plans	1 Plan	Achieved: 1 Report submitted	None	None
Number of quarterly training committee meeting	1 Meeting session	One Quarterly Training Committee meeting was held as planned	None	None
Number of Compliance reports towards provincial learnerships and internship programmes	1 Report	Achieved: 1 Report submitted	None	None
Report on number of Bursaries allocated monitoring and evaluation thereof	1 Report	Achieved: 1 Report submitted	None	None
Report on FET qualified employees	1 Reports	Achieved: 1 Report submitted	None	None
Number of HIV/AIDS and TB campaigns conducted	5 Campaigns	Achieved: Target exceeded with 6 campaigns due to the fact that additional campaigns were conducted jointly with other divisions during their road shows and to share resources (transport, human resources)	None	None
Provisioning of nutrition supplements	10 Nutrition supplements	Under achieved: 5 employees not issued with nutrition's	No demand received	Awareness on availability of nutrition supplements to be conducted
Condom distribution	500condons	Under achieved: 13 boxes short from quarterly target	Lack of sufficient female condoms	Procure female condoms from Health Department.
Developed OHS Policy	1 Reports	Achieved: 1 Report submitted	None	None
Developed OHS Risk Management Plan	1 Report	Achieved: 1 Report submitted	None	None
Established OHS Unit	A functional OHS unit	No progress for 1st quarter regarding vacancies.	Awaiting approval for critical vacant posts	Advertising of vacant post after approval
Developed OHS Risk Management Plan	1 Report	Achieved: 1 Report submitted	None	None
Medical surveillance conducted to mitigate the impact of disease in the workplace	1 Report	Achieved: 1 Report submitted	None	None

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Developed communication and education programme on health and productivity management	1 Report	Achieved: 1 Report submitted	None	None
% PILIR cases resolved	Ensure compliance to PILIR	Protracted feed back to applicant's w.r.t their application for incapacity leave.	Lack of Human Resources Practitioners and PERSAL accessibility at District level. Lack of resources (stationary)	Sufficient stationary and PERSAL enquiry functions to be accessible to the District.
% COIDA cases resolved	Ensure compliance to COIDA	Under achieved: Slow payments of employee's medical accounts due to outstanding wcl 127 from DoL.	No authorisation letter for payment of medical expenses.	Frequent visit to the Commissioner (Pretoria) for follow-up on reported cases.
Report on number of Departmental wellness policies approved	1 Report	Achieved: 1 Report submitted	None	None
Report on implementation and promotion of employee wellness programmes	1 Report	Achieved: 1 Report submitted	None	None
Report on Employee Assistance Programme	1 Report	Achieved: attended to all cases 100%.	None	None
Quarterly LR reports per Annum	1 Report	Achieved: 1 Report submitted	None	None
Number of Consultative meetings between Employer and Organised Labour Representatives	1 Meeting	1 meeting conducted as planned	None	None
Report on Collective Bargaining Chamber Meetings	1 Report	2 reports produced.	None	None
Number of successful disputes resolved at the GPSCBC and CCMA	1 Report	Achieved: 2 reports more than expected	None	None
Number of grievance reports finalized within 30 working days	1 Report	3 reports submitted, 5 grievances finalized	None	None
Number of Disciplinary enquiries reports concluded within 90 working days	1 Report	Achieved: 2 reports more than expected	None	None
Number of Capacity building iron Labour legislation reports	1 Report	Achieved: 2 reports more than expected	None	None
Number of Developed Service Delivery Improvement Plan	Approved service plan	Achieved: Service Improvement Plan approved and implemented.	None	None

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Developed Charter in place at all service points	Monitoring and evaluation of the Service Charter	Not achieved: Waiting for EMC final edit and approval	Waiting for EMC final edit and approval	Fast track submission of the approved Service Charter from the MEC`s office for implementation
Educational Campaigns and Awareness on designated focus groups and moral regeneration	4	Achieved: 3 National Youth Programme of 300 volunteers	None	None

## **Programme 2: Chief Directorate Community Safety**

### **Programme 2.1: Monitoring and Oversight**

#### **1. Overview of the period under review**

During the period under review; which is mainly planning period for the Directorate, objectives and all planned activities were achieved. Frameworks that guide monitoring were reviewed; Monitoring Tools and Business plans were also developed. Ten (10) Police Stations were assessed through announced visits, resulting in extra three (3) Police Stations as seven (7) were planned for the quarter. Reports in respect of the Police Stations assessed were also compiled. Fifteen (15) unannounced Police Stations visits were planned for the period under review. However, twenty nine (29) were assessed and reports compiled, thus resulting in extra fourteen (14). Daily crime statistics were analysed and reports submitted to the MEC. Six (06) service delivery complaints against the SAPS were received and dealt with accordingly. Twenty one (21) community awareness Campaigns were planned for the quarter, however, thirty six (36) were conducted as field workers were available. Lastly, terms of reference for Community Satisfaction survey were developed.

#### **2. Progress with the implementation of the strategic objectives**

As outlined supra, the Directorate: Monitoring and Oversight, is on cause in implementing its strategic objectives.

#### **3. Under achievements and reasons for under achievements**

During the period under review, the Directorate did not register any under achievements.

#### **4. Steps to correct under achievements**

None

#### **5. Activities for the next quarter**

- Conduct thirty six (36) announced Police Stations visits to monitor SAPS.
- Compile thirty six (36) reports on announced Police Stations visited
- Conduct fifteen (15) unannounced Police Station visits
- Compile fifteen (15) reports on unannounced Police Stations visited



- Analyze crime statistics and compile one (01) analysis report
- Number of service delivery complaints addressed against the SAPS.
- One (1) Community Awareness Campaign report
- One (1) progress report

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Number of reviewed monitoring frameworks	Review eight (08) monitoring frameworks on: <ul style="list-style-type: none"> <li>• SAPS Human and Logistical Resources</li> <li>• Policing Priorities</li> <li>• Infrastructure development</li> <li>• Complaints</li> <li>• Call Center</li> <li>• Unannounced Police station visits</li> <li>• Implementation of Rural Safety</li> <li>• Compliance</li> </ul>	Six (06) Frameworks reviewed <ul style="list-style-type: none"> <li>• Monitoring and Oversight Framework <ul style="list-style-type: none"> <li>- SAPS Human and Logistical Resources,</li> <li>- Compliance</li> <li>- Rural Safety</li> </ul> </li> <li>• Policing Priorities</li> <li>• Infrastructure development</li> <li>• Complaints</li> <li>• Call Center</li> <li>• Unannounced Police station visits</li> </ul>	In terms of the prescribed National Monitoring Tool, six (06) Frameworks were reviewed. From the six (06) reviewed Frameworks, one (01) (Monitoring and Oversight Framework) included: <ul style="list-style-type: none"> <li>- SAPS Human and Logistical Resources,</li> <li>- Compliance and</li> <li>- Rural Safety</li> </ul>	None
Number of monitoring tools developed	Develop eight (08) monitoring tools.	Developed two (02) Monitoring tools: <ul style="list-style-type: none"> <li>• National Monitoring Tool</li> <li>• Unannounced Monitoring Tool</li> </ul>	The newly developed National Monitoring Tool includes: <ul style="list-style-type: none"> <li>• SAPS Human and Logistical Resources</li> <li>• Policing Priorities</li> <li>• Infrastructure development</li> <li>• Implementation of Rural Safety</li> <li>• Compliance</li> <li>• Stock Theft</li> <li>• Domestic Violence</li> <li>• Child Justice.</li> </ul> The other tool that was developed was on unannounced Police Station visits	None
Number of Business Plans developed	Develop eight (08) business plans.	Developed three (03) Business Plans	Only three business plans were developed as the business plan of the newly developed National Monitoring Tool includes: <ul style="list-style-type: none"> <li>• SAPS Human and Logistical Resources</li> <li>• Policing Priorities</li> <li>• Infrastructure development</li> <li>• Implementation of Rural Safety</li> <li>• Compliance</li> <li>• Stock Theft</li> </ul>	None

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
			<ul style="list-style-type: none"> <li>• Domestic Violence</li> <li>• Child Justice.</li> </ul> The other two business plans developed were unannounced Police Station visits and Call Centre.	
Number of announced Police Stations visits conducted	Conduct seven (07) announced Police Stations visits to monitor SAPS.	Ten (10) announced Police Stations visits conducted	Three additional Police Stations (Mmabatho, Mahikeng and Lomanyaneng) were visited to pilot the National Monitoring Tool.	None
Number of announced Police Stations reports compiled	Compile seven (07) reports on announced Police Stations visited	Ten (10) announced Police Stations visit reports compiled	Three additional reports (Mmabatho, Mahikeng and Lomanyaneng) were compiled following piloting of the National Monitoring Tool.	None
Number of unannounced Police Stations visits conducted	Conduct fifteen (15) unannounced Police Station visits	Conducted twenty nine (29) unannounced Police Station visits	Due to community outcry, ministerial directive was issued to intensify, unannounced police station visits, especially where complaints were registered, therefore, fourteen (14) additional Police Stations were visited.	None
Number of reports on unannounced Police Stations visits conducted	Compile fifteen (15) reports on unannounced Police Stations visited	Compiled twenty nine (29) reports on unannounced Police Stations visited	Fourteen (14) additional reports were compiled due to ministerial directive to intensify unannounced Police Station visits, especially where complaints were registered.	None
Approved report on rate of convictions	Analyze rate of convictions and compile one (01) analysis report	To be compiled in the fourth quarter	Not applicable during the quarter under review.	Not applicable during the quarter under review.
Approved report on crime statistics	Analyze crime statistics and compile one (01) analysis report	One (01) Analysis report compiled	None	None
Number of reports on complaints against the SAPS.	Number of service delivery complaints addressed against the SAPS.	Ten (10) complaints were brought forward from the fourth quarter of 2010/2011. Six (06) complaints received during the period under review. Six (06) were addressed and finalized, and ten (10) were brought forward to July-September 2011 quarter, thus outstanding and still under investigation	Ten complaints (10) outstanding as still under investigation	The 10 complaints remaining will be finalized during the second quarter)
Number of Community Awareness campaigns	Conduct twenty one (21) community awareness campaigns	Thirty six (36) Community awareness campaigns were conducted	Eight (08) field workers who are usually conducting announced Police Station visits were available to assist with campaigns as they	None

<b>Performance Indicator</b>	<b>Quarter Output as per APP</b>	<b>Achievements/Under achievement</b>	<b>Reasons for deviations</b>	<b>Corrective Measures</b>
conducted			managed to finalize planning stage (developing Frameworks, business plans and monitoring tools) than a period that was anticipated.	
Approved report on the impact of the Victims Charter	Assess impact of Victims Charter and compile one (01) assessment report.	Terms of Reference in respect of new project : Community Satisfaction Survey were compiled	Due to late implementation of the Victims Charter by the Department of Justice and Constitutional Development, the planned project was postponed and replaced with a new one (Community Satisfaction Survey).	None

## 1. Service Delivery Complaints against SAPS from April to June 2011

- **Statistics of complaints received**

STATION	PSD	PINV	PINV & PF	PF	PR	Racism	I'll-Treatment of suspects	Refusal To Accept cases	Harassment	Break Down in Comm. Relations	OTHER	TOTAL
Madibogo	1	0	0	1	0	0	0	0	0	0	0	2
Phokeng	1	0	0	0	0	0	0	0	0	0	0	1
Lethabile	1	0	0	0	0	0	0	0	0	0	0	1
Klerksdorp	0	0	0	1	0	0	0	0	0	0	0	1
Orkney	0	0	0	0	0	0	0	0	0	0	1	1
<b>Total</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>6</b>

### Complaints Report in relations to prioritised crimes

- Murder = 0
- Assault = 0
- Domestic Violence = 0
- Armed Robbery = 0
- Stock Theft = 0

**Total = 0**

## **2. Analysis in terms of CMS categorization per cluster**

- **Pudumoe**

A total of two (2) complaints were received for the above mentioned Accounting Station and categorized as follows:

- Madibogo -Poor Service Delivery=1
- Madibogo - Poor Feedback=1

**Total=2**

- **Rustenburg**

A total of two (2) complaints were received for the above mentioned Accounting Station and categorized as follows:

- Phokeng- Poor Service Delivery=1
- Lethabile- Poor Service Delivery

**Total=2**

### **Pochefstroom**

A total of two (2) complaints were received for the above mentioned Accounting Station and categorised as follows:

- Klerksdorp-Poor Feedback=1
- Orkney-Other=1

**Total=2**

### 3. Closed files: April to June

DISPOSAL	PSD	PF	PINV & PF	PINV	ILLTREATMENT OF SUSPECT	REFUSAL TO ACCEPT CASES	BREAKDOWN IN COMMUNITY CASES	OTHER	TOTAL
RESOLVED	4	1	0	0	0	0	0	1	6
DECLINED	0	0	0	0	0	0	0	0	0
REFERRED BACK TO SAPS	0	0	0	0	0	0	0	0	0
REFERRED BACK TO OTHER INSTITUTIONS	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>6</b>

**Abbreviations:**

PSD- Poor service delivery

PINV- Poor investigations

PINV & PF- Poor investigations & feed back

PR- Poor Response

### 3. Matters pending:

District	Allocated Files	Received Files	Closed files	Files awaiting SAPS Response	Files awaiting Departmental Investigation	Total pending for the quarter
Bojanala	3	2	0	0	5	5
Dr. Kenneth Kaunda	0	2	1	0	1	1
Ngaka Modiri Molema	06	0	3	0	3	3
Dr. Ruth Mompati	1	2	2	0	1	1
<b>TOTAL</b>	<b>10</b>	<b>+ 6</b>	<b>- 6</b>	<b>0</b>	<b>10</b>	<b>10</b>
	<b>= 10</b>					

### Departmental Intervention and Impact Made

Ref:	Date	Station	Complaint category	Brief Description of the incident	Interventions
11/3/3					
06/11	19.04.11	Phokeng	Poor Service Delivery	<ul style="list-style-type: none"> <li>The complainant alleged that her mentally ill son was arrested and detained at the Phokeng Police Station</li> <li>She further alleged that, she tried on</li> </ul>	<ul style="list-style-type: none"> <li>The complainant and the Station Commander Phokeng were interviewed.</li> <li>Hospital records indicating that the suspect's son was once treated for a mental illness were</li> </ul>

Ref:	Date	Station	Complaint category	Brief Description of the incident	Interventions
11/3/3				<p>several occasions to have her son taken for medical assistance but all in vain.</p> <ul style="list-style-type: none"> <li>The complainant requested the Department to intervene.</li> </ul>	<p>forwarded to Phokeng SAPS</p> <ul style="list-style-type: none"> <li>Due to the efforts taken by the Department, the complainants' son was released by the magistrate to her custody.</li> <li>The information was confirmed by an entry made into the Investigative Journal.</li> <li>The information was also confirmed by the complainant and the file was prepared for closure.</li> </ul>
07/11	19.05.11		Poor Service Delivery	<ul style="list-style-type: none"> <li>The complainant alleged that since he reported two (2) cases of theft and house breaking at the Letlhabile Police Station,</li> <li>Nothing was done by the Police.</li> <li>The complainant requested the Department to intervene.</li> </ul>	<ul style="list-style-type: none"> <li>Letlhabile Police Station was visited for investigation.</li> <li>The Investigating Officer was interviewed and two (02) case dockets were perused.</li> <li>The matter is still under investigation and the complainant was informed accordingly</li> </ul>
08/11	01/06/11		Poor Feedback	<ul style="list-style-type: none"> <li>The complainant alleged that he was involved in a motor vehicle accident on the 23<sup>rd</sup> May 2011.</li> <li>However, when the SAPS members arrived at the scene of the accident, he was not in a condition or position to make a statement and/or complete an accident report.</li> <li>That when he received an accident report, he found that the information captured on it was incorrect. He then</li> </ul>	<ul style="list-style-type: none"> <li>The Department called SAPS (Madibogo) and found that the matter had received attention.</li> <li>The information was confirmed with the complainant and the file was prepared for closure.</li> </ul>



Ref:	Date	Station	Complaint category	Brief Description of the incident	Interventions
11/3/3				<p>requested the SAPS member to correct it but that was not done.</p> <ul style="list-style-type: none"> <li>The complainant requested the Department to intervene.</li> </ul>	
09/11	01/06/11		Poor Service Delivery	<ul style="list-style-type: none"> <li>The complainant alleged that she was refused to register a case docket after she was undressed and beaten by some women at the Tribal Offices.</li> <li>That reasons advanced to her was that the matter was purely a traditional one and should be addressed as such.</li> <li>The complainant requested the Department to intervene.</li> </ul>	<ul style="list-style-type: none"> <li>The Department called SAPS (Madibogo) and found that the matter had received attention.</li> <li>CAS 09/06/2011 was registered.</li> <li>The information was confirmed with the complainant and the file was prepared for closure.</li> </ul>
10/11	02/06/11		Poor Feedback	<ul style="list-style-type: none"> <li>The complainant, a Traffic officer, alleged that on the 25 November 2010, he was insulted whilst executing his duties by a Police official, who called him a racist and a corruptor.</li> <li>That this was followed by acts of intimidation from the said police officials family who had taken his photographs whilst on duty.</li> <li>The complainant further alleged that he registered a case docket against the said Police Official, but to date nothing was done by the SAPS</li> <li>The complainant therefore requests the</li> </ul>	<ul style="list-style-type: none"> <li>A Departmental investigation was conducted and it was found that the case was closed as undetected based on lack of witness.</li> <li>However, it was established that the SAPS had failed to inform the complainant of their decision to close the case.</li> <li>Department telephonically informed the complainant and advised SAPS to inform the complainant in writing.</li> <li>SAPS advised that they will confirm the</li> </ul>

Ref:	Date	Station	Complaint category	Brief Description of the incident	Interventions
11/3/3					
				Department to intervene.	information in writing before the 30 <sup>th</sup> June 2011.
11/11	10/06/11		Other	<ul style="list-style-type: none"> <li>The complainant alleged that one NUM member was arrested while on elections motorcade, on allegations of driving under the influence of alcohol. He was however found dead in police custody the following day.</li> <li>The complainant further believed that the action by the SAPS members was racist and their member was not released because of the colour of his skin.</li> <li>The Federation therefore demanded that the members concerned be arrested and charged immediately.</li> </ul>	<ul style="list-style-type: none"> <li>The department intervened on the 14<sup>th</sup> June 2011 through a meeting which was held between the Acting Station Commander,</li> <li>CPF and departmental representative at Orkney Police Station.</li> <li>During an interview with the Acting Station Commander and the CPF members, it was emphasised that the Station had not experienced any negative racial attitudes or tendencies.</li> <li>Further, that two (2) case dockets were registered separately: i.e. reckless and or negligent driving and the other related to failure to produce driving licence.</li> <li>The issue of racism was unfounded</li> <li>Upon departmental investigation, the issue of racism as alleged by COSATU could not be established.</li> <li>The matter was provisionally closed.</li> </ul>

## **Sub Directorate 2.2: Crime Prevention**

### **1. Overview of the period under review**

The Directorate was successful in achieving most of planned activities in terms of the Annual Performance Plan except in cases where further consultation (i.e. agreement regarding policy/strategic matters with key stakeholders e.g. SAPS, CPFs, Municipalities etc.) was necessary before implementation. Under-achievement is also influenced by the slow process regarding filling of critical vacant posts at middle management level.

### **2. Progress with the implementation of the strategic objectives**

There was good progress regarding implementation of the PJCPS community engagement meetings given the limited available budget. Participation in the National Community Safety Forums Policy which has been finalized is expected to yield positive results with respect to future progress on establishment of Crime Prevention Partnerships.

### **3. Under-achievements and reasons**

In instances where the Directorate has under achieved (e.g. no progress on Letsema activities and destroying of the market for stolen goods), the Directorate depended on key role-players such as Local Municipalities (which were undergoing transition during the quarter under review i.e. elections). The plan for district workshops to market the Strategy to prevent and combat sexual offences that needed serious review is affected by the amendment effected in the Sexual Offences Act. This needs further guidance/direction before implementation of the assessment exercise. The gaps experienced through shortage of human resources affect the Directorate negatively.

### **4. Steps to correct under-achievements**

Efforts will be taken to finalize plans to enable successful implementation (i.e. to cover targets for both first and second quarters e.g. Letsema activities and destroying the market of stolen goods campaigns).

### **5. Activities for the next quarter**

- Implementation of CPTED Strategy assessment in Municipalities,
- Letsema activities
- Coordination of Anti-Stock theft Forum
- Continuation of PJCPS engagements,
- Facilitation of transfer payment to Community Police Forums
- Promotion of safety through awareness campaigns
- Filling of critical vacant posts is expected to be finalized to address capacity gaps that affect overall performance.

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Number of CPTED Strategy report in 7 municipalities	-	-	No deviation. It is an annual activity that will be reported in the 4 <sup>th</sup> quarter	
Number of Letsema activities	2	Not achieved	Plan still to be agreed with targeted Municipalities. Ddelay as a result of recent Local Municipality Elections	To cover targets for both quarters (1 <sup>st</sup> & 2 <sup>nd</sup> )
Number of District workshops to market the Strategy to combat sexual offences	2	Not achieved. Monitoring tool developed.	Plan reviewed. Need for aligning of Strategy to the recently amended Sexual Offences Act.	Training/capacity building required prior to continuation of the project
Report on Provincial Anti-Stock theft Forum Coordination	-	Stakeholder consultation	-	-
Number of PJCPS Community engagement meetings	1	Coordinated one programme in the Dr. Kenneth Kaunda District	-	-
Number of reports on number of Social Crime Prevention Projects funded	-	Business Plans received. Funding Protocol Review in process.	-	-
Number of reports on established Crime Prevention Partnerships	-	Participation in development of National CSFs Policy.	-	-
Functionality Audit Report of CPFs	-	-	No deviation. It is an annual activity that will be reported in the 4 <sup>th</sup> quarter	-
Report on number of CPFs trained	-	-	No deviation. It is an annual activity that will be reported in the 4 <sup>th</sup> quarter	
Number of reports on Implementation of community patrollers programme	-	-	No deviation. It is an annual activity that will be reported in the 4 <sup>th</sup> quarter	
CPF's consultative meetings resolutions implementation plan	1	-	No deviation. It is an annual activity that will be reported in the 4 <sup>th</sup> quarter	
Number of Anti-firearms	1	Campaign coordinated in 3 Districts	-	-

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Campaigns				
Number of campaigns on the Destroying of the market for stolen goods	1	Not achieved	Need to do further consultation to finalize plan.	To cover targets for both quarters (1 <sup>st</sup> & 2 <sup>nd</sup> )

## Sub Directorate 2.3. Road Traffic Management

### 1. Overview of the period under review

The period under review was marked by law enforcement operations centred on the National Rolling Enforcement Plan for all traffic authorities in the country. A number of special operations were conducted. Operation Safer Easter in April was aimed at driver and vehicle fitness before and during the Easter weekend. Operation Juggernaut in May 2011 specifically targeted public freight and passenger transport.

### 2. Progress with the implementation of the strategic objectives

The provincial traffic issuing authorities have the necessary minimum equipment to implement AARTO, but additional staff will have to be appointed to meet the added administrative burden as a result of AARTO processes. North West is at about 50% readiness for the implementation, and the biggest challenges are budgetary constraints, buy-in by Public Safety Managers, and appointment of additional personnel.

### 3. Under-achievements and reasons for under-achievements

Under achievement were registered in the number of speed operations, as well as the number of roadblocks conducted. Speed operations came under pressure due to the majority of speed equipment that was sent in to the service provider for calibration according to the specifications of the National Road Traffic Act. The speed equipment was calibrated and returned to traffic stations, who are utilizing the equipment for speed law enforcement on a daily basis. The emphasis of the National Rolling Enforcement Plan leans toward special operations not necessarily focused on roadblocks. In addition, the lack of roadblock equipment also contributed to the underperformance.

### 4. Steps to correct under-achievements

There are currently no funds available to purchase roadblock trailers. RTM will request for funds in the 2011/2012 budget to purchase additional roadblock trailers. All speed machines have been calibrated, and are currently in use.

### 5. Activities for the next quarter

The following special operations are planned for the next quarter:

- Operation Zero Tolerance which will focus on Barrier lines, yellow lanes, red light, seat belts, cell phones, reckless, negligent
- Inconsiderate driving, which will be conducted in July 2011.
- In August 2011, Operation Clean Sweep will be aimed at documentation, defective equipment and alcohol enforcement.

- Alcohol enforcement in urban and rural areas as well as excessive speed will be the focal areas in September month, with Operation Futha.

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Report on Number of Speed Law Enforcement	4450	1270	Speed machines were at service provider for calibration.	All speed machines have been calibrated, and are currently in use.
Report on Number of individual drivers and vehicles inspected for driver and vehicle fitness	195000 (Provincial target)	217393 including local authorities 170697 inspections conducted provincially.	The increased focus of the National Rolling Enforcement Plan led to over achievement	None
Report on Number of special operations	327	526	The emphasis on special operations was as result of the efforts to ensure a safe Easter arrive alive program which led to over achievement	None
Report on Number of cross border operations	9	15	The increased focus of the National Rolling Enforcement Plan led to over achievement	None
Report on Number of roadblocks	615	340	The emphasis of the National Rolling Enforcement Plan leans toward special operations not necessarily focused on roadblocks. In addition, the lack of roadblock equipment also contributed to the underperformance.	There are currently no funds available to purchase roadblock trailers. RTM will request for funds in the 2011/2012 budget to purchase additional roadblock trailers.
Report on Number of patrols on routes with high accident rates to ensure visible traffic policing	891	4803	The effective deployment of traffic officers on routes with high accident statistics led to this over achievement which contributed to the decrease in road deaths in this quarter.	None
Report on number of vehicles exceeding the speed limit	Report quarterly	3276	None	None
Report on Number of	4800	888	The emphasis of the	Budget is being

<b>Performance Indicator</b>	<b>Quarter Output as per APP</b>	<b>Achievements/Under achievement</b>	<b>Reasons for deviations</b>	<b>Corrective Measures</b>
vehicles checked in roadblocks			National Rolling Enforcement Plan leans toward special operations not necessarily focused on roadblocks.	requested to purchase special road block trailers for this financial year
Report on number of traffic officers	Report quarterly	454	None	None
Report on number of patrol vehicles	Report quarterly	319	None	None
Report on ratio of traffic officers per km of surfaced road in Province	Report quarterly	0.06:1	None	None
Report on ratio of traffic officers per patrol vehicle	Report quarterly	1.4:1	None	None
Report on ratio of registered vehicles per traffic officer	Report quarterly	989:1	None	None
Report on number of new recruited law enforcement officers	Report quarterly	0	None	None
Report on number of unroadworthy vehicles impounded	Report quarterly	55	None	None
Report on number of accidents reported	Report quarterly	649	SAPS Competency	None
Report on number of fatalities	Report quarterly	218	Deaths	
Report on number of serious injuries	Report quarterly	47	None	None
Report on number of pedestrians killed	Report quarterly	3	None	None
Report on number of children pedestrians killed	Report quarterly	0	None	None
Report on Number of hours weigh bridges is operational	6480	7189	None	None
Report on number of vehicles weighed	Report quarterly	11104	None	None
Report on no of vehicles which are overloaded	Report quarterly	970	None	None
Report on number of vehicles detained	Report quarterly	0	None	None
Report on the implementation of AARTO	1 Report in 3rd Quarter	Report in 3rd Quarter	Awaiting Ministerial affirmation	None

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
To conduct a pilot project to facilitate secondary school learners to obtain learners license	Scheduled for 3 <sup>rd</sup> quarter	Scheduled for 3 <sup>rd</sup> quarter	Not applicable during the quarter under review	Scheduled for 3 <sup>rd</sup> quarter

## Sub Directorate 2.4: Road Safety Management

### 1. Overview of the period under review

The Directorate's main focus during the period under review was on school activities which were successfully implemented even though there were a number of both internal and external factors which had a minimal impact on the general performance. The focus was mainly on scholar patrol registrations, school debate competition, Identification of schools to participate in the Participatory Education Technique project and the recruitment of community members to participate within the Road Safety Rangers

### 2. Progress with the implementation of the strategic objectives

The Directorate progressed fairly well in the implementation of its strategic objectives even though there were challenges experienced, especially on presentations to schools.

- Education
- Promotion
- awareness

### 3. Under-achievements and reasons for under-achievements

The Directorate did not achieve its set target on the following areas:

- Presentation to schools and ECDs due to the June school examination period, limited resources (subsidized vehicles) for newly appointed officers and the unavailability of pool vehicles. Road Safety Officers also had to focus on School debate competitions.
- Media Campaigns target was not met because some of the Community Radio Stations could not provide documentation requested by Supply Chain Management on time, specifically the Tax Clearance Certificate.
- Functionality and capacity building of Community Road Safety Councils  
The 2011 Local and District Municipal elections had an impact on the membership of Community Road Safety Councils, thus causing the Directorate to re elect new members as most of them were councillors. This also affected the scheduled training consequently leading to councils not being functional. Road safety debates

### 4. Steps to correct under-achievements

- Plans are in place to double the efforts on presentations to school during the second quarter.
- A request for approval to rent vehicles for use by newly appointed road safety officers, has been submitted to the Head of the Department



## 5. Activities for the next quarter

The following activities are planned for the next quarter

- Presentations at school, ECDs and other institutions
- Media campaigns
- Implementation of Districts' Driver Skills Enhancement Programme

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Number of road safety media Campaigns	6	04 radio talk shows on Mafikeng FM were conducted.  MEC message on NW FM during the Easter Arrive Alive period from 11 April to 01 May 2011	None	None
	6	05 Advertorials on the Mafikeng Mail, Rustenburg Herald, Brits Pos, Stellander and Klerksdorp Rekord. The articles focused mainly on general road safety tips.	None	None
	20	19 campaigns with specific focus on pedestrians safety , drivers' behavior and attitude were held, including Arrive Alive launch, 2 prayer sessions, and one (1) level crossing campaign at Rustenburg in partnership with Transnet	None	None
Number of presentations at schools and Early Childhood Development Centres	1260	685 presentations at schools, ECDs and ABET centers on child in traffic and multimedia projects were conducted.	Mid-year school examinations	Plans are in place to double the efforts on presentations to schools during the second quarter.
Number of visits to Transport companies	-	''		N/A
Number of visits to taxi councils	-			N/A
Number of visits to driving schools	-			
Number of Registered and insured scholar patrol	-350	179 schools were Registered and insured. Registration is still ongoing.	None	As and when participating in the programme is requested and also depending on qualification pre school
Road safety education projects	14 Debate competitions	17 Debate competitions held from cluster to District levels	None	None

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
		were held. The Provincial competition was held on the 24 <sup>th</sup> June 2011 and Provincial team was selected to represent the Province at National level.		
Number of driver skills enhancement competition	-			
Enhancement of road safety awareness through Road Safety Forum report	1	0		

### **Programme 3: Traffic Management**

#### **Sub Directorate: 3.1: Licensing Inspectorate**

##### **1. Over view of period under review**

Licensing Inspectorate experienced some challenges during the period under review. The Sub-Directorate included Traffic Law Administration before it separated the administrative part thereof to Road Traffic Management. The sub-directorate was unable to meet its targets for the periods under review due to the focus on cases that were handed over for investigation by the Special Investigating Unit and Forensics-

##### **2. Progress with the implementation of strategic objectives**

The sub directorate could not implement the strategic objectives as planned due to engagement with Special investigations and the Forensics. The target will be implemented during the 2<sup>nd</sup> quarter 2011/12 financial year.

##### **3. Under- achievements and reasons for under-achievements**

Due to Special investigations and Forensics prioritised during the first quarter, the sub directorate could not perform the targets planned for the quarter under review

##### **4. Steps to correct under-achievements**

The work schedule of the Provincial Inspectorate has been designed to ensure intensification of regular inspections in the 2<sup>nd</sup> quarter in order to correct the imbalances of the 1<sup>st</sup> quarter.

##### **5. Activities for the next quarter**

- Inspections of driving licence testing centres,
- nspections of Vehicle Test Stations,
- Orientations of Management Representatives,
- Upgrading and evaluation of Management Representatives,
- Assisting DLTC with necessary expertise,
- Holding Information sessions and Orientation of Management Representatives,

- Upgrading and evaluating examiners skills on various classes of motor vehicles,
- Report on number of examiners and cashiers trained,
- Implementation and compliance to Road Traffic Act and Regulations, minimum requirements of testing methods at VTS's

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Number of inspections for compliance with K53 testing methods at 26 Driving License Testing Centres (DLTC's)	6	3	Six out of seven officials were engaged in assisting Special Investigating Unit and Forensic Consultants in their investigations, with information concerning fraudulently issued learners and driving licenses.	Activities under the column "Activities for the next quarter" shall be doubled in the 2 <sup>nd</sup> quarter in order to correct the underachievement of the 1 <sup>st</sup> quarter.
Number of inspections for compliance with SANS at 33 Vehicle Testing Stations (VTS's)	8	3	Same as above	Same as above

### Sub Directorate 3.1.2: Traffic Law Administration

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Number of reports to Orientation of Management Representatives about their duties and responsibilities at DLTC's	7	none	Six out of seven officials were engaged in assisting Special Investigating Unit and Forensic Consultants in their investigations, with information concerning fraudulently issued learners and driving licenses.	Same as above
Number of reports on Upgrading and evaluating examiner's skills on various classes of motor vehicles	1	none	Same as above	Same as above
Number of reports on assisting driving licence testing centres with necessary expertise	1	none	Same as above	Same as above

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Number of reports on Information sessions and orientation of Management Representatives on SABS (SANS)	1	none	Same as above	Same as above
Number of reports on Orientation of Management Representatives about their duties and responsibilities at VTS's	1	none	Same as above	Same as above
Number of reports on Upgrading and evaluating examiner's skills on various classes of motor vehicles	1	none	Same as above	Same as above
Report on Number of Examiners and Cashiers trained	1	none	Same as above	Same as above
Implementation and compliance to Road Traffic Act and Regulations, minimum requirements of testing methods at VTS's.	8	none	Same as above	Same as above

## Sub Directorate: Revenue Management

### 1. Overview of the period under review.

The sub-programme is functionally and administratively responsible for the motor vehicle registration and licensing services, coordination of the eNaTIS implementation and management services and ensuring a sound system of internal control within the Department.

#### Measurable Objectives:

- . To provide and administer motor vehicle registration services.
- . To render administrative and logistical support services.
- . To coordinate eNaTIS implementation and management services in the Province.
- . To ensure a sound system of internal control within the Department

### 2. Progress with the implementation of the strategic objectives.

The sub-programme, despite the many challenges it currently encounters with regard to both human resource and equipment, has continued to uphold the delivery of functions and produced all required reports on monthly basis. The uncompromising efforts put by the personnel within

the revenue reconciliation seen the clearing of all outstanding bank exceptions at the end of each Month, the process that enable the department to close its books properly on monthly basis and report on time to the Provincial Treasury.

The sub-programme recorded a total revenue over-collection of R 62 320 463.19 as compared to the quarterly budget of R 55 500 000.00, and the actual revenue over-collection for the first quarter is R 6 820 463.19

The collection of revenue also resulted from the under-performance in certain categories or revenue classifications as follows:

Source	Budget Estimates April - June	Total Receipts Actual	Variance Col: 1 & 2	% Variance
	Col: 1	Col:2		
Motor Vehicle License	50 044 250.00	55 798 400.75	- 5 754 150.75	- 11 %
DLTC & VTS	1 350 000.00	1 641 187.00	- 291 187.00	- 22 %
Abnormal Load Permits	1 293 250.00	2 707 670.39	- 1 414 418.39	- 9 %
Fine, Penalties & Forfeits	2 362 500.00	1 944 056.05	418 443.95	8 %
Personalized Reg. Numbers	450 000.00	229 149.00	220 851.00	51 %
<b>Totals</b>	<b>R 55 500 000.00</b>	<b>R 62 320 463.19</b>	<b>-R 6 820 463.19</b>	<b>- 17 %</b>

The sub-programme manage to reconcile money deposited into the Department's Revenue Account by all the collecting offices, and checked the deposits against own files and the BAS exception reports.

### 3. Uder-achievements and reasons for under-achievements.

#### Personalized License Numbers:

The revenue under-collection for the mentioned source to date is R 229 149.00 as compared to the total quarterly budget projection of R 450 000.00, the sub-programme experienced the actual under-collection of R 220 851.00, this is due to lack of intensive marketing of the service currently rendered, and the fact that it is currently centralized to head office.

In view to intensify the marketing and sale of personalized license numbers, the sub-programme has requested the eNaTIS contractor to extract all data relating to the personalized license numbers in the North West Province to conduct an audit on which numbers are in use and which are not. This process will assist with making those that were reserved but not utilized within twelve months, available for resale.

#### Fine, Penalties & Forfeits:

The sub-programme under-collection for the above-mentioned source to date of is R 1 944 056.05 as compared to the total quarterly budget projection of R 2 362 500.00, the actual under-collection is R 418 443.95, this is due to lack of proper organized debt management office to handle all debts within revenue directorate and the none implementation of the debt management policy that is still to be deliberated by the internal stake-holders within the Department.

The contractor have been requested to extract the data regarding motor dealerships and long outstanding license debts. The final execution of this part of exercise could not be done due to lack of resources in human bodies and budget.

#### 4. Steps to correct under-achievements.

Certain items in the Revenue Maximization and Related Service Delivery Improvement Strategy had already been identified for immediate implementation. A team of Law Enforcement Officers will be established per district for execution thereof, especially the visits to the motor dealerships in ensuring compliance to the Road Traffic Regulations.

- Reconciliation of own revenue with that deposit into the Departmental Revenue Account and reported by the Basic Accounting System ( BAS ) has been allocated properly to the departmental vote, during the first quarter.
- Continuous encouragement of External MVRL Authorities to deposit revenue due to the Province, contributed positively and also the capturing of deposit slips was implemented in time although the collecting office experienced problems with their faxes to forward the information accordingly.
- Internal deployment of staff also assisted in clearing the exceptions accordingly.
- Decentralization Personalized number plates for marketing.
- 

#### 5. Activities for the next quarter.

- . Motor Vehicle Registration and Licensing
- . Driving License and Testing Center ( DLTC ), and Vehicle Testing Stations ( VTS ).
- . Abnormal Load Permits
- . Traffic Fines
- . Personalized License Number Plate

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Number of new vehicles registered and licensed.	7889.	12273.		
	1 report on number of new vehicles registered and licensed.	1 report on number of new vehicles registered and licensed submitted.	None.	

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Number of vehicles Licensed.	158091.	137929.		
	1 report on number of vehicles licensed.	1 report on number of vehicles licensed submitted.	None.	
Number of registering authorities converted in accordance to the Best Practice Model (BPM) requirements.	1 each for the first two quarters.	None.	Implementation was delayed due to none availability of budget.	
Number of transactions performed by eNaTIS help desk.	5654.	3213.	Processing of sensitive transaction by the Help desk is dependent on the applications received.	
Number of registering authorities converted to the document management system.	1 for the first two quarters.	None.	Following the expiry of the contract regarding digital scanning, and engagement with eNatis contractor, the department therefore opted to utilize internal resources in terms of eNatis functionality, the process will be implemented during the third quarter depending on the approval of the functionality by the NDoT.	
Number of signed Service Level Agreements with all registering authorities (motor vehicle registrations and licensing).	2.	None.	Communication is already made to Taung,Schweizer-Reneke, Klerksdorp,Orkeny,Stilfontein and Hartebeesfontein we are still waiting for the Service Level Agreement to be returned.	

<b>Performance Indicator</b>	<b>Quarter Output as per APP</b>	<b>Achievements/Under achievement</b>	<b>Reasons for deviations</b>	<b>Corrective Measures</b>
Reviewed Personnel Strategy Plan.	Reviewed on 30 <sup>th</sup> June.	Reviewed during May 2011.		
Number of Revenue reconciliation reports.	1 Revenue performance report.	1 Revenue performance report submitted.		
Approved Revenue Maximization strategy.	Implementation.	Still in process.		
Number of effective Debt Management reports.	1 Debt Management Report.	1 Debt Management Report Submitted.		
Development of eNaTIS Training Plan.	Implementation.	Still in process.		
Number of personnel trained on eNaTIS	25.	31.	New appointments. Refresher training.	



<b>Performance Indicator</b>	<b>Quarterly Planned Output as per APP</b>	<b>Achievement/Under achievement</b>	<b>Reasons for Deviations</b>	<b>Corrective Measures for Underachievement</b>
Number of new vehicles registered and licensed.	7889.	12273.		Not Applicable.
	1 report on number of new vehicles registered and licensed.	1 report on number of new vehicles registered and licensed submitted.	None.	
Number of vehicles Licensed.	158091.	137929.		Not applicable.
	1 report on number of vehicles licensed.	1 report on number of vehicles licensed submitted.	None.	
Number of registering authorities converted in accordance to the Best Practice Model (BPM) requirements.	1 each for the first two quarters.	None.	Implementation was delayed due to none availability of budget.	
Number of transactions performed by eNaTIS help desk.	5654.	3213.	Processing of sensitive transaction by the Help desk is dependent on the applications received.	
Number of registering authorities converted to the document management system.	1 for the first two quarters.	None.	Following the expiry of the contract regarding digital scanning, and engagement with eNatis contractor, the department therefore opted to utilize internal resources in terms of eNatis functionality, the process will be implemented during the third quarter depending on the approval of the functionality by the NDoT.	
Number of signed Service Level Agreements with all registering	2.	None.	Communication is already made to Taung,Schweizer-Reneke, Klerksdorp,Orkeny,Stilfontein and Hartebeesfontein we are	Follow up meetings had already been made with three Municipalities in

authorities (motor vehicle registrations and licensing).			still waiting for the Service Level Agreement to be returned.	view to finalize the signing of SLA's in the next quarter.
Reviewed Personnel Strategy Plan.	Reviewed on 30 <sup>th</sup> June.	Reviewed during May 2011.		
Number of Revenue reconciliation reports.	1 Revenue performance report.	1 Revenue performance report submitted.		
Approved Revenue Maximization strategy.	Implementation.	Still in process.		
Number of effective Debt Management reports.	1 Debt Management Report.	1 Debt Management Report Submitted.		
Development of eNaTIS Training Plan.	Implementation.	Still in process.		
Number of personnel trained on eNaTIS	25.	31.	New appointments. Refresher training.	

Review date by the Extended Departmental Management Committee: 07 July 2011

Signed by the Acting Head of Department Mr Bailey Mahlakoleng on this day .....of July 2011

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Signature

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Date

