



dhsps&l

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

Public Safety and Liaison Branch

Second Quarterly Report

SEPTEMBER 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. Financial Management 1.4. Supply Chain Management 1.5. Management Services and Planning 1.6. Human Resource Management 1.7. Risk Management
2. Crime Prevention and Community Police Relation	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 (July- September 2011)

Programme 1: Administration

Sup Programme 1.1:HOD Support

Overview of the period under review

For the quarter under review performance has been impeded upon due to factors that could not be avoided and this subsequently led to under-achievements.

Progress with the implementation of the strategic objectives

The National and Provincial Governments' directives where the HOD was expected to represent the department in various provincial and national forums in accordance with government expectations and as directed by the MEC, have impacted negatively on the quarterly planned performance as observed in the quarter under review.

Under-achievements and reasons for under-achievements

The reason why there was underachievement is that the HOD had to deviate from the actual planned targets in order to attend a host of meetings or alternatively attend to the National and Provincial mandates

Steps to correct under-achievements

While the National and Provincial Governments' mandates supersede any other departmental mandates, we still remain committed to improving the planning of the HOD's diary, this to accommodate the mandates without impacting negatively on the planned targets

Activities for the next quarter

As per the Annual Performance Plan

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Number of Departmental Management meetings	3	2	Unplanned compulsory meetings which the HOD had to attend during the quarter	Improved planning of the diary

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
			under review.	
Number of Departmental Executive Management meetings	3	0	Unplanned compulsory meetings which the HOD had to attend during the quarter under review.	Improved planning of the diary
Number of Quarterly Review meetings	1	1		None
Number of Joint Management meetings	1	1	Unplanned compulsory meetings which the HOD had to attend during the quarter under review.	None
Number of Farmers Union meetings	1	0	Unplanned compulsory meetings which the HOD had to attend during the quarter under review.	Improved planning of the diary
Number of Business Against Crime meetings	1	0	Unplanned compulsory meetings which the HOD had to attend during the quarter under review.	Improved planning of the diary
Number of Community Policing Board meeting	1	0	Unplanned compulsory meetings which the HOD had to attend during the quarter under review.	Improved planning of the diary
Number of Transport Industry meetings	1	0	Unplanned compulsory meetings which the HOD had to attend during the quarter under review.	Improved planning of the diary

Sub-Programme 1.2: Legal Services

Overview of the period under review

Legal Services Directorate is a support Unit under Corporate Services with its main functions as the rendering of legal support to the Department through the drafting of all legal processes within the Departmental strategic objectives and the handling of claims. As a result thereof the optimal performance or achievements is dependent upon work received from other programmes including the offices of the MEC and HOD. Therefore during the period under review where no work was performed by the Directorate as reflected in the report, it should not be misconstrued as under-achievement as no work was actually referred to us for attention and further handling.

Progress with the implementation of the strategic objectives

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

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 we did not receive instructions from the relevant Directorates in respect thereof

Steps to correct under-achievements

Our Directorate has come 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 should furnish us with the relevant instructions regarding the validity and effectiveness of their legislations or a need to review them.

Activities for the next quarter

A submission shall be referred to the office of the HOD in respect of which the Directorate intends to conduct workshops in relation to legislative processes in general including the need for drafting, amendment and or repeal of legislations as well as Labour Appeal matters.

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	4 contracts drafted and signed	Achievement	Target exceeded because of the number of requests received.	None
Number of reviewed legislations	None	Under-achievement	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	None	Under-achievement	No written requests received from the affected Programmes to draft Legislations.	As a support Unit we rely upon work received from other Directorates for further handling.
Number of legal opinions	9 opinions drafted.	Achievement	Target exceeded because of the number of requests received.	None
Number of labour appeal matters	None	Under-achievement	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	9 claims handled.	Achievement	Target exceeded because of the number of claims received.	None

Sub-Programme 1.3: 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 as well as the preparation and submission of In-Year Monitoring reports to Treasury.

2. Progress with the implementation of the strategic objectives

Cash Flow for July & August 2011

- Amount requested was R 203,986,000.00 and Amount Received is R 137,918,000.00 for equitable shares.
- Treasury loaded for compensation of employees and for goods and services. The total amount requested was not transferred in full as the department had funds in the account to pay for other goods and services.
- Total revenue transferred to the Provincial PMG account is R 25 979 576.04

In-Year Monitoring (Expenditure Report)

The total preliminary expenditure is R162, 794m which is 47% of the budget allocated. Total expected expenditure is 50% for the period. There is an underperformance of 3%. Most of the accruals which were raised by the Auditor General (SA) have been paid. The final expenditure report will be available after period closure, which is on the 07th October 2011.

Programme managers are urged to monitor their user clerks to ensure that services which have been rendered are paid for, i.e the necessary documents are submitted on time for payment.

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 13 out of 13 officials from supply chain management and creditors payments have been trained on BAS successfully for general principles and financial reporting, which is 100% of the total number of officials scheduled to be trained on BAS for the 2nd quarter. Twelve of the thirteen trained officials are currently not accessing the system (BAS), as they have only attended GP training. Not specifically functional area training. **Refer from the attached.**

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 are sent to programme managers on a monthly basis, and the directorate closely monitored progress on payments. A schedule of contractual obligations has been developed and is monitored on monthly basis. This has also impacted positively on reporting on both commitments and accruals. Where there were variances, they were reported to relevant programme manager upon discovery. **(See attached summary)**

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 and Bank Reconciliation Statements

The closing bank balance on the 30th of September was R28, 058m. This includes revenue still to be paid over to the Department of Public Works Roads and Transport (DPWRT), Road Traffic Management Corporation (RTMC) and Provincial Treasury. The directorate has been struggling to pay over to RTMC and DPWRT, but Treasury is aware and are assisting. Bank reconciliation for the two month, (July and August) was performed and signed off by the Chief Financial Officer. The report for September will only be available after period closure on the 7th October 2011.

Trial Balance / Suspense Accounts

Progress has been registered with regard to clearing of suspense accounts. The closing balance as at the end of the first quarter was R27, 873m. The current balance as at the end of September 2011 is R12, 411m. R15, 462m has been cleared. This is however still preliminary as the period is not closed yet. This is a satisfying improvement.

3. Under-achievements and reasons for under-achievements

There were delays with regard to revenue transfers to RTMC and DPWRT. The reasons for this is that, for the DPWRT transfer, the processing transaction has been changed on WALKER, and Treasury is still assisting the department, while the problem with RTMC is that they are not registered on the system.

4. Steps to correct under-achievements

Treasury has been informed and is assisting. With regard to RTMC, they have been informed and are in the registration process.

5. Activities for the next quarter

- Preparation of the Interim financial statements (half yearly financial statements)
- The adjustment budget process
- Finalization of the MTEF budget process, including the presentations for MTEC bilaterals
- 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	The MTEF process is still underway (2012/13 – 2014/15).	None	None

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Number of Approved adjustment budget	0	N/A		
Number of cash flow requests consolidated, submitted and loaded	3	Achieved Amount requested was R 203,986,000.00 and Amount Received is R 137,918,000.00 for equitable shares.		None
Number monthly in year monitoring and evaluation compiled and submitted to Provincial Treasury	2	Partially achieved	September report still awaiting period closure on 07 Oct 2011	None
Report on number of staff trained on BAS.	1	Achieved	None	None
Reports on number of staff accessing BAS system	1	Achieved	None	None
Number of reports on departmental BAS system security	3	Achieved	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.	None	None
Number of reports effective salary administration	2	Under Achieved There is still non compliance with regard to return of payrolls.	Late receipt of payrolls and payslips from provincial treasury	Reminders will be sent on monthly basis to programme managers.
Number of reports on effective and efficient management of suspense accounts	2	Partially achieved Officials were delegated to perform suspense accounts duties on different suspense accounts.	September report is still awaiting for period closure on 7 th October	None
Number of reports of financial and non financial information in line with GRAP,PFMA and other relevant	2	Partially achieved Two DMC reports were Compiled.	September report is still awaiting for period closure on 7 th	None

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
prescripts			October.	
Number of reports on proper management of Departmental bank Account.	3	Achieved Bank Reconciliation statements were compiled and submitted to CFO for signature and approval.	None	None
Number of interim financial statements(IFS) and submission thereof	1	Achieved	None	None

Sub Programme 1.4: Supply Chain Management

Overview of the period under review

The Directorate's main objective is to provide an effective and operational Demand Management, sound Asset Management System, effective and efficient Acquisitions services and Logistics Management as well as the Disposal process. It also ensures effective and efficient management of pool and subsidized vehicles.

Progress with the implementation of the strategic objectives

- Draft of transport policy
- Draft of cell phones policies
- Draft of Loss control committee terms of reference
- Draft Specification Committee Terms of Reference
- A memo has been written to all the directorates to inform them that they should comply with the approved procurement plan whenever they purchase goods and services.
- Timeous receipts of procurement of goods and services
- Replacement of nine labour saving devices.

Under-achievements and reasons for under-achievements

- Incomplete inspection exercise of subsidized and pool vehicles due to lack of Human Resource
- Delay in approval of applications of subsidized vehicles caused by non regular sitting of DTAC meetings and slow processing of applications by the bank.

Steps to correct under-achievements

- The process of linking the budget allocated with the needs identified by the directorates has been done with most directorates and shifting of funds where possible recommended minimizing the problem.
- Inspection of subsidized and pool vehicles is being conducted
- Regular follow up with government garage to ensure repairs of vehicles is being conducted.
- Co-ordinating a meeting with National Department of Transport to discuss the processing of subsidized vehicle applications.
- Conducting of workshops to educate Managers and Chief User Clerks about SCM processes and the negative impact of not following them is ongoing.

Activities for the next quarter

- Approval of transport policy
- Implementation of procurement plan
- Market analysis
- Approval of cell phones policies
- Approval of Loss control committee terms of reference
- Approval of Specification Committee terms of reference
- Inspection of pool vehicles is ongoing.
- Regular follow up with government garage to ensure repairs of vehicles.
- Monthly asset reconciliation
- Asset verification
- Relocation of assets to the locations
- Identification and preparation of redundant and unserviceable assets for disposal
- Identified audit corrective measures applicable
- Conducting SCM workshops

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Number of SCM Policies compliance reports	4 SCM Policies drafted	Draft of transport policy Draft of cell phones policies Draft of Specification Committee Terms of Reference Draft of Loss control committee terms of reference	4 Drafted SCM policies awaiting approval	Approval of 4 SCM policies during the next quarter
Number of reports on needs analysis of goods and services	Identification of needs	The process of needs identification completed.	None	None

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
	Development of Departmental Procurement plan	Procurement plan developed Implementation of procurement plan for 2011/2012 during the 2 nd quarter.		
Number of reports on service provider inspections	M&A	Market analysis done for catering services in four districts	None	None
Number of reports on bids administration	3 reports	Bojanala Districts = 12 Ngaka Modiri Molema = 12 Dr. Ruth Mompoti = 21 Dr. Kenneth Kaunda = 8	None	None
Number of reports on Evaluation, adjudication and awarding of bids	3 reports	Bids awarded: One (01) bid awarded – Safety House Accommodation contract – Arefeeng Properties Price quotation Extension of Safety House Office accommodation on month to month basis	None	None
Number of report on secretariat support to DBEC and DBAC	3 reports	Seven (05) DBAC meetings held 5 Agendas 5 Minutes 25 interest declaration forms per committee member completed for the five meetings. DBEC meetings held (None)	None	None
Number of reports on Usage of Pro-Quote system for sourcing quotations	3 reports	✓ 186 proquote quotations sourced and awarded	None	None
Number of orders generated	350	✓ 395 Orders Generated ✓ 186 on proquote quotations ✓ 89 on manual quotations ✓ 98 on contracts ✓ 22 on HoD's approval	None	None

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Number of updates on asset register	1 report	<p>Monthly asset reconciliation has been done.</p> <p>New assets are splitted and authorized in the system- All new assets are bar coded</p> <p>Underachievement</p> <p>Non completion of assets verification</p>	<p>None</p> <p>None</p> <p>Assets verification were started late towards the end of the quarter.</p>	<p>None</p> <p>None</p> <p>To be completed in the next quarter</p>
Number of reports on disposal of redundant, obsolete and unserviceable asset	1 report	Identification of redundant, obsolete and unserviceable assets not done	Assets verification were started late towards the end of the quarter.	Identification of redundant, obsolete and unserviceable assets to be conducted the next quarter
Number of reports on inspections reports in effective monitoring of state vehicles	3 inspection reports	Non completion inspection of subsidized and pool vehicles	Lack of sufficient Human Resources.	Inspection of subsidized and pool vehicles done monthly
Number of reports on inspections to ensure all vehicles are road worthy	Inspection reports	<p>Four vehicles not tested for road worthiness</p> <p>40 applications are ready to be adjudicated by DTAC</p>	<p>Mechanical problem and waiting for vehicle parts and bank approvals/ authorizations.</p> <p>DTAC does not sit regularly due to unforeseen circumstances or sometimes members do not quorate hence backlog</p>	<p>Regular follow up with government garage and the bank to ensure repairs of vehicles.</p> <p>DBAC to sit on weekly basis to eliminate unnecessary delays on applications.</p>

Sub Programme 1.5: Management Services and Planning

1.5.1. Strategic Planning and Monitoring

Overview of the period under review

Planning Issues

The Annual Performance Plan (APP) Template was customised for all programmes and forwarded to all programme managers for their inputs into the 1st draft APP. The 1st draft

Departmental APP was forwarded to the CFO for submission to Treasury by the 31st August 2011.

APP workshops were conducted for all directorates throughout the month of August. The exercise was aimed at cleaning up programme inputs towards submission of the second draft APP to Treasury at the end of October.

The Annual Report was consolidated, printed and submitted to Office of the Accountant General and Premier's office for tabling to the Portfolio Committee at the Legislature.

Verification of reported outputs for Quarter 1

- The Road Safety directorate was visited in two districts Dr K.K and Dr RSM to verify outputs reported for quarter 1 and assistance on the preparation of the documentary evidence in preparation for Audit. The directorates in the head office were also visited and assisted on documentary evidence.
- Monitoring the implementation of the plan (Road Safety Management) was also conducted at Hallowway Srustat Makwassihills and Letlhasedi Combines School in Matlosane.
- The Road Traffic Management directorate was also visited in the Dr K.K, Bojanala and Dr RSM. The focus was on both planning and documentary evidence preparations, to discuss important planning issues which could have been addressed during the APP workshops.

The First Quarterly Report 2011/12

The first quarterly review (EDMC) was held on the 07 July 2011 at Cooke's Lake where all managers presented their reports and recommendations were made

The Quarterly Report template was distributed to all programmes managers for their inputs into the second report. Currently programme managers are sending their inputs for analysis and consolidation into a quality department report consistent and aligned to the APP 2011/12.

Developmental Events Attended

The Planning and Monitoring Manager attended a 3rd Bi-Annual South African Monitoring and Evaluation Association Conference (SAMEA) in Johannesburg

The sub directorate also visited the National Treasury for information sharing and to seek advice with regards to the Departmental Annual Strategic Plan and Annual Performance Plan in order to incorporate the recommendations in the final Annual Performance Plan.

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 of the first draft departmental APP 2012/13 report to relevant stakeholders.

A call for submission of the 2nd quarterly report for 2011/12 was sent out to all senior managers on 26 September 2011 and the due date for submissions was set for the 30th September 2011.

Under-achievements and reasons for under-achievements

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

Two directorates were not capacitated on the APP template, that is Traffic Law Enforcement were only one manager attended and the Crime Prevention Directorate preferred to attend the National workshop on implementation of the new Policy before attending the departmental APP workshop.

There is a need to update the APP 2012/13 to the Framework for Strategic Plans and Annual Performance Plans. Some directorates have not yet submitted their inputs into the second draft APP.

Steps to correct under-achievements

The Sub directorate will ensure that all gaps identified in departmental reports, will be addressed during the planning Lekgotla scheduled.

The directorate will also intensify its monitoring after the appointment of the Deputy Director Monitoring and Evaluation as the advertisement for the said post have already been done.

Activities for the next quarter

- Presenting the Sub directorates report at the EDMC on the 05 October 2011
- Submission of the Departmental 2nd Quarterly Report 2011/12
- Submission of the 2nd Draft Annual Performance Plan 2012/13 by the 31st of October 2011
- Coordinating the department Planning Lekgotla which is scheduled for the 20th to the 22nd October 2011.
- Visit to District offices

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Number of Annual Performance Plan	2 nd draft Annual Performance Plan 2012/13	The first draft Annual Performance Plan 2012/13 was consolidated and submitted to the CFO for submission on the 30 th July 2011	None	None
Number of tabled Annual Reports	Compilation of the Quarterly Reports and submission to Provincial Treasury	The final Annual report was finalized and printed by the 19 th August 2011.	None	None

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Number of Quarterly reports for submission to Provincial Treasury, Office of the Premier	Compilation of the Quarterly Reports and submission to Provincial Treasury	A Call for 2 nd quarterly reports was sent to respective managers for their inputs consolidation analysis and production of the departmental quarterly report	The final report not yet produced since some programme managers have not yet submitted their inputs.	Reminders will be sent out to Senior Managers to submit their reports.

1.5.2. Information Technology

Overview of the period under review

As per this quarter investigation into the Traffman has highlighted the following concerns:

- Slow response (connectivity) from regions.
- Server capacity

Investigation prompted a meeting between the supplier MAGNA FS as well as a site visit to Lichtenburg Regional Traffic office to assess network capacity as well as infrastructure.

Investigations revealed the following :

- Wireless technology to be installed between traffic building and distribution centre
- Possible server upgrade according to the latest TRAFFMAN Platforms.
- E-NaTIS integration project Changenote 55 (Integration of North West Province into National Department of Transport) has seen the cutover of the following sites :

Mmabatho RA/DLTC(2 x cashiers and VTS outstanding),Potchefstroom,Potchefstroom RTI, Vryburg, Mogwase, Rustenburg RA/DLTC, Rustenburg VTS, Coligny, Phokeng, Lehurutshe, Lehurutshe RTI, Klerksdorp Traffic, Madikwe, Orkney, Mogwase RTI, Itsoseng, Stilfontein, Leeudoringstad, Bloemhof, Sannieshof, Ottosdal (cutover scheduled for 3 October as Telkom line was down at time of deployment on 26 September),Christiana and Reivilo

- The initial set target of 80 % by end of November 2011 still remains
- Due to Registering Authorities being housed in municipalities it has been a challenge adding extra power to the existing infrastructure.
- 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 connect 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 infrastructural services supported by North West Provincial IT.

- Constant E-Mail & Internet connectivity problems were experienced due to air conditioners being inadequate to handle the heat levels that were experienced within the server rooms at Garona building where all services are housed.
- Awareness training provided by Information Technology has been re considered whether it is Revenue or an IT function. Due to the nature of this kind of function it was decided that it resides with Revenue therefore resulting in the transfer of Tokelo Taiwe conducting these training sessions

Progress with the implementation of the strategic objectives

- Information Technology policy – In draft
- ICT Operational support
- Phokeng Registering Authority – 2x HP printers taken for repair but it was found to be un-economical. Changenote 55 to take care of replacement.
- Taung Registering Authority – E-NaTIS 3G connectivity fault. National Department of Transport to resolve.
- Lehurutse Registering Authority – Installed and configured HP 2400 printer.
- Zeerust Registering Authority – Installed 2 x printers.
- Swartruggens Registering Authority – Loaned two printers from Rustenburg and installed.
- Madikwe Registering Authority – Configured 1 x PC with necessary client software.

E-NaTIS PROVINCIAL ACTIVE USER.

- Active user(May) - 464
- Active user(June) – 460

Existing Multiple User Number – 78

Users with multiple user number are security threats on the system. eNaTIS Information Security Officer, Mr. Daniel Sodladla mentioned that Provincial Security Administrator's must note that these users numbers are ACTIVE and, therefore, vulnerable.

e NaTIS USER ADMINISTRATOR ACTIVITIES.

- X User Administrator in the Province.
- New Users – 2
- Password Reset – 10
- Transaction Access – 81
- Deactivate User – 0

Maintenance of systems

Conducted initial traffic meeting to discuss server capacity & Investigated North West Provincial connectivity between Lichtenburg distribution centre and Traffic office.

Under-achievements and reasons for under-achievements

Changenote 55 (North West Province integration into NDOT)

- Klerksdorp RA/DLTC/VTs : Site was since project commenced due to fire
 - Madikwe RTI : Site has been under construction since start of project
 - Brits : Site relocation in progress
 - Lichtenburg : Telkom issue
 - Zeerust DLTC : Telkom issue
 - Rustenburg RTI : Telkom issue
 - NW TRS : Telkom issue
 - Safety House : Site put on hold due to possible relocation in December.
- 3.2 ICT Operational support achieved.

Steps to correct under-achievements

Changenote 55 (North West Province integration into NDOT)

- Infrastructure to be resolved by Telkom
- Site relocations to take place

Activities for the next quarter

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 Sessions	Unable to make appointments with municipal managers Funds constraint	Outstanding training schedule to be completed on amendment of the act.
Number of feasibility studies on installation of power generators at	11	11 Inspections Potchefstroom Rustenburg Phokeng	Completed It has now become the responsibility National Department of	Completed None

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Licensing Centres		Madikwe Taung Ganyesa Christiana Wolmaranstad Koster Swartruggens Lehurutse	Transport	
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. Accommodation constraints within the Department.	Utilization of the existing complaints helpdesk within monitoring and oversight directorate. Accommodation of Department to be verified. Safety House rental agreement expiration.

1.5.3: Records Management

Overview of the period under review

During the period under review, the sub-directorate – Records Management’ activities included submission of records management policy and records procedure manual for approval to the HOD, workshops of the file plan, listing of records in some offices were done (appraisal) and compliance in terms of records management (inspection).

Progress with the Implementation of the strategic Objectives

- Workshops of the file plan were conducted and 235 staff members were workshopped
- Franking Machines were sent to Early Worx to be serviced, also to change the logo of the department and to be credited.
- We also attended the planning workshop so that we can come up with inputs for the second draft.
- We carried out an assessment of current records keeping and records management situation (1 assessment report submitted)
- We have been busy with verification of employee file to ensure that when staff leaves public service they do not experience problems.

3. Under-achievements and reasons for under-achievements

None

4. Steps to correct under –achievement

None

5. Activities of the following Quarter

- Inspection report recommendations to be implemented
- Work on records control schedule for the department

- 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)
- Finalisation (2nd draft) APP 2012/2013
- Further engagement with North West Provincial Archives so that they can assist us with records space
- Appraisal of records in the department
- Implementation of the filing system

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
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	The procedure Manual and records management policy has been submitted for the approval of the HOD.	None	None
Report on implementation of systematic records disposal programme	Systematic records disposal programme	Listing of records for certain offices was done	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	A file plan workshop was conducted in our four district and head office and about 235 staff members were work-shopped.	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
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"> • 231 files were issued for audit purposes • 2 packages of employee files(Verified) were transferred to DPW & LOGTA due to promotional transfers. • 65 SP (Personal Files) documents received, verified and filed. 	None	None
Report on Number of employee records verification as per National Minimum Information Requirements(NMI	Employee records verification as National Minimum Requirements (NMIR)	<ul style="list-style-type: none"> • 231 files were issued for audit purposes • 2 packages of employee files(Verified) were 	None	None

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
R)		<p>transferred to DPW & LOGTA due to promotional transfers.</p> <ul style="list-style-type: none"> 65 SP (Personal Files) documents received, verified and filed. 		

1.5.4: Minimum Information Security Standards

Overview of the period under review

The sub directorate Security Services is seeing the light after the tunnel; however we are facing a challenge of resources e.g transport and human resource.

The sub directorate has a challenge of transport to carry out their duties effectively and efficiently therefore it is recommended that the Security Services officials be issued with permanent pool vehicle or approval of scheme B for officials with private vehicles or approval for scheme A.

Progress with the implementation of the strategic objectives

The Sub directorate has submitted the draft security policy to the Director management Services and Planning to distribute for inputs.

The sub directorate has conducted Security awareness campaign for the Personal Assistants, Secretaries, Messenger drivers and Cleaners at Safety House on Information and Physical Security.

The sub directorate has conducted two information and physical security compliance site inspection at districts facilities provincial.

The sub directorate has facilitated screening for Personal Assistants, Secretaries, Messenger drivers and Cleaners at Safety House and pre-employment screening for eight (8) positions.

The sub directorate has conducted compliance inspection at Security company's offices for four (4) companies recently deployed in the department which are Dibereki (Pudumong), Tshireletso (Vryburg), Tshedza (Klerksdorp) and White leopard (Mogwase) Security Companies.

The sub directorate provided event security management Provincial Road Safety Participatory Education Technique for one departmental event at Mmabana Taung.

Under-achievements and reasons for under-achievements

- Access control in different facilities due to the fact that we don't have sufficient funds to implement access control systems.

Steps to correct under-achievements

- Sufficient budget during the MTF period must be issued.

Activities for the next quarter

The sub directorate will continue to conduct awareness campaigns; security compliance 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	Draft policy send for inputs	None	None
Report on number of Departmental Events Security Management provided	1	Draft Security Contingency Plan in place	None	None
Number of physical security inspections	1	The sub directorate conducted one departmental event security management.	The sub directorate was invited to only one event	None
Number of Personnel security conducted	2	2 Inspections conducted for the entire province.	None	None
Number of Physical and Information Security Awareness Workshops Conducted	Conducted vetting and pre-employment screening	Screening of 10 PAs, Secretaries, Messengers and Cleaners conducted and 8 personal suitability checks conducted.	None	None
Number of reports on oversight and contract management over security	1	1 physical and information security awareness workshop conducted at Safety House Ground Floor Boardroom.	None	None

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
companies				
	Conducted oversight on contract management	One (1) report on oversight and contract management over security companies	None	None

Sub Directorate 1.6: Human Resource Development

Overview of the period under review

During the period under review the Directorate: Human Resource Management has not 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.

Progress with the implementation of the strategic objectives

- Approved HR Plan has been reported to the DPSA.
- 20 interns recruited during this quarter and assume duties on the 03rd October 2011
- awareness programme conducted with regard to Employment Equity Act Policy and Plan
- 2 Policies, Recruitment Policy and Crime Prevention through Environmental Design, revisited to be gender responsive
- 48 Critical posts approved and the recruitment process is underway
- 1 Arbitration case successfully defended.
- OHS Risk assessment and Medical assessment done for 24/7 hour shift work for traffic officials
- Draft Service Delivery Improvement Plan submitted for approval

Under-achievements and reasons for under-achievements

- HR Plan implementation report not submitted to DPSA as final approval is still awaited.
- HR Policies not approved eg overtime and Occupational Health & Safety, still consulted with relevant units
- Slow payments of employee's medical accounts (COIDA) due to outstanding information from the Department of Labour
- Approval of the Organisational structure delayed by the Consultations between Office of the Premier and the DPSA
- Designing of Job Descriptions for all posts
- Non establishment of OHS unit due to prioritisation of critical vacancies

- Educational Campaigns and Awareness on designated focus groups and moral regeneration not conducted due to budget Constraints

Steps to correct under-achievements

Action plan drafted and will be closely monitored by the Office of the Director HRM

Activities for the next quarter

The Directorate Human Resource Management has drawn plans to execute the activities set for the 3rd Quarter by addressing the reasons for under achievements during this quarter (2nd quarter) which was also discussed.

The following projects will also unfold in the 03rd quarter

- Project for ensuring job descriptions are in place
- Introduction of attendance registers and movement sheets
- Workshops on management of Leave including Incapacity Leave

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
HR Plan through forecasting of personnel requirements	N/A	Under achieved - Awaiting approval From the MEC	Awaiting approval From the MEC	Follow- up to be made with the MEC's office
Number of reviewed HR action Plans	Monitor HR Plan implementation / effectiveness and report	Achieved - Approved HR Plan reported to the DPSA.	None	None
Number of reports on Employment Equity Plan	Conduct awareness programme wrt. EE Act Policy and Plan	Achieved - Awareness programme conducted to 174 employees on the Employment Equity Act Policy & Plan	None	None
Employment Equity Plan	Submit an annual EE report to Department of Labour	Under achieved - The Department opted to update the electronic version, thus moving the deadline to 15 January 2012.	Opted to update the electronic version, since the manual version is not available	Still within the submission period as the deadline for online reporting is 15 January 2012
HR Policies, Procedures ,Best Practise Module and route forms	Produce 2 knowledge management document	Under achieved - Working on new overtime policy as advised by Legal Services.	Delay also caused by the introduction of the new 24/7 shift system for Provincial Inspectors	Policy to include shift system and be finalised
Number of modules and route forms with national frameworks	Develop & Implement 1 Route Form	Achieved - 1 Route Form amended and communicated	None	None
Number of departmental policies revisited to ensure gender responsive	1 Policies revisited	Achieved - 2 Policies revisited, Recruitment Policy and Crime Prevention through	None	None

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
		Environmental Design		
Number of reports on Participation in the Provincial Gender Focal points forum	1 report	Achieved - Workshops on the role of arts and culture for crime prevention and social cohesion	None	None
Number of reports on implementation of Department Organisational Structure	Implement the approved organisational structure on PERSAL	Under achieved - Interim structure implemented on PERSAL. Proposed structure still in consultation process.	Delay in consultation process	Submission of structure to EXCO after consultations with Premiers Office and the DPISA.
Recruitment Plan submitted	Evaluate and report the implementation of the approved plan	Achieved - 48 Critical posts approved and currently being advertised	None	None
Approved establishment loaded on PERSAL	N/A	Achieved - 57 Daily request completed at 14 turnaround time.	None	None
Report on number of posts evaluated updated on PERSAL	Evaluated Posts updated on PERSAL within 48 hours	Achieved - 0 Post information received for updating	None	None
Number of reports on training / awareness on JE Policy	Conduct training / awareness on JE Policy. Establish and coordinate training of JE panel	Achieved - 178 officials trained	N/A	N/A
Number of reports on Participate in the monthly Provincial JE forum	1 Report	Under achieved - Meeting did not take place this month	Co-ordinated by the office of the Premier	N/A
Number of workshops on Job description	Conduct training / workshops on Job descriptions.	Achieved - 178 officials trained	N/A	N/A
Number of reports to manage and coordinate the development and redesign of job description for all levels	Manage and coordinate the development and redesign of Job – Description for SL 7 -8	Under achieved - Awaiting approval for the request to embark on the process of acquiring JD from trained officials	Awaiting approval for the request to embark on the process of acquiring JD from trained officials	Project of Job Description redesign to start once approval has been granted
Report on number of Critical vacant posts filled	1 Report	Achieved - Advertised: 62 Short listed: 33 Interviewed:49	None	None
Number of reports on movement of employees within & outside the department	1 Report	Achieved - Transfer: 3 Relocation: 8	None	None
Report on 100% of newly recruited staff appointed on PERSAL	1 Report	Achieved - Appointed: 14	None	None
Completed HRIM Report	1 Report	Achieved - 3 Monthly Reports and 1 Quarterly Report Submitted	None	None
Completed HRIM ad-hoc reports	1 Report	Achieved - 68 Ad-hock requests received with a turnaround time of 2Hours	None	None

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Completed National HR Report	N/A	Achieved - Task completed during the first Quarter.	None	None
Number of AFS submitted	N/A	Achieved - Task completed during the first Quarter	None	None
Number of EEA2&4 reports	EEA 2 & 4: September 2011	Achieved - EEA 2 & 4 report submitted to HR Planning on 13 September 2011	None	None
Human Resource Audit Report	Inputs provided within 3 working days	Achieved - 50 Requests submitted to the Auditors within 3 working days	None	None
Report on number of termination cases withdrawn from PERSAL	1 Report	Achieved - 1= ill health retirement. 1=Death 3=retirements old age 2=resignations 1=dismissal 11=Contract workers expired. Terminations done on Persal within five working days.	None	None
Number of reports on Processing of pension benefits within one month of exit	1 Report	Achieved - Submitted: 2 files Benefits paid: 13 Pension estimate forms distributed: 605 Pension questionnaire received: 133	None	None
Report on number of employees admitted to Govt.Employee Pension Fund	1 Report	Achieved - 132 employees admitted to the pension Fund	None	None
Reports on the nomination of beneficiaries	Nomination of beneficiaries captured on Persal and processed to Pension Administrator	Achieved - 11 Nomination of beneficiaries captured on persal & processed to pension administrator.	None	None
Number of report on Leave Administration	1 Report	Achieving - 764 leave forms captured. 74 Files Reconciled 29 Leave files audited	None	None
Number of report on Compensation of employee benefits	1 Report	Achieved - 14 officials paid discounting/gratuities. 2 officials paid arrears for discounting/gratuities 2 Officials paid Resettlements, 9 Officials paid housing allowances. Service benefits processed within five working days	None	None
Number of workshops on Compensation of employee benefits	1 Workshop	Not achieved - 0 Workshops conducted	Lack of Transport	Workshops to be conducted this quarter

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
PERSAL Access Security	1 Report	Achieved - 4 Users were trained in the respective districts on Persal enquiry functions. (Leave, Salary advices, suspense /transaction file, personal particulars)	None	None
Reports on Quality assured Performance Agreements for all employees	1 Report	Achieved - 100 % Quality Assurance	None	None
Report on number of performance assessment moderated	1 Report	Underachieved - 80% Performance Assessment Moderated	Waiting for level 11-12 Performance Assessment Documents to be moderated	Moderation schedules dates set for October 2011
Number of Developed workplace skills plan	N/A	Achieved – Task completed during the first Quarter.	None	None
Number of training plans	1 Report	Achieved – 1 quarterly report submitted	None	None
Number of quarterly training committee meeting	1 Meeting	Achieved - 0 Meetings conducted	Due to PMDS Moderation Settings commitments	Meetings to unfold in the third quarter
Number of Compliance reports towards provincial learner ships and internship programmes	1 Report	Achieved - 20 interns to sign Contract of employment from the 1st of October	None	None
Report on the number of bursaries allocated monitoring and evaluation thereof	1 Report	Achieved - Total of 11 officials received bursaries and reported on.	None	None
Report on FET qualified employees	1 Report	Underachieved - 0 Report submitted	ABET Programmes are co-ordinated by Department of Education	No action required.
Number of HIV/AIDS and TB campaigns conducted	1 HIV/AIDS and TB campaign conducted	Under Achieved - No HIV/AIDS campaigns conducted due to internal challenges, nomination of Peer educators in process.	Internal Challenges experienced	To be conducted in next quarter.
Provisioning of nutrition supplements	2 employees	Under achieved - No distribution yet, internal circular to be draft to inform employees	No demand received	Awareness on availability of nutrition supplements to be conducted
Condom distribution	100 boxes of condoms distributed	Under achieved - No distribution of condoms due to internal challenges	Internal challenges experienced-	Programme to continue during next quarter.
Developed OHS Policy	1 report	Under achieved - Draft OHS Policy still pending from Legal section.	No report submitted, draft policy still pending from Legal section	Engage all stakeholders to speed up the process in the third quarter

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Developed OHS Risk Management Plan	1 report	Achieved - OHS Risk assessment plan not drafted yet.	Internal Challenges	To be conducted in next quarter.
Established OHS Unit	Appointment of OHS practitioners	Under achieved - Critical vacancies for OHS Division not approved.	No critical vacant posts in OHS Section approved	Revisit some HRM approved positions in ensuring OHS positions are advertised
Medical surveillance conducted to mitigate the impact of disease in the workplace	1 Report	Achieved - Medical assessment done by service provider re 24/7 hour shift work for traffic officials	None	None
Developed communication and education programme on health and productivity management	1 Report	Under achieved - 0 Report submitted	Lack of sufficient logistical resources after been evicted from building and involvement in other mandated functions assigned to members in this section.	To be addressed within the next quarter.
% PILIR cases resolved	Ensure compliance to PILIR (Policy on incapacity leave and ill- health retirement)	Under achieved - Compliance to the policy on incapacity leave and ill-health retirement were ensured in managing the applications. 32 short period were completed for the quarter.	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 (Compensation on injuries and diseases Act)	Under achieved - Compliance COIDA were ensured in managing the reported injury on duty cases. 4 cases reported for this quarter.	Authorisation letter for payment of medical expenses still outstanding.	Frequent visit to the Commissioner (Pretoria) for follow-up on reported cases.
Report on number of Departmental wellness policies approved	1 Report	Under achieved - No new policies drafted.	Drafting of social club policy still progress	Report on policy to be submitted during next quarter.
Report on implementation and promotion of employees wellness programme	1 Report	Achieved - All submissions for events planned were approved. Events taken place: Casual Spring day, heritage day, National Tournament. Wellness day to be taken place in next quarter.	None	None
Report on Employee Assistance Programme	1 Report	Achieved - 2 EAP counsellor's attended to 100% of cases reported. 14 new cases, 31 home visits done, 1 employee referred for rehabilitation.	None	None
Quarterly LR reports per Annum	1 Report	Achieved - 3 monthly reports submitted & 1 quarterly report submitted.	None	None

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Number of Consultative meetings between Employer and Organised Labour Representatives	1 Meeting	Achieved - 7 Meetings held.	None	None
Report on collective bargaining chamber meetings	1 Report	Under achieved – No report was submitted	Oversight by the sub-directorate, due to corrections being requested from the bargaining chamber and no revisions received.	All minutes of meetings shall be reported to the respective managers immediately upon receipt, regardless of any proposed corrections.
Number of successful disputes resolved at the GPSCBC and CCMA	1 Report	Achieved - 3 Reports submitted. 1 Arbitration successfully defended.	None	None
Number of grievance reports finalized within 30 days	1 report	Achieved - 3 Reports submitted. 11 Grievances finalised.	None	None
Number of disciplinary enquiries reports concluded within 90 days	1 Report	Achieved - 3 Reports submitted. 8 Disciplinary cases finalised. 5 Disciplinary cases outstanding.	None	None
Number of Capacity building iro Labour legislation reports	1 report	Achieved - 3 Reports submitted.	None	None
Number of Developed Service Delivery Improvement Plan	Monitoring and Evaluation	Not achieved - Plan not approved yet	None	None
Developed Charter in place at all service points	Monitoring and Evaluation	Not Achieved - Charter not in place yet.	None	None
Educational Campaigns and Awareness on designated focus groups and moral regeneration	4	Not achieved - All campaigns attended conducted by CGE: Commission on Gender Equality	None	None

Sub Programme 1.7: Risk Management

Overview of the period under review

Activities for the period under review included implementation of Provincial Internal Audit recommendations, risk management strategy review (risk review and control assessment).

Progress with the implementation of the strategic objectives

The risk management unit has been visiting districts to conduct Anti- corruption and fraud prevention awareness workshops, aiming at launching the Departmental Fraud Prevention Strategy in the next quarter. Presentations were delivered on management of risk to obtain buy-in from senior management.

Internal Audit queries were incorporated into the Audit Action Plan (attached)

Under-achievements and reasons for under-achievements

Monitoring and evaluation of mitigating controls to be done in the next quarter due to the fact that the risk register was only reviewed in the second quarter.

Steps to correct under-achievements

Facilitation of appointment of the Director/acting Director. Request directorates to provide risk management unit with suitable dates as officials were not available on the dates that were scheduled for risk identification and assessment workshops.

Activities for the next quarter

- Risk management committee meeting
- Monitoring and evaluation of mitigating controls.
- Finalisation of audit finding action plans.
- 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	1 Report	1	No deviation	

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
strategies				
Number of Updated strategic risk register	1 strategic risk register	1	None	None
Number of Annual Risk Assessment conducted	Annual target	1	None	None
Number of progress reports on effective Monitoring and Evaluation of prioritised risks	Progress reports on the implementation of action plans	Nil	Risk register finalised during the third quarter	Monitoring to be done in the next quarter.
Number of Revenue inspections	3 reports	Nil	None	None
Number of adhoc and special investigations	1	1	None	None
Implementation of Action plans and 100% clearance of Audit Findings	3 reports	1	No deviations, Output to be corrected in the new financial year.	None

Programme 2: Chief Directorate Community Safety

Programme 2.1: Monitoring and Evaluation

Overview of the period under review

For the period under review, the Directorate has assessed forty one (41) Police Stations instead of thirty six (36) which were planned. The Directorate has over-achieved its planned target with five (05) Police Stations which were supposed to have been assessed during the third quarter. This was done to avoid interference with the SAPS programmes during December and January operations. Only thirty six (36) reports instead of forty one (41) were compiled. The other five (05) reports will be compiled during the next quarter.

Fifteen (15) unannounced Police Station visits were conducted and fifteen (15) reports compiled as was planned for the quarter. A report on daily crime trends and patterns was compiled. Report on community awareness campaigns was also compiled. One (01) report on service delivery complaints against the SAPS was compiled. The Directorate had a total number of twelve (12) service delivery complaints; ten (10) were carried forward from the previous quarter and two (02) new complaints were received. Three (03) complaints were addressed and finalized for the quarter under review. Regarding Community Satisfaction Survey, the Directorate was still awaiting advertisement of the bid by DEBAC.

Progress with the implementation of the strategic objectives

The Directorate: Monitoring and Oversight is implementing its Strategic Objectives as planned

Under achievements and reasons for under achievements

During the period under review, the Directorate did not meet its target of commencing with the Community Satisfaction Survey as the bid had not been advertised by DEBAC

Steps to correct under achievements

To make a follow up with DEBAC

Activities for the next quarter

Conduct thirty one (31) 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
- Analyse Rate of Convictions and compile one (01) report
- Analyse crime statistics and compile one (01) analysis report
- Compile One (01) Service Delivery Complaints report
- Compile One (1) Community Awareness Campaign 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"> ❖ SAPS Human and Logistical Resources ❖ Policing Priorities ❖ Infrastructure development ❖ Complaints ❖ Call Center ❖ Unannounced Police station visits ❖ Implementation of Rural Safety ❖ Compliance 	<ul style="list-style-type: none"> • Achieved during the first quarter 	None	None
Number of monitoring tools developed	Develop eight (08) monitoring tools.	Achieved during the first quarter	None	None
Number of Business Plans developed	Develop eight (08) business plans.	Achieved during the first quarter	None	None
Number of announced Police Stations visits conducted	Conduct thirty six (36) announced Police Stations visits to monitor SAPS.	forty one (41) announced Police Stations visits conducted	Additional five (05) Police Stations which were planned for the third quarter were visited. This was done to avoid interference with SAPS programmes during December and January operations.	None
Number of announced Police Stations reports compiled	Compile thirty six (36) reports on announced Police Stations visited	Thirty six (36) announced Police Stations visit reports were compiled	None	None
Number of unannounced Police Stations visits conducted	Conduct fifteen (15) unannounced Police Station visits	Conducted fifteen (15) unannounced Police Station visits	None	None

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Number of reports on unannounced Police Stations visits conducted	Compile fifteen (15) reports on unannounced Police Stations visited	Compiled fifteen (15) reports on unannounced Police Stations visited	None	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 reports	One (01) Service Delivery Complaints report compiled	None	None
Number of Community Awareness campaigns conducted	Number of community awareness campaigns reports	One (01) Community awareness campaigns report compiled	None	None
Approved report on the impact of the Victims Charter	Assess the impact of Victims Charter and compile one (01) progress report.	During the period under review, the Directorate did not meet its target of commencing with the Community Satisfaction Survey as the bid had not been advertised by DEBAC	The Directorate was still awaiting advertisement of the bid by DEBAC.	To make a follow up with DEBAC

QUARTELY COMPLAINTS REPORT: JULY TO SEPTEMBER 2011

1. STATISTICS OF COMPLAINTS RECEIVED FROM JULY TO SEPTEMBER 2011

STATION	PS D	PINV	PINV & PF	PF	PR	Racism	I'll- Treatment of suspects	Refusal To Accept cases	Harassment	Break Down in Comm. Relations	OTHER	TOTAL
Ipelegeng	0	0	1	0	0	0	0	0	0	0	0	1
Phokeng	0	0	0	1	0	0	0	0	0	0	1	1
Total	0	0	0		0	0	0	0	0	0	1	2

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

RUSTENBURG CLUSTER

One (1) complaint was received for the above mentioned Accounting Station and categorized as follows:

Phokeng- Poor Feedback=1

Total=1

WOLMARANSTAD CLUSTER

One (1) complaint was received for the above mentioned Accounting Station and categorised as follows:

Ipelegeng-Poor investigation and Poor Feedback=1

Total=1

2. CLOSED FILES: JULY TO SEPTEMBER 2011

DISPOSAL	PSD	PF	PINV & PF	PINV	ITREATMENT OF SUSPECT	REFUSAL TO ACCEPT CASES	BREAKDOWN IN COMMUNITY CASES	OTHER	TOTAL
RESOLVED	2	1	0	0	0	0	0	0	3
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
TOTAL	2	1	0	0	0	0	0	0	3

Abbreviations:

PSD- Poor service delivery

PINV- Poor investigations

PINV & PF- Poor investigations & feed back

PR- Poor Response

3. MATTERS PENDING: JULY TO SEPTEMBER 2011

District	Allocated Files	Received Files	Closed files	Files awaiting SAPS Response	Files awaiting Departmental Investigation	Total pending for the quarter
Bojanala	5	1	0	1	5	6
Dr. Kenneth Kaunda	1	0	1	0	0	0
Ngaka Modiri Molema	3	0	2	1	0	1
Dr. Ruth Mompoti	1	1	0	0	2	2
	10	+ 2	- 3			
		= 9		2	7	9

DEPARTMENTAL INTERVENTIONS

JULY- SEPTEMBER 2011

REPORT WITH NAMES

Ref:	Date	Complainant's full name	Station	SAPS member's involved	Complaint category	Brief Description of the incident	Interventions
11/3/3							
13/11	12/09/11	Complainant	Ipelegeng	W/O and Capt.	Poor Investigation & Poor Feedback	<ul style="list-style-type: none"> ❖ The complainant alleged that a case was registered after his brother was murdered. ❖ The complainant further alleged that the Investigating Officer took time to visit the scene and further that he had not been provided with feedback ❖ The complainant therefore requested the Department to intervene. 	<ul style="list-style-type: none"> ❖ A meeting was held with the Head of Detectives who indicated that the case docket was still with the prosecutor. ❖ The matter is still under investigation and the complainant is informed accordingly.
14/11	21/09/11	Complainant	Phokeng	N/A	Poor Feedback	<ul style="list-style-type: none"> ❖ The complainant alleged that he registered two case dockets and was provided with feedback only on one. ❖ The complainant therefore requests the department to intervene. 	<ul style="list-style-type: none"> ❖ The complainant and the Station Commander were interviewed telephonically and it was indicated that the case docket was with Specialised Unit. ❖ The matter is still under investigation and the complainant was advised accordingly.

Sub Directorate 2.2: Partnerships

Overview of the period under review

The Directorate was successful in achieving some of the 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. South African Police Service (SAPS), Community Police Forums (CPF's), Municipalities etc.) was necessary before implementation. Under-achievement was also influenced by the slow process regarding filling of critical vacant posts (i.e. 2x Deputy Directors recently interviewed during September whilst 3x Assistant Director positions to be interviewed and 2x Assistant Director posts are yet to be short-listed during the 3rd Quarter). There is hope that with the implementation of the newly promulgated Secretariat for Police Act, reporting on indicators (with respect to the APP) will be easier in future as per the National Treasury requirements.

Progress with the implementation of Strategic Objectives

There was good performance progress regarding:

- Implementation of the Provincial Justice Crime Prevention and Security (PJCPS) Cluster community engagement meetings given the limited available budget. The above included participation in preparations towards the recent Public Participation held in Mmakau village by the Minister of Police. The above was unplanned, however, this assisted in the support and cooperation towards further mobilization of municipalities for the remaining PJCPS activities. One other activity (unplanned), involved a preliminary Planning meeting with the SAPS and Provincial Community Police Board towards the envisaged Provincial Anti-Police killings Summit as per the directive of the Minister of Police pronounced during the recently convened related National Summit at which the Directorate represented the Department.
- Participation in the development of Guidelines and Implementation Plan regarding the National Community Safety Forums (CSFs) Policy which is expected to ensure achievement with respect to establishment of Crime Prevention Partnerships. The above also included involvement of the Directorate (representing the Provincial Department) by the Ministry of Police to review CPF's Regulations.
- The Bojanala Crime Prevention Summit that resulted in a Programme of Action (POA) for the Bojanala Platinum District (A special project) that was recently presented to the Local Municipalities of the District for input and approval.
- Promotion of Safety achieved through successful coordination of the Anti-Firearms campaigns in all four Municipal Districts regarding illegal possession and use of firearms was ensured by facilitating Radio interviews in 5 local Stations.

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. The plan for district workshops to market the Strategy to prevent and combat sexual offences (i.e. that includes assessment/monitoring exercise) is proposed for removal from the APP as regards non-implementation. Implementation will only depend on finalization of the National Policy Framework on Sexual Offences (which was recently tabled in Parliament by the Department of Justice & constitutional Development, the lead institution) and reported to be presently in consultation process with organs of civil society.

The under-achievements were influenced mainly by gaps in the area of human resources which affected the Directorate's performance adversely. This includes having to postpone or shift some of the activities especially with regard to stake holder consultations towards implementation of programmes/projects.

Steps to correct under-achievements

Efforts will be taken to finalize plans to enable successful implementation (i.e. to cover targets for 1st, 2nd and 3rd quarters e.g. Letsema activities and destroying the market of stolen goods campaigns). Staff in the Directorate will be trained by the Department of Justice & Constitutional Development during the 3rd quarter.

Activities for the next quarter

Most of the activities will include implementation of CPTED Strategy assessment in Municipalities, CPTED Letsema activities, Anti-Stock theft Forum coordination, continuation of PJCPs engagements, CPF funding (Transfer Payment facilitation).

The filling of critical posts (i.e. appointment of 2x Deputy Directors and 5 Assistant Directors) planned to be finalized during the 3rd Quarter is expected 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	-	This target will be reported on at the end of the 4 th Quarter (i.e. Annual target). <u>Progress to date:</u> - Business Plan approved with schedule of Municipalities to be assessed.	-	-
Number of Letsema activities	4	Not achieved.	Plan still to be agreed with targeted Municipalities.	To cover targets for three quarters (1 st , 2 nd & 3 rd).
Number of District workshops to market the Strategy to combat sexual offences	2	Not achieved.	Plan to be reviewed due to need for aligning of Strategy to the recent developments regarding a developed National Policy on Sexual Offences tabled in Parliament. The indicator may need to be removed permanently from the APP.	The Directorate will participate in capacity building arranged by Dept. of Justice & Constitutional Development aimed to empower Departmental officials. To also continue to attend Sexual Offences Forum meetings convened quarterly by the Dept. of Justice & Constitutional Development.

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Report on Provincial Anti-Stock theft Forum Coordination	-	This target will be reported on at the end of the 4 th Quarter (i.e. Annual target). <u>Progress to date:</u> - 1 Planning meeting convened with SAPS. - 3 broader stake holder meetings attended regarding Poverty eradication projects (led by Depts: Agriculture & Land Reform and Soc Dev, Women, Children & People with disabilities). The above inputs to be integrated into the Anti-stock theft Forum coordination.	-	-
Number of PJCPS Community engagement meetings	1	Achieved. Coordinated two meetings (1 in Ngaka Modiri Molema and Dr. Kenneth Kaunda Districts respectively).	-	-
Number of reports on number of Social Crime Prevention Projects funded	-	This target will be reported on at the end of the 4 th Quarter (i.e. Annual target). <u>Progress to date:</u> - Business Plans from CPF's screened, evaluated & recommended for approval. - Crime Prevention Funding Policy Framework final Draft completed and transfer to CPF's Banking Accounts by October 2011.	-	-
Number of reports on established Crime Prevention Partnerships	-	- Participation in development of the National CSFs guidelines and implementation plan. - Successfully coordinated a Bojanala Crime Prevention Summit (Programme of Action and Monitoring & Evaluation Tool - Special Project).	-	-
Functionality Audit Report of CPFs	-	This target will be reported on at the end of the 4 th Quarter (i.e. Annual target). <u>Progress to date:</u> - Business Plan with	-	-

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
		monitoring tool and schedule approved for implementation.		
Report on number of CPFs trained	-	This target will be reported on at the end of the 4 th Quarter (i.e. Annual target). <u>Progress to date:</u> - Consultations with relevant stakeholders done and Implementation Plan was approved. Progress to be reported at end of the 3 rd Quarter.	-	-
Number of reports on Implementation of community patrollers programme	-	This target will be reported on at the end of the 4 th Quarter (i.e. Annual target). <u>Progress to date:</u> - 1 st Draft Policy Framework consulted with key stakeholders.	-	-
CPFs consultative meetings resolutions implementation plan	-	This target will be reported on at the end of the 4 th Quarter (i.e. Annual target). <u>Progress to date:</u> - 2 meetings convened with SAPS and Task Team respectively to consolidate report and propose a consultative meeting with the MEC.	-	-
Number of Anti-firearms Campaigns	1	Achieved. Campaign successfully coordinated in 4 Districts through 5 Community Radio Stations interview slots.	-	-
Number of campaigns on the Destroying of the market for stolen goods	2	Not achieved.	Further consultations to finalize plan was required.	To cover targets for 3 quarters (1 st , 2 nd & 3 rd)

Programme 3: Transport Regulation

Sub Programme 3.1.: Road Safety Management

Overview of the period under review

The Directorate focussed mainly on presentations to schools and driver education at transport companies, driving schools and taxi councils. These activities were successfully implemented even though there were a number of factors which contributed to under and over achievement. There was however over performance on driver education activities because Road Safety Officers had to double their efforts to ensure maximum participation of drivers during the Driver Skills Enhancement programme.

Achieving the target on presentation to schools is still a challenge as the Department of Basic Education decides on the changes on their school calendar.

The Directorate also managed to perform the following activities:

- Continuous registration and monitoring of scholar patrols (60 teams monitored and 17 new registration).
- Constant monitoring and research workshops for school teams that participated on the Participatory Education Technique (49 monitoring visits and 09 research workshops).

Progress with the implementation of the strategic objectives

The Directorate managed to ensure that there is progress registered towards the achievement of the strategic objectives even though there were a number of challenges experienced.

Under-achievements and reasons for under-achievements

The Directorate did not achieve its set target on the number of presentations that were to be conducted at schools and Early Childhood Development centres. The reasons for such underachievement are:

- Limited resources such as pool vehicles and computers for newly appointed officers
- Regular monitoring of schools which participated in the Participatory Education Technique and Debate projects.
- June school vacations
- Non functionality of some Road Safety Councils due to the following reasons:
 - Partial involvement by some Municipalities and other stakeholders
 - Resignation of some members

Steps to correct under-achievements

- Redirect focus on presentation to schools (limit visits to Transport companies, taxi councils and driving schools)
- Road Safety Officers to visit schools before the start of half yearly vacation and examination periods.
- To visit all Local Municipalities to review the composition of the existing structures and seek buy in of all stakeholders.

Activities for the next quarter

The following activities are planned for the next quarter

- National Participatory Education Technique to be launched at Limpopo in December
- Provincial launch of the Decade of Action Campaign/ Arrive Alive
- Presentations at schools and Early Childhood Development centres
- National Participatory Education Technique
- Media campaigns
- Driver education
- Review of the composition of Road Safety Councils

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Number of road safety media Campaigns	06 media campaigns(print and electronic)	07 radio talk shows on NW FM. Mafikeng FM, Aganang and Motsweding discussing pedestrian safety, cyclist safety, stray animals and promoting Decade of Action Campaign, interviews and cross over broadcast during the Driver Skills Enhancement and Participatory Education Technique programmes.	None	None
	6 newspaper articles/adverts	03 newspaper articles on The Mail Group Newspapers to promote the Decade of Action Campaign. 01 article published on the RTMC Mzansi Traffic Beat magazine.		

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Number of presentations at schools and Early Childhood Development Centres	1890 presentations at schools, ECDs and ABET centers on child in traffic and multimedia projects were conducted	1268 presentations at schools, ECDs and ABET centers on child in traffic and multimedia projects were conducted	Early June school examinations Intensive monitoring of schools participating on PET and Debate Projects Focus on driver education	Redirect focus on presentation to schools (limit visits to Transport companies, taxi councils and driving schools)
Number of visits to Transport companies	25 visits to conduct presentations on driver education	106 visits to conduct presentations on driver education.	Road Safety Officers had to double their efforts to ensure maximum participation of drivers during the Driver Skills Enhancement programme	None
Number of visits to taxi councils	10 visits to taxi councils to conduct presentations on driver education.	35 visits to conduct presentations on driver education.	None	None
Number of visits to driving schools	10 visits to conduct presentations on driver education	39 visits to conduct presentations on driver education	None	None
Road safety education projects	01 Participatory Education Technique competition	01 competition took place on the 30th September at Taung with eight (8) schools participating ; Tlhabane Technical School from Bojanala will represent the Province at the National competition to be held in Limpopo on the 1 st and 2 nd December	None	None
Number of driver skills enhancement competition	04 competitions	04 District eliminations competitions and 01 Provincial competition took place during September.	None	None
Enhancement of road safety awareness through Road Safety Forum report	1 report	0	Some structures are not active due to resignation and partial involvement of Local Municipalities.	Plan in place to visit all Local Municipalities to review the composition of the existing structures and seek buy in of all stakeholders.

Sub Directorate 3.2. Road Traffic Management

EXECUTIVE SUMMARY REPORT FOR THE PERIOD UNDER REVIEW (JULY –SEPTEMBER 2011)

1. Overview of the period under review

The Country has for this quarter experienced a huge number of accidents involving public motor vehicles. A National instruction was then given whereby all focus was on public transport especially busses and scholar transport. This also led to transport month operations which are normally scheduled for October month be implemented from the 1st of September 2011 cutting across to 30 November 2011.

2. Progress with the implementation of the strategic objectives

The Province is implementing the strategic objectives which are in most cases derailed by the following unplanned mandates:

- 2.1.1 National instructions
- 2.1.2 Instructions from Road Traffic Management corporation
- 2.1.3 Escort of abnormal loads
- 2.1.4 Attendance of accidents/incidents scenes

3. Under-achievements and reasons for under-achievements

UNDER ACHIEVEMENT	REASONS	REMEDIAL ACTIONS
Report on Number of Speed Law Enforcement operations	<ul style="list-style-type: none">• Speed machines were at the service provider for calibration• A move towards introduction of 24/7 shifts required more consultation and it had psychological effect on the officers• Public transport operations commenced earlier than the planned time i.e. October 2011 due to high number of accidents involving public motor vehicles(National instruction) <p>There were abnormal loads</p>	Service level agreement will be entered into with the service provider

	vehicles which were escorted for safety of other road users(unplanned activity)	
Report on Number of individual drivers and vehicles inspected for driver and vehicle fitness	Critical analysis has led to the fact that officers did not provide with accurate information. Given the fact that there is over-achievement of number of roadblocks and special operations , not all vehicles and driver information was recorded	Strict control measures will be instituted during the 3 rd quarter

4. Activities for the next quarter

The following activities have been planned for quarter 3 over and above music festivals which will mushroom during the festive period

ACTIVITY	FOCUS	PERIOD
Public transport	Vehicle fitness/documentation Referral of busses to testing grounds Speed Passenger/freight overload	01 October to 30 November 2011
Operation Futha	Drunken driving	01 to 30 October 2011 01 to 31 December 2011
Sixties	Annual music festival	To be confirmed

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Report on Number of Speed Law Enforcement	3461	2914	Some speed machines were at service provider for calibration. Other speed equipment is still there for repairs.	
Report on Number of individual drivers and vehicles inspected for driver and vehicle fitness	195000 incl. local authorities 100000 province only	168438 incl. local authorities 138426 province only	A lot of workshops and AARTO training took place during this quarter as well as planning for the 24/7 shift system.	

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Report on Number of special operations	3461	2914	<p>Speed machines were at the service provider for calibration</p> <p>A move towards introduction of 24/7 shifts required more consultation and it had psychological effect on the officers</p> <p>Public transport operations commenced earlier than the planned time i.e. October 2011 due to high number of accidents involving public motor vehicles(National instruction)</p> <p>There were abnormal loads vehicles which were escorted for safety of other road users(unplanned activity)</p>	Law enforcement coordinator to develop Service level agreement with the service provider
Report on Number of cross border operations	195000 incl. local authorities 100000 province only	incl. 13446 local authorities 138426 province only	<p>Critical analysis has led to the fact that officers did not provide with accurate information.</p> <p>Given the fact that there is over-achievement of number of roadblocks and special operations, not all vehicles and driver information was recorded</p>	Strict control measures will be instituted during the 3 rd quarter
Report on Number of roadblocks	255	659	The emphasis of the National Rolling Enforcement Plan.	n/a

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Report on Number of patrols on routes with high accident rates to ensure visible traffic policing	255	18	Establishment of cross boarder committee which coordinate these operations led to over-achievement	n/a
Report on number of vehicles exceeding the speed limit	170	438	The emphasis of the National Rolling Enforcement Plan. Cluster operations with other stake holders as per their mandates	n/a
Report on Number of vehicles checked in roadblocks	693	6054	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.	n/a
Report on number of traffic officers	1	6408	n/a	n/a
Report on number of patrol vehicles	1	15068	Cluster operations with other stake holders as per their mandates led to overachievement	Budget is being requested to purchase special road block trailers for this financial year
Report on ratio of traffic officers per km of surfaced road in Province	1	368	n/a	n/a
Report on ratio of traffic officers per patrol vehicle	1	319	n/a	n/a

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Report on ratio of registered vehicles per traffic officer	1	0.05:1	n/a	n/a
Report on number of new recruited law enforcement officers	1	1.2:1	n/a	n/a
Report on number of unroadworthy vehicles impounded	1	989:1	The implication here is that each traffic officer is faced with 989 vehicles to police on daily basis which is evident that there is a shortage of person power.	20 posts have been advertised and funds are being secured to appoint more. 20 traffic wardens have also been recruited during the Mahikeng revitalisation program. They are currently undergoing training in Boekenhoutkloof traffic college except three who are already in possession of traffic diploma
Report on number of accidents reported	1	20	The implication here is that each traffic officer is faced with 989 vehicles to police on daily basis which is evident that there is a shortage of person power.	
Report on number of fatalities	1	61	n/a	n/a
Report on number of serious injuries	1	658	It has been established that the number is increased by the report of minor damages for insurance purposes	Critical analysis of all accident reports forms will be done and such incidents will not be included in the statistics.
Report on number of pedestrians killed	1	240	n/a	n/a
Report on number of children pedestrians	1	75	n/a	n/a

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
killed				
Report on Number of hours weigh bridges is operational	1	3	n/a	n/a
Report on number of vehicles weighed	1	2	n/a	n/a
Report on no of vehicles which are overloaded	6 480	4 944	Zeerust weighbridge not operational for 3 months because of non-payment of electricity	Punctual payment by supply chain management
Report on number of vehicles detained	Report quarterly	26905	n/a	n/a
Report on the implementation of AARTO	Report quarterly	1539	n/a	n/a
To conduct a pilot project to facilitate secondary school learners to obtain learners license	Report quarterly	62	n/a	n/a
	1 Report in 3rd Quarter	Report in 3rd Quarter	n/a	n/a
	Scheduled for 3 rd quarter	Scheduled for 3 rd quarter	n/a	n/a

Sub Directorate: 3.3: Licensing Inspectorate

Overview of the period under review

Tools to monitor driving licence testing centres and vehicle testing stations have been developed and implemented, and the sub-directorate has managed to inspect 12 driving licence testing centres and 16 vehicle testing stations in the second quarter as promised. The finalization of the business plan is expected soon, and all outstanding performance indicators will be attended to and achieved.

Progress with the implementation of the strategic objectives

Though the sub-directorate has experienced some kind of resistance here and there, we are hopeful of the fact that we will achieve all our strategic objectives as planned.

Under-achievements and reasons for under-achievements

None approval yet, of the business plan has been our major setback for under-achievement in the past quarter; hopefully everything should be in place before the end of the third quarter, and no performance indicator will be left unattended.

Steps to correct under-achievements

The Section has intended to utilizes all resources available, and to double the efforts in order to cover all the ground in this third quarter.

Activities for the next quarter

- Inspections 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,
- 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 conducted for compliance with K53 testing methods at Driving License Testing Centres (DLTC's)	6	12	none	Achieved
Number of inspections conducted for compliance with SANS at Testing Stations (VTS's)	8	16	none	Achieved
Number of Management Representatives capacitated/oriented on their duties and responsibilities at Driving Licence Testing Centre's	6	none	Busy with business plan which has not been approved yet by the Acting head of Department	will be corrected in this quarter after approval of the business plan
Number of examiner's evaluated on various types of classes of motor vehicles	20	none	Busy with business plan which has not been approved yet by the Acting head of Department	will be corrected in this quarter after approval of the business plan

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Number of information sessions conducted at testing centres to address the necessary expertise.	3	none	Busy with business plan which has not been approved yet by the Acting head of Department	will be corrected in this quarter after approval of the business plan
Number of Information sessions and orientation of Management Representatives held on (SABS) SANS	3	none	Busy with business plan which has not been approved yet by the Acting head of Department	will be corrected in this quarter after approval of the business plan
Number of information sessions conducted with VTS Management Representatives about their duties and responsibilities at Testing Stations	3	none	Busy with business plan which has not been approved yet by the Acting head of Department	will be corrected in this quarter after approval of the business plan

Sub Directorate: 3.4:Revenue Management

1. Overview of the period under review.

The objective of this sub-directorate is to render registration and licensing services in the North West Province through the administration of Internal Registering Authorities and the control services rendered by the External Registering Authorities. However it also reconciles all revenue collected at all revenue collection points.

Progress with the implementation of the strategic objectives.

The strategic objectives are to provide and administer motor vehicle registration and licensing services and the function is well established. The conduction of eNaTIS training and the inspection of revenue on all revenue collection points and lastly reconcile all the collected revenue.

Under-achievements and reasons for under-achievements.

The sub-directorate intended to train 25 users per quarter, most unfortunately we could not meet our target as most of the municipality offices experiences some financial problems and could not accommodate their officials who attend training they rather prefer that the in house training should be performed it is also costly for the Province official to visit about 33 Registering Authorities hence we have only three eNaTIS trainers.

The under achievement in motor vehicle licensing is mainly due to staff compliment of approximately 50 % at service delivery points. Systems to ease the workload and increase the

efficiency of the administration like the TMS (Transaction Management System) cannot be utilized due to lack of human resource.

The number of motor vehicle sales fluctuates through the calendar year, for example more people purchase vehicles during the festive season. This leads to a difference in the number of vehicles to be registered and licensed in the various quarters.

The number of registering authorities converted in accordance to the Best Practice Model (BPM) requirements and the number of registering authorities converted to the document management system were not achieved and that is due to the financial constraints as is not provided for in the budget for the current financial year.

The numbers of signed Service Level Agreements with all registering authorities are in arrear and it due to lack of commitment from the Local Authorities to enter into agreement with the Provincial Administration in rendering the services of registering and licensing of motor vehicles on an agency basis.

Personalized Number Plates were not marketed accordingly and this provoked the Motor Traders and other Service Providers to cheat the Clients by paying huge amount for PLN`s and they did not supply them with the certificates because they will notice the correct fees for PLN`s.

The strategy for the section just wait for the Clients referred to the office by the Registering Authority is not effective to pin all the motorists with outstanding licenses as they come bit and peaces the debt has been increasing because the function was only within the Directorate.

The under-collection of revenue of about R 2,481,949.69 was due to the following Registering Authorities who did not honour their payments in time the Whole KOSH Area for August and September R 9,381,272.10 and Rustenburg for September R 5,056,440.46. The Directorate should have over-collected by R 11,955 762.87 if all the collection were paid in time. Our target collection for the quarter is R R 55,500,000.00 and we managed to collect only R 53,018,050.31

Steps to correct under-achievements.

Regular visits will be conducted by both the eNaTIS trainers and the Revenue Inspection officers to ensure that users are performing the correct transactions and other eNaTIS functions accordingly even though Staff shortage is the major challenge.

The number of staff in the eNaTIS Help Desk as well as the internal registering authorities will be increased through appointment or transfer of Staff to increase the current capacity of 50 % in the said offices to meet the required standards of service delivery.

The conversion of Registering Authorities into the BPM as well as the implementation of the Document Management System at the Authorities will have to be postponed until the required funds will be available.

Staff shortage is experienced in all divisions and within revenue reconciliation is worse since the implementation of Basic Accounting System (BAS) in April 2010 we are delivering with skeleton staff urgent appointments according to the proposed structure will relief the burden and improve service delivery. This division is handling their functions and the other mandate which was initially tasked to the Provincial Department of Finance.

Reports for outstanding Motor Vehicle licenses will be requested directly from the Service Provider (TASIMA) rather than for the division to wait for the Clients or Motorists referred to their office by the Registering Authority and the matter has been dealt only within the Directorate. The function has also been extended in conjunction with the Legal assistance from our Legal Directorate to further send the defaulters to Magistrate offices.

Personalised Number Plates (PLN`s) will be marketed by placing advert format or pamphlets at the Registering Authority that would indicate the process for applying and the fees charged for both: Personalized and Special numbers.

Activities for the next quarter.

- eNaTIS training for the newly appointed staff and also refreshers training for Supervisors
- The registration and licensing function will continue and no special activities will be performed.
- Personalised License Numbers (PLN`s) will be marketed by supplying the Registering Authorities with the pamphlets containing the procedure plus the approved fees for both Special and personalised numbers.
- Arrears and Penalties division will be reengineered outstanding motor vehicle license will be requested from the Service Provider (TASIMA) for the office to deal with motorists directly rather than waiting for the motorists that experience problems of licensing from the Registering Authorities.

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
Number of new vehicles registered and licensed.	7,889	Actual new vehicle registered and licensed – 6,253 Under achieve and realize a shortfall of 1,636 on registered and licensed vehicles	Fluctuation in motor vehicle sales.	Do not have control over depends on the market fluctuations

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
	1 Report	3 monthly statistics reports for new vehicle registered attached	None	None
Number of vehicles Licensed.	154,236	Actual number of licensed vehicles – 134,543 Under achieved and realized a shortfall of 19,693 licensed vehicles	De-registration of motor vehicle. Failure to renew license in time.	No control over
	1 Report	3 months statistical report for licensed vehicles	None	None
Number of registering authorities converted in accordance to the Best Practice Model (BPM) requirements.	1 R/A	Target achieved. One Registering Authority converted into Best Practice Model structure (Brits R/A)	None	None
Number of transactions performed by eNaTIS help desk.	5,140	Actual transaction performed in Help Desk – 3,213 Under achieved realize a shortfall of 1,927 transactions	Processing of transactions by Help Desk depends on the application received.	Could not control depends on the erratic transaction performed at the R/A`s
Number of registering authorities converted to the document management system.	1 R/A	None	The function has been taken over by the National Department of Transport and we await implementation.	None
Number of signed Service Level Agreements with all registering authorities (motor vehicle registrations and licensing).	3 R/A	Not fully achieved. SLA's were submitted for signature to the RA's at Klerksdorp, Stilfontein, Orkney and Hartbeesfontein as well as Schweizer Reneke and Reivilo.	The said SLA's are still in the process to be signed. LA for the KOSH area confirmed that their SLA's has been received back from their Legal Section and will be submitted in the next Council meeting in November 2011 for signature.	None
Number of Revenue reconciliation reports.	1 Report	1 Consolidated reconciliation report attached (3 months reconciliation statistics reports attached) Revenue reconciliation target per quarter – R 55,500,000.00 Under achieved the actual collection of R 53,018,050.31 was realized thus experiencing a shortfall of R 2, 481,949.69ached	The Directorate experienced the under-collection of R 14,437,712.56 for two Registering Authorities. KOSH outstanding amount for August 2011 is R 5,844,554,68 and September 2011 is R 3,536,717.42 plus Rustenburg for September 2011 –	Motor Vehicle Registration and Licensing Sub-Directorate has been advised to officially notify the Authorities with some outstanding payments to come and up-date their records with immediate effect.

Performance Indicator	Quarter Output as per APP	Achievements/Under achievement	Reasons for deviations	Corrective Measures
			R 5,056,440.46	
Approved Revenue Maximization strategy.	None	This was brought forward during the first quarter and provincially approved	Engagement with Provincial Treasury for funding is still in process.	The strategy will be implemented in the fourth quarter
Number of effective Debt Management reports.	1 Report	3 Months consolidated reports on revenue development The collection of R 125,667.15 was realized on Penalties and arrears for the quarter 3 monthly statistical Personalized number plate collection report attached	None	None
		The function under achieved the actual R 303,840.00 was collected and the short fall of R 146,160.00 was experienced against the quarterly target of R 450,000.00	The Personalized Number Plates (PLN's) are not properly marketed hence motorists do not come forward for purchasing this numbers.	Notices will be placed at the Registering Authorities indicating the process to acquire this number plates plus the tariffs charged for both (Special and Personalized Number Plates) If there is enough budget pamphlets will be procured and utilized to market the function during the last quarter.
Development of eNaTIS Training Plan.	1 Plan per year	Implemented in the third quarter	None	None
Number of personnel trained on eNaTIS	25 users to be trained per quarter	Under achieved Only 21 users were trained during this quarter against the target 25 Therefore a shortfall of 4 was experienced	The municipalities do not send users for training because of financial constraints, they prefer on the job training which is not always effective.	Regular visits by eNaTIS Trainers to be conducted for on the job training exercise and to ensure that the users perform transactions and other eNaTIS functions correctly.

Signed by the Acting Head of Department Mr Bailey Mahlakoleng on this dayof October 2011

Signature

Date

