

2016/17
SOUTH AFRICA
YEARBOOK

GOVERNMENT SYSTEMS

South Africa is a constitutional democracy with a three-tier system of Government and an independent judiciary.

The national, provincial and local levels of Government all have legislative and executive authority in their own spheres, and are defined in the Constitution as distinctive, interdependent and interrelated.

Operating at both national and provincial levels are advisory bodies drawn from South Africa's traditional leaders.

It is a stated intention in the Constitution that the country be run on a system of cooperative governance.

Government is committed to the building of a free, non-racial, non-sexist, democratic, united and successful South Africa.

The Constitution

South Africa's Constitution is one of the most progressive in the world and enjoys high acclaim internationally. Human rights are given clear prominence in the Constitution.

The Constitution of the Republic of South Africa of 1996 was approved by the Constitutional Court on 4 December 1996 and took effect on 4 February 1997.

The Constitution is the supreme law of the land. No other law or Government action can supersede the provisions of the Constitution.

The signing of the Constitution was a commemorative gesture in remembrance of the people who died during a peaceful demonstration against the pass laws on 21 March 1960.

The commemoration took place under the theme "Celebrating 20 years of the Constitution – transforming society and uniting the nation".

The Preamble

The Preamble states that the Constitution aims to:

- heal the divisions of the past and establish a society based on democratic values, social justice and fundamental human rights
- improve the quality of life of all citizens and free the potential of each person
- lay the foundations for a democratic and open society in which Government is based on the will of the people, and in which every citizen is equally protected by law
- build a united and democratic South Africa that is able to take its rightful place as a sovereign State in the family of nations.

Founding provisions

South Africa is a sovereign and democratic State founded on the following values:

- human dignity, the achievement of equality and the advancement of human rights and freedom
- non-racialism and non-sexism
- supremacy of the Constitution and the rule of law
- universal adult suffrage, a national common voters' roll,

The Presidency, July 2014	
President	Jacob Zuma
Deputy President	Cyril Ramaphosa

regular elections and a multiparty system of democratic government to ensure accountability, responsiveness and openness.

Fundamental rights

The fundamental rights contained in Chapter 2 of the Constitution seek to protect the rights and freedom of individuals.

The Constitutional Court guards these rights and determines whether actions by the State are in accordance with constitutional provisions.

Government

Government consists of national, provincial and local spheres, which are distinctive, interdependent and interrelated. The powers of the law-makers (legislative authorities), Government (executive authorities) and courts (judicial authorities) are separate from one another.

Parliament

Parliament is the legislative authority of South Africa and has the power to make laws for the country, in accordance with the Constitution.

It consists of the National Assembly and the National Council of Provinces (NCOP). Parliamentary sittings are open to the public.

Since 1994, a number of steps have been taken to make it more accessible and to motivate and facilitate public participation in the legislative process.

The official website www.parliament.gov.za encourages comment and feedback from the public.

Cabinet

The Cabinet consists of the President, as head, the Deputy President and ministers. The President appoints the Deputy President, ministers and deputy ministers, assigns their powers and functions, and may dismiss them.

The President may select any number of ministers from the members of the National Assembly, and may select no more than two ministers from outside the assembly.

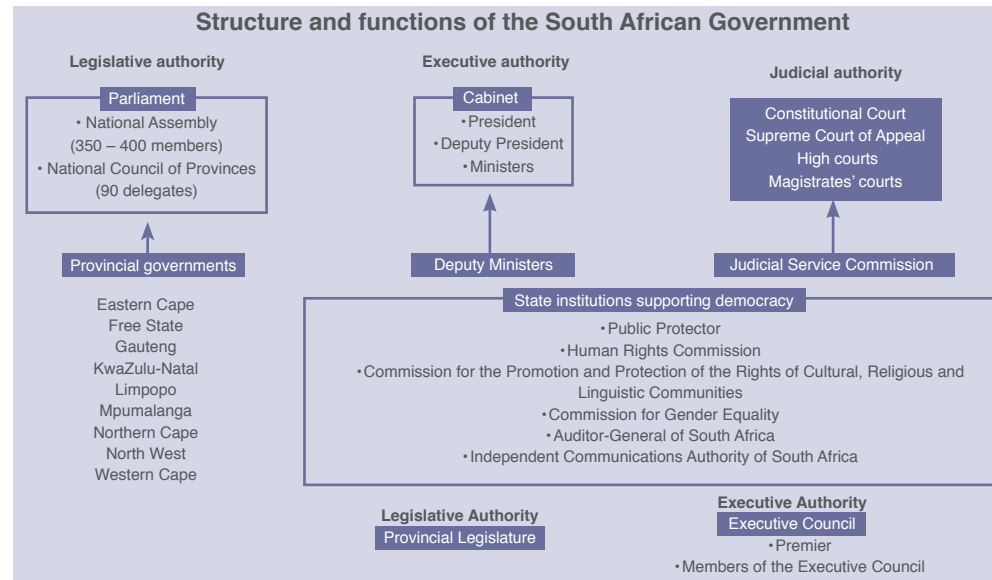
The President appoints a member of the Cabinet to be the leader of government business in the National Assembly.

National Assembly

The National Assembly is elected to represent the people and to ensure democratic governance as required by the Constitution. It does this by electing the President, providing a national forum for public consideration of issues, passing legislation, and scrutinising and overseeing executive action.

The National Assembly consists of no fewer than 350 and no more than 400 members elected through a system of proportional representation.

The National Assembly, which is elected for a term of five years, is presided over by the Speaker, assisted by the Deputy Speaker.



National Council of Provinces

The NCOP consists of 54 permanent members and 36 special delegates, and represents provincial interests in the national sphere of government.

Delegations consist of 10 representatives from each province. The NCOP must have a mandate from the provinces before it can make certain decisions.

These 10 representatives include six permanent members, and four special delegates. Special calculations of the popular vote in elections make sure that minority interests are represented in each province's delegation to the NCOP.

Local government representatives are allowed to debate in the NCOP but not vote – 10 part-time members represent the three different types of municipality. The South African Local Government Association (SALGA) also takes part in the NCOP.

It cannot, however, initiate a Bill concerning money, which is the prerogative of the Minister of Finance.

The NCOP Online links Parliament to the provincial legislatures and local government associations. It also provides information on draft legislation and allows the public to make electronic submissions.

The NCOP came into existence in February 1997.

Government clusters

Government clusters foster an integrated approach to governance that is aimed at improving government planning, decision-making and service delivery. The main objective is to ensure proper coordination of all government programmes at national and provincial levels.

The main functions of the clusters are to ensure the alignment of government-wide priorities, facilitate and monitor the implementation of priority programmes and to provide a consultative platform on cross-cutting priorities and matters being taken to Cabinet.

The clusters of the Forum of South African Directors-General (FOSAD) mirror the ministerial clusters. The FOSAD clusters provide technical support to the ministerial clusters.

The Director-General (DG) in The Presidency is the chairperson of FOSAD. Ministers enter into delivery agreements with the President, having to give progress reports on their departments' set targets.

The 12 outcomes identified by Government include:

- improved quality of basic education
- a long and healthy life for all South Africans
- all people in South Africa are and feel safe
- decent employment through inclusive economic growth
- a skilled and capable workforce to support an inclusive growth path
- an efficient, competitive and responsive economic infrastructure network
- vibrant, equitable and sustainable rural communities with food security for all
- sustainable human settlements and improved quality of household life
- a responsive, accountable, effective and efficient local government system
- environmental assets and natural resources that are well protected and continually enhanced
- a better South Africa and contributing to a better and safer Africa and world
- an efficient, effective and development-oriented Public Service and an empowered, fair and inclusive citizenship.

Economic Sectors, Employment Infrastructure Development Cluster

The departments in this cluster are:

- Rural Development and Land Reform (Chair)
- Science and Technology (Deputy Chair)
- Agriculture, Forestry and Fisheries
- Communications
- Economic Development
- Finance
- Higher Education and Training
- Labour
- Mineral Resources
- Public Enterprises
- Environmental Affairs
- Transport
- Water and Sanitation
- Public Works



Portfolio	Minister	Deputy Minister
Agriculture, Forestry and Fisheries	Senzeni Zokwana	Bheki Cele
Arts and Culture	Nathi Mthethwa	Makhotsotso Soty
Basic Education	Angie Motshekga	Enver Surty
Communications	Mmamoloko Kubayi-Ngubane	Tandi Mahambehla
Cooperative Governance and Traditional Affairs	David van Rooyen	Obed Bapela Andries Nel
Defence and Military Veterans	Nosiviwe Mapisa-Nqakula	Kebby Maphatsoe
Economic Development	Ebrahim Patel	Madala Masuku
Energy	David Mahlobo	Thembi Majola
Environmental Affairs	Edna Molewa	Barbara Thompson
Finance	Malusi Gigaba	Sfiso Buthelezi
Health	Aaron Motsoaledi	Joe Phaahla
Higher Education and Training	Hlengiwe Mkhize	Buti Manamela
Home Affairs	Ayanda Dlodlo	Fatima Chohan
Human Settlements	Lindiwe Sisulu	Zoliswa Kota-Fredericks
International Relations and Cooperation	Maite Nkoana-Mashabane	Nomaindia Mfeketo Luwellyn Landers
Justice and Correctional Services	Michael Masutha	Thabang Makwella John Jeffery
Labour	Mildred Oliphant	Patekile Holomisa
Mineral Resources	Mosebenzi Zwane	Godfrey Oliphant
Police	Fikile Mbalula	Bongani Mkongi
Public Enterprises	Lynne Brown	Ben Martins
Public Service and Administration	Faith Muthambi	Dipuo Letsatsi-Duba
Public Works	Nathi Nhleko	Jeremy Cronin
Rural Development and Land Reform	Gugile Nkwinti	Candith Mashego-Dlamini Mcebisi Skwatsha
Science and Technology	Naledi Pandor	Zanele kaMagwaza-Msibi
Small Business Development	Lindiwe Zulu	Nomathemba November
Social Development	Bathabile Dlamini	Hendrietta Bogopane-Zulu
Sport and Recreation	Thulas Nxesi	Gert Oosthuizen
State Security	Bongani Bongo	Ellen Molekane
Telecommunications and Postal Services	Siyabonga Cwele	Stella Ndabeni-Abrahams
The Presidency: Performance, Monitoring and Evaluation	Jeff Radebe	–
The Presidency: Women	Susan Shabangu	–
Tourism	Tokozile Xasa	Elizabeth Thabethe
Trade and Industry	Rob Davies	Gratitude Magwanishe
Transport	Joe Maswanganyi	Sindisiwe Chikunga
Water and Sanitation	Nomvula Mokonyane	Pamela Tshwete

- Human Settlements
- Cooperative Governance and Traditional Affairs
- Energy
- Small Business Development
- Telecommunications and Postal Services
- Public Works
- The Presidency: Planning, Performance Monitoring and Evaluation.

Governance and Administration Cluster

The cluster deals with governance issues, including government’s planning framework, and the monitoring and evaluation of government’s performance. It is through this cluster where the government is able to monitor how the interventions resulting from its various policies affect citizens and what further interventions are necessary to enhance policy efficacy.

- The departments in this cluster are:
- Home Affairs (Chair)
 - Public Service and Administration (Deputy Chair)
 - Cooperative Governance and Traditional Affairs
 - Justice and Constitutional Development
 - Finance
 - The Presidency: Planning, Performance Monitoring and Evaluation and Administration
 - Communications.

Social Protection, Community and Human Development Cluster

The departments in this cluster are:

- Social Development (Chair)
- Basic Education (Deputy Chair)
- Cooperative Governance and Traditional Affairs
- The Presidency: Women
- Human Settlements
- Labour
- Public Works
- Rural Development and Land Reform
- Social Development
- Transport
- Sport and Recreation
- Water and Sanitation
- Arts and Culture
- Basic Education
- Health
- Higher Education and Training
- Science and Technology.

International Cooperation, Trade and Security Cluster

- The departments in this cluster are:
- Defence and Military Veterans (Chair)

- Telecommunications and Postal Services (Chair)
- International Relations and Cooperation (Deputy Chair)
- International Relations and Cooperation
- Finance
- Trade and Industry
- Tourism
- Environmental Affairs
- State Security.

Justice, Crime Prevention and Security Cluster

The departments in this cluster are:

- Justice and Constitutional Development
- Defence and Military Veterans (Chair)
- Police (Deputy Chair)
- Defence and Military Veterans
- Home Affairs
- State Security
- Police
- Correctional Services.

Izimbizo

Government embarked on the 6th National Imbizo Focus Week of the current administration from 17 to 23 April 2017.

President Jacob Zuma had declared 2017 as the Year of Oliver Reginald Tambo. The year marked the centenary of the late President and national Chairperson of the ANC, an international icon and hero of the South African liberation struggle. In celebrating his legacy, the National Imbizo Focus Week focused on the implementation of the National Development Plan (NDP) Vision 2030, which underpins the Medium Term Strategic Framework 2014-2019.

Law-making

Any Bill may be introduced in the National Assembly. A Bill passed by the National Assembly must be referred to the NCOP for consideration.

A Bill affecting the provinces may be introduced in the NCOP. After the council passes it, it must be referred to the National Assembly.

A Bill concerning money must be introduced in the assembly and referred to the NCOP for consideration and approval after being passed.

If the NCOP rejects a Bill or passes it subject to amendments, the assembly must reconsider the Bill and pass it again with or without amendments.

There are special conditions for the approval of laws dealing with provinces.

The Presidency

As the executive manager of government, The Presidency is at the apex of South Africa’s government

system. It is situated in the Union Buildings in Pretoria, and has a subsidiary office in Tuynhuys, Cape Town.

The Presidency comprises five political principals:

- The President, who is the Head of State and Government
- The Deputy President, who is the Leader of Government Business (in Parliament)
- The Minister of Planning, Monitoring and Evaluation
- The Minister of Women
- The Deputy Minister of Planning, Monitoring and Evaluation.

The Presidency has three structures that support governance operations directly. They are:

- Cabinet Office, which provides administrative support to Cabinet. It implements administrative systems and processes to ensure the overall optimal functioning of the Cabinet and its committees. It also facilitates the management of decision-making processes of the Cabinet and its committees.
- Policy Coordination Advisory Services comprises a Deputy DG and five chief directorates, which support policy processes developed by respective clusters of DGs.
- Legal and Executive Services provides legal advice to the President, Deputy President, the Minister, as well as The Presidency as a whole, and is responsible for all litigation involving the political principals.

The President, as the Head of State, leads the Cabinet. He or she is elected by the National Assembly from among its members and leads the country in the interest of national unity, in accordance with the Constitution and the law.

The President appoints the Deputy President from among the members of the National Assembly.

The Deputy President assists the President in executing government functions.

NDP 2030

The NDP is South Africa's socio-economic policy blueprint that focuses, among other things, on:

- eliminating poverty by reducing the proportion of households with a monthly income below R419 per person from 39% to zero and the reduction of inequality
- increasing employment from 13 million in 2010 to 24 million by 2030
- broadening the country's ownership of assets by historically disadvantaged groups
- ensuring that all children have at least two years of pre-school education and that all children can read and write by Grade 3
- providing affordable access to healthcare
- ensuring effective public transport.

Monitoring and evaluation

Institutional Performance Monitoring and Evaluation (IPME)

IPME monitors the quality of management practices in government departments through the Management Performance Assessment Tool.

The Frontline Service Delivery Monitoring programme of IPME is responsible for designing and implementing hands-on

service delivery monitoring activities with Offices of the Premier and for setting up and supporting the implementation of citizens-based monitoring systems.

The Presidential Hotline is also located in this branch.

Elections

National and provincial elections are held once every five years.

All South African citizens aged 18 and over are eligible to vote.

The Constitution places all elections and referendums in the country in all three spheres of Government under the control of the Electoral Commission of South Africa (IEC), established in terms of the IEC Act, 1996 (Act 51 of 1996).

The obligations of the IEC are to:

- manage elections of national, provincial and municipal legislative bodies
- ensure that those elections are free and fair
- declare the results of those elections
- compile and maintain a voters' roll.

The duties of the IEC are to:

- compile and maintain a register of parties
- undertake and promote research into electoral matters
- develop and promote the development of electoral expertise and technology in all spheres of Government
- continuously review electoral laws and proposed electoral laws, and make recommendations
- promote voter education
- declare the results of elections for national, provincial and municipal legislative bodies within seven days
- appoint appropriate public administrations in any sphere of Government to conduct elections when necessary.

The IEC manages an average of approximately 130 by-elections a year. By-elections are held when ward councillors vacate their seats for a variety of reasons including death, resignation or expulsion from the party or the council.

In August 2016, millions of South Africans took to the polls to vote for their preferred municipality leaders for the following five years. There were 26,3 million voters who were eligible to cast their ballots, which was an 11% increase from the previous municipal elections – amounting to 2 678 307 more voters.

This was a new record for the IEC as the voters' roll has grown by 42,5% since the first municipal elections in 2000.

There were 943 203 more voters (an increase of 3,7%) in 2016 than there were for the 2014 national and provincial elections.

Some 55% of voters 14,5 million were women and 45% (11,9 million) were men.

In terms of age, about 48% of all voters were under the age of 40 (12,7 million).

Gauteng had the highest number of voters with 6,2 million registered, followed by KwaZulu-Natal with 5,4 million, the Eastern Cape with 3,3 million and the Western Cape with three million. About 69% of all voters were from these four provinces.

Department of Cooperative Governance and Traditional Affairs (DCoGTA)

The DCoGTA is responsible for facilitating cooperative governance, to support all spheres of Government and to assist the institution of traditional leadership with transforming itself into a strategic partner of Government in the development of communities.

The department's mission is to ensure that all municipalities perform their basic responsibilities and functions consistently by:

- putting people and their concerns first
- supporting the delivery of municipal services to the right quality and standard
- promoting good governance, transparency and accountability
- ensuring sound financial management and accounting
- building institutional resilience and administrative capability.

Legislation and policies

The department oversees the implementation of, among other things, the following legislation:

- Intergovernmental Relations Framework Act, 2005 (Act 13 of 2005).
- Municipal Property Rates Act, 2004 (Act 6 of 2004).
- Municipal Property Rates Amendment Act, 2009 (Act 19 of 2009).
- Municipal Finance Management Act, 2003 (Act 56 of 2003).
- Disaster Management Act, 2002 (Act 57 of 2002).
- Municipal Systems Act, 2000 (Act 32 of 2002).
- Municipal Systems Amendment Act, 2011 (Act 7 of 2011).
- Local Government: Municipal Structures Act, 1998 (Act 117 of 1998).





- Local Government: Municipal Demarcation Act, 1998 (Act 27 of 1998).
- National House of Traditional Leaders Act, 2009 (Act 22 of 2009), and Traditional Leadership and Governance Framework Act, 2003 (Act 49 of 2003), which were consolidated by the National Traditional Affairs Bill to simplify the process. In September 2013, the National Traditional Affairs Bill was published in the *Government Gazette* for public comment. The amendment of the legislation will also ensure, among other things, that traditional affairs, rather than only traditional leaders, will take centre stage. The Khoisan communities will also be fully represented in the National House of Traditional Leaders.
- The Local Government: Municipal Property Rates Amendment Act, 2014 (Act 29 of 2014) seeks to:
 - regulate the categories of property in respect of which rates may be levied
 - regulate the time frames of publication of the resolutions levying rates and what must be contained in the promulgated resolution
 - provide for the exclusion from the rates of certain categories of Public Service infrastructure
 - give powers to a municipality to levy different rates on vacant land
 - give power to the MEC of Local Government to extend the period of validity of a valuation roll by additional two years
 - amend the dates on which a supplementary valuation takes effect
 - address the problems that have been experienced in the implementation of the Local Government: Municipal Property Rates Act of 2004.
- *White Paper on Local Government (1998)*.

Provincial government

In accordance with the Constitution, each province has its own legislature, consisting of between 30 and 80 members.

The number of members is determined according to a formula set out in national legislation. The members are elected in terms of proportional representation.

The executive council of a province consists of a premier and a number of MECs. Premiers are appointed by the President. Decisions are taken by consensus, as is the case in the national Cabinet.

Besides being able to make provincial laws, a provincial legislature may adopt a constitution for its province if two thirds of its members agree.

A provincial constitution must correspond with the national Constitution.

According to the Constitution, provinces may have legislative and executive powers, concurrent with the national sphere, over:

- agriculture
- casinos, racing, gambling and wagering
- cultural affairs
- education at all levels, excluding university and university of technology education
- environment
- health services

- human settlements
- language policy
- nature conservation
- police services
- provincial public media
- public transport
- regional planning and development
- road traffic regulation
- tourism
- trade and industrial promotion
- traditional authorities
- urban and rural development
- vehicle licensing
- welfare services.

These powers can be exercised to the extent that provinces have the administrative capacity to assume effective responsibilities.

Provinces also have exclusive competency over a number of areas, which include:

- abattoirs
- ambulance services
- liquor licences
- museums other than national museums
- provincial planning
- provincial cultural matters
- provincial recreational activities
- provincial roads and traffic.

The President's Coordinating Council (PCC) is a statutory body established in terms of the Intergovernmental Relations Framework Act of 2005, which brings together the three spheres of Government on matters of common interest and national importance, thereby strengthening cooperative government. Among other things, the forum looked at:

- mechanisms for monitoring job creation and implementation of the New Growth Path in all spheres of Government
- shared experiences in creating an environment for job creation in provinces
- specific provincial matters
- monitoring and evaluation.

As at October 2017, provincial premiers were as follows:

- Mr Phumulo Masualle – Eastern Cape
- Mr Ace Magashule – Free State
- Mr David Makhura – Gauteng
- Mr Willie Mchunu – KwaZulu-Natal
- Mr Stanley Mathabatha – Limpopo
- Mr David Mabuza – Mpumalanga
- Ms Sylvia Lucas – Northern Cape
- Mr Supra Mahumapelo – North West
- Ms Helen Zille – Western Cape.

Provincial Spatial Development Framework

The Provincial Spatial Development Framework aims to:

- be the spatial expression of the Provincial Growth and Development Strategy
- guide (metropolitan, district and local) municipal IDPs and spatial development frameworks and provincial and municipal framework plans

- help prioritise and align the investment and infrastructure plans of other provincial departments, as well as national departments' and parastatals' plans and programmes in the provinces
- provide clear signals to the private sector about desired development directions
- increase predictability in the development environment, for example by establishing "no-go", "conditional" and "go" areas for development and redress of the spatial legacy of apartheid.

Local government

In accordance with the Constitution and the Organised Local Government Act, 1997 (Act 52 of 1997), up to 10 part-time representatives may be designated to represent municipalities and participate in proceedings of the NCOP.

The DCoGTA aims to build and strengthen the capability and accountability of provinces and municipalities.

This includes:

- continued hands-on support through the established system and capacity-building programme, focusing on critical areas such as integrated development planning, local economic development (LED), financial management, service delivery and public participation
- evaluating the impact of government programmes in municipal areas, enhancing performance and accountability by improving the quality of reporting on the Local Government Strategic Agenda and improving the monitoring, reporting and evaluation of capacity in local government
- coordinating and supporting policy development, implementing the Local Government Strategic Agenda, and monitoring and supporting service delivery.

Municipalities

The Constitution provides for three categories of municipality. There are 278 municipalities in South Africa, comprising eight metropolitan, 44 district and 226 local municipalities. They are focused on growing local economies and providing infrastructure and service.

As directed by the Constitution, the Local Government: Municipal Structures Act of 1998 contains criteria for determining when an area must have a category-A municipality (metropolitan municipalities) and when municipalities fall into categories B (local municipalities) or C (district municipalities).

The Act also determines that category-A municipalities can only be established in metropolitan areas.

Metropolitan councils have single metropolitan budgets, common property ratings and service-tariff systems, and single-employer bodies.

South Africa has eight metropolitan municipalities, namely:

- Buffalo City (East London)
- City of Cape Town
- Ekurhuleni Metropolitan Municipality (East Rand)
- City of eThekweni (Durban)
- City of Johannesburg
- Mangaung Municipality (Bloemfontein)



- Nelson Mandela Metropolitan Municipality (Port Elizabeth)
- City of Tshwane (Pretoria).

Metropolitan councils may decentralise powers and functions. However, all original municipal, legislative and executive powers are vested in the metropolitan council.

In metropolitan areas, there is a choice of types of executive system: the mayoral executive system where executive authority is vested in the mayor, or the collective executive committee system where these powers are vested in the executive committee.

Non-metropolitan areas consist of district councils and local councils. District councils are primarily responsible for capacity-building and district-wide planning. The Local Government: Municipal Structures Act of 1998 provides for ward committees whose tasks, among other things, are to:

- prepare, implement and review IDPs
- establish, implement and review municipalities' performance-management systems
- monitor and review municipalities' performances
- prepare municipalities' budgets
- participate in decisions about the provision of municipal services
- communicate and disseminate information on governance matters.

Local Government Turnaround Strategy

The Local Government Turnaround Strategy was introduced as a government programme of action and a blueprint for better service delivery aimed at responsive, accountable, effective and efficient local government. Five focus areas aimed at fast-tracking implementation of the strategy have been identified. These are:

- service delivery
- governance
- financial management
- infrastructure development
- fighting corruption.

The department aims to review all pieces of legislation that impede service delivery. In this regard, more than 300 sections of legislation that fall under this category have been identified and reviews undertaken.

Municipal Infrastructure Grant

The MIG aims to eradicate municipal infrastructure backlogs in poor communities to ensure the provision of basic services such as water, sanitation, roads and community lighting.

The DCoGTA is responsible for managing and transferring the MIG and provides support to provinces and municipalities on implementing MIG projects.

Community Work Programme

The CWP aims to create one million work opportunities by 2018/19, covering all local municipalities. The CWP is a key Government initiative aimed at mobilising communities to provide regular and predictable work opportunities at the local government level.

The purpose of the programme is to provide an employment safety net for those without access to opportunities designed to lift them out of poverty.

The programme recognises that policies to address unemployment and create decent work will take time to reach people living in marginalised areas where few opportunities exist.

Local economic development

LED is an approach towards economic development that allows and encourages local people to work together to achieve sustainable economic growth and development, thereby bringing economic benefits and improved quality of life to all residents in a local municipal area.

LED is intended to maximise the economic potential of municipal localities and enhance the resilience of macro-economic growth through increased local economic growth, employment creation and development initiatives within the context of sustainable development. The "local" in economic development points to the fact that the political jurisdiction at local level is often the most appropriate place for economic intervention, as it carries alongside it the accountability and legitimacy of a democratically elected body.

LED programmes provide support in the following areas:

- developing and reviewing national policy, strategy and guidelines on LED
- providing direct and hands-on support to provincial and local government
- managing the LED Fund
- managing and providing technical support to nodal economic development planning
- facilitating, coordinating and monitoring donor programmes
- assisting LED capacity-building processes.

Through these interventions and resources, local role players and interest groups are mobilised to achieve economic growth and creating jobs to reduce poverty.

Municipal Demarcation Board

The Municipal Demarcation Board is an independent authority responsible for the determination of municipal boundaries. The board's status as an independent authority is also protected by Section 3 of the Local Government: Municipal Demarcation Act of 1998 and various judgements by the Constitutional Court.

In addition to the determinations and re-determinations of municipal boundaries, the MDB is also mandated by legislation to declare the district management areas; to delimit wards for local elections; and to assess the capacity of municipalities to perform their functions.

South African Local Government Association

SALGA is a listed public entity, established in terms of Section 21 of the Companies Act, 1973 (Act 61 of 1973), and recognised by the Minister of Cooperative Governance and Traditional Affairs, in terms of the Organised Local Government Act of 1997.

SALGA represents local government on numerous intergovernmental forums such as the PCC, Minister and

MECs (MinMec) forum, the Budget Forum, the NCOP and the Financial and Fiscal Commission.

SALGA aims, among other things, to:

- transform local government to enable it to fulfil its developmental role
- enhance the role of provincial local government associations as provincial representatives and consultative bodies on local government
- raise the profile of local government
- ensure full participation of women in local government
- act as the national employers' organisation for municipal and provincial member employers
- provide legal assistance to its members, using its discretion in connection with matters that affect employee relations.

SALGA is funded through a combination of sources, including a national government grant, membership fees from provincial and local government associations that are voluntary members, and donations from the donor community for specific projects.

The Human Resource (HR) Management and Development Strategy aims to turn municipalities into professional and responsive entities.

The strategy is intended to help municipalities make better use of the human capital at their disposal, for them to be able to fulfil their important objective of accelerating service delivery as well as promoting development in local government as a whole.

The strategy emphasises employing individuals who are prepared to extend themselves in serving the needs of people, are professional, and are constantly learning and developing themselves.

One of SALGA's achievements was the establishment of public accounts committees on municipalities, which allowed councils themselves to exercise accountability.

Disaster management

The Disaster Management Act of 2002 was promulgated in 2003. The National Disaster-Management Centre and functional disaster-management centres and advisory forums were established in eight provinces.

The National Disaster-Management Advisory Forum was recognised by the United Nations (UN) as the national platform for reducing disaster risk.

Through the National Disaster-Management Centre, the DCoGTA registered unit standards for levels three to seven with the South African Qualifications Authority for a national certificate in disaster risk management.

The department also developed regulations for recruiting and using disaster-management volunteers.

Traditional affairs

In September 2013, Cabinet approved the publication of a Bill that would pave the way for the Khoisan people to be recognised. The Bill makes statutory provisions for the recognition of the Khoisan and also addresses limitations of existing legislation relating to traditional leadership and governance. The Bill will contribute to the NDP's key target relating to broadening social cohesion and unity while addressing the inequalities of the past.



South Africa also has provincial houses of traditional leaders in the following six provinces: Eastern Cape, Free State, KwaZulu-Natal, Limpopo, Mpumalanga and North West.

National and provincial houses of traditional leaders enhance the cooperative relationships within national and provincial government.

Local houses of traditional leaders deepen and cement the relationship between municipalities and traditional leaders on customary law and development initiatives.

Traditional leadership

Chapter 11 of the Constitution states that the institution, status and roles of traditional leadership, according to customary law, are recognised.

Government acknowledges the critical role of traditional leadership institutions in South Africa's constitutional democracy and in communities, particularly in relation to the rural-development strategy.

It therefore remains committed to strengthening the institution of traditional leadership.

To this end, numerous pieces of legislation have been passed and various programmes implemented to ensure that traditional leadership makes an important contribution to the development of society.

The department is also working on a range of issues, which include policies on unity and diversity, initiation, traditional healing, traditional leaders' protocol, family trees, the remuneration and benefits of traditional leaders based on uniform norms and standards, and involving the Khoisan people in the system of governance in South Africa.

The term of the Commission of Traditional Leadership Disputes and Claims was five years and ended in 2015. Subsequently, Parliament extended the term from 2016 to 2020, so that the commission could finalise outstanding disputes and claims, and deal with the 320 traditional leadership disputes and claims per year that were envisaged.

Traditional councils

Legislation has transformed the composition of traditional councils to provide for elements of democracy. It states that 40% of members must be elected and that one third of members must be women.

Legislation has also opened up an opportunity for municipalities and traditional councils to achieve cooperative governance.

Traditional councils have been given a strong voice in development matters and may now enter into partnerships and service-delivery agreements with Government in all spheres.

The National Khoisan Council aims to unite the Khoisan communities and create a platform through which they can raise issues affecting them as a group of communities. The most important issue is the statutory recognition and inclusion of the Khoisan people in formal government structures.

Houses of traditional leaders

The Constitution mandates the establishment of houses of traditional leaders by means of either provincial or national legislation.

The National House of Traditional Leaders was established in terms of the then National House of Traditional Leaders Act, 1997 (Act 10 of 1997).

Its objectives and functions are to promote the role of traditional leadership within a democratic constitutional dispensation, enhance unity and understanding among traditional communities and advise national government.

Provincial houses of traditional leaders were established in all six provinces that have traditional leaders, namely the Eastern Cape, Free State, KwaZulu-Natal, Limpopo, Mpumalanga and North West.

The national and provincial houses of traditional leaders enhance the cooperative relationships within national and provincial government, while the establishment of local houses of traditional leaders deepens and cements the relationship between municipalities and traditional leaders on customary law and development initiatives.

Commission on Traditional Leadership Disputes and Claims

The commission was established in terms of the Traditional Leadership and Governance Framework Act of 2003.

It is tasked with restoring the dignity of traditional leaders and their communities by investigating and ensuring that the institution of traditional leadership is restored to where it belongs. It also investigates all claims to any position of traditional leadership (king/queen/principal/senior traditional leader, as well as headmen and headwomen), including disputes over the boundaries of traditional councils.

Section 25 of the Traditional Leadership and Governance Framework Act of 2003 requires that the commission investigate and make recommendations on cases where there is doubt as to whether a kingship, principal traditional leadership or senior traditional leadership and headmanship was established in accordance with customary law and customs.

Department of Public Service and Administration (DPSA)

The DPSA is at the centre of Government. It plays a major policy role in establishing norms and standards for the Public Service, which ensure that service-delivery mechanisms, integrated systems and access, HR, institutional development and governance initiatives are responsive to the needs of citizens.

This mandate has evolved over the years from transforming and modernising the Public Service through the development and implementation of policies and frameworks, to providing implementation support to ensure compliance, improve service delivery and strengthen monitoring and evaluation.

In terms of the Public Service Act, 1994 (Act 103 of 1994), as amended, the Minister of Public Service and Administration is responsible for establishing norms and standards relating to:

- the functions of the Public Service
- organisational structures and the establishment of departments and other organisational and governance arrangements in the Public Service
- labour relations, conditions of service and other employment practices for employees
- the health and wellness of employees
- information management
- electronic government in the Public Service
- integrity, ethics, conduct and anti-corruption
- transformation, reform, innovation and any other intervention to improve the effectiveness and efficiency of the Public Service and its service delivery to the public.

The DPSA has identified the quintessential focus areas that will form part of the overall work of the Public Service and Administration Portfolio over the next four-year period. These will serve as the main strategic indicators that will point to whether the Public Service is effective, efficient and development-oriented.

The focus areas are to ensure that the following is done and made available:

- services rendered with speed
- services easily accessible to citizens
- services provided at lower cost
- appropriately skilled public servants to render services.
- competitive conditions of service for public servants and the achievement of labour peace
- no corruption
- a positive impact on the lives of people and the economy.

The Minister of Public Service and Administration and union leaders launched the Public Service Charter in August 2013. The Public Service Charter is a commitment between the State as the employer and labour, which seeks to professionalise and encourage excellence in the Public Service and improve service delivery. It also introduces service standards in the Public Service, with a call to public servants to meet and exceed them.

Anti-corruption bureau

The Minister of Public Service and Administration launched the anti-corruption bureau to fast-track disciplinary cases in the public sector. The bureau forms part of amendments to the Public Service Act of 1994.

The amendments also include banning all public servants from doing business with the Government.

Cabinet and provinces have adopted a manual on procedures for recruiting, and/or retaining officials that resign.

Uniform standards will be applied to all public servants across Government.

The bureau will conduct investigations, institute disciplinary proceedings and work with existing law enforcement agencies, such as the Special Investigating Unit and National Prosecuting Authority, and the other related agencies such as the Financial Intelligence Centre and the South African Revenue Service.

Criminal cases will be referred to law enforcement agencies.

The bureau also has to provide technical assistance and advisory support to deal with disciplinary matters in the public



administration, while ensuring that the public sector applies uniform disciplinary standards.

A case management system allows officials to monitor the progress of cases to ensure that they are finalised speedily. By 2014, an agreement was already in place with the National Prosecuting Authority to ensure that whistle-blowers were protected.

The passing of the Public Administration Management Bill in March 2014 was expected to change the face of the state at national, provincial, and local levels. The Bill was a major step forward in the building of an effective, efficient, and ethical Public Service.

An effective, efficient and ethical Public Service is a central element in the building of a democratic developmental state as mandated by the NDP.

Among other things, the Public Administration Management Bill prohibits public administration officials from conducting business with the State and officials in public administration are required to declare the financial and business interests of their immediate family members.

By prohibiting officials from conducting business with the State, Government is eliminating incentives and opportunities for corruption and unethical conduct.

Role players

Community development workers (CDWs)

CDWs link early childhood development centres with programmes of the Department of Social Development. In the area of HIV and AIDS, CDWs disseminate user-friendly information on these conditions and mobilise communities to actively participate in HIV and AIDS-related awareness programmes, including World AIDS Day.

To promote food security, CDWs identify indigent households and mobilise them to benefit from the departments of agriculture and rural development’s food security programmes.

To contribute to job creation, CDWs identify and link unemployed youths to Government’s Expanded Public Works Programme (EPWP) and Community Works Programme.

CDWs are agents of participatory democracy. Their functions include:

- communicating information from and about Government and other information to communities in an accessible way
- providing feedback to Government regarding community experiences of service delivery and governance
- providing early warning to Government of any obvious reduction in service standards and performance that could lead to the collapse or significant impairment of overall service functions
- reporting any corruption or irregularity encountered within the sphere of Government, government departments, community organisations or the private sector.

Public Service Commission (PSC)

The PSC is tasked and empowered to, amongst others, investigate, monitor, and evaluate the organisation and administration of the Public Service.

This mandate also entails the evaluation of achievements, or lack thereof of Government programmes. The PSC also has an obligation to promote measures that would ensure effective and efficient performance within the Public Service and to promote values and principles of public administration as set out in the Constitution, throughout the Public Service.

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The Constitution mandates the commission to:

- promote the values and principles governing public administration
- investigate, monitor and evaluate the organisation, administration and the personnel practices of the Public Service
- propose measures to ensure effective and efficient performance within the Public Service
- give directions aimed at ensuring that personnel procedures relating to recruitment, transfers, promotions and dismissals comply with the constitutionally prescribed values and principles
- report its activities and the performance of its functions, including any findings it may make and to provide an evaluation of the extent to which it complies constitutionally with the prescribed values and principles
- either of its own accord or on receipt of any complaint:
 - investigate and evaluate the application of personnel and public-administration practices, and report to the relevant executive authority and legislature

- investigate grievances of employees in the Public Service concerning official acts or omissions, and recommend appropriate remedies
- monitor and investigate adherence to applicable procedures in the Public Service

• advise national and provincial organs of State regarding personnel practices in the Public Service.

To be effective, the Public Service has to develop a deeper understanding of the constitutional imperatives and Government mandate of providing a better life for the country’s citizens.

This would make it easier for Government to develop the necessary skills in its human capital to deal with the challenges faced by South Africans across the board.

Government Employees Medical Aid Scheme (GEMS)

GEMS was registered on 1 January 2005 specifically to meet the healthcare needs of government employees. Its mission is to provide all Public Service employees with equitable access to affordable and comprehensive healthcare benefits.

As the second largest medical scheme in South Africa, GEMS remains the fastest growing medical scheme. As at the end of March 2016, the scheme had covered close to 700 000 principal members and 1,7 million beneficiaries overall.

In terms of accessibility; GEMS has made considerable inroads in covering lower level employees, with 45% of Level 1 to Level 5 employees now covered by the scheme. Approximately R1 in every R5 spent on private healthcare is spent by GEMS, and approximately R1 out of every R10 spent on healthcare (private and public) in South Africa is spent by GEMS.

The scheme’s key future priorities include:

- reducing medical scheme costs through strategic sourcing and specialist networks
- promoting member retention
- introducing workplace-based exercise and health programmes for Public Service employees.

Centre for Public Sector Innovation (CPSI)

The CPSI was established to identify, support and nurture innovation in the public sector to improve service delivery.

The CPSI works through partnerships with other departments and state-owned enterprises to, for example, enhance the productive capacity of visually impaired educators by providing data-card devices for them to access teaching material without the use of Braille.

The CPSI runs targeted innovation programmes to support the outcomes of rural development, accelerated service delivery at local government level, as well as human settlement.

The CPSI held a conference in August 2014 under the theme “Building an Innovative State Machinery for Maximised Service Delivery Impact”. The conference was aimed at helping Government serve its citizens with diligence and interrogate the challenges standing in the way of excellence.

The Public Service employs about 1,3 million people around the country.





National School of Government (NSG)

The offers training and development opportunities to public servants at national, provincial and local level of government.

This includes training of new Public Service employees as part of their probation, re-orientation of senior managers and orientation of unemployed youth graduates, preparing them for Public Service employment opportunities.

The school is intended to educate, train, professionalise and develop a highly capable, skilled and committed Public Service cadre, with a sense of national duty and a common culture and ethos.

It will nurture a culture of professionalism and innovative thinking and serve as a catalyst for reform and modernisation, in pursuit of a performance-oriented Public Service. Core training is not outsourced, but is performed internally.

The school provides everything from adult basic education and training to higher education courses, and is registered to carry out the necessary accreditation.

The school runs like a customer-focused business, with participants having to pay tuition fees. It is funded by the Public Service Sector Education and Training Authority (known as Pseta) and skills development levies are drawn from departments' payrolls.

All new public servants are required to undergo induction training.

Public Service Month

South Africa marks Public Service Month in September each year.

It is a regular national event that requires all the national and provincial departments to participate by putting in place activities and campaigns to improve service delivery. Public Service Month is a follow-up to and mirrors the UN and Africa Public Service Day, which takes place on 23 June every year.

Batho Pele

The *Batho Pele* Campaign is, aimed at improving service delivery to the public. *Batho Pele* is a Sesotho phrase meaning "People First".

From this concept, eight principles were derived and made known in a White Paper as the principles for transforming public service delivery, which are:

- regular consultation with customers
- set service standards
- increased access to services
- higher levels of courtesy
- more and better information about services
- increased openness and transparency about services
- remedying failures and mistakes
- giving the best possible value for money.

Batho Pele Awards

The annual National Batho Pele Excellence Awards serve to recognise public servants who are selfless, dedicated, committed and who go the extra mile in servicing the citizens. Eligible to public servants across the three spheres of

Government, the awards seek to entrench the transformation and professionalisation of the Public Service.

The awards reward excellent service delivery and recognise the contribution by public servants across Government in their service delivery improvement initiatives.

The theme for the 2016 awards was: "Batho Pele, Putting People First".

The winners were:

- Best Frontline Public Service Employee: Nzuzo Jali Mtyawazo, Department of Justice and Constitutional Development, KwaZulu-Natal
- Best Public Service Leader: Samkelisiwe Thulisiwe Mathenjwa, Department of Agriculture and Rural Development, KwaZulu-Natal
- Outstanding Public Servant: Samkelisiwe Thulisiwe Mathenjwa, Department of Agriculture and Rural Development, KwaZulu-Natal
- Best Batho Pele Team: Izingolweni Local Office, Department of Agriculture and Rural Development, KwaZulu-Natal
- Best National DG: Victor Tharage, Department of Tourism
- Best Provincial Head of Department: Nomfundo Tshabalala, Provincial Treasury, Gauteng
- Best Functioning National Department: Department of Tourism
- Best Functioning Provincial Department: Office of the Premier, Western Cape
- Best Ethical and Professional Department: Office of the Premier, Western Cape
- Best Implemented Project: No Winner
- Public Service Lifetime Achievers: Former Acting DG, Dr Phuti PHEME, Office of the Premier, Limpopo.

The awards will be extended to cover the entire Public Service. It is hoped that the awards will reinforce the diligence of public servants and the compassion they show to people.

Department of Public Works (DPW)

The DPW is mandated to be the custodian and portfolio manager of national government's immovable assets.

Following the operationalisation of the Property Management Trading Entity in 2015/16, the department's role will now be policy formulation, coordination, regulation and oversight relating to the provision of accommodation and expert built environment services to client departments at the national government level; as well as, through the Property Management Trading Entity, the planning, acquiring, managing and disposing of immovable assets in the department's custody.

The DPW is further mandated to coordinate and provide strategic leadership in job creation initiatives through the implementation of the EPWP. Public works is constitutionally designated as a concurrent function exercised by both the national and provincial spheres of Government.

Expanded Public Works Programme

The EPWP is a government initiative aimed at alleviating poverty and unemployment within the South African communities through the provision of short term to medium term work opportunities to unskilled and unemployed South Africans.

The EPWP participants' employment period is determined by the project implementation period. Besides, the number of work opportunities created, the programme has successfully made a significant socio-economic impact to the communities through the creation and maintenance of community assets.

Among its major contribution towards the provision of services and assets, the EPWP has maintained over 40 000 km of provincial access roads and provided services to 595 schools through food production gardeners operating within the National School Nutrition Programme.

The EPWP's training focus, which is in partnership with a number of training providers, remains as one of the most significant parts of the programme.

Department of Home Affairs (DHA)

The DHA is the custodian of the identity of all South African citizens, critical to which is the issuance of birth, marriage and death certificates; identity documents (IDs) and passports; as well as citizenship; naturalisation and permanent residency certificates.

This goes beyond merely issuing documents. It encompasses the safe maintenance and archiving of biometric and demographic records of citizens and residents of the country.

The department is also responsible for the effective, secure and humane management of immigration.

Statutory bodies falling under the department include the following, among others:

- Immigration Advisory Board
- Standing Committee for Refugee Affairs
- Refugee Appeal Board.

A major focus for the DHA is the transformation of the department, so that it can deliver a service that is efficient, accessible and corruption-free. Several closely related strategic drivers are used in this regard.

Legislation and policies

The mandate of the DHA is derived from the Constitution and various Acts of Parliament and policy documents. The department's services are divided into two broad categories: civic services and immigration services. Both must ensure the efficient determination and safeguarding of the identity and status of citizens, and provide for the regulation of immigration to ensure security, promote development and fulfil South Africa's international obligations.

The department oversees the implementation of, among others, the following legislation:

- South African citizenship is regulated by the South African Citizenship Act, 1995 (Act 88 of 1995), and regulations issued in terms thereof.
- South African Citizenship Amendment Act, 2010 (Act 17 of 2010)
- Births and Deaths Registration Amendment Act, 2010 (Act 18 of 2010)
- Immigration Amendment Act, 2011 (Act 13 of 2011) which provides for, among others, revising provisions relating to the Immigration Advisory Board



- Refugees Act, 1998 (Act 130 of 1998) gives effect within South Africa to the relevant international legal instruments, principles and standards relating to refugees; provides for the reception into South Africa of asylum seekers; regulates applications for and recognition of refugee status; and provides for the rights and obligations flowing from such status, and related matters
- Refugee Amendment Act, 2011 (Act 12 of 2011), which contains certain amendments to eliminate abuse of the asylum system and redefines in a clear and transparent manner the criteria for refugees seeking asylum
- Immigration Act, 2002 (Act 13 of 2002), as amended by the Immigration Amendment Act, 2004 (Act 19 of 2004), provides for a stricter immigration policy to control illegal immigration. Implementation of administrative fines and other measures came into effect in 2003; the Act was later amended to clarify and revise immigration and permit procedures to facilitate importing skills

Citizenship

The South African Citizenship Amendment Act of 2010 amends provisions of the South African Citizenship Act of 1995 that deal with citizenship by birth and naturalisation, and the loss of citizenship in terms of the mandate of the DHA.

South African citizenship may be granted by way of:

- birth or descent
- an application for naturalisation as a South African citizen
- an application for resumption of South African citizenship
- registration of the birth of children born outside South Africa to South African fathers or mothers
- an application for exemption, in terms of Section 26(4) of the Act.

The South African Citizenship Amendment Act of 2010, among others, ensures that a child:

- born to a South African parent inside or outside the country is a South African by birth, as long as the child is registered according to South African law
- born of non-South African parents, but adopted by South African parents is a citizen by descent
- born of non-South African parents in South Africa, may, at the age of 18 years, apply for naturalisation; while they are minors, such children will retain the citizenship of their parents
- with no claim to any citizenship will be given South African citizenship, in accordance with international law and practice.

National Population Register

Government aims to ensure that registration at birth is the only entry point to the national population register. This will be achieved by increasing the number of births registered within 30 calendar days from 750 000 in 2016/17 to 950 000 in 2018/19.

The DHA commits to finalising the design of a National Identity System (NIS) that will replace the National Population Register, which dates back to the 1980s.

The NIS will be a secure integrated system recording identities and status of all people who visit or reside in South Africa.

All systems of the DHA will be automated and connected to the NIS. In this regard, one of the new targets for 2017/18 will be piloting of the full scope of biometrics at a port of entry. This entails improving the movement control system and digitising citizenship and amendment processes.

As part of this process, the DHA discontinued the manual processing of passports. Passports can only be acquired through the 179 live capture offices across the country.

Immigration

The DHA's National Immigration Branch is responsible for control over the admission of foreigners for residence and departure from South Africa. The immigration policy aims to:

- discourage illegal migration into South Africa by encouraging foreign nationals to apply for relevant permits to legalise their stay in the country
- create an enabling environment for foreign direct investment in South Africa
- attract scarce skills required by the economy, in accordance with the 2014 vision of eradicating poverty and underdevelopment
- temporary and permanent residence permits issue as expeditiously as possible and according to simplified procedures
- ensure that security considerations are fully satisfied and the State regains control over the immigration of foreigners to South Africa
- ensure that economic growth is promoted through the employment of needed foreign labour; foreign investment is facilitated; the entry of exceptionally skilled or qualified people is enabled and academic exchange programmes in the Southern African Development Community (SADC) are facilitated
- ensure that tourism is promoted
- ensure that the contribution of foreigners to the South African labour market does not adversely affect existing labour standards and the rights and expectations of South African workers
- ensure that a policy connection is maintained between foreigners working in South Africa and the training of South African citizens
- ensure that a human-rights-based culture of enforcement is promoted.

The department prioritised the issuance of quota work permits to foreigners who fall within specific occupational classes or specific professional categories.

In this context, details of specific occupational classes and specific professional categories and the applicable quotas are published annually in the *Government Gazette*, after consultation with other stakeholder departments.

The Immigration Amendment Act of 2011 provides for, among other things:

- revising provisions relating to the Immigrating Advisory Board
- revising provisions relating to the making of regulations

- the designation of ports of entry
- revising provisions relating to visas for temporary sojourn in South Africa
- the mandatory transmission and use of information on advance passenger processing
- the transmission of passenger name record information revising provisions relating to permanent residence
- revising penal provisions.

Visas

Foreigners who wish to enter South Africa must be in possession of valid and acceptable travel documents. They must have valid visas, except in the case of certain countries whose citizens are exempt from visa control. Such exemptions are normally limited to permits, which are issued for 90 days or less at the ports of entry.

The visa system is aimed at facilitating the admission of acceptable foreigners at ports of entry. The visa becomes a permit upon entry; therefore, no additional permit will be issued.

In October 2015, new visa changes were introduced to address concerns raised by tourists, South African travellers and stakeholders in the tourism sector regarding revisions to regulations introduced in 2014.

The amended allowances now require South African children travelling through South African borders to have their parents' identification and citizenship details printed in their passports, doing away with the requirement to carry unabridged birth certificates on entry or exit.

For school tours and other group tours including under-age children, entry and exit regulations now only require confirmation letters from the school principals or a similar authority, along with the amended passport requirements. This authority will also be extended to include registered sports bodies on tour.

In respect of inbound travellers (international visitors) where visas are required, provision of original birth certificates or certified copies of required documents would be continued during the visa application process, as this is in line with practice in many other countries.

Travellers from visa-exempt countries travelling with children were strongly advised to bring with them proof of the relation and consent from the absent parents or guardians.

The DHA outsourced the handling and processing of visa applications to Visa Facilitation Services (VFS) Global. VFS Global has opened 12 offices in nine provinces and 11 cities within South Africa.

Visa and permit applications will be accepted across these 12 centres and subsequently assessed by the DHA head offices in Pretoria. Non-South Africans with a legal residency permit in South Africa can apply for a visa or permit at these centres.

These could be found at:

- Bloemfontein, Free State
- Bruma (Bedfordview), Gauteng
- Cape Town, Western Cape
- Durban, KwaZulu-Natal
- George, Eastern Cape
- Johannesburg, Gauteng



- Kimberley, Northern Cape
- Nelspruit, Mpumalanga
- Port Elizabeth, Eastern Cape
- Pretoria, Gauteng
- Polokwane, Limpopo
- Rustenburg, North West.

Zimbabwean nationals on the Special Dispensation for Zimbabweans Project, Asylum and Refugee cases will still be directly handled by the DHA. The VFS does not have the authority to grant or refuse visas as that decision still lies with the DHA.

New regulations state that one cannot change from a visitor's visa to another type of visa; these applications for change of conditions must be made at a mission abroad, i.e. an embassy or consulate, where the applicant is an ordinary resident or holds citizenship. However, exceptional circumstances include if an applicant is in need of life-saving medical treatment or is an accompanying spouse or child of a business or work visa holder who wish to apply for a study or work visa.

Life partners looking to apply for temporary residency in South Africa based on a life partner visa will need to prove that they have been together for two years; those applying for permanent residency will need to prove that they have been together for five years.

Spouses looking to apply for temporary residency in South Africa based on a spousal visa will not need to prove that they have been in a previous relationship for a certain number of years. If a partner or spouse was in a previous marriage, it is necessary to provide official documents that prove the dissolution of such marriage either by divorce or the death of the other spouse. Life partners will need to attend separate but simultaneous interviews to determine the authenticity of the existence of their relationship.

The DHA has officially eradicated the exceptional skills and quota permit categories. Current exceptional skills and quota permit holders will not be able to renew their permits going forward.

Those looking to renew their visa while in the country must do so 60 days before the current one expires.

Applications for a general work visa will have to include a certificate from the Department of Labour confirming the following:

- despite a thorough search, the prospective employer could not find a South African employee with the skills and experience equivalent to those of the applicant
- the applicant has proven skills and experience in line with the job offer
- the salary and benefits of the applicant are not inferior to those of citizens or permanent residents
- the contract signed by both the employer and applicant stipulates conditions that are in line the labour laws of South Africa.

The applicant will need a document to prove that their qualifications have been approved by the South African Qualifications Authority. This document must be translated into one of the official languages of South Africa by a sworn

translator. The work visa will be valid for a maximum of five years.

The critical skills work visa is based on a list of occupations that are considered critical (examples include agricultural engineers, land surveyor and forestry technicians) in South Africa. To apply for a visa in this category, the applicant does not need a job offer, but within one year of being granted a visa, will need to prove that he or she is gainfully employed within their field. This visa replaced the exceptional skills and quota visas.

Holders of visitor's visas who wish to change the terms or status of their visa must submit an application no less than 60 days prior to the current visa's date of expiration. It is no longer possible to change from a visitor's visa to another visa category within South Africa.

It is a requirement for businesses to get a recommendation letter from the Department of Trade and Industry for a business visa. The Department of Trade and Industry will conduct a thorough forensic assessment of the feasibility of the business entity as well as the contribution to the national interest of South Africa.

A minimum of R5 million must be invested into South Africa. Any accountant registered with the South African Institute of Professional Accountants or the South African Institute of Chartered Accountants can verify the availability of funds for a business visa.

The business owner's workforce must be 60% South Africans or must be permanent residents employed in various positions. Business visas will be granted for no longer than three years at a time. No business visa will be issued to a foreigner who intends to establish or invest in a business that is listed as an undesirable business undertaking.

To obtain an intra-company visa the employee in question must be employed with the foreign office/business for a minimum of six months before being eligible for transfer to South Africa. This visa will now be available for four years but is non-renewable.

Holders of a study visa may not conduct part-time work exceeding 20 hours of labour a week. Both study and exchange visas will only be issued for the duration of the study period or exchange programme, respectively.

An exchange visa (for people under 25 years) will not be granted to conduct work pertaining to what is inconsiderate an undesirable work as published by the Minister in the gazette, after consultation with the Minister of Trade and Industry.

An asylum transit visa issued at a port of entry will be valid for a period of five days to enable the holder to report at a nearest refugee reception office.

Fines will no longer be charged for overstaying. People who overstay for a prescribed number of times will be declared as undesirable.

South Africa's new Passport and Travel Documents Act, 1994 (Act 4 of 1994) officially came into effect in June 2015. Under the new legislation, South Africans and foreign nationals travelling with children under the age of 18 are required to produce unabridged birth certificates.

It is part of Government's commitment to safeguard the best interests of children and prevent child-trafficking.

Parents who needed to travel with their children and could not get unabridged birth certificates in time, would be able to leave the country if they had a letter indicating that they had applied for the documents.

The requirements were aimed at establishing the principle that all children must have the consent of their parents when travelling into or out of South Africa.

In 2015/16, the DHA facilitated 16,1 million movements of foreign nationals entering the country. The number of tourists arriving in South Africa in January increased 15% year-on-year. The department also issued 4 424 critical skills visas last year. It finalised 80% of these applications within their target turnaround time of eight weeks.

The department now has 25 visa applications centres in nine high-volume tourism markets around the world, and was expected to increase this to 36 in 12 countries by the end of 2016.

The Chinese government consented to increasing the Visa Facilitation Centre footprint in China from four to nine, which is unprecedented given China's strict regulations on foreign visa issuance.

The DHA is committed to contributing to regional integration in Africa and efforts to ease the movement of Africans on the continent.

It is in this context that the DHA launched recent programmes such as the Zimbabwe Special Permit, completed in 2016 and the current Lesotho Special Permit, to regularise SADC neighbours living in South Africa, and to enhance regional cooperation.

The department also initiated the first ever community border crossing point between South Africa and Botswana at Tshidilamolomo in the North West, with the aim to roll these out to other border crossings with selected neighbouring countries.

The DHA has implemented biometric capture at OR Tambo, King Shaka, Cape Town and Lanseria international airports, which has enabled it to abolish the transit visa and allow prospective travellers – mainly from China – to apply for visas through accredited tourism operators.

Control of travellers

People arriving in South Africa by air, sea or land have to pass through customs control, where they may be questioned and their baggage scanned or searched for dutiable, restricted or prohibited goods. Visitors found with undeclared, restricted or prohibited goods could be fined or may face prosecution.

South Africa acceded to the Admission Temporaire/Temporary Admission (ATA) convention in 1975, which means foreign visitors companies and individuals can approach their local chambers of commerce for advice regarding the issuing of an ATA Carnet for the temporary import of certain goods in a simplified method. An example would be broadcasters or sponsors of international sporting events taking place in South Africa.

Control of sojourn

Foreigners who are in the country illegally and are, therefore, guilty of an offence may be classified into three categories, namely those who:

- entered the country clandestinely
- failed to renew the temporary residence permits issued to them at ports of entry
- breached the conditions of their temporary residence permits without permission, such as holiday visitors who took up employment or started their own businesses.

Depending on the circumstances, people who are in South Africa illegally are prosecuted, removed or their sojourn is legalised. Officers at the various regional and district offices of the department are in charge of tracing, prosecuting and removing illegal foreigners from the country. Employers of illegal foreigners may also be prosecuted.

Permanent residence

Government allows immigration on a selective basis. The DHA is responsible for:

- processing applications for immigration permits for consideration
- admitting people suitable for immigration, such as skilled workers in occupations in which there is a shortage in South Africa.

The department particularly encourages applications by industrialists and other entrepreneurs who wish to relocate their existing concerns, or to establish new concerns in South Africa.

The DHA is not directly involved in an active immigration drive. In categories where shortages exist, the normal procedure is for employers to recruit abroad independently and, in most cases, initially apply for temporary work permits.

The DHA considers the applications for immigration permits of prospective immigrants who wish to settle in the relevant provinces. In terms of new regulations, regions will be responsible for issuing permits previously issued by the regional committees, in respect of permanent residence. They will also do so in respect of temporary residence. Enquiries in this regard may be made to the nearest office of the DHA in South Africa, to missions abroad, or to the DG of the DHA for the attention of the Directorate: Permitting, in Pretoria.

The department has prioritised temporary residence permits, as this category of foreigners is at risk of being in the country illegally, if their applications are not finalised in time.

The DHA will prioritise applications for permanent residence permits from holders of quota work permits and exceptional skills work permits, in line with the country's objective of attracting critical skills.

Temporary residence

The Zimbabwean Special Dispensation Permit (ZSP) was announced in March 2014, replacing the Dispensation for Zimbabwe Project (DZP) which officially closed on 31 December 2014.

Under the DZP, Zimbabwean nationals, who were in the country illegally, were granted an opportunity to legalise their stay. The special dispensation was introduced in 2009 to

regulate the stay of Zimbabweans working illegally in South Africa because of the political and socio-economic situation in their country.

Approximately 295 000 Zimbabweans applied for the permit. Just over 245 000 permits were issued, with the balance being denied due to lack of passports or non-fulfilment of other requirements.

The new ZSP was accepted by Cabinet in August 2014. Zimbabwean nationals who were in possession of the DZP permits were eligible to apply for the ZSP if they wished to extend their stay in South Africa. Certain conditions applied, which included a valid Zimbabwean passport; evidence of employment, business, or accredited study, and a clear criminal record.

The ZSP allowed permit-holders to live, work, conduct business and study in South Africa for the duration of the permit, which would be valid until 31 December 2017.

VFS Global managed applications for ZSP permits while the DHA adjudicated applications. VFS opened four new offices in provinces where it was anticipated that there would be large numbers of applicants. These were Gauteng, Western Cape, Limpopo and Mpumalanga. The new offices were in addition to the 11 offices already opened, all of which dealt with ZSP applications.

ZSP permit-holders, who wished to stay in South Africa after the expiry of their ZSP, would need to return to Zimbabwe to apply for mainstream visas and permits under the Immigration Act.

In January 2016, the Lesotho Special Permit (LSP) was launched. The purpose of the programme is to regularise the stay of Lesotho nationals currently residing in South Africa illegally.

It is meant to document Lesotho nationals who are working, studying or running businesses in South Africa, without appropriate documentation.

The special permits will be valid for four years. They will expire on 31 December 2019. More than 400 000 Lesotho nationals stood to benefit from the LSP.

Digital records

The DHA aimed to digitise 286 million records at its disposal through the digitisation project launched in November 2016, in partnership with Statistics South Africa (Stats SA).

Birth certificates would be prioritised, followed by other documents.

The digitisation project, converting information into a digital format process, follows close collaboration between the DHA and Stats SA. It signifies a transition from the old systems of record-keeping to a modern, efficient and secure storage method. Digitising records will make them more easily accessible.

Role players

Government Printing Works (GPW)

The GPW, a division of the DHA, is a South African security printing specialist that deals with the printing of passports, visas, birth certificates, smart ID cards and examination materials, as

well as government stationery and publications, such as tender bulletins and government gazettes.

It does this by continuously updating its security printing technology and today, boasts a new state-of-the-art facility that has been benchmarked internationally and is widely divergent from its humble beginnings.

Based in Pretoria, the printing works provides a variety of related services to other government departments, the printing industry and other African countries. The GPW has been self-funding since 2012, with annual revenue currently exceeding R1 billion.

Home Affairs Contact Centre

October 2016 marked an important milestone in the DHA's journey towards service delivery improvement as it launched a new, integrated, unified messaging client contact centre. The new Home Affairs Contact Centre is aimed at improving how officials handle enquiries, requests for service-related information and complaints, as well as compliments from citizens and clients.

Past experience showed a need for a single messaging system capable of seamlessly receiving, processing and resolving client queries. Until the end of March 2016, the DHA used a manual, fragmented client service system and a network of internal nodal-points based in line function units.

The new in-house Home Affairs Contact Centre has brought together all customer service structures under one roof, reporting to one branch. The contact centre enables members of the public to lodge queries at a central point and to have all logged cases attended to uniformly with consistent responses from consultants.

All channels for lodging complaints are therefore linked to the contact centre. Cases are registered on a central case management system.

The contact centre will serve as a multiple access channel centre offering voice, e-mail, web with USSD, mobile app, self-service and social media platforms. It operates from Monday to Saturday.

Through the new contact centre, the DHA is able to address problems before they become costly. Another advantage is that it will enable the department to measure the clients' complaints against set performance and service standards. The DHA will use the results as a management tool for improving service delivery.

Work is in progress to load other components of the National Population Register to ensure maximum access to information related to all Home Affairs services. In 2016/17, The DHA began integrating all its systems including the Home Affairs National Identification System, the National Immigration Identification System as well as the Movement Control System.

International Cooperation

The Minister of Public Service and Administration signed a Memorandum of Understanding (MoU) for cooperation in the field of governance and public administration with the Minister of Public Service from Lesotho in Pretoria in November 2016.

The signing of the MoU took place within the broader cooperation framework between South Africa and Lesotho,

which is based on the Bi-National Commission that the two neighbouring countries have.

The MoU is to be used by the DPSA, the National School of Government and the Centre for Public Service Innovation to exchange information and share best practices.

Areas for the envisaged cooperation include, among others:

- performance management system
- structures, systems and design of the Public Service
- HR development
- public sector scarce skills retention strategies.

These areas of cooperation will be implemented through seconding and attaching experts, providing technical consultations and organising exchange programmes between the parties.

South Africa and Lesotho have numerous MoUs signed among various ministries of the respective countries. The MoU on Public Service marks the beginning of a strategic partnership as exchanges of best practices on public administration will serve as a catalyst in bolstering and improving service delivery of the two countries.

Efficient Public Service is a cornerstone for a well-oiled and effective government machinery and it is anticipated that cooperation in this regard will have far-reaching and positive implications the general collaboration between Lesotho and South Africa on many programmes and projects ranging from business, government-to-government and people-to-people.

