



Human Resource Oversight



1. Service Delivery

2011/12 Service-delivery improvement plan progress report

Introduction

Three areas underpin the main services provided by GCIS to its clients:

1. The conceptualisation, formulation, communication and implementation of the Government Communication Strategy. This is supported by two subprocesses:
 - Identifying public information needs
 - Identifying government's communication needs.
2. Coordination and strategic support. This works at two levels:
 - National, provincial and local government communicators
 - Political principals.

This process refers to the development of government communication strategies (based on public information needs and government communication needs), the establishment of communication structures, the role of government spokespersons, the development of communication products and providing services to political principals.

3. Communication and implementation. This works at two levels:
 - The role the GCIS plays in relation to advising on staffing and structure
 - Developing products and rendering services.

The main services and customers are tabulated, based on the above introductory remarks.

TABLE 1.1 - Main Service for Service Delivery Improvement and Standards

Main Services	Actual and potential Customers	Standard of Service	Actual Achievement against Standards
1. Distribution/dissemination of information products, government news and messages	Media and public	Over 10 million government information products distributed	Post-SoNA media briefings Budget Vote media briefings Post-July Lekgotla media briefing Post-January Lekgotla media briefing
	Media and public	Products distributed, addressing information needs of the public	Non-Cabinet week media briefings on issues arising from Cabinet and rapid response meetings
	Media and public	Research and customer feedback undertaken to enhance quality of information products	Delivery-agreements media briefings, e.g. signing of Skills Accord between government, organised business, organised labour and communities. Annual national public opinion surveys used to measure impact of government campaigns.
	Media and public	Distribution to communities done via knock-and-drops and access points such as post offices, Thusong Service Centres, and provincial and national information resource centres	Over 1.3 million copies of government publications were distributed to communities
	Media and public	Services to clients/customers provided in accordance with Public Service Batho Pele principles	
	Media and public	Answering/commenting on queries posted on web portals within 48 hours	Queries and comments submitted via e-mails responded to within 48 hours
	Media and public	Provide accurate and relevant information to empower people to improve their lives	About 1.3 million copies of government products were distributed through community and stakeholder liaison visits – over 3 200 communication projects
	Media and public	Information products targeting previously marginalised languages and certain income-classification groups	About 1.3 million copies of government products were distributed through community and stakeholder liaison visits – over 3 200 communication projects
	Media and public	Ensuring that platforms such as 1020 (government) Call Centre and GCIS information centres enable public to lodge complaints and for GCIS to resolve them	Complaints were lodged directly with GCIS through telephone, fax or e-mail or through the Presidential Hotline, or indirectly through the 1020 Call Centre that referred complaints to GCIS
	Media and public	Products distributed adding value to the lives of the public	About 1.3 million copies of government products were distributed through community and stakeholder liaison visits to over 3 200 communication projects

Main Services	Actual and potential Customers	Standard of Service	Actual Achievement against Standards
<p>2. Create platforms for the public to interact with government and to access government information and services through:</p> <p>1.1 Public Participation Programme Thusong Service Centres</p> <p>1.2 Web portals</p> <p>1.3 1020 Call Centre</p> <p>1.4 Information resource centres</p>	Public	<p>As per the Public Participation Programme annual calendar, 20 Thusong Service Centres established per year.</p> <p>At least 95% web-portal availability with up-to-date information.</p>	<p>A significant number of communication events under the hallmark of the Public Participation Programme have been hosted across all spheres of government. Events driven by national leadership/principals were above 1 760 and events by provincial and local leadership/ principals were more than 450.</p> <p>GCIS provincial offices specifically supported 224 events of the President, Deputy President and Cabinet ministers and deputy ministers.</p>
	Public	<p>11 provincial information resource centres with up-to-date information products – electronic and hard copies.</p> <p>Target of 2 970 development-communication projects annually.</p>	Over 3 200 development communication projects were implemented
	Public.	<p>Public participation events done according to concept document.</p> <p>Thusong Service Centres established according to approved second-generation business plan.</p>	Facilitated operationalisation of a total of six Thusong Service Centres during the reporting period, bringing the total number of operational Thusong Service Centres to 171 countrywide
	Public.	<p>Web portals and information content according to agreed specifications.</p> <p>Information resource centres meeting required specifications.</p>	<p>Updated government online, government services and GCIS websites. 2 583 legislative and other documents.</p> <p>8 253 speeches and statements.</p> <p>2 460 announcements of government and national events, special days and press conferences.</p>
	Public	Stakeholders meetings and consultation occurring before implementation and approval sought	Held 253 stakeholder engagement meetings with key government departments, state-owned enterprises, and civil-society bodies nationally, provincially and locally to participate in the delivery of government communication campaign
	Public	Public participation events organised and Thusong Service Centres established in areas close to previously marginalised people	Facilitated operationalisation of a total of six Thusong Service Centres during the reporting period, bringing the total number of operational Thusong Service Centres to 171 countrywide
	Public	Promotional material distributed to public about where to access GCIS information products	Over 1.3 million copies of government publications were distributed to communities

Main Services	Actual and potential Customers	Standard of Service	Actual Achievement against Standards
	Public	Ensured that information products are accessible to communities	Over 1.3 million copies of government products were distributed through community and stakeholder liaison visits – over 3 200 communication projects
	Public	Information products, communication campaigns and services offered at Thusong Service Centres and information resource centres to provide communities with access to government information	Over 1.3 million copies of government publications were distributed to communities
	Public	Redress programme in place to ensure that services are brought to areas where these were not offered historically	Facilitated operationalisation of six Thusong Service Centres and GCIS increased the Thusong access points through 33 joint-up mobiles, 133 service points were serviced by key departments and through the Phelophepa partnership at 20 trains
	Public	Thusong Service Centres built near where people live to avoid communities travelling long distances to access information and services	Facilitated operationalisation of six Thusong Service Centres and GCIS increased the Thusong access points through 33 joint-up mobiles, 133 service points were serviced by key departments and through the Phelophepa partnership at 20 trains
3. Coordinate media briefings, including government's Programme of Action, post-Cabinet and media briefings by principals	Public	Arrange four quarterly briefings with ministers	Issued post-Cabinet media briefings and/or statements after every Cabinet meeting
	Public	Media briefings meeting predetermined objectives of informing public about government's programmes and implementation	Issued post-Cabinet media briefings and/or statements after every Cabinet meeting
	Public	Informing media about government's programmes and keeping them updated on work of government	Delivery agreement media briefings, e.g. signing of skills accord between government, organised business, organised labour and communities
	Media	Ministers being accessible to media; CEO accessible to media through briefings and informal gatherings	Meetings between Sanef, FCA, Press Gallery Association and government
	Media	Keep media informed about government's Programme of Action. Keep media informed about briefings, including times and venues, through cellphone technology.	Media advisories and text message alerts sent for all media briefings driven and led by GCIS

Main Services	Actual and potential Customers	Standard of Service	Actual Achievement against Standards
	Media	<p>Allow media to engage government on its work and thereby informing the public; where possible, and arranging radio talk shows.</p> <p>Planned Sanef meetings with Cabinet and the FCA.</p> <p>Ensure updated media lists are easily available.</p> <p>Ensure translation of briefings into previously marginalised languages to ensure broader access.</p>	<p>Annual meeting held between Cabinet (led by the Deputy President) and Sanef.</p> <p>Meetings held between FCA and Cabinet spokesperson.</p>
	Media	<p>Have quarterly information sessions with media to constantly improve media liaison.</p> <p>Hold biannual workshops to provide a forum to exchange views with media.</p>	<p>Media database updated regularly – media completes attendance register at all briefings to ensure up-to-date information.</p> <p>Coverage of strategic media briefings/government events on community radio, e.g. SoNA, COP17, national days.</p>
	Media	<p>Ensure updated media lists are easily available.</p> <p>Ensure translation of briefings into previously marginalised languages to ensure broader access.</p>	<p>Media participated in strategic networking session with government communicators following the three Government Communicators' Forums held in the year.</p> <p>GCIS facilitated participation of editors from India, Brazil and South Africa during the IBSA Summit held in South Africa in 2011. GCIS' participation was aimed at building and strengthening South-South relationships to enable sharing of information between countries. IBSA editors made presentations to the heads of state of India, Brazil and South Africa, making recommendations on areas of future cooperation.</p>
	Public	<p>Service delivery in accordance with Batho Pele principles: respond to telephone, e-mail and mail enquiries promptly, provide follow-up and keep clients informed of progress</p>	<p>GCIS responded to media queries promptly and ensured that media statements were loaded on the government website for easy access by the media and public</p>
	Public	<p>Most government publications and documents made available at information resource centres</p>	<p>Parliament information resource centre fully operational and dissemination of information to members of Parliament taking place</p>
	Media and public	<p>Media statements about government's Programme of Action and other media products.</p> <p>Briefing documents on websites.</p>	<p>Media statements posted on government website for access by media and public</p>

Main Services	Actual and potential Customers	Standard of Service	Actual Achievement against Standards
		Use of African language stations, profiling second-economy programmes for marginalised people to be part of inclusive economies	Not applicable in 2011/12
		Production of economic opportunities magazines and disseminated through workshops in provinces most in need	Not applicable in 2011/12
	Public	Keeping record of information product requests received and distributed, as well as enquiries handled by office. Statistics used to improve services.	Attended to the following requests: <ul style="list-style-type: none"> • Editing: 197 • Proofreading: 134 • Translations: 89 • Content development: 56
	Public	Information resource centres serving as one-stop information centres for government information. Internet access provided to clients.	Parliament information resource centres fully operational and dissemination of information to members of Parliament taking place
4. Biannual customer survey	Clients	95% customer satisfaction: <ul style="list-style-type: none"> • Processing orders • Processing payment • Using IT support • Easy and simple processes • Reporting and monitoring tools 	77% achieved in processing orders and payments. 95% availability of GCIS networks and hardware infrastructure. Designed an enterprise project management system as a tool to plan and track progress on organisational projects.

2. Expenditure

TABLE 2.1 - Personnel costs by Programme

Programme	Total Voted Expenditure (R'000)	Compensation of Employees Expenditure (R'000)	Training Expenditure (R'000)	Professional and Special Services (R'000)	Compensation of Employees as percent of Total Expenditure	Average Compensation of Employees per Employee (R'000)	Employment
Dgc:administration	101 331	46 088	0	0	45,5	94	492
Dgc:communication & content mngm	222 177	62 522	0	0	28,1	127	492
Dgc:communication resource centr	0	0	0	0	0	0	492
Dgc:communication service agency	0	0	0	0	0	0	492
Dgc:government & media liaison	0	0	0	0	0	0	492
Dgc:government publication	0	0	0	0	0	0	492
Dgc:govt & stakeholder engagemnt	97 713	51 654	0	0	52,9	105	492
Dgc:internat marketing&media dev	0	0	0	0	0	0	492
Dgc:policy & research	0	0	0	0	0	0	492
Dgc:prov coordination&prog supp	0	0	0	0	0	0	492
Z=Total as on Financial Systems (BAS)	421 221	160 264	0	0	38	326	492

TABLE 2.2 - Personnel costs by Salary band

Salary Bands	Compensation of Employees Cost (R'000)	Percentage of Total Personnel Cost for Department	Average Compensation Cost per Employee (R)	Total Personnel Cost for Department including Goods and Transfers (R'000)	Number of Employees
Lower skilled (Levels 1-2)	836	0,5	104 500	168 969	8
Skilled (Levels 3-5)	3 762	2,2	117 563	168 969	32
Highly skilled production (Levels 6-8)	48 405	28,6	232 716	168 969	208
Highly skilled supervision (Levels 9-12)	64 925	38,4	384 172	168 969	169
Senior management (Levels 13-16)	38 832	23	746 769	168 969	52
Contract (Levels 1-2)	320	0,2	35 556	168 969	9
Contract (Levels 3-5)	98	0,1	98 000	168 969	1
Contract (Levels 6-8)	718	0,4	89 750	168 969	8
Contract (Levels 9-12)	523	0,3	174 333	168 969	3
Contract (Levels 13-16)	1 738	1	869 000	168 969	2
Periodical Remuneration	107	1,3	13 037	168 969	163
TOTAL	160 264	96	247 759	168 969	655

TABLE 2.3 - Salaries, Overtime, Home Owners Allowance and Medical Aid by Programme

Programme	Salaries (R'000)	Salaries as % of Personnel Cost	Overtime (R'000)	Overtime as % of Personnel Cost	HOA (R'000)	HOA as % of Personnel Cost	Medical Ass. (R'000)	Medical Ass. as % of Personnel Cost	Total Personnel Cost per Programme (R'000)
P1: Administration	40 849	88,6	326	0,7	1 330	2,9	1 684	3,7	46 088
P2: Communication and Content Management	32 616	52,2	584	0,9	990	1,6	1 912	3,1	62 522
P3: Government and Stakeholder Engagement	48 862	94,6	32	0,1	1 498	2,9	2 491	4,8	51 654
TOTAL	122 327	76,3	942	0,6	3 818	2,4	6 087	3,8	160 264

TABLE 2.4 - Salaries, Overtime, Home Owners Allowance and Medical Aid by Salary Band

Salary bands	Salaries (R'000)	Salaries as % of Personnel Cost	Overtime (R'000)	Overtime as % of Personnel Cost	HOA (R'000)	HOA as % of Personnel Cost	Medical Ass. (R'000)	Medical Ass. as % of Personnel Cost	Total Personnel Cost per Salary Band (R'000)
Lower skilled (Levels 1-2)	542	64,7	1	0,1	79	9,4	61	7,3	838
Skilled (Levels 3-5)	2 578	68,4	20	0,5	273	7,2	282	7,5	3 768
Highly skilled production (Levels 6-8)	33 435	65,3	364	0,7	1 726	3,4	3 094	6	51 175
Highly skilled supervision (Levels 9-12)	50 266	74,9	543	0,8	1 047	1,6	1 934	2,9	67 150
Senior management (Levels 13-16)	32 299	79,8	3	0	659	1,6	689	1,7	40 473
Contract (Levels 1-2)	310	93,7	9	2,7	0	0	0	0	331
Contract (Levels 3-5)	97	99	1	1	0	0	0	0	98
Contract (Levels 6-8)	717	99,9	1	0,1	0	0	0	0	718
Contract (Levels 9-12)	523	99,8	0	0	0	0	0	0	524
Contract (Levels 13-16)	1 560	89	0	0	36	2,1	27	1,5	1 753
Periodical Remuneration	0	0	0	0	0	0	0	0	2 141
TOTAL	122 327	72,4	942	0,6	3 820	2,3	6 087	3,6	168 969

3. Employment

TABLE 3.1 - Employment and Vacancies by Programme at end of period

Programme	Number of Posts	Number of Posts Filled	Vacancy Rate	Number of Posts Filled Additional to the Establishment
Communication service agency, Permanent	44	41	6,8	1
D: information technology, Permanent	16	16	0	0
D: project desk, Permanent	12	10	16,7	1
Dir: news services, Permanent	13	13	0	0
International marketing and mobilisation, Permanent	20	20	0	1
P1:cd:administration, Permanent	107	105	1,9	16
P2:cd:policy and research, Permanent	32	30	6,3	0
P4:cd:prov and local liaison, Permanent	190	187	1,6	0
P5:cd:communication service agency, Permanent	2	2	0	0
P7: government publication, Permanent	9	7	22,2	0
Sd: electronic information resources, Permanent	16	16	0	0
Sd: provisioning administration, Permanent	48	45	6,3	3
TOTAL	509	492	3,3	22

TABLE 3.2 - Employment and Vacancies by Salary Band at end of period

Salary Band	Number of Posts	Number of Posts Filled	Vacancy Rate	Number of Posts Filled Additional to the Establishment
Lower skilled (Levels 1-2), Permanent	9	8	11,1	0
Skilled (Levels 3-5), Permanent	34	32	5,9	0
Highly skilled production (Levels 6-8), Permanent	217	208	4,1	0
Highly skilled supervision (Levels 9-12), Permanent	174	169	2,9	0
Senior management (Levels 13-16), Permanent	52	52	0	0
Contract (Levels 1-2), Permanent	9	9	0	9
Contract (Levels 3-5), Permanent	1	1	0	1
Contract (Levels 6-8), Permanent	8	8	0	8
Contract (Levels 9-12), Permanent	3	3	0	3
Contract (Levels 13-16), Permanent	2	2	0	1
TOTAL	509	492	3,3	22

TABLE 3.3 - Employment and Vacancies by Critical Occupation at end of period

Critical Occupations	Number of Posts	Number of Posts Filled	Vacancy Rate	Number of Posts Filled Additional to the Establishment
Administrative related, Permanent	4	4	0	0
Cleaners in offices workshops hospitals etc., Permanent	24	23	4,2	9
Client inform clerks(switchb receipt inform clerks), Permanent	2	2	0	0
Communication and information related, Permanent	144	139	3,5	3
Finance and economics related, Permanent	10	10	0	0
Financial and related professionals, Permanent	10	9	10	2
Financial clerks and credit controllers, Permanent	4	4	0	0
Head of department/chief executive officer, Permanent	1	1	0	0
Human resources & organisat developm & relate prof, Permanent	7	7	0	0
Human resources clerks, Permanent	5	5	0	0
Human resources related, Permanent	5	5	0	0
Language practitioners interpreters & other commun, Permanent	117	115	1,7	2
Library mail and related clerks, Permanent	3	3	0	0
Light vehicle drivers, Permanent	3	3	0	0
Logistical support personnel, Permanent	4	2	50	0
Material-recording and transport clerks, Permanent	19	18	5,3	3
Messengers porters and deliverers, Permanent	7	7	0	0
Other administrat & related clerks and organisers, Permanent	21	20	4,8	0
Other administrative policy and related officers, Permanent	8	7	12,5	1
Other information technology personnel., Permanent	13	13	0	0
Printing and related machine operators, Permanent	3	3	0	0
Secretaries & other keyboard operating clerks, Permanent	46	44	4,3	1
Security officers, Permanent	2	2	0	0
Senior managers, Permanent	41	41	0	1
Trade labourers, Permanent	6	5	16,7	0
TOTAL	509	492	3,3	22

4. Evaluation

TABLE 4.1 - Job Evaluation

Salary Band	Number of Posts	Number of Jobs Evaluated	% of Posts Evaluated	Number of Posts Up-graded	% of Up-graded Posts Evaluated	Number of Posts Down-graded	% of Down-graded Posts Evaluated
Lower skilled (Levels 1-2)	9	0	0	0	0	0	0
Contract (Levels 1-2)	9	0	0	0	0	0	0
Contract (Levels 3-5)	1	0	0	0	0	0	0
Contract (Levels 6-8)	8	0	0	0	0	0	0
Contract (Levels 9-12)	3	0	0	0	0	0	0
Contract (Band B)	2	0	0	0	0	0	0
Skilled (Levels 3-5)	34	0	0	0	0	0	0
Highly skilled production (Levels 6-8)	217	0	0	0	0	0	0
Highly skilled supervision (Levels 9-12)	174	7	4	7	100	0	0
Senior Management Service Band A	36	0	0	0	0	0	0
Senior Management Service Band B	11	0	0	0	0	0	0
Senior Management Service Band C	4	0	0	0	0	0	0
Senior Management Service Band D	1	0	0	0	0	0	0
TOTAL	509	7	1,4	7	100	0	0

TABLE 4.2 - Profile of employees whose positions were upgraded due to their posts being upgraded

Beneficiaries	African	Asian	Coloured	White	Total
Female	0	0	0	0	0
Male	0	0	0	0	0
Total	0	0	0	0	0
Employees with a Disability	0	0	0	0	0

TABLE 4.3 - Employees whose salary level exceed the grade determined by Job Evaluation [i.t.o PSR 1.V.C.3]

Occupation	Number of Employees	Job Evaluation Level	Remuneration Level	Reason for Deviation	No of Employees in Dept
Total	0				0
Percentage of Total Employment	0				0

TABLE 4.4 - Profile of employees whose salary level exceeded the grade determined by job evaluation [i.t.o. PSR 1.V.C.3]

Beneficiaries	African	Asian	Coloured	White	Total
Female	0	0	0	0	0
Male	0	0	0	0	0
Total	0	0	0	0	0
Employees with a Disability	0	0	0	0	0

5. Employment Changes

TABLE 5.1 - Annual Turnover Rates by Salary Band

Salary Band	Employment at Beginning of Period (April 2011)	Appointments	Terminations	Turnover Rate
Lower skilled (Levels 1-2), Permanent	9	0	1	11,1
Skilled (Levels 3-5), Permanent	31	3	1	3,2
Highly skilled production (Levels 6-8), Permanent	227	19	15	6,6
Highly skilled supervision (Levels 9-12), Permanent	152	19	9	5,9
Senior Management Service Band A, Permanent	32	3	1	3,1
Senior Management Service Band B, Permanent	8	0	0	0
Senior Management Service Band C, Permanent	4	0	0	0
Senior Management Service Band D, Permanent	1	0	0	0
Contract (Levels 1-2), Permanent	0	10	5	0
Contract (Levels 3-5), Permanent	1	0	1	100
Contract (Levels 6-8), Permanent	2	8	2	100
Contract (Levels 9-12), Permanent	2	2	2	100
Contract (Band B), Permanent	2	0	0	0
TOTAL	471	64	37	7,9

TABLE 5.2 - Annual Turnover Rates by Critical Occupation

Occupation	Employment at Beginning of Period (April 2011)	Appointments	Terminations	Turnover Rate
Administrative related, Permanent	4	0	1	25
Cleaners in offices workshops hospitals etc., Permanent	14	11	6	42,9
Client inform clerks(switchb receipt inform clerks), Permanent	2	0	0	0
Communication and information related, Permanent	124	21	10	8,1
Finance and economics related, Permanent	10	0	0	0
Financial and related professionals, Permanent	5	4	2	40
Financial clerks and credit controllers, Permanent	5	0	1	20
Head of department/chief executive officer, Permanent	1	0	0	0
Human resources & organisat developm & relate prof, Permanent	6	0	0	0
Human resources clerks, Permanent	5	0	0	0
Human resources related, Permanent	6	0	1	16,7
Language practitioners interpreters & other commun, Permanent	135	6	7	5,2
Library mail and related clerks, Permanent	3	0	0	0
Light vehicle drivers, Permanent	2	1	0	0
Logistical support personnel, Permanent	4	0	0	0
Material-recording and transport clerks, Permanent	14	7	1	7,1
Messengers porters and deliverers, Permanent	7	0	0	0
Other administrat & related clerks and organisers, Permanent	21	1	4	19
Other administrative policy and related officers, Permanent	6	1	0	0
Other information technology personnel, Permanent	13	0	0	0
Printing and related machine operators, Permanent	3	0	0	0
Secretaries & other keyboard operating clerks, Permanent	40	8	3	7,5
Security officers, Permanent	2	0	0	0
Senior managers, Permanent	33	3	0	0
Trade labourers, Permanent	6	1	1	16,7
TOTAL	471	64	37	7,9

TABLE 5.3 - Reasons why staff are leaving the department

Termination Type	Number	Percentage of Total Resignations	Percentage of Total Employment	Total	Total Employment
Resignation, Permanent	20	54,1	4,2	37	471
Expiry of contract, Permanent	10	27	2,1	37	471
Transfers, Permanent	1	2,7	0,2	37	471
Dismissal-misconduct, Permanent	2	5,4	0,4	37	471
Retirement, Permanent	4	10,8	0,8	37	471
TOTAL	37	100	7,9	37	471

Resignations as % of Employment

7,9

TABLE 5.4 - Granting of Employee Initiated Severance Packages

Category	No of applications received	No of applications referred to the MPSA	No of applications supported by MPSA	No of Packages approved by department
Lower Skilled (Salary Level 1-2)				
Skilled (Salary Level 3-5)				
Highly Skilled Production (Salary Level 6-8)				
Highly Skilled Production (Salary Level 9-12)				
Senior Management (Salary Level 13 and higher)				
Total	0	0	0	0

TABLE 5.5 - Promotions by Critical Occupation

Occupation	Employment at Beginning of Period (April 2011)	Promotions to another Salary Level	Salary Level Promotions as a % of Employment	Progressions to another Notch within Salary Level	Notch progressions as a % of Employment
Administrative related	4	1	25	2	50
Cleaners in offices workshops hospitals etc.	14	0	0	12	85,7
Client inform clerks(switchb receipt inform clerks)	2	0	0	1	50
Communication and information related	124	17	13,7	89	71,8
Finance and economics related	10	0	0	9	90
Financial and related professionals	5	2	40	3	60
Financial clerks and credit controllers	5	0	0	4	80
Head of department/chief executive officer	1	0	0	0	0
Human resources & organisat developm & relate prof	6	0	0	3	50
Human resources clerks	5	0	0	3	60
Human resources related	6	0	0	4	66,7
Language practitioners interpreters & other commun	135	0	0	102	75,6
Library mail and related clerks	3	0	0	3	100
Light vehicle drivers	2	0	0	2	100
Logistical support personnel	4	0	0	2	50
Material-recording and transport clerks	14	2	14,3	12	85,7
Messengers porters and deliverers	7	0	0	6	85,7
Other administrat & related clerks and organisers	21	4	19	16	76,2
Other administrative policy and related officers	6	1	16,7	3	50
Other information technology personnel.	13	0	0	11	84,6
Printing and related machine operators	3	0	0	2	66,7
Secretaries & other keyboard operating clerks	40	4	10	26	65
Security officers	2	0	0	2	100
Senior managers	33	4	12,1	26	78,8
Trade labourers	6	0	0	5	83,3
TOTAL	471	35	7,4	348	73,9

TABLE 5.6 - Promotions by Salary Band

Salary Band	Employment at Beginning of Period (April 2011)	Promotions to another Salary Level	Salary Level Promotions as a % of Employment	Progressions to another Notch within Salary Level	Notch progressions as a % of Employment
Lower skilled (Levels 1-2), Permanent	9	0	0	5	55,6
Skilled (Levels 3-5), Permanent	31	0	0	28	90,3
Highly skilled production (Levels 6-8), Permanent	227	10	4,4	166	73,1
Highly skilled supervision (Levels 9-12), Permanent	152	18	11,8	114	75
Senior management (Levels 13-16), Permanent	45	7	15,6	34	75,6
Contract (Levels 3-5), Permanent	1	0	0	0	0
Contract (Levels 6-8), Permanent	2	0	0	0	0
Contract (Levels 9-12), Permanent	2	0	0	0	0
Contract (Levels 13-16), Permanent	2	0	0	1	50
TOTAL	471	35	7,4	348	73,9

6. Employment Equity

HR OVERSIGHT - APRIL 2011 to MARCH 2012 - Government Communication and Information Systems

TABLE 6.1 - Total number of Employees (incl. Employees with disabilities) per Occupational Category (SASCO)

Occupational Categories	Male, African	Male, Coloured	Male, Indian	Male, Total Blacks	Male, White	Female, African	Female, Coloured	Female, Indian	Female, Total Blacks	Female, White	Total
Legislators, senior officials and managers, Permanent	10	3	1	14	4	17	1	5	23	1	42
Professionals, Permanent	112	11	1	124	8	130	9	6	145	21	298
Technicians and associate professionals, Permanent	5	1	0	6	1	5	0	0	5	1	13
Clerks, Permanent	18	2	1	21	2	61	5	2	68	5	96
Service and sales workers, Permanent	2	0	0	2	0	0	0	0	0	0	2
Plant and machine operators and assemblers, Permanent	6	0	0	6	0	0	0	0	0	0	6
Elementary occupations, Permanent	15	0	0	15	0	17	3	0	20	0	35
TOTAL	168	17	3	188	15	230	18	13	261	28	492
Employees with disabilities	4	1	0	5	1	3	0	0	3	3	12

TABLE 6.2 - Total number of Employees (incl. Employees with disabilities) per Occupational Bands

Occupational Categories	Male, African	Male, Coloured	Male, Indian	Male, Total Blacks	Female, African	Female, Coloured	Female, Indian	Female, Total Blacks	Female, White	Total
Top Management, Permanent	2	1	0	3	2	0	0	2	0	5
Senior Management, Permanent	12	2	1	15	16	2	6	24	2	47
Professionally qualified and experienced specialists and mid-management, Permanent	65	5	2	72	69	1	4	74	17	169
Skilled technical and academically qualified workers, junior management, supervisors, foremen, Permanent	65	9	0	74	110	11	3	124	7	208
Semi-skilled and discretionary decision making, Permanent	18	0	0	18	13	1	0	14	0	32
Unskilled and defined decision making, Permanent	1	0	0	1	5	2	0	7	0	8
Contract (Senior Management), Permanent	0	0	0	0	2	0	0	2	0	2
Contract (Professionally qualified), Permanent	0	0	0	0	1	0	0	1	2	3
Contract (Skilled technical), Permanent	2	0	0	2	6	0	0	6	0	8
Contract (Semi-skilled), Permanent	0	0	0	0	1	0	0	1	0	1
Contract (Unskilled), Permanent	3	0	0	3	5	1	0	6	0	9
TOTAL	168	17	3	188	230	18	13	261	28	492

TABLE 6.4 - Promotions

Occupational Bands	Male, African	Male, Coloured	Male, Indian	Male, Total Blacks	Male, White	Female, African	Female, Coloured	Female, Indian	Female, Total Blacks	Female, White	Total
Top Management, Permanent	1	1	0	2	0	2	0	0	2	0	4
Senior Management, Permanent	9	3	0	12	5	11	1	6	18	2	37
Professionally qualified and experienced specialists and mid-management, Permanent	48	5	1	54	5	56	1	2	59	14	132
Skilled technical and academically qualified workers, junior management, supervisors, foremen, Permanent	50	9	0	59	2	94	12	3	109	6	176
Semi-skilled and discretionary decision making, Permanent	16	0	0	16	0	12	0	0	12	0	28
Unskilled and defined decision making, Permanent	0	0	0	0	0	4	1	0	5	0	5
Contract (Senior Management), Permanent	0	0	0	0	0	1	0	0	1	0	1
TOTAL	124	18	1	143	12	180	15	11	206	22	383

Occupational Bands	Male, African	Male, Coloured	Male, Indian	Male, Total Blacks	Male, White	Female, African	Female, Coloured	Female, Indian	Female, Total Blacks	Female, White	Total
Employees with disabilities	3	1	0	4	1	3	0	0	3	1	9

TABLE 6.6 - Disciplinary Action

Disciplinary action	Male, African	Male, Coloured	Male, Indian	Male, Total Blacks	Male, White	Female, African	Female, Coloured	Female, Indian	Female, Total Blacks	Female, White	Total	Not Available
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0

TABLE 6.7 - Skills Development

Occupational Categories	Male, African	Male, Coloured	Male, Indian	Male, Total Blacks	Male, White	Female, African	Female, Coloured	Female, Indian	Female, Total Blacks	Female, White	Total
Legislators, Senior Officials and Managers	0	0	0	0	0	0	0	0	0	0	0
Professionals	0	0	0	0	0	0	0	0	0	0	0
Technicians and Associate Professionals	0	0	0	0	0	0	0	0	0	0	0
Clerks	0	0	0	0	0	0	0	0	0	0	0
Service and Sales Workers	0	0	0	0	0	0	0	0	0	0	0
Skilled Agriculture and Fishery Workers	0	0	0	0	0	0	0	0	0	0	0
Craft and related Trades Workers	0	0	0	0	0	0	0	0	0	0	0
Plant and Machine Operators and Assemblers	0	0	0	0	0	0	0	0	0	0	0
Elementary Occupations	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0
Employees with disabilities	0	0	0	0	0	0	0	0	0	0	0

7. Performance

TABLE 7.1 - Performance Rewards by Race, Gender and Disability

Demographics	Number of Beneficiaries	Total Employment	Percentage of Total Employment	Cost (R'000)	Average Cost per Beneficiary (R)
African, Female	52	227	22,9	956	18 031
African, Male	34	164	20,7	580	17 065
Asian, Female	4	13	30,8	162	40 537
Asian, Male	0	3	0	0	0
Coloured, Female	7	18	38,9	75	10 763
Coloured, Male	6	16	37,5	101	16 763
Total Blacks, Female	63	258	24,4	1 193	18 652
Total Blacks, Male	40	183	21,9	681	17 019
White, Female	9	25	36	284	31 598
White, Male	6	14	42,9	203	33 809
Employees with a disability	5	12	41,7	62	12 493
TOTAL	123	492	25	2 423	19 558

TABLE 7.2 - Performance Rewards by Salary Band for Personnel below Senior Management Service

Salary Band	Number of Beneficiaries	Total Employment	Percentage of Total Employment	Cost (R'000)	Average Cost per Beneficiary (R)
Lower skilled (Levels 1-2)	6	8	75	33	5 500
Skilled (Levels 3-5)	11	32	34,4	64	5 818
Highly skilled production (Levels 6-8)	52	208	25	625	12 019
Highly skilled supervision (Levels 9-12)	43	169	25,4	1 004	23 349
Contract (Levels 1-2)	0	9	0	0	0
Contract (Levels 3-5)	0	1	0	0	0
Contract (Levels 6-8)	0	8	0	0	0
Contract (Levels 9-12)	0	3	0	0	0

Periodical Remuneration	0	163	0	0	0
TOTAL	112	601	18,6	1726	15411

TABLE 7.3 - Performance Rewards by Critical Occupation

Critical Occupations	Number of Beneficiaries	Total Employment	Percentage of Total Employment	Cost (R'000)	Average Cost per Beneficiary (R)
Administrative related	1	4	25	24	24 000
Cleaners in offices workshops hospitals etc.	9	23	39,1	50	5 556
Client inform clerks(switchb receipt inform clerks)	1	2	50	12	12 000
Communication and information related	36	139	25,9	910	24 778
Finance and economics related	3	10	30	63	21 000
Financial and related professionals	3	9	33,3	55	18 333
Financial clerks and credit controllers	1	4	25	5	5 000
Head of department/chief executive officer	0	1	0	0	0
Human resources & organisat developm & relate prof	0	7	0	0	0
Human resources clerks	0	5	0	0	0
Human resources related	0	5	0	0	0
Language practitioners interpreters & other commun	29	115	25,2	436	15 034
Library mail and related clerks	0	3	0	0	0
Light vehicle drivers	0	3	0	0	0
Logistical support personnel	1	2	50	25	25 000
Material-recording and transport clerks	7	18	38,9	81	11 571
Messengers porters and deliverers	2	7	28,6	10	5 000
Other administrat & related clerks and organisers	8	20	40	78	9 750
Other administrative policy and related officers	3	7	42,9	96	32 000
Other information technology personnel.	0	13	0	0	0
Printing and related machine operators	2	3	66,7	12	6 000
Secretaries & other keyboard operating clerks	7	44	15,9	83	11 857
Security officers	1	2	50	6	6 000
Senior managers	7	41	17,1	462	66 000
Trade labourers	2	5	40	15	7 500
TOTAL	123	492	25	2 423	19 553

TABLE 7.4 - Performance Related Rewards (Cash Bonus) by Salary Band for Senior Management Service

SMS Band	Number of Beneficiaries	Total Employment	Percentage of Total Employment	Cost (R'000)	Average Cost per Beneficiary (R)	% of SMS Wage Bill	Personnel Cost SMS (R'000)
Band A	9	36	25	526	58 444	2,1	25 640
Band B	2	13	15,4	153	76 500	1,4	10 640
Band C	0	4	0	0	0	0	0
Band D	0	1	0	0	0	0	0
TOTAL	11	54	20,4	679	134 944	1,9	36 280

8. Foreign Workers

TABLE 8.1 - Foreign Workers by Salary Band

Salary Band	Employment at Beginning Period	Percentage of Total	Employment at End of Period	Percentage of Total	Change in Employment	Percentage of Total	Total Employment at Beginning of Period	Total Employment at End of Period	Total Change in Employment
Highly skilled supervision (Levels 9-12)	0	0	1	20	1	33,3	2	5	3
Senior management (Levels 13-16)	1	50	1	20	0	0	2	5	3
Periodical Remuneration	1	50	3	60	2	66,7	2	5	3
TOTAL	2	100	5	100	3	100	2	5	3

TABLE 8.2 - Foreign Workers by Major Occupation

Major Occupation	Employment at Beginning Period	Percentage of Total	Employment at End of Period	Percentage of Total	Change in Employment	Percentage of Total	Total Employment at Beginning of Period	Total Employment at End of Period	Total Change in Employment
Administrative office workers	1	50	3	60	2	66,7	2	5	3
Professionals and managers	1	50	2	40	1	33,3	2	5	3
TOTAL	2	100	5	100	3	100	2	5	3

9. Leave

TABLE 9.1 - Sick Leave for Jan 2011 to Dec 2011

Salary Band	Total Days	% Days with Medical Certification	Number of Employees using Sick Leave	% of Total Employees using Sick Leave	Average Days per Employee	Estimated Cost (R'000)	Total number of Employees using Sick Leave	Total number of days with medical certification
Lower skilled (Levels 1-2)	45	71,1	8	2,1	6	11	388	32
Skilled (Levels 3-5)	172	84,3	23	5,9	7	51	388	145
Highly skilled production (Levels 6-8)	1 238	84,1	176	45,4	7	704	388	1 041
Highly skilled supervision (Levels 9-12)	977	78,7	137	35,3	7	1 223	388	769
Senior management (Levels 13-16)	225	84,4	34	8,8	7	651	388	190
Contract (Levels 1-2)	6	50	3	0,8	2	2	388	3
Contract (Levels 3-5)	3	0	1	0,3	3	1	388	0
Contract (Levels 9-12)	19	89,5	4	1	5	16	388	17
Contract (Levels 13-16)	3	0	2	0,5	2	10	388	0
TOTAL	2 688	81,7	388	100	7	2 669	388	2 197

TABLE 9.2 - Disability Leave (Temporary and Permanent) for Jan 2011 to Dec 2011

Salary Band	Total Days	% Days with Medical Certification	Number of Employees using Disability Leave	% of Total Employees using Disability Leave	Average Days per Employee	Estimated Cost (R'000)	Total number of days with medical certification	Total number of Employees using Disability Leave
Highly skilled production (Levels 6-8)	67	100	2	33,3	34	35	67	6
Highly skilled supervision (Levels 9-12)	127	100	3	50	42	170	127	6
Senior management (Levels 13-16)	2	100	1	16,7	2	6	2	6
TOTAL	196	100	6	100	33	211	196	6

TABLE 9.3 - Annual Leave for Jan 2011 to Dec 2011

Salary Band	Total Days Taken	Average days per Employee	Number of Employees who took leave
Lower skilled (Levels 1-2)	192	21	9
Skilled (Levels 3-5)	669	22	30
Highly skilled production (Levels 6-8)	4236	18	234
Highly skilled supervision (Levels 9-12)	3324	18	181
Senior management (Levels 13-16)	982	19	52
Contract (Levels 1-2)	20	3	7
Contract (Levels 3-5)	8	8	1
Contract (Levels 6-8)	22	4	5
Contract (Levels 9-12)	33	17	2
Contract (Levels 13-16)	55	18	3
TOTAL	9541	18	524

TABLE 9.4 - Capped Leave for Jan 2011 to Dec 2011

Salary Band	Total days of capped leave taken	Average number of days taken per employee	Average capped leave per employee as at 31 December 2011	Number of Employees who took Capped leave	Total number of capped leave available at 31 December 2011	Number of Employees as at 31 December 2011
Highly skilled supervision (Levels 9-12)	4	4	32	1	1396	44
Senior management (Levels 13-16)	28	9	38	3	915	24
TOTAL	32	8	34	4	2311	68

TABLE 9.5 - Leave Payouts

Reason	Total Amount (R'000)	Number of Employees	Average Payment per Employee (R)
Capped leave payouts on termination of service for 2011/12	131	13	10077
Current leave payout on termination of service for 2011/12	86	21	4095
TOTAL	217	34	6 382

10. HIV

TABLE 10.1 - Steps taken to reduce the risk of occupational exposure

Units/categories of employees identified to be at high risk of contracting HIV & related diseases (if any)	Key steps taken to reduce the risk
N/A	N/A
N/A	N/A

TABLE 10.2 - Details of Health Promotion and HIV/AIDS Programmes [tick Yes/No and provide required information]

Question	Yes	No	Details, if yes
1. Has the department designated a member of the SMS to implement the provisions contained in Part VI E of Chapter 1 of the Public Service Regulations, 2001? If so, provide her/his name and position.	X		
2. Does the department have a dedicated unit or have you designated specific staff members to promote health and well being of your employees? If so, indicate the number of employees who are involved in this task and the annual budget that is available for this purpose.	X		
3. Has the department introduced an Employee Assistance or Health Promotion Programme for your employees? If so, indicate the key elements/services of the programme.	X		24 hrs counseling services which also include immediate family members, HIV and other chronic illnesses education, health screening including HIV & AIDS and TB testing.
4. Has the department established (a) committee(s) as contemplated in Part VI E.5 (e) of Chapter 1 of the Public Service Regulations, 2001? If so, please provide the names of the members of the committee and the stakeholder(s) that they represent.	X		Wellness Committee chaired by the Chief Director.
5. Has the department reviewed the employment policies and practices of your department to ensure that these do not unfairly discriminate against employees on the basis of their HIV status? If so, list the employment policies/practices so reviewed.	X		
6. Has the department introduced measures to protect HIV-positive employees or those perceived to be HIV-positive from discrimination? If so, list the key elements of these measures.	X		
7. Does the department encourage its employees to undergo Voluntary Counselling and Testing? If so, list the results that you have achieved.	X		HIV and TB testing takes place on a quarterly basis.
8. Has the department developed measures/indicators to monitor & evaluate the impact of your health promotion programme? If so, list these measures/indicators.	X		Quarterly wellness report, HCT reports and evaluation of the interventions after they have been conducted by employees.

11. Labour Relations

TABLE 11.1 - Collective Agreements

Subject Matter	Date
0	0

TABLE 11.2 - Misconduct and Discipline Hearings Finalised

Outcomes of disciplinary hearings	Number	Percentage of Total	Total
TOTAL	2	100%	2

TABLE 11.3 - Types of Misconduct Addressed and Disciplinary Hearings

Type of misconduct	Number	Percentage of Total	Total
Fraud	1	100%	1
Dereliction of duty & dishonesty	1	100%	1
TOTAL	2	100%	2

TABLE 11.4 - Grievances Lodged

Number of grievances addressed	Number	Percentage of Total	Total
TOTAL	2	100%	2

TABLE 11.5 - Disputes Lodged

Number of disputes addressed	Number	% of total
Upheld	0	0
Dismissed	2	100
Total	2	100%

TABLE 11.6 - Strike Actions

Strike Actions	
Total number of person working days lost	0
Total cost(R'000) of working days lost	0
Amount (R'000) recovered as a result of no work no pay	0

TABLE 11.7 - Precautionary Suspensions

Precautionary Suspensions	
Number of people suspended	2
Number of people whose suspension exceeded 30 days	1
Average number of days suspended	50
Cost (R'000) of suspensions	186 110,06

12. Skills Development

TABLE 12.1 - Training Needs identified

Occupational Categories	Gender	Employment	Learnerships	Skills Programmes & other short courses	Other forms of training	Total
Legislators, senior officials and managers	Female	24	0	4	0	4
	Male	18	0	1	0	1
Professionals	Female	166	0	54	1	55
	Male	132	0	36	5	41
Technicians and associate professionals	Female	6	0	24	7	31
	Male	7	0	23	6	29
Clerks	Female	73	0	27	0	27
	Male	23	0	11	0	11
Service and sales workers	Female	0	0	0	0	0
	Male	2	0	0	0	0
Skilled agriculture and fishery workers	Female	0	0	0	0	0
	Male	0	0	0	0	0
Craft and related trades workers	Female	0	0	0	0	0
	Male	0	0	0	0	0
Plant and machine operators and assemblers	Female	0	0	0	0	0
	Male	6	0	0	0	0
Elementary occupations	Female	15	0	1	0	1
	Male	20	0	3	0	3
Gender sub totals	Female	284	0	110	8	118
	Male	208	0	74	11	85
Total		492	0	184	19	203

TABLE 12.2 - Training Provided

Occupational Categories	Gender	Employment	Learnerships	Skills Programmes & other short courses	Other forms of training	Total
Legislators, senior officials and managers	Female	45	0	28	6	34
	Male	31	0	42	0	42
Professionals	Female	28	0	20	3	23
	Male	24	0	27	2	29
Technicians and associate professionals	Female	14	0	12	0	12
	Male	12	0	14	0	14
Clerks	Female	34	0	23	0	23
	Male	15	0	26	0	26
Service and sales workers	Female	0	0	0	0	0
	Male	0	0	0	0	0
Skilled agriculture and fishery workers	Female	0	0	0	0	0
	Male	0	0	0	0	0
Craft and related trades workers	Female	0	0	0	0	0
	Male	0	0	0	0	0
Plant and machine operators and assemblers	Female	0	0	0	0	0
	Male	0	0	0	0	0
Elementary occupations	Female	2	0	2	0	2
	Male	0	0	0	0	0
Gender sub totals	Female	123	0	85	9	94
	Male	82	0	109	2	111
Total		205	0	194	11	205

13. Injuries

TABLE 13.1 - Injury on Duty

Nature of injury on duty	Number	% of total
Required basic medical attention only	0	0
Temporary Total Disablement	0	0
Permanent Disablement	0	0
Fatal	0	0
Total	0	

14. Consultants

TABLE 14.1 - Report on consultant appointments using appropriated funds

Project Title	Total number of consultants that worked on the project	Duration: Work days	Contract value in Rand
	0	0	0

Total number of projects	Total individual consultants	Total duration: Work days	Total contract value in Rand

TABLE 14.2 - Analysis of consultant appointments using appropriated funds, i.t.o. HDIs

Project Title	Percentage ownership by HDI groups	Percentage management by HDI groups	Number of Consultants from HDI groups that work on the project

TABLE 14.3 - Report on consultant appointments using Donor funds

Project Title	Total number of consultants that worked on the project	Duration: Work days	Donor and Contract value in Rand

Total number of projects	Total individual consultants	Total duration: Work days	Total contract value in Rand

TABLE 14.4 - Analysis of consultant appointments using Donor funds, i.t.o. HDIs

Project Title	Percentage ownership by HDI groups	Percentage management by HDI groups	Number of Consultants from HDI groups that work on the project

Acronyms and abbreviations

ABC	Audit Bureau of Circulations
BEE	Black Economic Empowerment
COGTA	Department of Cooperative Governance and Traditional Affairs
CRC	Communication Resource Centre
CSA	Communication Service Agency
CEO	Chief Executive Officer
COP17	17th Conference of the Parties
CMP7	Conference of the Parties serving as the Meeting of the Parties
Dirco	Department of International Relations and Cooperation
ENE	Estimates of National Expenditure
Exco	Executive Committee
FCA	Foreign Correspondents' Association
GCF	Government Communicators' Forum
GCIS	Government Communication and Information System
GCP	Government Communication Programme
GSC	General Service Counter
IBSA	India, Brazil and South Africa
IGR	intergovernmental relations
ICT	information and communications technology
IMC	International Marketing Council
IRC	Information Resource Centre
LGCS	Local Government Communication System
LOC	Local Organising Committee
M&E	monitoring and evaluation
Manco	Management Committee
MDDA	Media Development and Diversity Agency
MEC	Member of the Executive Council
MLO	Ministerial Liaison Officer
MPs	Members of Parliament
MTEF	Medium Term Expenditure Framework
MTSF	Medium Term Strategic Framework
NCS	National Communication Strategy
NRF	National Revenue Fund
PALAMA	Public Administration Leadership and Management Academy
PFMA	Public Finance Management Act
PGA	Press Gallery Association
PHoCs	provincial heads of communication
PoA	Programme of Action
PPP	Public Participation Programme
PSM	<i>Public Service Manager</i> Magazine
SABC	South African Broadcasting Corporation
Sanef	South African National Editors' Forum
SoNA	State of the Nation Address
TSC	Thusong Service Centre

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