

ANNUAL REPORT

2020/2021

FINANCIAL YEAR



GAUTENG PROVINCE
e-GOVERNMENT
REPUBLIC OF SOUTH AFRICA

GGT2030
GROWING GAUTENG TOGETHER

Contents

PART A: GENERAL INFORMATION	4
1. DEPARTMENT GENERAL INFORMATION	5
2. LIST OF ABBREVIATIONS/ACRONYMS	6
3. FOREWORD BY THE MEC	8
5. REPORT OF THE ACCOUNTING OFFICER	9
6. STATEMENT OF RESPONSIBILITY AND CONFIRMATION OF ACCURACY FOR THE ANNUAL REPORT	15
7. STRATEGIC OVERVIEW	16
7.1. VISION	16
7.2. MISSION	16
7.3. VALUES	16
8. LEGISLATIVE AND OTHER MANDATES	17
9. ORGANISATIONAL STRUCTURE	18
PART B: PERFORMANCE INFORMATION	20
1. AUDITOR GENERAL'S REPORT: PREDETERMINED OBJECTIVES	20
2. OVERVIEW OF DEPARTMENTAL PERFORMANCE	20
2.1 SERVICE DELIVERY ENVIRONMENT	20
2.2 SERVICE DELIVERY IMPROVEMENT PLAN	21
2.3 ORGANISATIONAL ENVIRONMENT	22
2.4 KEY POLICY DEVELOPMENTS AND LEGISLATIVE CHANGES	22
3. ACHIEVEMENT OF INSTITUTIONAL IMPACTS AND OUTCOMES	22
4. INSTITUTIONAL PROGRAMME PERFORMANCE INFORMATION	23
4.1 PROGRAMME 1:	23
5. TRANSFER PAYMENTS	44
5.1. TRANSFER PAYMENTS TO PUBLIC ENTITIES	44
5.2. TRANSFER PAYMENTS TO ALL ORGANISATIONS OTHER THAN PUBLIC ENTITIES	44
6. CAPITAL INVESTMENT	45
6.1. CAPITAL INVESTMENT, MAINTENANCE AND ASSET MANAGEMENT PLAN	45
PART C: GOVERNANCE	47
1. INTRODUCTION	48
2. RISK MANAGEMENT	48

Contents

3.	FRAUD AND CORRUPTION	48
4.	MINIMISING CONFLICT OF INTEREST	48
5.	CODE OF CONDUCT	48
6.	HEALTH SAFETY AND ENVIRONMENTAL ISSUES	48
7.	PORTFOLIO COMMITTEES	48
8.	SCOPA RESOLUTIONS	49
9.	PRIOR MODIFICATIONS TO AUDIT REPORTS	50
10.	INTERNAL CONTROL UNIT	50
11.	INTERNAL AUDIT AND AUDIT COMMITTEES	51
12.	AUDIT COMMITTEE REPORT	53
13.	B-BBEE COMPLIANCE PERFORMANCE INFORMATION	56
	PART D: HUMAN RESOURCE MANAGEMENT	57
1.	INTRODUCTION	58
2.	OVERVIEW OF HUMAN RESOURCES	58
3.	HUMAN RESOURCES OVERSIGHT STATISTICS	58
	PART E: FINANCIAL INFORMATION	89
1.	REPORT OF THE AUDITOR GENERAL	91
2.	ANNUAL FINANCIAL STATEMENTS	97



PART A

GENERAL INFORMATION

DEPARTMENT GENERAL INFORMATION

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LIST OF ABBREVIATIONS/ACRONYMS

AFS	Annual Financial Statement
AGSA	Auditor General of South Africa
APP	Annual Performance Plans
APN	Access Point Name
AO	Accounting Officer
BBBEE	Broad Based Black Economic Empowerment
BCX	Business Connexion
CFO	Chief Financial Officer
CMP	Contract Management Policy
CRM	Customer Relationship Management
CSD	Central Supplier Database
DAV	Design and Validation
DID	Department of Infrastructure Development
ERM	Enterprise Risk Management
ESS	Employee Self Service
FMDC	Fully Managed Data Centre
e-GOV	Gauteng Department of e-Government
GBN	Gauteng Broadband Network
GCR	Gauteng City Region
GDE	Gauteng Department of Education
GDHS	Gauteng Department of Human Settlements
GIFA	Gauteng Infrastructure Financing Agency
GPG	Gauteng Provincial Government
GPT	Gauteng Provincial Treasury
HOD	Head of Department
HR	Human Resources

LIST OF ABBREVIATIONS/ACRONYMS

IFMS	Integrated Financial Management System
ICT	Information and Communication Technology
LAN	Local Area Network
MEC	Member of Executive Council
MPSA	Minister of Public Service and Administration
NT	National Treasury
NDP	National Development Plan
PFMA	Public Finance Management Act
PO	Purchase Order
PPE	Personal Protective Equipment
PPP	Private Public Partnerships
RFQ	Request for Quotation
SAP	System Application Product
SCM	Supply Chain Management
SDIP	Service Delivery Improvement Plan
SITA	State Information Technology Agency
SLA	Service Level Agreement
SMME	Small Micro and Medium Enterprises
SMS	Senior Management Services
VOIP	Voice over Internet Protocol
WAN	Wide Area Network

FOREWORD

BY THE MEC



Ms Nomantu Nkomo-Ralehoko
MEC of the Department of e-Government and Finance

In the 2020/21 financial year the global village was confronted by the unprecedented COVID-19 pandemic which negatively impacted the socio-economic growth of the province. Subsequently, in March 2020, the President, Mr Cyril Ramaphosa, declared a nationwide lockdown with its attendant restrictions to curb the rapid spread of the Coronavirus in the country. Only essential services and personnel were exempted from the lockdown.

Notwithstanding the challenge posed by the Covid-19 pandemic, the Department continued with the delivery of basic services and the modernisation of government services in order to realise the Growing Gauteng Together (GGT) 2030 priorities. The Department achieved a number of successes in each of the pillars that laid the foundation for the modernisation agenda of the province. This was notable during the COVID-19 pandemic where the Department provided ICT services to the provincial departments such as Education, Social Development, Health and Office of the Premier.

In the year under review the ICT infrastructure remained the core of our existence, with a specific focus on the ICT infrastructure and network required for a Gauteng City Region connected government. The Department managed to increase the number of sites provided with local area network (LAN) to improve end-to-end connectivity and voice capability to save on provincial telephony costs. The Department began to explore various alternative funding models to expand the broadband network across the economic corridors of the province.

The development of the Gauteng Digital Platform, which is a single window of available GPG services to the citizens of the province, served as a bridge to realise digitisation of government services. This was especially true during the national lockdown. The Department delivered additional e-services required by client departments to address the COVID-19 challenges.

The Department is on track in digitising all government services in order to improve the citizen's access to government services.

In response to the Fourth Industrial Revolution (4IR) challenges confronting the province, the Department facilitated the development of the GPG 4IR Strategy. The strategy is intended to modernise government services with a view to enhance efficiency in the delivery of these services.

Furthermore, the Department initiated the development of the GPG e-Waste Management Strategy in order to realise the GGT 2030 priorities of the province. The strategy is intended to make a meaningful contribution in the protection of the environment, job creation, economic growth and eradication of poverty, among others. Both strategies would be implemented progressively in the ensuing years.

The Department made critical appointments to bring stability in the Department in the year under review. To this end the Department welcomes the appointment of the Head of Department and the Chief Financial Officer.

I, therefore, wish to express my gratitude to the, Finance Portfolio Committee for their continued support, the Head of Department Mr Cyril Baloyi for his energy and dedication as well as the staff at the Department of e-Government for their commitment and hard work.

A handwritten signature in black ink, appearing to read 'N. Ralehoko', written over a light blue horizontal line.

Ms Nomantu Nkomo-Ralehoko
MEC of the Department of e-Government and Finance

REPORT

OF THE ACCOUNTING OFFICER



Mr. Cyril Baloyi
Head of Department e-Government

4.1 Overview of the Operations of the Department

South Africa's developmental agenda is guided by the National Development Plan (NDP). The NDP aims to eliminate poverty and reduce inequality by 2030, through building a capable and ethical state and raising economic growth by focusing on skills, infrastructure, social security, strong institutions and partnerships. The Gauteng Department of e-Government fully subscribes to the NDP and has aligned its strategies and programmes to the NDP.

The Department, supporting the 6th Administrations' Growing Gauteng Together 2030 Strategic Priorities positioned itself to keep up with the rapid developments in Information and Communications Technology (ICT), with the aim to accelerate the modernisation and digitisation of government services. The economic benefits realised from advancement and innovation in ICT would foster the well-being of the citizens of the province. Through digital transformation, the Department would spearhead high quality, relevant and cost-effective service delivery to all our citizens. The Department would continue to promote digital innovation and ICT industry stimulation by empowering our youth, our women, people with disabilities and the community at large with ICT related skills.

The Department continued to provide connectivity to the province across the five (5) economic corridors by enabling Voice over Internet Protocol (VoIP) at 31 sites on the Gauteng Broadband Network (GBN) network. In addition, the Department rolled out Local Area Network (LAN) connectivity to 108 sites across the province. The Department upgraded two (2) core network nodes and increased internet bandwidth from 5Gbps to 8Gbps to ensure faster connectivity speeds across the Network. This was in line with Pillar 1 of the Department's mandate to modernise provincial ICT infrastructure and connectivity.

The Department amended the Gauteng Broadband Network (GBN) targets in the financial year under review due to financial limitations. The Department is considering commercialisation of the GBN Network as well as the centralisation of the GPG ICT budget to address these limitations.

The Department was responsible for the acquisition of GBN assets at all sites across the province. To assess the

security and completeness of the assets, the Department conducted asset verification regularly. The results of the verification were recorded in the Departmental asset register. As part of improving the safeguarding of the assets, the Department developed a standard operating procedure and a responsibility matrix approved by the accounting officer to safeguard the assets.

The Department created an enabling platform and continued to develop e-services that were responsive to business needs. Ten (10) e-services were developed during the current financial year. The Design and Validation (DAV) centre tested six (6) e-services (this provided greater stability to the system to enhance services delivery). In the current financial year the Department created 13 new automated ERP innovations which eliminated the manual processes to prevent human manipulation.

In order to improve ICT oversight, the Department facilitated the development of the provincial 4IR Strategy. The Strategy would lay the foundation for modernisation of the province and to fulfil the goal of digitising all government services. The implementation phase of the strategy would commence in the FY 21/22. In terms of improving ICT governance, three (3) provincial ICT standards were developed as well as two (2) ICT life cycle roadmaps.

The Department continued to stimulate the ICT industry through facilitating incubation and innovation. A total of 104 previously disadvantaged ICT entrepreneurs were supported through various support programmes.

The Department of e-Government is providing client-facing support to all government departments. The Department facilitated the work of the province during the Covid-19 pandemic through the development of innovative e-services and the provision of connectivity to ensure continuous service delivery. However, the pandemic made it difficult for the Department to reach its clients and the citizen with some of the services it provided. Consequently, the Department had to re-imagine its engagement model with its clients and citizens.

The vacancy rate in the Department remained high throughout the financial year due to staff attrition caused by retirements, deaths, dismissals and resignations. The Department implemented a recruitment strategy to address these vacancies.

REPORT

OF THE ACCOUNTING OFFICER

4.2 Overview of the financial results of the Departments: Departmental Receipts

Departmental receipts	2020/2021			2019/2020		
	Estimate	Actual Amount Collected	(Over)/Under Collection	Estimate	Actual Amount Collected	(Over)/Under Collection
	R'000	R'000	R'000	R'000	R'000	R'000
Sale of goods and services other than capital assets	637	531	106	604	567	37
Interest, dividends and rent on land	13	7	6	12	5	7
Financial transactions in assets and liabilities	52	180	(128)	49	216	(167)
Total	702	718	(16)	665	788	(123)

REPORT

OF THE ACCOUNTING OFFICER

The Departmental revenue is made up of sales of goods and services other than capital assets which comprises parking fees, commission on garnishees, gym fees, sale of tender documents and security cards; interest on outstanding debts, and financial transactions in assets and liabilities (receipts of previous years' expenditure). The overall over collection is mainly due to previous financial year expenditure and debt

owed by staff resulting from non-contractual obligations under financial transaction in asset and liabilities. However, the sale of goods and services other than capital is reflecting an under collection due to non-collection of gym fees as a result of the temporary closure of the gym facilities. An amount of R 82 000 was written off as bad debts.

4.3 Programme Expenditure

Programme Name	2020/2021			2019/2020		
	Final Appropriation	Actual Expenditure	(Over)/ Under Expenditure	Final Appropriation	Actual Expenditure	(Over)/Under Expenditure
	R'000	R'000	R'000	R'000	R'000	R'000
1. Administration	239,056	188,604	50,452	246,114	199,059	47,055
2. Information Communication Technology (ICT)	1,023,010	875,082	147,928	1,042,874	1,031,091	11,783
3. HumanResource Services	124,371	118,291	6,080	124,926	119,133	5,793
Total	1,386,437	1,181,977	204,460	1,413,914	1,349,283	64,631

Reason for Under-spending on Compensation of Employees:

Funded vacant posts not being filled, as yet. The recruitment process is ongoing.

- Goods and Services: Under spending was mainly due to the following factors:
- Tools of trade procurement process not yet completed at year-end; the Department has applied for rollover of funds.
- Department of Infrastructure Development (DID) was unable to finalise the refurbishment of the 7th floor procurement process at year end. The e-Government Department has applied for rolling over of funds to the 2021/22 financial year.
- The lease agreement contract for Records Management Centre was not renewed due to the Department adopting a digital service to be cost effective. The Department moved old records that were stored at the Records Management Centre building to the Provincial archives.
- The Department adopted free self-paced online training programmes from industry partners, primarily in response to the national lockdown period.
- One of the departmental off-site parkade sites contract was not renewed due to Covid-19 staff rotation. The procurement process has been started. However, this will depend on the status of the pandemic during the FY 21/22.

- Reduction on usage of municipal services during lockdown as most staff members are working from home.
- The State Information Technology Agency (SITA) is experiencing delays in invoicing for the Gauteng Broadband Network. The department has applied for rollover of funds to the 2020/21 financial year.
- Due to fruitless and wasteful expenditure declared in the previous FY 19/20, the new System Application Product (SAP) contract has not been finalised. The negotiations are ongoing. The Department has applied for the reappropriation of funds to the 2020/21 financial year.
- The procurement of the Endpoint Detection and Response (EDR) solution by SITA has not been finalised by year-end.
- SITA was unable to complete the procurement for the migration of the service in the SITA data centres to the newly formed SITA CFI environment. The Department has applied for rollover of funds.

REPORT

OF THE ACCOUNTING OFFICER

4.4 Virements

No virements were affected during the 2020/21 year-end processing.

4.4.1 Rollover Application

The following projects were subjected to a rollover request:

Project Name	Amount
	R'000
Gauteng Broadband Network	29,242
Fully Managed Data Centre (FMDC) migration	10,927
Bulk SMS Services (USSD)	957
Refurbishment of 7 th floor, Relocation of Resource Centre and exit plan of Records Management Centre	6,769
Procurement of laptops	11,200
Total	59,095

The Department has submitted a reappropriation of funds application to Provincial Treasury for SAP contract. The contract between the Department and SAP expired on the 25th September 2020 and since then the Department

has been engaged with SAP on the finalisation of the new contract. The amount requested to be reappropriated in the 2021/2022 financial year is R 79, 225, 708.

4.5 Reasons for unauthorised, fruitless and wasteful expenditure and the amounts involved as well as steps taken to address and prevent a recurrence.

- The Department has not incurred any new unauthorised and wasteful expenditure in the period under review.
- The Department has incurred irregular expenditure, as a result of non-compliance to SCM regulations in various prior multiyear contracts. The following is the reported irregular expenditure for the year:

REPORT

OF THE ACCOUNTING OFFICER

Incident	Disciplinary steps taken/criminal proceedings	Expenditure R'000
Non-compliance to procurement processes - competitive bidding	Investigation concluded – The disciplinary action could not be taken due to implicated officials no longer being in the employ of the Department. The investigation found no criminal conduct.	4,511
Non-compliance to SCM processes	Investigation concluded – Disciplinary action was taken against implicated officials.	1,319
Variation order for internet guardian proxy solutions	Investigation is at execution stage.	1,236
Non-compliance to procurement processes - email as a service.	Investigation is at reporting stage.	40,366
Non-compliance to procurement services - SITA	Investigation concluded – The disciplinary action could not be taken due to implicated officials no longer being in the employ of the Department. The investigation found no criminal conduct.	522,167
TOTAL		569,599

The Department has submitted application for condonation of the reported irregular expenditure for the year. The following amounts for SITA are awaiting Gauteng Provincial Treasury condonation, National Treasury has since condoned the irregular expenditure reported by SITA on the GBN contract:

- SITA-GBN contract R 522, 167, 000.00

The Department has introduced the following controls to prevent reoccurrence of irregular expenditure:

- The Department has developed an irregular, fruitless and wasteful expenditure register.

- The Department has applied for condonation for the prior year irregular expenditure as of 30 September 2020.
- The Department has further applied for additional condonation relating to the remaining months from October 2020 to March 2021. The Department has dedicated capacity to monitor Purchase Orders (PO's) in line with the departmental contract register.
- A comprehensive close off all fulfilled PO's will be reported at the financial year end.

4.6 Public Private Partnerships (PPP)

The Department has not concluded any PPP arrangements in the year under review. Discussions are continuing with GIFA in an effort of identifying a suitable PPP arrangement for the GBN project.

4.7 Discontinued key activities / activities to be discontinued

There are no key activities to be discontinued

4.8 New or proposed key activities

The Department continues to ensure alignment of its strategic and annual performance plans to the mandate.

4.9 Supply chain management

- There were no unsolicited bid proposals concluded for the year under review.
- The Department has introduced the following SCM processes and systems to prevent irregular expenditure:
 - The Department is implementing SCM training for all SMS and SCM staff.
 - The Department has developed and is maintaining an irregular, fruitless and wasteful expenditure register.
 - The Department has dedicated capacity to monitor Purchase Orders (PO's) in line with the departmental contract register
 - A comprehensive close off all fulfilled PO's will be reported at the financial year end.
 - Contract Management Policy has been developed and aligned with National Treasury and Gauteng Provincial Treasury Contract Management Framework.

REPORT

OF THE ACCOUNTING OFFICER

4.10 Gifts and Donations received in kind from non-related parties

None

4.11 Exemptions and deviations received from the National Treasury

The Department submitted a letter on the 4th December 2020, to Gauteng Provincial Treasury, pertaining to a request to deviate from a normal procurement process and enter into a new SAP contract for Gauteng Provincial Government (GPG).

- National Treasury (NT) issued instruction note 5 in May 2017 reminding Accounting Officers and Chief Financial Officers of the prohibition to procure an Enterprise Resource Planning (ERP) system without the permission of NT.
- Gauteng Provincial Treasury had several engagements with NT regarding a request for an extension of the use of SAP ERP for GPG departments as the Integrated Financial Management System (IFMS) is not ready for use at present. NT's response on the 24th February 2021, therefore, is an approval of extension (use of SAP) subject to the following conditions:
 - The contract extension duration may not exceed five (5) years;
 - The contract terms should include an exit clause of six (6) months' notice that releases GPG from the contract in the event that the IFMS is ready for implementation in GPG before the end of the contract;
 - The contract extension may only be for existing functionality already implemented and replacement of discontinued modules for continuity of business operations;
 - This restriction does not apply to sector specific functionalities that are not ERP related and not catered for by IFMS; and
 - GPG will be required to transition to IFMS to replace the legacy systems and related IFMS functionalities when the IFMS is ready.
 - The Department has approved a 24 months contract in line with the National Treasury Instruction 3 of 2016/2017. The 24 months contract will ensure that the Department will be in a position to terminate the contract at the time, when National Treasury is ready with the deployment of the IFMS ERP system.

4.12 Events after the reporting date

None.

4.13 Other

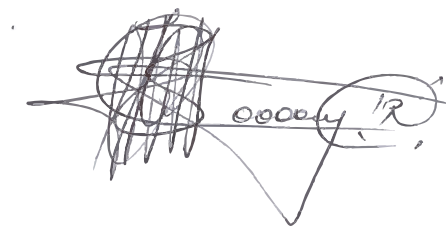
None.

4.14 Acknowledgement/s or Appreciation

I would like to convey my gratitude to MEC Nomantu Nkomo-Ralehoko for her guidance, leadership and support throughout the year. My appreciation also goes out to the staff members of the Department who, through sheer dedication, have demonstrated their commitment to excellence in the public service.

4.15 Conclusion

The Annual Financial Statements as set out on page 97 to 148 were approved by the Accounting Officer.



Mr. Cyril Baloyi
Accounting Officer
Department of e-Government

5. STATEMENT OF RESPONSIBILITY AND CONFIRMATION OF ACCURACY FOR THE ANNUAL REPORT

To the best of my knowledge and belief, I confirm the following:

All information and amounts disclosed throughout the annual report are consistent.

The annual report is complete, accurate and is free from any omissions.

The annual report has been prepared in accordance with the guidelines on the annual report as issued by National Treasury.

The Annual Financial Statements (Part E) have been prepared in accordance with the modified cash standard and the relevant frameworks and guidelines issued by the National Treasury.

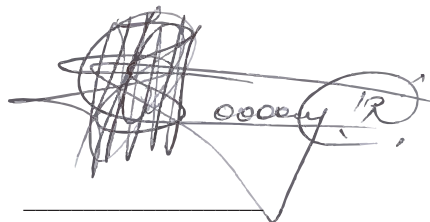
The Accounting Officer is responsible for the preparation of the annual financial statements and for the judgements made in this information.

The Accounting Officer is responsible for establishing and implementing a system of internal control that has been designed to provide reasonable assurance as to the integrity and reliability of the performance information, the human resources information and the annual financial statements.

The external auditors are engaged to express an independent opinion on the annual financial statements.

In my opinion, the annual report fairly reflects the operations, the performance information, the human resources information and the financial affairs of the department for the financial year ended 31 March 2021.

Yours faithfully



Mr. Cyril Baloyi
Accounting Officer
Department of e-Government



6. STRATEGIC OVERVIEW

6.1. Vision

A smart Gauteng City Region that provides efficient quality services to citizens.

6.2. Mission

To modernise government services and foster the implementation of a citizen centric innovation ecosystem that stimulates sustainable economic growth through transformative 4IR technologies.

6.3. Values

- Excellence: To enhance frontline service delivery incrementally, systematically, and consistently.
- Growth: To constantly innovate and seek new opportunities.
- Openness: To be customer centric and thrive to improve high levels of service to the public; and
- Value for Money: To provide services at costs affordable to the citizens of Gauteng

7. LEGISLATIVE AND OTHER MANDATES

The Gauteng Department of e-Government derives its mandate from the following national legislations:

National Legislation

The Constitution of the Republic of South Africa (Act 108 of 1996)

The mandate of and environment within which the Department operates is defined within Sections 125 and Sections 195 of the Constitution.

Public Service Regulations

The Public Service Act and Chapter 6 of the Public Service Regulations (PSR) related to Information Management and Electronic Government regulates the acquisition, management and use of information and communication technology resources, and enhances direct or indirect service delivery to the public; improves the productivity and cost efficiency for the Department.

In addition, the Public Service Regulations sets information security standards that promotes information security vigilance, incident reporting, corrective measures in case of non-compliance as well as minimum interoperability standards for interconnectivity, data integration and information access.

The Department utilised the above provisions in the regulatory framework for information and cybersecurity prevention, the rollout of GBN as well as the acquisition of ICT related infrastructure. The framework aims to institutionalise Corporate Governance of ICT as an integral part of corporate governance within departments.

Electronic Communications and Transactions Act, 2002 (Act No. 25 of 2002)

The purpose of the Act is to provide for the facilitation and regulation of electronic communications and transactions; the development of a national e-strategy for the Republic; promote universal access to electronic communications and transactions and the use of electronic transactions by Small, Medium and Micro-sized Enterprises (SMMEs); provide for human resource development in electronic transactions; prevent abuse of information systems; encourage the use of e-Government services; and provide for matters connected therewith.

Electronic Communications Act, 2005

The purpose of the Act is to promote convergence in the broadcasting, signal distribution and telecommunications sectors and provide the legal framework for convergence of these sectors; make new provision for the regulation of electronic communications services, electronic communications network services and broadcasting services; provide for the granting of new licences and new social obligations; provide for the control of the radio frequency spectrum; provide for the continued existence of the Universal Service Agency and the Universal Service Fund; and provide for matters incidental thereto.

National Integrated ICT Policy White Paper of 2016

This White Paper outlines the overarching policy framework for the transformation of South Africa into an inclusive and innovative digital and knowledge society. It reinforces and extends existing strategies such as South Africa Connect, the national broadband policy, the National Cybersecurity Policy Framework, 2012 and the National Information Society and Development Plan

Prevention and Combating of Corrupt Activities Act, 2004

The Prevention and Combating of Corrupt Activities Act makes corruption a crime. It covers anyone working for government (such as Ministers, department staff, and the police) and people outside of government (like someone working for a business).

SA Connect (Policy and Plan)

This national broadband policy and the associated strategy and plan is called South Africa Connect. The purpose of this policy is to provide a vision and long-term strategy that can be implemented immediately to catalyse broadband connectivity in South Africa.

Provincial Legislation

Gauteng Growth and Development Strategy

The Gauteng Growth and Development Strategy directed the Gauteng Department of e-Government to work towards “An inclusive and sustainable Gauteng City-Region that promotes a developmental and equitable society”. It is envisaged that the Gauteng economy will need to shift, as rapidly as possible, to

GCR ICT Norms and Standards

The implementation of GCR ICT Norms and Standards addresses the use of disparate ICT systems, processes, and solutions within the GCR. Through the implementation of the Norms and Standards the Department of e-Government is enabled to facilitate the standardisation of ICT projects, initiatives, and solutions in the GCR. This is further articulated in the Master Systems Plan Framework, that enables the GCR to leverage economies of scale to reduce duplication of business processes, systems, and resources

GCR Information Communications Technology (ICT) Continuity Management Framework

The ICT Continuity Management Framework enables GCR entities to align their ICT Continuity Management arrangements to be more resilient to potential disruptions. The result of implementing the GCR ICT Continuity Management Framework is that all GCR entities have a consistent mature ICT continuity plan which, leads to the full recovery of services during and after a service disruption or disaster.

Good Governance Legislative Responsibilities

The Department is bound by the **Public Finance Management Act, (Act 1 of 1999)**, as amended, to ensure that all revenue, expenditure, assets, and liabilities are managed efficiently and effectively. As part of good governance, financial management responsibilities have been entrusted to accounting officers within the Department and thus obliged to comply with the Provincial Treasury Regulations in preparation of annual budgets, management of financial systems, procedures to manage risks and internal controls.

The Skills Development Act, 1998 (Act No. 97 of 1998), as amended, allows the Department to provide an institutional framework to devise and implement national, sectoral and workplace strategies to develop and improve the skills of its employees. These strategies must be integrated into the National Qualifications Framework contemplated in the South African Qualifications Authority Act, 1995. In this regard, the Department formulated a Skills Development Plan and continuously embarks on upgrading employee skills.

The **Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)** compels the Department to provide access to information that it possesses, to anyone who requires such information to exercise or protect any of her or his rights. The Act is in line with the provision of Section 32(1) (a) of the Constitution which states that everyone has

the right of access to any information held by the State, and Section 32(1)(b) which provides for the horizontal application of the right of access to information held by another person to everyone, when such information is required for the exercise or protection of any rights. The Department has appointed a Deputy Information Officers to address queries related to requests for information. This is to ensure transparency and accountability is promoted and respected by the Department.

The Batho Pele White Paper, 1997 is based on eight transformation principles. The Department recognised that transforming its service delivery is important in guaranteeing that the basic needs of citizens in Gauteng are met, and, as such, set out to be more effective in improving its service delivery programmes which are aligned to the principle of redirecting resources to groups that were previously under-resourced; defining service standards with defined outputs, targets and performance indicators; human resource and organisational capacity development to support service delivery needs; seeking potential partnerships with the private sector, non-governmental organisations and community-based organisations; and the development of customer care services that is sensitive to issues of race, gender and disability.

The Department recognises that everyone has the right to administrative action that is lawful, reasonable, and procedurally fair, as is provided for in the **Promotion of Administrative Justice Act, 2000 (Act No. 3 of 2000)**. The Department strives to ensure compliance with the legislation.

Prevention and Combating of Corrupt Activities Act, 2004

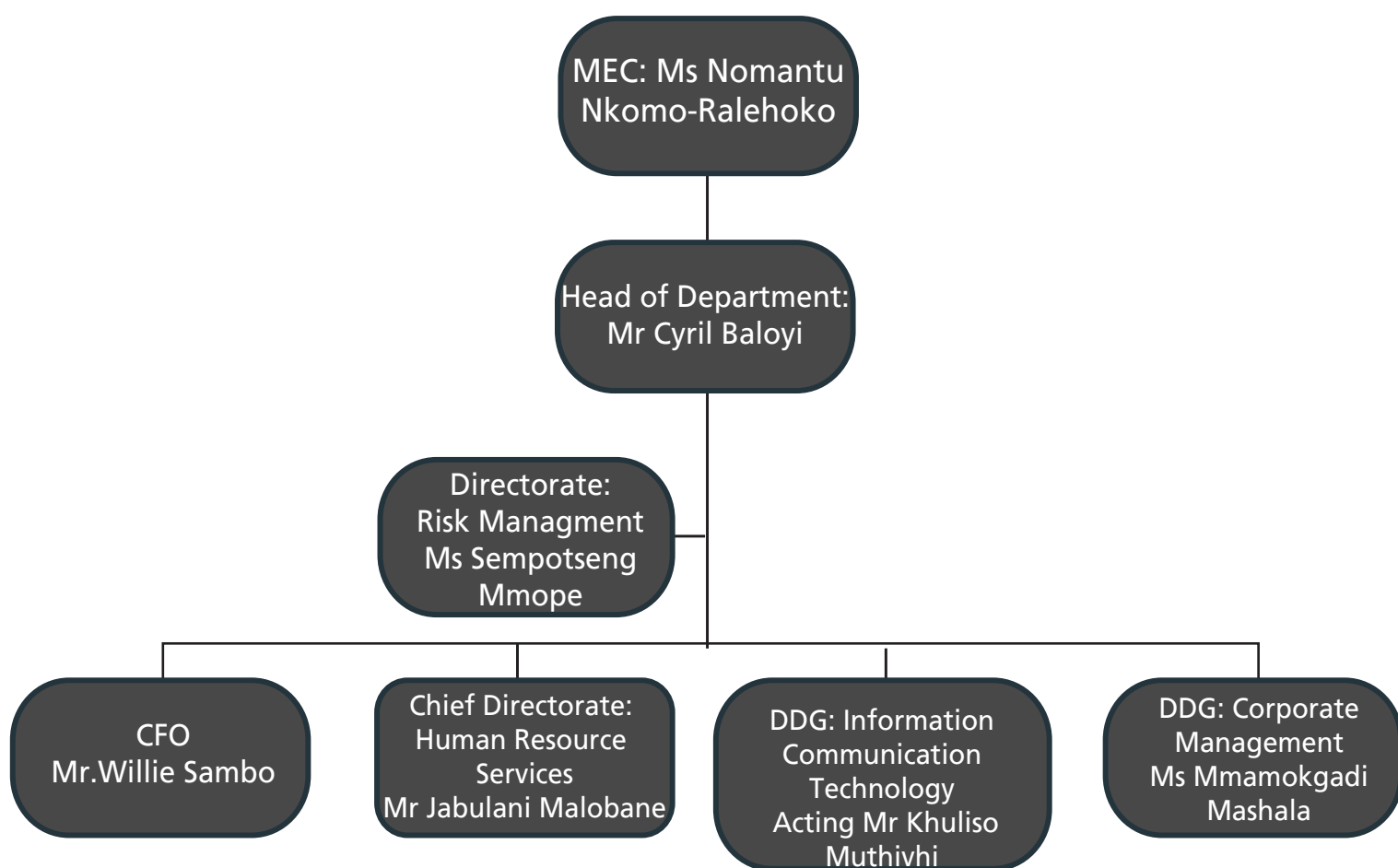
The National Development Plan 2030 (NDP), boldly states that the vision for South Africa in 2030 is a country that has ‘zero tolerance for corruption. The plan states that key to fighting corruption is building a resilient anti-corruption system that ensures that public servants are accountable and responsible, and that the public service is transparent and responsive.

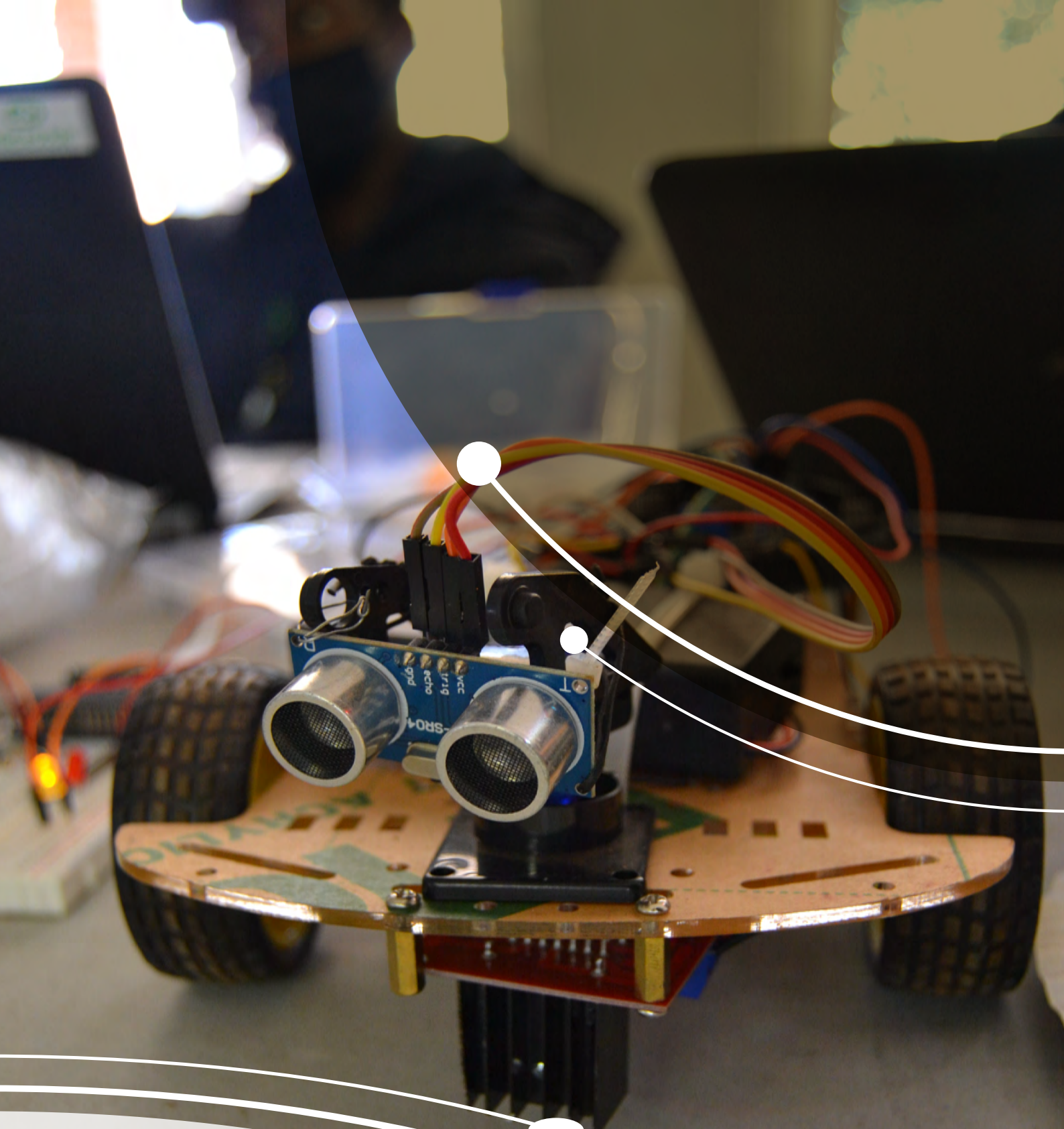
The Department of e-Government has developed a policy that enforces zero-tolerance for fraud, corruption, theft, maladministration, or any other dishonest activities of a similar nature. In addition, these will be investigated and followed up by the application of all remedies available within the full extent of the law. Appropriate prevention and detection controls will be applied. These include the controls and checking mechanisms as prescribed in existing policies, procedures, and other relevant prescripts to the activities of the GPG, and systems of internal control.

The Protection of Personal Information Act, Act 4 of 2013,

The Protection of Personal Information Act (POPI Act) outlines the lawful processing of the personal information of citizens. The POPI Act provides conditions for the handling of this personal information and is important because it protects the personal data of our citizens. The Department has developed the provincial Big Data strategy that aims to manage the challenges of security, privacy protection and the ethical use of provincial data.

8. ORGANISATIONAL STRUCTURE





PART B

PERFORMANCE INFORMATION

1. AUDITOR GENERAL'S REPORT: PREDETERMINED OBJECTIVES

The AGSA currently performs certain audit procedures on the performance information to provide reasonable assurance in the form of an audit conclusion. The audit conclusion on the performance against predetermined objectives is included in the report to management, with material findings being reported under the Predetermined Objectives heading in the Report on other legal and regulatory requirements section of the auditor's report.

Refer to page 91 of the Report of the Auditor General, published as Part E: Financial Information.

2. OVERVIEW OF DEPARTMENTAL PERFORMANCE

2.1 Service Delivery Environment

The 6th Administration of the Gauteng Provincial Government has adopted Growing Gauteng Together as a programme of action to accelerate the delivery of digital government services in the province. The GGT2030 provides a summary of how the Gauteng City Region seeks to address the global challenges that are confronting the province which are namely: Poverty and hunger; Climate change; Unsustainable growth and economic crisis; Migration; Flight and displacement; Health epidemics; Inequality; Social exclusion; Lack of decent work and social protection; Political instability, insecurity and violent conflicts. The Department's mandate is anchored around the digitisation of public services to increase efficiency in line with the Growing Gauteng Together: Our Roadmap to 2030. The digitisation of government services provided opportunities for economic growth in Gauteng and aims to provide improved levels of service delivery to citizens.

Covid-19 Pandemic

Through the Department of e-Government, the province has provided connectivity infrastructure to ensure business continuity in the event of a disaster. The pandemic propelled the uptake of our current ICT infrastructure and e-services through social media platforms.

During the period under review we have seen virtual workshops and meetings taking place. All management, political structures and executive structures in Gauteng were functional and connectivity was provided through Microsoft Teams. Government remains accessible and continues to deliver on its mandate.

We have succeeded in ensuring that the data and Information Technology of the province remained secure, robust, reliable, available and trusted during this period. These initiatives are important in paving our new path towards digitisation of government services in the Province.

Modernised ICT infrastructure and connectivity

During the period under review the Department continued to invest in the modernisation of the infrastructure in respect to the roll out of the Gauteng Broadband Network. To achieve this the Department provided end to end connectivity, 108 sites were provided with LAN of which comprised of schools, teacher training centres and libraries. A total of 31 sites were provided with voice capability, reducing the cost of telephony at connected sites. The Department further upgraded the internet bandwidth and two of its core network nodes.

Provincial services on Digital platform

The Department has committed to digitise public services to enhance access to services for citizens and business in response to the priorities of the 6th administration. With the advent of covid-19 the Department revised its Annual Performance Plan during the first quarter.

In the period under review the Department saw an increase in demand for digitisation of public services the covid-19 pandemic has also contributed to the need to work smarter and better in providing services to the public. The Department will continue to deliver a consolidated service delivery and access channel capability through the Digital platform.

Provincial ICT oversight and Governance

The Department has already begun to make strides to embrace the fourth industrial revolution and has made use of opportunities such as the establishment of the Data and Artificial Intelligence Ethics forum and the development of ICT Life cycle roadmaps. The department facilitated the establishment of the 4IR panel through the Office of the Premier in the earlier part of the financial year with the purpose of advising the provincial government on mitigating the challenges presented by the digital revolution and a 4IR strategy was developed in response.

ICT industry and skills development stimulated

Some of the available ICT e-services are largely unknown and this remains a challenge for the Department to strive to create more visibility of these services. The Department has invested in research through generating ICT related surveys to gather much required information from current users and conduct awareness campaigns. The advocacy campaigns were previously done through face to face interactions however due to the Covid-19 restrictions the Department resorted to making use of various social media platforms and limited face to face interactions as and when the restriction levels were eased.

Various surveys were conducted on topics such as Investigating the state of technological readiness of GPG Departments for remote work, Investigating the awareness on e-services by the GPG Officials and assessing the levels of Satisfaction with services provided by the Department of e-Gov during alert level 5 lockdown period.

Ensure that Gauteng is a hub of 4th Industrial revolution skills

The shortage of skills and capacity needed to drive and sustain digital transformation, modernisation and the effective use of GPG ICT resources has required an adoption of new technologies and the ability to embrace new learning models. Through partnerships with leaders in the ICT industry the Department has provided various online skills development training towards building digital and information literacy of GPG staff, youth and citizens that are required for a confident and competent use of available technology.

Four skills related indicators which rely on voluntary participation were also affected due to a limited number of staff attending, delays in placement of learners due to the Covid-19

lockdown, device compatibility and lack of access to data. The Department also supported previously disadvantaged ICT entrepreneurs with training and mentoring programmes through its ICT partner programmes.

2.2 Service Delivery Improvement Plan

The Department has completed a service delivery improvement plan. The tables below highlight the service delivery plan and the achievements to date.

2.2.1 Main services and standards

Main services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
Information Communication Technology (ICT) - Network Services	Gauteng City Region (GCR)	98% Gauteng Broadband Network availability	98% Gauteng Broadband Network availability	98% Gauteng Broadband Network availability

2.2.2 Batho Pele arrangements with beneficiaries (Consultation access, etc.)

Current/actual arrangements	Desired arrangements	Actual achievements
Quarterly Service Level Agreement (SLA) performance review meetings	4 Standings Quarterly performance review meetings with 14 Departments.	Target achieved: 4 Standing Quarterly performance review meetings were held with the 14 Departments

2.2.3 Service delivery information tool

Current/actual information tools	Desired information tools	Actual achievements
The approved e-GOV. Service Charter 2020-2021 displayed at all frontline offices, Internet and Intranet.	1 approved e-GOV. Service Charter 2020-2021 displayed at all frontline offices, Internet and Intranet.	1 approved e-GOV. Service Charter 2020-2021 displayed at all frontline offices, Internet and Intranet.

2.2.2 Batho Pele arrangements with beneficiaries (Consultation access, etc.)

Current/actual complaints mechanism	Desired complaints mechanism	Actual achievements
- Gauteng Hotline - Centralised GPG query management system - CRM Application	- Gauteng Hotline - Centralised GPG query management system - Microsoft 365 - Suggestion boxes	- Total of 29 calls received - Total of 3 completed - Total Number calls in progress 26

2.3 Organisational environment

2020/21 represents the transition into the 6th Administration. The Strategic Plan (SP) for the five-year period was in force taking into cognisance changes outlined in the revised framework for strategic plans and Annual performance plans. There were no changes to the legislative mandates nor were there major changes in the operational environment of the Department of e-Government.

During the first quarter of the 2020/21 financial year the Annual Performance Plan (APP) was revised to consider the impact made by the Covid-19 pandemic in the delivery of services. The Department then assessed all its initial plans in line with the delivery environment at the time.

The Department continues to operate under the interim organisational structure which was approved in August 2017 to ensure that the Department delivers on its key strategic outcomes as well as to ensure stability to achieve alignment between the strategic direction and the organisational structure. After a period of more than a year with a vacancy of the Head of Department and Chief Financial officer positions in 2020 the Department has appointed a Chief Financial Officer and Head of Department appointed in 2021 to ensure stability.

The Human Resource plan was developed to address the challenges relating to the ICT scarce skills, employee wellness and transformation targets. In the earlier part of the year training was affected by the pandemic. The number of people benefitting from ICT bursaries target was not achieved. In terms of the issuing of bursaries, this is a demand-based target and although the Department is committed to the provision of study assistance in ICT, it is a voluntary process from employees and also highly dependent on acceptance at the relevant institutions.

For the most part of the year the Department maintained a vacancy rate below 10% however in the fourth quarter the vacancy rate was affected, and this target was not met due to 14 terminations in the quarter.

The Department continued to honour the service level agreements in place with all 13 Departments. These service level agreements have clear benchmarks for each service area to improve the level of service delivery through dedicated and professional services.

The Department continues to aim to enable the citizens of Gauteng and GPG officials access to utilise government services online at their convenience across all available platforms.

2.4 Key policy developments and legislative changes

There were no key policy developments and legislative changes during the 2020/21 financial year.

3. ACHIEVEMENT OF INSTITUTIONAL IMPACTS AND OUTCOMES

The Department of e-Government has formulated the following Impact statement, which is reflective of the impact it seeks to see realised in the service delivery environment.

Impact Statement	Modernise government services and foster the implementation of a citizen centric innovation ecosystem that stimulates sustainable growth through transformative 4IR technologies by 2024.
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The Department has developed its five-year strategic plan within the framework of the Growing Gauteng together: Our Roadmap to 2030 (GGT2030).

During the first quarter of the 2020/21 financial year the Strategic plan was revised to consider the impact made by the Covid-19 pandemic in the delivery of services. The Department then assessed all of its initial plans in line with the delivery environment at the time.

3.1. Modernised provincial ICT infrastructure and connectivity

Critical to the achievement of this outcome is to ensure that there is adequate ICT infrastructure for modernisation. The availability of the Fully Managed data center has been maintained and exceeded the planned 98%. The expansion of the Gauteng Broadband Network has been implemented through the provision of the local area network to sites. The Department has continued to implement voice over internet protocol to 31 sites. Over 60% of GPG employees on Active Directory are utilising ESS. The connectivity of WAN sites has not been planned for the 2020/21 financial year as it has been affected by the funding pressures in relation to the Gauteng Broadband project. The Department is currently exploring alternative funding mechanisms in order to deliver one the remaining term.

3.2 Provincial services on Digital Platform

To ensure that this outcome is realised the Department has continued to integrate and provide access to government services and applications for the GCR on the digital platform. 125% of identified e-services were digitised and 127.7% of business processes were modernised. The target of 100 000 users accessing the digital platform was not achieved. In the 2019/20 financial year unfortunately the Department obtained another qualified audit opinion in the audit of predetermined objectives. There were material findings in terms of usefulness and reliability of the indicator: Number of users accessing the digital platform. The Department is currently exploring new software to be implemented and the project is in initiation phase.

3.3 Provincial ICT oversight and governance

The Department has endeavored to address the challenge of insufficient ICT oversight of the existing projects and programmes in the province. The department facilitated the establishment of the 4IR panel through the Office of the Premier in the earlier part of the financial year with the purpose of advising the provincial government on the digital revolution. The 4IR strategy was developed and approved through the provincial exco.

3.4 ICT industry and skills development stimulated

In the period under review there were 777 participants in the ICT action lab programme coupled with over 3000 GPG staff that registered and underwent an online ICT training programme. The Department did not meet the target to place 100 youths for experiential learning through partnerships. The placement of learners was delayed due to the covid-19 lockdown and there was no internal recruitment of youth.

4. INSTITUTIONAL PROGRAMME PERFORMANCE INFORMATION

4.1 Programme 1: Administration

Purpose

- To provide strategic leadership, oversight and accountability for the performance and outcomes of the Gauteng Department of e-Government.
- To render corporate support services that create an enabling environment for the effective, efficient, economical and controlled departmental operation.

Sub-programmes

- Office of the Head of Department
- Office of the Chief Financial Officer
- Risk Management
- Corporate Services
- Internal Human Resources Management
- Records Management
- Facilities and Security Management
- Strategy Management
- Legal Services
- Communications

Institutional outcomes

- Outcome: Modernised provincial ICT infrastructure with connectivity

Outcomes, outputs, output indicators, targets and actual achievements

60% of the targets under the administration programme were achieved. The Departmental risk register was approved. The 40% procurement spend of RFQs below R500 000 on township economy was overachieved due to the procurement spend that is directed to township-based suppliers. The Department conducted two evaluations within the period under review.

Table 4.1.1.a:

The table below illustrate Programme 1 performance against the originally tabled Annual Performance Plan in the year under review

Programme: Administration									
Outcome	Output	Output Indicator	Audited Actual Performance 2018/2019	Audited Actual Performance 2019/2020	Planned Annual Target 2020/2021	*Actual Achievement 2020/2021 until date of re-tabling	Deviation from planned target to Actual Achievement 2020/2021	Reasons for deviations	Reasons for revisions to the Outputs / Output indicators / Annual Targets
Modernised provincial ICT infrastructure with connectivity	Enabling environment for good governance	Departmental Risk Register approved	Departmental Risk Register approved	1 Departmental Risk Register approved	Departmental Risk Register approved	Departmental Risk Register approved	None	Target Achieved	None
		Percentage of supplier invoices paid within 15 days of receipt	99%	100%	100%	100%	None	Target Achieved	None
		Percentage of procurement spend of RFQ's below R500 000 on township economy	50.25%	51%	30%	31%	1% procurement spend of RFQ's below R500 000 on township economy above target	The target was overachieved due to procurement spend directed towards township-based suppliers.	The indicator was revised because the trend in the performance on this target was over 30%
		Percentage of funded positions filled	90%	91.57%	90%	91.45%	1.45% funded positions filled above target	The target was overachieved due to the recruitment drive in place prioritising filling of the post to reduce underspending.	None.
		Number of evaluations conducted	2	2	2	0	2 evaluations conducted below target	Target not applicable for the period before re-tabling. The Quarter 1 target was zero (0)	None

*Although the deviation from planned target to actual target is calculated based on the Annual target in accordance with the Annual Report Guide for National and Provincial Departments issued by the National Treasury on the 31 March 2021, it should be noted that the actual achievements for indicators/targets in the above table do not reflect performance for the entire 2020/21 financial year, but only for Quarter 1 (April to June 2020) of 2020/21 financial year.

Table 4.1.1.b:

The table below illustrate Programme 1 performance against the revised tabled Annual Performance Plan in the year under review.

Programme: Administration								
Outcome	Output	Output Indicator	Audited Actual Performance 2018/2019	Audited Actual Performance 2019/2020	Planned Annual Target 2020/2021	**Actual Achievement 2020/2021	Deviation from planned target to Actual Achievement 2020/2021	Reasons for deviations
Modernised provincial ICT infrastructure with connectivity	Enabling environment for good governance	Departmental Risk Register approved	Departmental Risk Register approved	1 Departmental Risk Register approved	Departmental Risk Register approved	Departmental Risk Register was approved	Target Achieved	None
		Percentage of supplier invoices paid within 15 days of receipt	99%	100%	100%	99.35%	0.65% of supplier invoices paid within 15 days of receipt below target	The target was not achieved due to a delay in payment of one service provider. The supplier's information on the CSD system was outdated.
		Percentage of procurement spend of RFQ's below R500 000 on township economy	50.25%	51%	40%	44%	4% of procurement spend of RFQ's below R500 000 on township economy above target	The target was overachieved due to procurement spend directed towards township-based suppliers.
		Percentage of funded positions filled	90%	91.57%	90%	89.68%	0.32% funded positions filled below target	The target was not met because of 14 terminations in Quarter 4.
		Number of evaluations conducted	2	2	2	2	Target Achieved	None

**Actual achievement must be reported in relation to the performance information reflected in the originally tabled Annual Performance Plan (In the instance where a department did not re-table the Annual Performance Plan in the financial year under review) OR in relation to the performance information reflected in the re-tabled Annual Performance Plan.

Strategy to overcome areas of under performance

The department has developed a recruitment plan and a block advert has been placed in an effort to reduce the vacancy rate. The supplier payment issues were resolved and were paid within 30 days.

Performance in relation to Standardised Outputs and Output Indicators for Sectors with Concurrent Functions

The Department does not have a core set of standardised outputs and output indicators.

Reporting on the Institutional Response to the COVID-19 Pandemic

COVID-19 Table 1 (Administration): Progress on Institutional Response to the COVID-19 Pandemic

Budget Programme	Intervention	Geographic location (Province/ District/local municipality) (Where Possible)	No. of beneficiaries (Where Possible)	Disaggregation of Beneficiaries (Where Possible)	Total budget allocation per intervention (R'000)	Budget spent per intervention (R'000)	Contribution to the Outputs in the APP (where applicable)	Immediate outcomes
Administration	Surveillance	75 Fox Street, Imbumba House, Marshalltown (Gauteng, City of Joburg)	Approximately 764	N/A	14,467	280	None	None
	Personal Protective Equipment					88		
	Disinfection Measures					1418		
	Live Streaming					531		
	Airtime and Data costs					5 474		
	Advert					88		

Linking performance with budgets

Table 4.1.c (Administration) Programme expenditure

Administration	2020/2021			2019/2020		
	Final Appropriation	Actual Expenditure	(Over)/Under Expenditure	Final Appropriation	Actual Expenditure	(Over)/Under Expenditure
	R'000	R'000	R'000	R'000	R'000	R'000
Office of the HOD	8 136	8 115	21	11 216	9 576	1 640
Risk Management	4 181	3 353	828	4 474	4 018	456
Office of the CFO	67 619	50 816	16 803	70 472	46 776	23 696
Corporate Services	159 120	126 320	32 800	159 952	138 689	21 263
Total for sub programmes	239 056	188 604	50 452	246 114	199 059	47 055

4.2 Programme 2: Information Communication Technology Shared Services

Purpose

- To establish an ICT e-Government governance structure; to build an enabling ICT infrastructure, and platform for common GCR e-Services and to promote the usage of e-Government services.

Sub-programmes

- Gauteng Broadband Network

Institutional outcomes

- Outcome: Modernised provincial ICT infrastructure with connectivity

Outcomes, outputs, output indicators, targets and actual achievements

100% of the targets under the Gauteng Broadband Network subprogramme were achieved. The Department achieved most of its infrastructure projects targets. 31 sites provided with VOIP and 108 sites provided with LAN, were overachieved due to requests to provide additional sites. The Internet bandwidth was able to be upgraded to 8Gps with no additional costs.

Table 4.2.1.a:

The table below illustrate Programme 2 performance against the originally tabled Annual Performance in the year under review.

Sub-programme: Modernised provincial ICT infrastructure and connectivity									
Outcome	Output	Output Indicator	Audited Actual Performance 2018/2019	Audited Actual Performance 2019/2020	Planned Annual Target 2020/2021	*Actual Achievement 2020/2021 until date of re-tabling	Deviation from planned target to Actual Achievement 2020/2021	Reasons for deviations	Reasons for revisions to the Outputs / Output indicators / Annual Targets
Expansion of the GBN Network through WAN connectivity	Expand the current GBN network	Number of sites provided with voice over internet protocol (VOIP)	78	30	30	0	30 sites provided with VOIP below target	Target not applicable for the period before re-tabling. The Quarter 1 target was zero (0)	The target was revised due to financial limitations.
		Number of sites provided with WAN	0	N/A	366	0	366 sites provided with WAN below target	Target not applicable for the period before re-tabling. The Quarter 1 target was zero (0)	The target was revised due to financial limitations.
		Number of sites provided with LAN	-	27	476	26	450 sites provided with LAN below target.	The target was applicable to quarter 2, however 26 sites were completed.	The target was revised due to financial limitations.
		Number of WIFI hotspots provided	-	N/A	70	0	70 WIFI hotspot provided below target	Target not applicable for the period before re-tabling. The Quarter 1 target was zero (0)	The target was revised due to financial limitations.
Modernised provincial ICT Infrastructure with connectivity	Upgrade the network	Number of core network nodes upgraded	-	2	6	0	6 core network nodes below upgraded provided below target	Target not applicable for the period before re-tabling. The Quarter 1 target was zero (0)	The target was revised due to financial limitations.
		Upgrade of the Internet bandwidth	-	N/A	5Gbps	0	5Gbps Upgrade of the Internet bandwidth below target.	Target not applicable for the period before re-tabling. The Quarter 1 target was zero (0)	None.

* Although the deviation from planned target to actual target is calculated based on the Annual target in accordance with the Annual Report Guide for National and Provincial Departments issued by the National Treasury on the 31 March 2021, it should be noted that the actual achievements for indicators/targets in the above table do not reflect performance for the entire 2020/21 financial year, but only for Quarter 1 (April to June 2020) of 2020/21 financial year.

Table 4.2.1.b:

The table below illustrate Programme 2 performance against the revised tabled Annual Performance Plan in the year under review.

Sub-programme: Modernised provincial ICT infrastructure and connectivity								
Outcome	Output	Output Indicator	Audited Actual Performance 2018/2019	Audited Actual Performance 2019/2020	Planned Annual Target 2020/2021	**Actual Achievement 2020/2021	Deviation from planned target to Actual Achievement 2020/2021	Reasons for deviations
Modernised provincial ICT infrastructure with connectivity	Expand the current GBN network	Number of sites provided with voice over internet protocol (VOIP)	78	30	30	31	1 site provided with VOIP above target.	The overall annual target was met and exceeded by one site during the period under review.
		Number of sites provided with LAN	-	27	90	108	18 sites provided with LAN above target.	The overall annual target was overachieved due requests to provide additional sites.
		Number of core network nodes upgraded	-	2	2	2	Target achieved	None.
		Upgrade of the Internet bandwidth	-	N/A	5Gbps	8Gbps	3Gbps upgrade of the internet bandwidth above target.	The Department was able to upgrade the bandwidth to 8Gbps at no additional cost.

**Actual achievement must be reported in relation to the performance information reflected in the originally tabled Annual Performance Plan (In the instance where a department did not re-table the Annual Performance Plan in the financial year under review) OR in relation to the performance information reflected in the re-tabled Annual Performance Plan.

Strategy to overcome areas of under performance

None.

Performance in relation to Standardised Outputs and Output Indicators for Sectors with Concurrent Functions

The Department does not have a core set of standardised outputs and output indicators.

COVID-19 Table 1 (Modernised Provincial ICT Infrastructure and Connectivity): Progress on Institutional Response to the COVID-19 Pandemic

Budget Programme	Intervention	Geographic location (Province/ District/local municipality) (Where Possible)	No. of beneficiaries (Where Possible)	Disaggregation of Beneficiaries (Where Possible)	Total budget allocation per intervention (R'000)	Contribution to the Outputs in the APP (where applicable)	Immediate outcomes
ICT Shared Services	The provision of GBN services to the Provincial Command Centre.	City of Johannesburg-Ormonde. GPS coordinates	All 14 GPG Departments	All 14 GPG Departments, MEC HODs and support staff-WIFI	None.	None	Modernised ICT infrastructure and connectivity
ICT Shared Services	Supporting executive (Premier, MEC, HOD, COVID19 Forums) Limiting human face to face interaction by Initialisation of virtual meeting and remote connectivity on various virtual meeting platforms	Various Homes and Private offices.	All 14 GPG Departments, GPL, and some Municipalities	All 14 GPG Exco members, Some GPL members, Mayors, SAPS Provincial Commissioner and Support staff	None	None	Modernised ICT infrastructure and connectivity
ICT Shared Services	Supporting Department (HOD offices with their executive meetings) Remote assistance via various platforms i.e. MS teams, Cisco, Zoom, Any desk, etc	City of Johannesburg-Ormonde. JHB CBD and various Homes within the Gauteng borders	All 14 GPG Departments	All 14 GPG Departments HoDs, DDGs and Support staff	None	None	Modernised ICT infrastructure and connectivity

4.2.2 Sub-programme Digital platform, e-Services and Applications

Purpose

- To establish an ICT e-Government governance structure; to build an enabling ICT infrastructure, and platform for common GCR e-Services and to promote the usage of e-Government services.

Sub-programmes

- Digital Platform, e-Services and Applications

Institutional outcomes

- Outcome: Provincial services on Digital Platform

Outcomes, outputs, output indicators, targets and actual achievements

100% of the targets under the ICT applications subprogramme were achieved. The following targets were overachieved. 10 new e-Services developed were overachieved due to additional request received, 8 Data Analytics Projects executed were also achieved due to the demand for data related to Covid-19 programmes, 13 new ERP innovations implemented were overachieved and increased demand for digitised services and automation of manual processes due to Covid-19.

Table 4.2.2.a:

The table below illustrate Programme 2 performance against the originally tabled Annual Performance in the year under review.

Sub-programme: Digital Platform, e-Services and Applications									
Outcome	Output	Output Indicator	Audited Actual Performance 2018/2019	Audited Actual Performance 2019/2020	Planned Annual Target 2020/2021	*Actual Achievement 2020/2021 until date of re-tabling	Deviation from planned target to Actual Achievement 2020/2021	Reasons for deviations	Reasons for revisions to the Outputs / Output indicators / Annual Targets
Provincial services on Digital Platform	Government services on digital platform	Number of new e-Services developed	6	7	6	0	6 new e-Services developed below target	Target not applicable for the period before re-tabling. The Quarter 1 target was zero (0)	The target was revised due to high demand as a result of Lockdown.
		Number of e-Services tested by the DAV Centre	10	6	6	0	6 e-Services tested by the DAV Centre below target	Target not applicable for the period before re-tabling. The Quarter 1 target was zero (0)	None.
		Number of Open Data Sets published	-	4	8	0	8 Open Data Sets published below target	Target not applicable for the period before re-tabling. The Quarter 1 target was zero (0)	None
		Number of Data Analytics Projects executed	1	2	2	0	2 Data Analytics Projects executed below target	Target not applicable for the period before re-tabling. The Quarter 1 target was zero (0)	The target was revised due to high demand as a result of the Lockdown.
		Number of new ERP innovations implemented	-	10	10	2	8 new ERP innovation implemented below target	The target was not achieved due to unavailability of stakeholders due to Covid 19 pandemic.	None.

* Although the deviation from planned target to actual target is calculated based on the Annual target in accordance with the Annual Report Guide for National and Provincial Departments issued by the National Treasury on the 31 March 2021, it should be noted that the actual achievements for indicators/targets in the above table do not reflect performance for the entire 2020/21 financial year, but only for Quarter 1 (April to June 2020) of 2020/21 financial year.

Table 4.2.2.b:

The table below illustrate Programme 2 performance against the revised tabled Annual Performance Plan in the year under review.

Subprogramme: Digital Platform, e-Services and Applications								
Outcome	Output	Output Indicator	Audited Actual Performance 2018/2019	Audited Actual Performance 2019/2020	Planned Annual Target 2020/2021	*Actual Achievement 2020/2021	Deviation from planned target to Actual Achievement 2020/2021	Reasons for deviations
Government services on Digital platform on digital platform	Government services on digital platform	Number of new e-Services developed	6	7	8	10	2 new e-services developed above target.	Target was overachieved due to additional requests received.
		Number of e-Services tested by the DAV Centre	10	6	6	6	Target Achieved	None
		Number of Open Data Sets published	-	4	8	8	Target Achieved	None.
		Number of Data Analytics Projects executed	1	2	4	8	4 Data analytics projects executed above target.	Target was overachieved due to the demand for data related to Covid-19 programmes.
		Number of new ERP innovations implemented	-	10	10	13	3 new ERP innovations implemented above target.	The target was met and exceeded because of the catchup plan implemented to cover non-achievement during the period under review and increased demand for digitised services and automation of manual processes due to Covid-19.

**Actual achievement must be reported in relation to the performance information reflected in the originally tabled Annual Performance Plan (In the instance where a department did not re-table the Annual Performance Plan in the financial year under review) OR in relation to the performance information reflected in the re-tabled Annual Performance Plan.

Strategy to overcome areas of under performance

None.

Performance in relation to Standardised Outputs and Output Indicators for Sectors with Concurrent Functions

The Department does not have a core set of standardised outputs and output indicators.

COVID-19 Table 2 (Digital Platform, e-Services and Applications): Progress on Institutional Response to the COVID-19 Pandemic

Budget Programme	Intervention	Geographic location (Province/ District/local municipality) (Where Possible)	No. of beneficiaries (Where Possible)	Disaggregation of Beneficiaries (Where Possible)	Total budget allocation per intervention (R'000)	Contribution to the Outputs in the APP (where applicable)	Immediate outcomes
ICT Shared Services	New e-services developed in response to Covid-19 required support/ Development of the Pre-screening application	Gauteng- across all municipalities	Gauteng- across all municipalities, all 14 GPG Departments	Gauteng- across all municipalities, all 14 GPG Departments	None	1 e-service developed (GPG Covid Screening App)	Provincial services on digital platform

4.2.3 Sub-programme Provincial ICT Oversight and Governance

Purpose

- To establish an ICT e-Government governance structure; to build an enabling ICT infrastructure, and platform for common GCR e-Services and to promote the usage of e-Government services.

Sub-programmes

- Provincial ICT Oversight and Governance

Institutional outcomes

- Outcome: Provincial ICT oversight and governance

Outcomes, outputs, output indicators, targets and actual achievements

100% of the targets under Provincial ICT Oversight and Governance subprogramme were achieved. The 3 Provincial ICT standards and 2 ICT lifecycle roadmap were developed in ensuring the GPG stay in line with the technological advances. The 4IR strategy to position the province as a smart connected and competitive player in the age of 4IR were also developed.

Table 4.2.3.a:

The table below illustrate Programme 2 performance against the originally tabled Annual Performance in the year under review

Sub-programme: Provincial ICT Oversight and Governance									
Outcome	Output	Output Indicator	Audited Actual Performance 2018/2019	Audited Actual Performance 2019/2020	Planned Annual Target 2020/2021	*Actual Achievement 2020/2021 until date of re-tabling	Deviation from planned target to Actual Achievement 2020/2021	Reasons for deviations	Reasons for revisions to the Outputs / Output indicators / Annual Targets
Provincial ICT oversight and governance	Strengthen ICT governance in the province	Number of provincial ICT standards developed	4	3	3	0	3 provincial ICT standards developed below target	Target not applicable for the period before re-tabling. The Quarter 1 target was zero (0)	None.
		Number of ICT life cycle roadmaps developed	-	2	2	0	2 ICT life cycle roadmaps developed below target	Target not applicable for the period before re-tabling. The Quarter 1 target was zero (0)	None.
		Provincial 4IR strategy developed	-	N/A	Provincial 4IR strategy developed	0	Provincial 4IR strategy developed below target	Target not applicable for the period before re-tabling. The Quarter 1 target was zero (0)	None
		Data and AI ethics forum established within the GCR	-	N/A	Data and AI ethics forum established within the GCR	0	Data and AI ethics forum established within the GCR below target	Target not applicable for the period before re-tabling. The Quarter 1 target was zero (0)	None

* Although the deviation from planned target to actual target is calculated based on the Annual target in accordance with the Annual Report Guide for National and Provincial Departments issued by the National Treasury on the 31 March 2021, it should be noted that the actual achievements for indicators/targets in the below table do not reflect performance for the entire 2020/21 financial year, but only for Quarter 1 (April to June 2020) of 2020/21 financial year.

Table 4.2.3.b:

The table below illustrate Programme 2 performance against the revised tabled Annual Performance Plan in the year under review

Subprogramme: Provincial ICT Oversight and Governance								
Outcome	Output	Output Indicator	Audited Actual Performance 2018/2019	Audited Actual Performance 2019/2020	Planned Annual Target 2020/2021	*Actual Achievement 2020/2021	Deviation from planned target to Actual Achievement 2020/2021	Reasons for deviations
Provincial ICT oversight and governance	Strengthen ICT governance in the province	Number of provincial ICT standards developed	4	3	3	3	Target Achieved	None
		Number of ICT life cycle roadmaps developed	-	2	2	2	Target Achieved	None
		Provincial 4IR strategy developed	-	N/A	Provincial 4IR strategy developed	Provincial 4IR strategy developed	Target Achieved	None
		Data and AI ethics forum established within the GCR	-	N/A	Data and AI ethics forum established within the GCR	Data and AI ethics forum established within the GCR	Target Achieved	None

**Actual achievement must be reported in relation to the performance information reflected in the originally tabled Annual Performance Plan (In the instance where a department did not re-table the Annual Performance Plan in the financial year under review) OR in relation to the performance information reflected in the re-tabled Annual Performance Plan.

Strategy to overcome areas of under performance

None required.

Reporting on the Institutional Response to the COVID-19 Pandemic

This is not applicable.

Performance in relation to Standardised Outputs and Output Indicators for Sectors with Concurrent Functions

The Department does not have a core set of standardised outputs and output indicators.

COVID 19 Table 3 (Provincial ICT Oversight and Governance): Progress on Institutional Response to the COVID-19 Pandemic

Budget Programme	Intervention	Geographic location (Province/ District/local municipality) (Where Possible)	No. of beneficiaries (Where Possible)	Disaggregation of Beneficiaries (Where Possible)	Total budget allocation per intervention (R'000)	Budget spent per intervention	Contribution to the Outputs in the APP (where applicable)	Immediate outcomes
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

4.2.4 Sub-programme: ICT Solutions advocacy, facilitation and Communications

Purpose

- To establish an ICT e-Government governance structure; to build an enabling ICT infrastructure, and platform for common GCR e-Services and to promote the usage of e-Government services.

Sub-programmes

- ICT Solutions advocacy, facilitation and Communications

Institutional outcomes

- Outcome: Provincial services on digital platform

Outcomes, outputs, output indicators, targets and actual achievements

100% of the targets under the ICT Solutions advocacy, facilitation and Communications subprogramme were achieved. The 6 Surveys and 2 research studies conducted were overachieved due requests to conduct additional surveys and research respectively. The Department has also been advocating the usage of e-services through various platforms, 5 new e-services were overachieved due to the catchup plan put in place to address underachievement in previous quarters.

Table 4.2.4.a:

The table below illustrate Programme 2 performance against the originally tabled Annual Performance in the year under review

Sub-programme: ICT Solutions advocacy, facilitation and Communications									
Outcome	Output	Output Indicator	Audited Actual Performance 2018/2019	Audited Actual Performance 2019/2020	Planned Annual Target 2020/2021	*Actual Achievement 2020/2021 until date of re-tabling	Deviation from planned target to Actual Achievement 2020/2021	Reasons for deviations	Reasons for revisions to the Outputs / Output indicators / Annual Targets
Provincial services on digital platform	Customer satisfaction index and feedback facilitated	Number of Surveys conducted	-	6	6	2	None	None	None
		Number of research studies conducted	-	N/A	2	0	2 research studies conducted below target	Target not applicable for the period before re-tabling. The Quarter 1 target was zero (0)	None
		Number of advocacy awareness campaigns conducted on e-services	6	6	5	0	5 e-services awareness campaigns conducted below target	Target not applicable for the period before re-tabling. The Quarter 1 target was zero (0)	The indicator was revised to provide clarity.

* Although the deviation from planned target to actual target is calculated based on the Annual target in accordance with the Annual Report Guide for National and Provincial Departments issued by the National Treasury on the 31 March 2021, it should be noted that the actual achievements for indicators/targets in the above table do not reflect performance for the entire 2020/21 financial year, but only for Quarter 1 (April to June 2020) of 2020/21 financial year.

Table 4.2.4.b:

The table below illustrate Programme 2 performance against the revised tabled Annual Performance Plan in the year under review.

Sub-programme: ICT Solutions advocacy, facilitation and Communications								
Outcome	Output	Output Indicator	Audited Actual Performance 2018/2019	Audited Actual Performance 2019/2020	Planned Annual Target 2020/2021	*Actual Achievement 2020/2021	Deviation from planned target to Actual Achievement 2020/2021	Reasons for deviations
Provincial services on digital platform	Customer satisfaction index and feedback facilitated	Number of Surveys conducted	-	6	6	7	1 survey conducted above target	The target was overachieved due to a request to conduct an additional survey.
		Number of research studies conducted	-	N/A	2	3	1 research study conducted above target	The target was overachieved due to a request for an additional research study
		Number of e-services awareness campaigns conducted	6	6	5	7	2 e-service awareness campaigns conducted above target	The target was overachieved due to a catchup plan to address underachievement in previous quarters.

**Actual achievement must be reported in relation to the performance information reflected in the originally tabled Annual Performance Plan (In the instance where a department did not re-table the Annual Performance Plan in the financial year under review) OR in relation to the performance information reflected in the re-tabled Annual Performance Plan.

Strategy to overcome areas of under performance

None.

Reporting on the Institutional Response to the COVID-19 Pandemic

This is not applicable.

Performance in relation to Standardised Outputs and Output Indicators for Sectors with Concurrent Functions

The Department does not have a core set of standardised outputs and output indicators.

COVID-19 Table 4 (ICT Solutions, Advocacy, Facilitation and Communications): Progress on Institutional Response to the COVID-19 Pandemic

Budget Programme	Intervention	Geographic location (Province/ District/local municipality) (Where Possible)	No. of beneficiaries (Where Possible)	Disaggregation of Beneficiaries (Where Possible)	Total budget allocation per intervention (R'000)	Budget spent per intervention	Contribution to the Outputs in the APP (where applicable)	Immediate outcomes
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

4.2.5 Sub-programme: Ensure that Gauteng is a hub of 4th Industrial Revolution skills

Purpose

- To establish an ICT e-Government governance structure; to build an enabling ICT infrastructure, and platform for common GCR e-Services and to promote the usage of e-Government services.

Outcomes, outputs, output indicators, targets and actual achievements

20% of the targets under the ICT Industry Stimulation and Skills Development subprogramme was achieved. The 80 Township based ICT entrepreneurs supported were overachieved due to the high response rate to Tshimologong interventions and an additional training intervention on diversity.

Sub-programmes

- Ensure that Gauteng is a hub of 4th Industrial Revolution skills

Institutional outcomes

- Outcome: ICT industry and skills development stimulated

Table 4.2.5.a:

The table below illustrate Programme 2 performance against the originally tabled Annual Performance in the year under review

Sub-programme: Ensure that Gauteng is a hub of 4th Industrial Revolution skills									
Outcome	Output	Output Indicator	Audited Actual Performance 2018/2019	Audited Actual Performance 2019/2020	Planned Annual Target 2020/2021	*Actual Achievement 2020/2021 until date of re-tabling	Deviation from planned target to Actual Achievement 2020/2021	Reasons for deviations	Reasons for revisions to the Outputs / Output indicators / Annual Targets
ICT industry and skills development stimulated	ICT industry stimulation and entrepreneurship	Number of Township based ICT entrepreneur supported	50	20	80	0	80 Township based ICT entrepreneur supported below target	Target not applicable for the period before re-tabling. The Quarter 1 target was zero (0)	The indicator was revised so that the department can report on all ICT entrepreneurs supported in Gauteng regardless of geographical area.
		Number of GPG staff benefitting from ICT skills development programme	-	170	20 000	0	20 000 GPG staff trained on an online platform below target	Target not applicable for the period before re-tabling. The Quarter 1 target was zero (0)	The COVID-19 pandemic has an impact in achieving this target; and the limited access to the relevant resources, such as laptops, internet connectivity and data. There will be a financial implication for data and online exam vouchers.
		Number of youths placed for experiential learning	25	106	100	0	100 youths placed for experiential learning below target	Target not applicable for the period before re-tabling. The Quarter 1 target was zero (0)	None
		Number of people benefiting from ICT bursaries	20	11	80	0	80 people benefiting from ICT bursaries below target	Target not applicable for the period before re-tabling. The Quarter 1 target was zero (0)	None

*Although the deviation from planned target to actual target is calculated based on the Annual target in accordance with the Annual Report Guide for National and Provincial Departments issued by the National Treasury on the 31 March 2021, it should be noted that the actual achievements for indicators/targets in the above table do not reflect performance for the entire 2020/21 financial year, but only for Quarter 1 (April to June 2020) of 2020/21 financial year.

Table 4.2.5.b:

The table below illustrate Programme 2 performance against the revised tabled Annual Performance Plan in the year under review.

Sub-programme: Ensure that Gauteng is a hub of 4 th Industrial Revolution skills								
Outcome	Output	Output Indicator	Audited Actual Performance 2018/2019	Audited Actual Performance 2019/2020	Planned Annual Target 2020/2021	*Actual Achievement 2020/2021	Deviation from planned target to Actual Achievement 2020/2021	Reasons for deviations
ICT industry and skills development stimulated	ICT industry stimulation and entrepreneurship	Number of previously disadvantaged ICT entrepreneurs supported	50	N/A	80	104	24 previously disadvantaged entrepreneurs supported above target	The target was overachieved due to the high response rate to Tshimologong interventions and an additional training intervention on values.
		Number of GPG staff trained on an online platform	-	170	20 000	3169	16 831 GPG staff trained on an online platform below target	The available training was accessed by a limited number of staff.
		Number of youths placed for experiential learning	25	106	100	0	100 youths placed for experiential learning below target	The placement of learners was delayed due to the Covid-19 lockdown. There was no internal recruitment of youth.
		Number of people benefiting from ICT bursaries	20	11	80	9	71 people benefiting from ICT bursaries below target	This is a demand-based target. Although the organisation is committed to the provision of study assistance in ICT, it is a voluntary process from employees and also highly dependent on acceptance at the relevant institutions.
		Number of people benefiting from ICT skills development programme (Action Lab Programme)	-	250	75 000	777	74 223 people benefiting from ICT skills development programme (Action Lab Programme) below target	The Covid-19 lockdown has resulted in ICT partners not providing training. When training was rolled out, youth could not access the training due to device compatibility and lack of access to data.

**Actual achievement must be reported in relation to the performance information reflected in the originally tabled Annual Performance Plan (In the instance where a department did not re-table the Annual Performance Plan in the financial year under review) OR in relation to the performance information reflected in the re-tabled Annual Performance Plan.

Strategy to overcome areas of under performance

Advocacy is ongoing and a prospectus has been developed. A formal communication to all HODs will be distributed to outline ICT upskilling. The Department to host youths for experiential learning in the new financial year. The Department will stimulate career development discussions between employees and manager for a coordinated approach. Ongoing collaboration with partners where programmes are identified, and a clear description of evidence communicated.

Performance in relation to Standardised Outputs and Output Indicators for Sectors with Concurrent Functions

The Department does not have a core set of standardised outputs and output indicators.

Reporting on the Institutional Response to the COVID-19 Pandemic

COVID-19 Table 5 (Ensure that Gauteng is a Hub of 4th Industrial Revolution Skills): Progress on Institutional Response to the COVID-19 Pandemic

Budget Programme	Intervention	Geographic location (Province/ District/local municipality) (Where Possible)	No. of beneficiaries (Where Possible)	Disaggregation of Beneficiaries (Where Possible)	Total budget allocation per intervention (R'000)	Contribution to the Outputs in the APP (where applicable)	Immediate outcomes
ICT Shared Services	Facilitate and provide online Microsoft Azure training (commonly referred to as Azure Thursdays) Increase of ICT skills and knowledgebase	Gauteng- across all municipalities	Open to the 14 GPG Departments staff members	Open to the 14 GPG Departments staff members	None	None	ICT industry and skills development stimulated

Linking performance with budgets

Table 4.2.e (Information Communication Technology Shared Services) Table Programme expenditure

Information Communication Technology (ICT) Shared Services	2020/2021			2019/2020		
	Final Appropriation	Actual Expenditure	(Over)/Under Expenditure	Final Appropriation	Actual Expenditure	(Over)/Under Expenditure
	R'000	R'000	R'000	R'000	R'000	R'000
Applications	198 207	107 396	90 811	289 022	285 050	3 972
Operations	787 492	736 016	51 476	712 571	712 571	-
Business Alignment	36 387	31 059	5 328	38 161	30 741	7 420
Information Communications Technology Programme Support	924	611	313	3 120	2 729	391
Total for sub programmes	1 023 010	875 082	147 928	1 042 874	1 031 091	11 783

4.3 Programme 3: Human Resource Services

Purpose

- To modernise HR business processes within the GPG through provisioning of ICT systems and promoting their optimal utilisation, and to produce analytical HR information useful for purposes of decision making.

Sub-programmes

- Human Resources Cluster (HRA)
- Automation, Payroll SMS and IOD
- Debt Management
- Employee Exits

Institutional outcomes

- Outcome: Modernised provincial ICT services

Outcomes, outputs, output indicators, targets and actual achievements

67% of the targets under the Human Resource Shared sub programme were achieved. The 12 ePMDs advocacy workshops conducted in GPG was overachieved due to additional requests received.

Table 4.3.1.a:

The table below illustrates Programme 3 performance against the originally tabled Annual Performance in the year under review

Programme / Sub-programme: Human Resources Services									
Outcome	Output	Output Indicator	Audited Actual Performance 2018/2019	Audited Actual Performance 2019/2020	Planned Annual Target 2020/2021	* Actual Achievement 2020/2021 until date of re-tabling	Deviation from planned target to Actual Achievement 2020/2021	Reasons for deviations	Reasons for revisions to the Outputs / Output indicators / Annual Targets
Modernised provincial ICT infrastructure with connectivity	Roll out full ESS modules	Number of ESS advocacy workshops conducted in GPG entities	6	12	12	0	12 ESS advocacy workshops conducted in GPG entities below target	Due to Covid 19 virus meetings could not be held because all targeted schools were closed	The indicator was revised due to that initially the targets on advocacy and trainings were to be rolled out in schools. The Department utilised alternative platforms to achieve the set targets.
		Number of GPG entities with HR ESS modules roll out	9	9	12	0	12 GPG entities with HR ESS modules roll out below target	Due to Covid 19 HR ESS modules could not be rolled out	The indicator was revised due to that initially the targets on advocacy and trainings were to be rolled out in schools. The Department utilised alternative platforms to achieve the set targets.

Programme / Sub-programme: Human Resources Services

Outcome	Output	Output Indicator	Audited Actual Performance 2018/2019	Audited Actual Performance 2019/2020	Planned Annual Target 2020/2021	*Actual Achievement 2020/2021 until date of re-tabling	Deviation from planned target to Actual Achievement 2020/2021	Reasons for deviations	Reasons for revisions to the Outputs / Output indicators / Annual Targets
		Number of ESS training conducted in GPG entities	9	10	12	0	12 ESS training conducted in GPG entities below target	Due to Covid 19 HR ESS training could not be conducted	The indicator was revised due to that initially the targets on advocacy and trainings were to be rolled out in schools. The Department utilised alternative platforms to achieve the set targets.

*Although the deviation from planned target to actual target is calculated based on the Annual target in accordance with the Annual Report Guide for National and Provincial Departments issued by the National Treasury on the 31 March 2021, it should be noted that the actual achievements for indicators/targets in the above table do not reflect performance for the entire 2020/21 financial year, but only for Quarter 1 (April to June 2020) of 2020/21 financial year.

Table 4.3.1.b:

The table below illustrate Programme 3 performance against the revised tabled Annual Performance Plan in the year under review

Programme / Sub-programme: Human Resources Services								
Outcome	Output	Output Indicator	Audited Actual Performance 2018/2019	Audited Actual Performance 2019/2020	Planned Annual Target 2020/2021	**Actual Achievement 2020/2021	Deviation from planned target to Actual Achievement 2020/2021	Reasons for deviations
Modernised provincial ICT infrastructure with connectivity	Roll out full ESS modules	Number of ePMDS advocacy workshops conducted in GPG departments and entities	6	N/A	12	13	1 ePMDS advocacy workshops conducted in GPG departments and entities above target	The annual target was overachieved due to additional requests received
		Number of GPG departments and entities with ePMDS module rollout	9	N/A	12	12	Target achieved	None
		Number of GPG departments and entities trained on online ePMDS module	9	N/A	12	11	1 departments and entities trained on online ePMDS module below target	The annual target was however not met because GDE had not received buy-in from Organised Labour to allow the training to commence.

**Actual achievement must be reported in relation to the performance information reflected in the originally tabled Annual Performance Plan (In the instance where a department did not re-table the Annual Performance Plan in the financial year under review) OR in relation to the performance information reflected in the re-tabled Annual Performance Plan.

Strategy to overcome areas of under performance

The department will follow up the matter with the client department in the next financial year.

Performance in relation to Standardised Outputs and Output Indicators for Sectors with Concurrent Functions

The Department does not have a core set of standardised outputs and output indicators.

Reporting on the Institutional Response to the COVID-19 Pandemic

This is not applicable.

COVID -19 Table 6 (Human Resource Services):
Progress on Institutional Response to the COVID-19 Pandemic

Budget Programme	Intervention	Geographic location (Province/District/local municipality) (Where Possible)	No. of beneficiaries (Where Possible)	Disaggregation of Beneficiaries (Where Possible)	Total budget allocation per intervention (R'000)	Budget spent per intervention	Contribution to the Outputs in the APP (where applicable)	Immediate outcomes
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Linking performance with budgets

Table 4.3.c: (Human Resource Services) Programme expenditure

Human Resource Services	2020/2021			2019/2020		
	Final Appropriation	Actual Expenditure	(Over)/Under Expenditure	Final Appropriation	Actual Expenditure	(Over)/Under Expenditure
	R'000	R'000	R'000	R'000	R'000	R'000
HR Chief DIR Support	2 799	2 672	127	2 518	2 518	-
HR Administration Cluster 1	27 862	27 832	30	26 366	26 366	-
HR Administration Cluster 2	23 985	22 060	1 925	28 098	26 339	1 759
HR Information Management	6 095	5 213	882	6 128	5 339	789
Payroll Services	28 741	27 227	1 514	28 466	26 266	2 200
Debt Administration	26 172	24 613	1 559	24 827	23 782	1 045
Injury on duty	8 717	8 674	43	8 523	8 523	-
Total for sub programmes	124 371	118 291	6 080	124 926	119 133	5 793

5. TRANSFER PAYMENTS

5.1. Transfer payments to public entities

Public entities receive sizeable transfer payments from government and are often the front-line providers of services on behalf of government. It is therefore important to understand the impact of these services on the community. Departments are requested to provide information on the services provided by these public entities, transfer payments to the public entities, the actual amount spent

from the transfer received by the public entities, strategic achievements of the public entity. Departments must also comment on monthly monitoring systems or the lack thereof to monitor spending on such transfer payments. If such monitoring did take place, departments must provide details of difficulties experienced and what steps (if any) were taken to rectify such difficulties

Name of Public Entity	Key Outputs of the public entity	Amount transferred to the public entity	Amount spent by the public entity	Achievements of the public entity
		R'000	R'000	
Witwatersrand (DAV Centre)	The precinct provides facilities for ICT research and development, training and skills development in ICT and for the support and incubation of digital entrepreneurship.	22,800	22,800	The precinct provides facilities for ICT research and development, training and skills development in ICT and for the support and incubation of digital entrepreneurship.

5.2. Transfer payments to all organisations other than public entities

The table below reflects the transfer payments made for the period 1 April 2020 to 31 March 2021

Name of transferee	Type of organisation	Purpose for which the funds were used	Did the dept. comply with s 38 (1) (j) of the PFMA	Amount transferred (R'000)	Amount spent by the entity	Reasons for the funds unspent by the entity
N/A	N/A	N/A	N/A	N/A	N/A	N/A

The table below reflects the transfer payments which were budgeted for in the period 1 April 2020 to 31 March 2021. No transfer payments were made.

Name of transferee	Purpose for which the funds were to be used	Amount budgeted for (R'000)	Amount transferred (R'000)	Reasons why funds were not transferred
N/A	N/A	N/A	N/A	N/A

6. CAPITAL INVESTMENT

6.1. Capital investment, maintenance and asset management plan

- **Progress made on implementing the capital, investment and asset management plan.**

2020/21 Asset management strategy progress is as follows: 99% accurate and complete Assets Verification, Zero asset misallocations and approved asset reconciliations balancing with the General ledger & Trial Balance as at 31 March 2021, Complete & Accurate Comprehensive Asset Register as at 31 March 2021.

- **Infrastructure projects which have been completed in the current year and the progress in comparison to what was planned at the beginning of the year. Provide reasons for material variances (2% variance)**

Procurement and installation of computer equipment for Gauteng Broadband network two core sites, 82 Grayston and Chris Hani. This project was planned at the beginning of the year to be implemented in 2020/21 and it has been finalised. These assets are already connected and working.

- **Infrastructure projects that are currently in progress (list projects) and when are they expected to be completed,**

The Gauteng Broadband network project is expected to be completed in March 2022.

- **Plans to close down or down-grade any current facilities,**

Currently there are no plans to close down or down grade any facilities. However most of the Government buildings that are connected on the GBN (Gauteng broadband Network) are leased and it is difficult to know when the lease agreements will expire.

- **Progress made on the maintenance of infrastructure**

Gauteng broadband Network has two backup generators that are maintained on a monthly basis. The Network equipment is patched and loaded with the current operating system software.

- **Developments relating to the above that are expected to impact on the department's current expenditure.**

The procurement of the Huawei Co-Care Support.

- **Details as to how asset holdings have changed over the period under review, including information on disposals, scrapping and loss due to theft**

There are no disposals, scrapping and loss due to theft in this current year.

- **Measures taken to ensure that the department's asset register remained up-to-date during the period under review**

The Department conducted asset verification process, updating asset register with asset verification results and asset movements.

- **The current state of the department's capital assets, for example what percentage is in good, fair or bad condition**

82.88% of assets in asset register are in good condition, fair 11.66% and in bad condition 5.46%.

- **Major maintenance projects that have been undertaken during the period under review**

Fibre repairs at various GBN sites broken by external service providers i.e. building contractors.

- **Progress made in addressing the maintenance backlog during the period under review, for example, has the backlog grown or become smaller? Is the rate of progress according to plan? If not why not, and what measures were taken to keep on track**

None

Infrastructure projects	2020/2021			2019/2020		
	Final Appropriation R'000	Actual Expenditure R'000	(Over)/Under Expenditure R'000	Final Appropriation R'000	Actual Expenditure R'000	(Over)/Under Expenditure R'000
New and replacement assets	48,615	48,615	-	98,790	98,790	-
- Upgrades and additions	48,615	48,615	-	98,790	98,790	-
Total	48,615	48,615	-	98,790	98,790	-





PART C

GOVERNANCE

INTRODUCTION

The Department is committed to maintaining the highest standards of governance and recognises the need for good governance to ensure the following:

- Convergence of the work of different programmes to implement the mandate of the Department.
- Alignment of different functions aimed at achieving similar outcomes, to alleviate duplication within the Gauteng Provincial Government and resource wastage.
- Internalisation of a compliance culture to circumvent fraud and corruption
- Accountable management, monitoring and reporting on the implementation of commitments detailed in the Strategic Plan and Annual Performance Plan of the Department.

The Risk Management Committee and the Audit Committee are in place to provide assurance on the compliance and governance matters as oversight structures. These Oversight Committees meet at least quarterly in a financial year.

The Department has a functional Executive Management Team (EMT) that oversees the effective and efficient management of the Department. EMT meets on a scheduled regular basis and its members include Member of Executive (MEC), Head of Department (HOD), Deputy Director Generals, Chief Financial Officer, All Chief Directors, Chief Risk Officer and the Director in the Office of the HOD.

1. RISK MANAGEMENT

The department's risk management is guided by the approved Risk Management Policy Framework. The Risk Management Implementation Plan which details the initiatives and activities of the department is approved by the Head of Department. The risk assessment of the department is performed annually wherein emerging risks are identified on an ongoing basis. The risk management directorate follow-ups on the implementation of the risk mitigations plans to ensure that there is implementation, to manage the risks and reduce the exposure. Business units own their operational risk registers to monitor and implement the mitigation plans as per the agreed dates.

The department has a functional Risk Management Committee. The Audit Committee provides an independent oversight on the effectiveness of risk management in the Department.

2. FRAUD AND CORRUPTION

The Department have an approved Fraud Prevention Plan which includes the Fraud Policy and Response Plan. The Plan provide guidelines of activities to be performed by different business units within the Department to prevent, detect and report fraud and corruption activities guided by the Prevention and Combating of Corrupt Activities Act (PRECCA), to fight fraud and corruption.

The Department also complies with administrative justice legislation like Promotion of Administrative Justice Act (PAJA) and Promotion of Access to Information Act (PAIA) by subjecting certain tenders for public awards.

The Department also complies with administrative justice legislation like Promotion of Administrative Justice Act (PAJA) and Promotion of Access to Information Act (PAIA) by subjecting certain tenders for public awards.

As part of the Prevention measures all Senior managers, Supply Chain Management and other designated officials are subjected to a vetting process. The Department also conducts background checks on all new appointees during the recruitment process.

3. MINIMISING CONFLICT OF INTEREST

Chapter 3 of the Public Service Regulations requires that all Senior Management Service (SMS) members declare their financial interests and submit these by the 30th of April of each year and that the Executive Authority should submit these to the Public Service Commission by the 30th of May.

The Public Service Regulations (PSR) 2016 extended the requirement for annual financial disclosures interest to include middle management and officials on levels 1-10 employed within Supply Chain Management and Financial Management 'other designated categories. The Department complied fully with both the legislated deadlines for the year under review. As part of the prevention measures all senior managers, Supply Chain Management and other designated officials were subjected to a vetting process. The Department also conducts background checks on all new appointees during the recruitment process.

4. CODE OF CONDUCT

The revision of Public Service Regulations in 2016 has resulted in changes to the Public Sector Code of Conduct. The Department enrolled departmental officials with the National School of Governance for an Ethics Online Course dealing with the Code of Conduct through their e-Learning programme.

5. HEALTH SAFETY AND ENVIRONMENTAL ISSUES

The Department has an approved Occupational Health and Safety (OHS) Policy. The OHS Committee was functional during the year under review. No training has been done for departmental health and safety representatives during the year under review however training was done in the previous financial year. The first aid kits were accessible during the financial year.

6. PORTFOLIO COMMITTEES

The Department engaged with the Finance Portfolio Committee on the following matters:

- 2020/21 Quarterly Reports
- 2019/20 Annual Report
- All issues raised by the Committee were addressed through Legislature processes.

7. SCOPA RESOLUTIONS

Resolution No.	Subject	Details	Response by the Department	Resolved (Yes/No)
1. 24 March 2021	Scopa oversight report on the report of the auditor-general of south africa to the gauteng provincial legislature on vote 13: gauteng department of e-government for the year ended 31 march 2020	1. Report on cybersecurity contract 2. Perpetual underspending on good and services	Complete	Yes
2. 26 March 2021	Scopa oversight report on the report of the auditor-general of south africa to the gauteng provincial legislature on vote 13: gauteng department of e-government for the year ended 31 march 2020	1. Resolutions on 3rd quarter performance report 2. Strengthening contract management with sita	Complete	Yes
3. 26 March 2021	Scopa oversight report on the report of the auditor-general of south africa to the gauteng provincial legislature on vote 13: gauteng department of e-government for the year ended 31 march 2020	Annual report 2019_2020: 1. Gas audit outcomes on gbn assets 2. Findings into investigation of irregular expenditure 3. Progress report on management of audit action plans	Complete	Yes
4. No. 132-2021	Scopa oversight report on the report of the auditor-general of south africa to the gauteng provincial legislature on vote 13: gauteng department of e-government for the year ended 31 march 2020	1. Scopa Oversight report on auditor General Department of e-Government Annual Report: 14 Progress Reports	Complete	Yes

8. PRIOR MODIFICATIONS TO AUDIT REPORTS (CFO)

Nature of qualification, disclaimer, adverse opinion and matters of non-compliance	Financial year in which it first arose	Progress made in clearing / resolving the matter
Qualification: Completeness of the GBN department's asset register	2019-20	- The department concluded the asset verification and recorded the results in the departmental asset register. - Internal Audit conducted an assurance audit to assist the department to address any internal control deficiencies that could have not been addressed adequately during the GBN asset verification process. - The Auditor-General's office also conducted an interim audit to assist in identifying any gaps that should be addressed by the department to ensure the GBN assets are adequately and accurately recorded in the asset register and disclosed in the AFS. - An annual financial statement review toolkit has been developed to assist in the overall analysis and review of AFS. - Established an Operation Clean Audit Committee, that meets on a weekly basis and reporting to HOD monthly. - A contract close-out report and the contract performance evaluation form has also been developed to monitor contracts, to assist in the identification and capping of any irregular, fruitless and wasteful expenditure. - Investigation into the prior years identified irregular, fruitless, and wasteful expenditure has been concluded. - The application process for the condonation of the prior year's irregular expenditure has been initiated.
Qualification: Usefulness and Reliability of the Department's Performance Information	2018-19	- The Department had utilized a Free Website Analytics tool that tracks website activity to determine the number of users on the website based on the frequency of traffic on the website. - The department has implemented a Microsoft Insight application monitoring tool that meets the audit requirements.

9. Internal control unit

The Department does not have a dedicated Internal Control Unit however the departmental Risk Management Unit performs some of the functions of an Internal Control Unit, such as following up on the implementation of the actions plans to address concerns raised by the Auditor General

10. Internal audit and audit committees (awaiting information from provincial treasury)

Key activities and objectives of the internal audit

Gauteng Audit Services (GAS) is a shared internal audit unit within GPG departments and entities; the programme is headed by a Chief Audit Executive (CAE) that reports functionally to the

GPG audit committees and administratively to the Gauteng Provincial Treasury (GPT) HOD. GAS comprises of three sub-programmes, i.e. Risk & Compliance Audit, Performance Audit, and IT Audit. GAS provides independent, objective assurance and consulting services that are designed to add value to and improve the operations of GPG departments and entities. This is done through a systematic, risk-based evaluation of governance, risk management and control practices thereby fuelling a culture of good governance within GPG.

GAS's wider objectives can be encapsulated as follows:

- Assess adequacy and effectiveness of internal controls
- Assess if decisions are properly authorized
- Review achievements of organization objectives
- Assess reliability and integrity of information
- Assess compliance with applicable, prescripts, laws, regulations and policies
- Assess efficiency, effectiveness, economy, and ethical conduct of business activities
- Follow-up previous audits to assess if remedial actions have been effectively implemented

• Audits executed in the 2020-21 Financial Year were as follows:

No	Audit Type	Audit Name
1.	IT Audit	Data analysis – SCM / HR FIN (2020-21, Q2)
2.	IT Audit	Patch management review
3.	IT Audit	Information security assessment (ICT)
4.	IT Audit	Information security assessment (HR & Physical Security)
5.	IT Audit	SAP SOD & Authorisation review
6.	IT Audit	ICT risk assessment
7.	IT Audit	User account management review (PERSAL)
8.	IT Audit	IT continuity review
9.	IT Audit	Data analysis – ETHICS / HR FIN (2020-21, Q4)
10.	Risk and Compliance	Occupational Health and Safety- Employee Safety and Wellness
11.	Risk and Compliance	Business Continuity Management
12.	Risk and Compliance	Supply Chain Management – Including COVID-19 Procurement
13.	Risk and Compliance	Follow up on Significant AG Findings
14.	Risk and Compliance	Asset Management
15.	Performance Audit	Audit on the Performance of the Department against Predetermined Objectives (Performance Info.)
16.	Performance Audit	Proactive Assurance 2021/22

- Attendance of audit committee meetings by audit committee members;

The table below discloses relevant information on the audit committee members:

Name	Qualifications	Internal or external	If internal, position in the department	Date appointed	Date Resigned	No. of Meetings attended
Sidwell Mofokeng	• MBA • Dip. Public Sector Finance • Certificate in Project Management • Certificate in Housing Program Management Development • Management Development Programme	External	Acting Chairperson	01 September 2016	Current	01
Palesa Moalusi	• Higher Diploma in Accounting • B. Com Accounting	External	Chairperson	01 September 2019	Current	04
Makhadi Myeni	• MBA • Btech Internal Auditing • National Diploma Internal Auditing	External	Member	01 September 2018	Current	05
Luyanda Mansfield Mangquku	• Higher Diploma in Accounting • Chartered Accountant • Masters in Business Leadership • Advanced Company Law I & II • Honours Bachelor in Accounting Science and Commerce	External	Member	11 August 2020	Current	04

11. AUDIT COMMITTEE REPORT

GAUTENG PROVINCIAL GOVERNMENT (GPG)

Report of the Audit Committee – Cluster 02

Gauteng Department of e-Government

We are pleased to present our report for the financial year ended 31 March 2021.

Audit Committee and attendance

The Audit Committee consists of the external Members listed hereunder and is required to meet a minimum of at least two times per annum as per the provisions of the Public Finance Management Act, 1999 (Act Number 1 of 1999) (PFMA). In terms of the approved Terms of Reference (GPG Audit Committee Charter), five meetings were held during the current year i.e., three meetings to consider

the Quarterly Performance Reporting (financial and non-financial) and two meetings to review and discuss the Annual Financial Statements and the Auditor-General of South Africa's (AGSA) Audit and Management Reports. An additional special meeting was also held to review and discuss the Annual Financial Statements.

Non-Executive members

Name of member

Number of meetings attended

Ms. Palesa Moalusi (Chairperson)	02
Mr. Sidwell Mofokeng (Acting Chairperson)	03
Ms. Makhadzi Miyen	04
Mr. Luyanda Mangquku	05

Executive members

In terms of the GPG Audit Committee Charter, officials listed hereunder are obliged to attend meetings of the Audit Committee:

Compulsory attendees

Number of meetings attended

Ms. Mmamokgadi Mashala (Acting Accounting Officer)	02
Mr. Cyril Baloyi (Accounting Officer)	03
Ms. Semposeng Mmope (Acting CFO)	01
Mr. Willie Sambo (Chief Financial Officer)	04
Ms. Semposeng Mmope (Chief Risk Officer)	05
Mr. Kweyama Velile (Chief Audit Executive)	05

The Audit Committee noted that the Accounting Officer and acting Accounting Officer attended all five scheduled Audit Committee meetings. Therefore, the Audit Committee is satisfied that the Department adhered to the provisions of the GPG Audit Committee Charter.

The Members of the Audit Committee met with the Senior Management of the Department, Internal Audit and the AGSA, individually and collectively to address risks and challenges facing the Department. Several in-committee meetings were held to address control weaknesses within the Department.

Audit Committee responsibility

The Audit Committee reports that it has complied with its charter in executing its responsibilities arising from section 38(1)(a) of the PFMA and Treasury Regulation 3.1.13. The Audit Committee also reports that it has adopted appropriate formal terms of reference as its Audit Committee Charter, has discharged its mandate in compliance with the approved Audit committee Charter.

The effectiveness of internal control and Information and Communication Technology (ICT) Governance

There were notable improvements regarding the administration of SAP user accounts, patch management practices within eGOV and IT continuity practices. Gaps were identified regarding the administration of user accounts for transversal applications, no clear roles and responsibilities between eGOV and user departments – specifically for terminations of user accounts. The absence of a security operating centre exposes GPG to cyber-attacks with their ever-evolving attack vectors. This was confirmed also as per the work of other assurance providers (network vulnerability assessments). Most GPG departments are not meeting their patch management thresholds – as confirmed through the patch management reviews conducted at select GPG departments; eGOV needs to strengthen controls in the areas of patch management across GPG departments to mitigate risks related to cyber attacks and the administration (termination) of user accounts for GPG departments to mitigate the risk of unauthorised access to business application systems.

The Audit Committee has observed that the overall control environment of the Department has improved in the year under review. The overall opinion of Internal Audit on the internal control design at the Department is adequate but ineffective.

The Audit Committee also reviewed the progress with respect to the ICT Governance in line with the ICT Framework issued by the Department of Public Services and Administration. The committee recommended that control environment should be strengthened in terms of supporting the GPG departments. The ICT internal controls did not materially improve in the financial year under review. The Audit Committee reports with concern the slow progress made on the formal control over the IT systems. Given the mandate of the Department regarding the provisioning of a common ICT infrastructure, the pervasive risks relating to cyber security and ICT continuity across the common ICT platforms should be constantly guarded against.

The Department did implement some of the recommendations made by the Audit Committee however the leadership challenges experienced by the organisation need further intervention and monitoring

Our review of the findings of the Internal Audit work, which was based on the risk assessments conducted in the department revealed certain weaknesses, which were then raised with the Department.

The following internal audit work was completed during the year under review:

- Follow up on Records Management Audit
- Supply Chain Management- Procure to Pay (RFQ)

- Follow up review on Asset Management findings
- Follow up on Significant AG Findings
- Audit on the Performance of the Department against Predetermined Objectives (Performance Info.)
- Proactive Assurance
- Patch management review
- Information security assessment (ICT)
- Information security assessment (HR & Physical Security)
- SAP Segregation of Duties & Authorisation review
- User account management review (PERSAL)
- IT risk assessment
- IT continuity review
- Data analysis - SCM / HR / FIN

It should be noted that, given the department's centrality and its core mandate of the department regarding the provisioning of a common ICT infrastructure – risks relating to Change Management Review, User Account Management, SAP application controls, SAP Authorisation & Segregation of Duties, Patch management, IT continuity across the common ICT platform should be constantly monitored and protected against any possible vulnerabilities and threats.

Furthermore, management should continue to pay special attention to Asset Management (GBN Assets), Supply Chain Management, Records Management and Performance Information.

Management committed to ensure that the findings from both internal audit and AGSA are addressed timeously.

Internal Audit

Internal Audit was effective during the financial year. The Audit Committee is satisfied that the Internal Audit Plan represents a clear alignment with the key risks, has adequate information systems coverage, and a good balance across the different categories of audits, i.e., risk based, standard/transversal, performance, and computer audits. From a resource point of view, Internal Audit needs to be adequately resourced and equipped to provide assurance on a greater number of risks especially in the ICT Environment.

The Audit Committee has noted considerable improvement in the communication between the Executive Management, the AGSA and the Internal Audit Function, which has strengthened the Corporate Governance initiatives within the Department. Combined assurance processes have been commenced with; however, the committee advised management to ensure that it is implemented, monitored, and reported regularly.

The coordination of efforts of internal audit and AGSA have been enhanced further during the year in the provision of assurance services. The Audit Committee is of the view that, this is a positive step towards achievement of fully effective combined assurance.

Internal Audit was assessed to be Generally Conformant with the International Standards for Professional Practice of Internal Auditing.

Risk Management

Progress on the departmental risk management was reported to the Audit Committee on a quarterly basis. The Audit Committee is satisfied that the actual management of risk is receiving attention and that its implementation can only improve with continued support from Senior Management.

The committee encouraged management to take full responsibility for the entire Enterprise Risk Management process and continue to support the Chief Risk Officer, to enhance the performance of the Department even further. The Audit Committee commended the department for finalizing appointment the independent Chairperson of the Risk Management Committee.

Forensic Investigations

One forensic investigation was reported to Provincial Forensic Services for the financial year under review. The investigation is still in progress. The Audit Committee noted with appreciation the timely appropriate remedial action taken by management.

The quality of quarterly reports submitted in terms of the PFMA and the Division of Revenue Act

The Audit Committee is satisfied with the content and quality of financial and non-financial quarterly reports prepared and submitted by the Accounting Officer of the Department during the year under review and confirms that the reports were in compliance with the statutory reporting framework.

Evaluation of the Annual Financial Statements

The Audit Committee undertook the following activities related to Annual Financial Statements:

- Reviewed and discussed the audited annual financial statements to be included in the Annual Report with the AGSA and the Accounting Officer
- Reviewed the Audit Report of the AGSA
- Reviewed the AGSA's Management Report and Management's response thereto
- Reviewed the Departments compliance with legal and regulatory provisions
- Reviewed significant adjustment resulting from the audit.

The Audit Committee concurs with and accepts the AGSA's conclusions on the Annual Financial Statements and is of the opinion that the audited Annual Financial Statements be accepted and read together with the Report of the AGSA. The Audit Committee acknowledges the improved audit opinion from Qualified to Unqualified Audit Opinion and advised the department to develop and implement the audit improvement plan.

One-on-One meetings with the Accounting Officer

The Audit Committee has met with the Accounting Officer for the Department to address unresolved issues.

One-on-One meetings with the Executive Authority

The Audit Committee has met with the Executive Authority for the Department to apprise the MEC on the performance of the Department.

Auditor-General of South Africa

The Audit Committee has met with the AGSA to ensure that there are no unresolved issues.



Mr. Sidwell Mofokeng

Acting Chairperson of the Audit Committee

Date: 13 August 2021

12. B-BBEE COMPLIANCE PERFORMANCE INFORMATION

The following table has been completed in accordance with the compliance to the BBBEE requirements of the BBBEE Act of 2013 and as determined by the Department of Trade and Industry.

Has the Department / Public Entity applied any relevant Code of Good Practice (B-BBEE Certificate Levels 1 – 8) with regards to the following:		
Criteria	Response Yes / No	Discussion (include a discussion on your response and indicate what measures have been taken to comply)
Determining qualification criteria for the issuing of licences, concessions or other authorisations in respect of economic activity in terms of any law?	No	The Department does not issue licenses, concessions.
Developing and implementing a preferential procurement policy?	Yes	The Department implements the current policy.
Determining qualification criteria for the sale of state-owned enterprises?	No	The Department is not responsible for the management and sale of state-owned enterprises.
Developing criteria for entering into partnerships with the private sector?	No	The Department did not have plans of entering into partnership with the private sector, in the year under review.
Determining criteria for the awarding of incentives, grants and investment schemes in support of Broad Based Black Economic Empowerment?	No	The Department does not award incentives, grants, and investment schemes.



PART D

HUMAN RESOURCE MANAGEMENT

1. INTRODUCTION

The information contained in this part of the annual report has been prescribed by the Minister for the Public Service and Administration for all departments in the public service.

The Human Resources Directorate comprises of the following subunits:

- Human Resource Planning and Organisational Development.
- Human Resource Administration.
- Performance Management and Development; and
- Employee Relations and Wellness

The directorate's main goal is to provide productive and reliable administrative and strategic support to all of the Department's divisions through constructive, needs-based human resource services. Human resource roles are in line with Outcome 12: "An efficient, effective, and development-oriented public service." The Department's mission guides its approach to Human Resources (HR) issues. To improve service quality, the department commits to provide and maintain appropriate skills, sound health and wellness practices, and labor peace through HR.

2. OVERVIEW OF HUMAN RESOURCES

2.1 The Status of Human Resources in the Department

The total number of positions was 856 as of March 31, 2021, with 764 filled and 92 vacant. The vacancy rate increased from 8% (2019/2020) to 10.7% in the reporting year; this is as a result to an increase in termination on

retirements. There were 32 employees with disabilities, and this equates to 4% of the departments' total workforce. Women at SMS level constitute less than the prescribed 50% of the filled posts at senior management level, as at the 31st March 2020 SMS employment equity rate was at 48%.

2.2 Workforce Planning and Key Strategies

In June 2020 the HR plan was developed, approved and submitted to DPSA. To promote free competition, all vacant vacancies in the Department were advertised. Due to a lack of suitable applicants in the ICT sector, positions had to be re-advertised. The position for the Head of Department (HOD) was filled effective the 01st January 2021 and the position of Chief Financial Officer was also filled effective 01st November 2020.

3. HUMAN RESOURCES OVERSIGHT STATISTICS

3.1 Personnel related expenditure

The following tables summarises the final audited personnel related expenditure by programme and by salary bands. In particular, it provides an indication of the following:

- amount spent on personnel
- amount spent on salaries, overtime, homeowner's allowances and medical aid.

Table 3.1.1 Personnel expenditure by programme for the period 1 April 2020 and 31 March 2021

Programme	Total expenditure	Personnel expenditure	Training expenditure	Professional and special services expenditure	Personnel expenditure as a % of total expenditure	Average personnel cost per employee
	R'000	R'000	R'000	R'000		R'000
Administration	188 604	142 843	877	195	75.70	420
Human Resource Services	118 291	115 516	0	0	97.70	475
Information Communication Technology (ICT) Shared Services	875 082	165 234	849	0	35.80	493
Total	1 181 977	423 593	1 726	195	35.80	554

Table 3.1.2 Personnel costs by salary band for the period 1 April 2020 and 31 March 2021

Salary band	Personnel expenditure (R'000)	% of total personnel cost	No. of employees	Average personnel cost per employee (R'000)
Lower skilled (Levels 1-2)	284	0.10	2	142 000
Skilled (level 3-5)	24 361	5.70	95	256 432
Highly skilled production (levels 6-8)	154 333	36.10	369	418 247
Highly skilled supervision (levels 9-12)	187 043	43.80	25	748 172
Senior and Top management (levels 13-16)	13 212	3.10	11	1 201 091
Contract (Levels 6-8)	851	0.20	1	851 000
Contract (Levels 9-12)	3 142	0.70	3	1 047 333
Contract (Levels >= 13)	38 597	9	33	1 169 606
Periodical Remuneration	1 770	0.40	1	1 770 000
Total	423 593	100	765	553 716



Table 3.1.3 Salaries, Overtime, Home Owners Allowance and Medical Aid by programme for the period 1 April 2020 and 31 March 2021

April 2020 and 31 March 2021

Programme	Salaries		Overtime		Home Owners Allowance		Medical Aid	
	Amount	Salaries as a % of personnel costs	Amount	Overtime as a % of personnel costs	Amount	HOA as a % of personnel costs	Amount	Medical aid as a % of personnel costs
	R'000		R'000		R'000		R'000	
Administration	98 529	87.30	2 054	1.80	3 885	3.40	8 436	7.50
Human Resource Services	80 249	84.10	3 671	3.80	4 227	4.40	7 280	7.60
Information Communication Technology (ICT) Shared Services	115 962	93.90	343	0.30	2 752	2.20	4 380	3.50
Total	294 740	88.90	6 068	1.80	10 864	2.50	20 054	6.00

Table 3.1.4 Salaries, Overtime, Home Owners Allowance and Medical Aid by salary band for the period 1 April 2020 and 31 March 2021

Salary band	Salaries		Overtime		Homeowners Allowance		Medical Aid	
	Amount	Salaries as a % of personnel costs	Amount	Overtime as a % of personnel costs	Amount	HOA as a % of personnel costs	Amount	Medical aid as a % of personnel costs
	R'000		R'000		R'000		R'000	
Skilled (level 1-2)	217	76.40	0	0	0	0	40	14.10
Skilled (level 3-5)	17 505	71.80	257	1.10	1 441	5.90	2 985	12.20
Highly skilled production (levels 6-8)	86 926	55.20	4 788	3	5 841	3.70	11 558	7.30
Highly skilled supervision (levels 9-12)	149 165	79.60	1 023	0.50	3 343	1.80	4 883	2.60
Senior management (level 13-16)	11 752	88.90	0	0	34	0.30	157	1.20
Contract (Levels 6-8)	817	96	0	0	0	0	0	0
Contract (Levels 9-12)	2 790	88.80	0	0	40	1.30	43	1.40
Contract (Levels >= 13)	23 798	61.60	0	0	165	0.40	388	1
Periodical Remuneration	1 770	100	0	0	0	0	0	0
Total	294 740	88.90	6 068	1.80	10 864	3.30	20 054	6

3.2 Employment and Vacancies

The tables in this section summarise the position with regard to employment and vacancies. The following tables summarise the number of posts on the establishment, the number of employees, the vacancy rate, and whether there are any staff that are additional to the establishment. This information is presented in terms of three key variables:

- programme
- salary band
- critical occupations (see definition in notes below).

Departments have identified critical occupations that need to be monitored. In terms of current regulations, it is possible to create a post on the establishment that can be occupied by more than one employee. Therefore, the vacancy rate reflects the percentage of posts that are not filled.

Table 3.2.1 Employment and vacancies by programme as on 31 March 2021

Programme	Number of posts on approved establishment	Number of posts filled	Vacancy Rate	Number of employees additional to the establishment
Administration	332	291	12.3%	3
Human Resource Services	266	243	8.7%	0
Information Communication Technology (ICT) Shared Services	258	230	10.9%	0
Total	856	764	10.70	3

Table 3.2.2 Employment and vacancies by salary band as on 31 March 2021

Salary band	Number of posts on approved establishment	Number of posts filled	Vacancy Rate	Number of employees additional to the establishment
Lower Skilled (Levels 1-2)	3	2	33.30	0
Skilled (Levels 3-5)	104	95	8.70	0
Highly Skilled Production (Levels 6-8)	404	369	8.70	0
Highly Skilled Supervision (Levels 9-12)	290	250	13.80	0
Senior Management (Levels 13-16)	18	11	38.90	0
Contract (Levels 6-8)	1	1	0	1
Contract (Levels 9-12)	3	3	0	2
Contract (Levels >= 13)	33	33	0	0
Total	856	764	10.70	3

Table 3.2.3 Employment and vacancies by critical occupations as on 31 March 2021

Critical occupation	Number of posts on approved establishment	Number of posts filled	Vacancy Rate	Number of employees additional to the establishment
Administrative Related	59	47	20.30	3
All Artisans in the Building Metal Machinery etc.	5	5	0	0
Archivists Curators and Related Professionals	2	2	0	0
Cashiers Tellers and Related Clerks	1	1	0	0
Client Inform Clerks (Switchboard, Reception, Inform Clerks)	7	7	0	0
Communication and Information Related	5	4	20	0
Computer Programmers	15	15	0	0
Computer System Designers and Analysts	81	74	8.60	0
Finance and Economics Related	45	40	11.10	0
Financial and Related Professionals	12	12	0	0
Financial Clerks and Credit Controllers	102	96	5.90	0
Food Services Aids and Waiters	6	5	16.70	0
General Legal Administration & Rel. Professionals	1	1	0	0
Head of Department/Chief Executive Officer	1	1	0	0
Human Resources & Organisational Development & Relate Professionals	85	73	14.10	0
Human Resources Clerks	67	62	7.50	0
Human Resources Related	31	27	12.90	0
Information Technology Related	33	27	18.20	
Language Practitioners Interpreters & Other Communication	6	6	0	0
Legal Related	2	2	0	0
Library Mail and Related Clerks	48	45	6.30	0
Logistical Support Personnel	14	13	7.10	0
Material-Recording and Transport Clerks	8	7	12.50	0
Messengers Porters and Deliverers	5	4	20	0
Other Administrative & Related Clerks and Organisers	6	6	0	0
Other Administrative Policy and Related Officers	1	1	0	0
Other Information Technology Personnel	68	61	10.30	0
Other Occupations	3	3	0	0
Risk Management and Security Services	4	3	25	0
Secretaries & Other Keyboard Operating Clerks	22	18	18.20	0
Security Officers	70	62	11.40	0
Senior Managers	41	34	17.10	0
Total	856	764	10.70	3

Notes

- The CORE classification, as prescribed by the DPSA, should be used for completion of this table.
 - Critical occupations are defined as occupations or sub-categories within an occupation –
- (a) in which there is a scarcity of qualified and experienced persons currently or anticipated in the future, either because such skilled persons are not available or they are available but do not meet the applicable employment criteria;
- (b) for which persons require advanced knowledge in a specified subject area or science or learning field and such knowledge is acquired by a prolonged course or study and/or specialised instruction;

- (c) where the inherent nature of the occupation requires consistent exercise of discretion and is predominantly intellectual in nature; and
- (d) in respect of which a department experiences a high degree of difficulty to recruit or retain the services of employees.

3.3 Filling of SMS Posts

The tables in this section provide information on employment and vacancies as it relates to members of the Senior Management Service by salary level. It also provides information on advertising and filling of SMS posts, reasons for not complying with prescribed timeframes and disciplinary steps taken.

Table 3.2.1 Employment and vacancies by programme as on 31 March 2021

SMS Level	Total number of funded SMS posts	Total number of SMS posts filled	% of SMS posts filled	Total number of SMS posts vacant	% of SMS posts vacant
Director-General/ Head of Department/ Salary Level 16	1	1	100%	0	0%
Salary Level 15	2	1	50%	1	50%
Salary Level 14	8	5	63%	3	37%
Salary Level 13	36	33	92%	3	8%
Total	47	40	85%	7	15%

Table 3.3.2 SMS post information as on 30 September 2021

SMS Level	Total number of funded SMS posts	Total number of SMS posts filled	% of SMS posts filled	Total number of SMS posts vacant	% of SMS posts vacant
Director-General/ Head of Department/Salary Level 16	1	0	0%	1	100%
Salary Level 15	2	1	50%	1	50%
Salary Level 14	8	4	50%	4	50%
Salary Level 13	36	34	95%	2	6%
Total	47	39	83%	8	17%

Table 3.3.3 Advertising and filling of SMS posts for the period 1 April 2020 and 31 March 2021

SMS Level	Advertising	Filling of Posts	
	Number of vacancies per level advertised in 6 months of becoming vacant	Number of vacancies per level filled in 6 months of becoming vacant	Number of vacancies per level not filled in 6 months but filled in 12 months
Director-General/ Head of Department/Salary Level 16	1	0	1
Salary Level 15	1	0	0
Salary Level 14	3	1	0
Salary Level 13	3	2	0
Total	7	3	4

Table 3.3.4 Reasons for not having complied with the filling of funded vacant SMS - Advertised within 6 months and filled within 12 months after becoming vacant for the period 1 April 2020 and 31 March 2021

Reasons for vacancies not advertised within six months
None- all SMS positions were advertised within 6 months after becoming vacant
Vacant SMS positions were not filled within 12 months of becoming vacant because no suitable candidates were identified

Reasons for vacancies not filled within twelve months
Positions were re-advertised as no suitable candidates were found

Notes

- In terms of the Public Service Regulations Chapter 1, Part VII C.1A.3, departments must indicate good cause or reason for not having complied with the filling of SMS posts within the prescribed timeframes.

Table 3.3.5 Disciplinary steps taken for not complying with the prescribed timeframes for filling SMS posts within 12 months for the period 1 April 2020 and 31 March 2021

Reasons for vacancies not advertised within six months
None
Reasons for vacancies not filled within six months
Positions were re-advertised as no suitable candidates were found

Notes

- In terms of the Public Service Regulations Chapter 1, Part VII C.1A.2, departments must indicate good cause or reason for not having complied with the filling of SMS posts within the prescribed timeframes. In the event of non-compliance with this regulation, the relevant executive authority or head of department must take appropriate disciplinary steps in terms of section 16A(1) or (2) of the Public Service Act.

3.4 Job Evaluation

Within a nationally determined framework, executing authorities may evaluate or re-evaluate any job in his or her organisation. In terms of the Regulations all vacancies on salary levels 9 and higher must be evaluated before they are filled. The following table summarises the

number of jobs that were evaluated during the year under review. The table also provides statistics on the number of posts that were upgraded or downgraded.

Table 3.4.1 Job Evaluation by Salary band for the period 1 April 2020 and 31 March 2021

Salary band	Number of posts on approved establishment	Number of Jobs Evaluated	% of posts evaluated by salary bands	Posts Upgraded		Posts downgraded	
				Number	% of posts evaluated	Number	% of posts evaluated
Lower Skilled (Levels 1-2)	3	0	0	0	0	0	0
Skilled (Levels 3-5)	104	0	0	0	0	0	0
Highly skilled production (Levels 6-8)	404	0	0	0	0	0	0
Highly skilled supervision (Levels 9-12)	290	0	0	0	0	0	0
Senior Management Service Band A	13	0	0	0	0	0	0
Senior Management Service Band B	3	0	0	0	0	0	0
Senior Management Service Band C	2	0	0	0	0	0	0
Contract (Levels 6-8)	1	0	0	0	0	0	0
Contract (Levels 9-12)	3	0	0	0	0	0	0
Contract Band A	26	0	0	0	0	0	0
Contract Band B	6	0	0	0	0	0	0
Contract Band D	1	0	0	0	0	0	0
Total	856	0	0	0	0	0	0

The following table provides a summary of the number of employees whose positions were upgraded due to their post being upgraded. The number of employees might differ from the number of posts upgraded since

not all employees are automatically absorbed into the new posts and some of the posts upgraded could also be vacant.

Table 3.4.2 Profile of employees whose positions were upgraded due to their posts being upgraded for the period 1 April 2020 and 31 March 2021

Gender	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
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The following table summarises the number of cases where remuneration bands exceeded the grade determined by job evaluation. Reasons for the deviation are provided in each case.

Table 3.4.3 Employees with salary levels higher than those determined by job evaluation by occupation for the period 1 April 2020 and 31 March 2021

Occupation	Number of employees	Job evaluation level	Remuneration level	Reason for deviation
None	-	-	-	-
Total number of employees whose salaries exceeded the level determined by job evaluation			0	
Percentage of total employed			0	

The following table summarises the beneficiaries of the above in terms of race, gender, and disability.

Table 3.4.4 Profile of employees who have salary levels higher than those determined by job evaluation for the period 1 April 2020 and 31 March 2021

Gender	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
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Notes

- If there were no cases where the salary levels were higher than those determined by job evaluation, keep the heading and replace the table with the following:

Total number of Employees whose salaries exceeded the grades determine by job evaluation	None
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3.5 Employment Changes

This section provides information on changes in employment over the financial year. Turnover rates provide an indication of trends in the employment profile of the department. The following tables provide a summary of turnover rates by salary band and critical occupations (see definition in notes below).

Table 3.5.1 Annual turnover rates by salary band for the period 1 April 2020 and 31 March 2021

Salary band	Number of employees at beginning of period-1 April 2020	Appointments and transfers into the department	Terminations and transfers out of the department	Turnover rate
Lower skilled (Levels 1-2)	2	0	0	0
Skilled (Levels 3-5)	98	1	3	3.10
Highly skilled production (Levels 6-8)	379	6	12	3.20
Highly skilled supervision (Levels 9-12)	252	5	12	4.80
Senior Management Service Bands A	10	0	0	0
Senior Management Service Bands C	1	0	0	0
Contract (Levels 6-8)	2	0	1	50
Contract (Levels 9-12)	7	0	4	57.10
Contract Band A	25	3	0	0
Contract Band B	7	0	2	28.60
Contract Band C	1	0	1	100
Contract Band D	0	1	0	0
Total	784	16	35	4.50

Table 3.5.2 Annual turnover rates by critical occupation for the period 1 April 2020 and 31 March 2021

Critical occupation	Number of employees at beginning of period-April 2020	Appointments and transfers into the department	Terminations and transfers out of the department	Turnover rate
Administrative Related	47	3	5	10.60
All Artisans in the Building Metal Machinery etc.	5	0	0	0
Archivists Curators and Related Professionals	1	1	0	0
Cashiers Tellers and Related Clerks	1	0	0	0
Client Inform Clerks (Switchboard, Reception, Inform Clerks)	8	0	0	0
Communication and Information Related	4	0	1	25
Computer Programmers	14	0	0	0
Computer System Designers and Analysts	75	3	4	5.30
Finance and Economics Related	42	0	2	4.80
Financial and Related Professionals	13	0	0	0
Financial Clerks and Credit Controllers	98	0	2	2
Food Services Aids and Waiters	5	0	0	0
Head of Department/Chief Executive Officer	1	1	0	0
Human Resources & Organisational Development & Related Professionals	74	2	4	5.40
Human Resources Clerks	66	0	6	9.10
Human Resources Related	28	0	1	3.60
Information Technology Related	27	1	0	0
Language Practitioners Interpreters & Other Communication	6	0	0	0
Legal Related	2	0	0	0
Library Mail and Related Clerks	46	0	1	2.20
Logistical Support Personnel	15	0	1	6.70
Material-Recording and Transport Clerks	7	0	0	0
Messengers Porters and Deliverers	4	0	0	0
Other Administrative & Related Clerks and Organisers	6	0	0	0
Other Administrative Policy and Related Officers	1	0	0	0
Other Information Technology Personnel	63	1	2	3.20
Other Occupations	3	0	0	0
Risk Management and Security Services	5	0	1	20
Secretaries & Other Keyboard Operating Clerks	18	0	0	0
Security Officers	64	0	2	3.10
Senior Managers	35	3	3	8.60
TOTAL	784	16	35	4.50

Notes

- The CORE classification, as prescribed by the DPSA, should be used for completion of this table.
- Critical occupations are defined as occupations or sub-categories within an occupation –
 - (a) in which there is a scarcity of qualified and experienced persons currently or anticipated in the future, either because such skilled persons are not available or they are available but do not meet the applicable employment criteria;
 - (b) for which persons require advanced knowledge in a specified subject area or science or learning field and such knowledge is acquired by a prolonged course or study and/or specialised instruction;
 - (c) where the inherent nature of the occupation requires consistent exercise of discretion and is predominantly intellectual in nature; and
 - (d) in respect of which a department experiences a high degree of difficulty to recruit or retain the services of employees.

Termination Type	Number	% of Total Resignations
Death	5	14.30
Resignation	11	31.40
Expiry of contract	6	17.10
Dismissal – misconduct	2	5.70
Retirement	11	31.40
Total	35	100
Total number of employees who left as a % of total employment		4.60



Table 3.5.4 Promotions by critical occupation for the period 1 April 2020 and 31 March 2021

Occupation	Employees 1 April 2020	Promotions to another salary level	Salary level promotions as a % of employees by occupation	Progressions to another notch within a salary level	Notch progression as a % of employees by occupation
Administrative Related	47	3	6.40	15	31.90
All Artisans in the Building Metal Machinery etc.	5	0	0	0	0
Archivists Curators and Related Professionals	1	0	0	0	0
Cashiers Tellers and Related Clerks	1	0	0	1	100
Client Inform Clerks (Switchboard, Reception, Inform Clerks)	8	0	0	4	50
Communication and Information Related	4	1	25	1	25
Computer Programmers	14	1	7.10	10	71.40
Computer System Designers and Analysts	75	0	0	46	61.30
Finance and Economics Related	42	0	0	13	31
Financial and Related Professionals	13	0	0	11	84.60
Financial Clerks and Credit Controllers	98	0	0	49	50
Food Services Aids and Waiters	5	0	0	1	20
General Legal Administration & Rel. Professionals	0	0	0	1	0
Head of Department/Chief Executive Officer	1	0	0	0	0
Human Resources & Organisational Development & Relate Professionals	74	3	4.10	32	43.20
Human Resources Clerks	66	1	1.50	28	42.40
Human Resources Related	28	0	0	5	17.90
Information Technology Related	27	0	0	11	40.70
Language Practitioners Interpreters & Other Communication	6	0	0	1	16.70
Legal Related	2	0	0	1	50
Library Mail and Related Clerks	46	0	0	20	43.50
Logistical Support Personnel	15	0	0	7	46.70
Material-Recording and Transport Clerks	7	0	0	2	28.60
Messengers Porters and Deliverers	4	0	0	3	75
Other Administrative & Related Clerks and Organisers	6	0	0	5	83.30
Other Administrative Policy and Related Officers	1	0	0	0	0
Other Information Technology Personnel	63	1	1.60	37	58.70
Other Occupations	3	0	0	1	33.30
Risk Management and Security Services	5	0	0	1	20
Secretaries & Other Keyboard Operating Clerks	18	0	0	6	33.30
Security Officers	64	0	0	43	67.20
Senior Managers	35	1	2.90	0	0
TOTAL	784	11	1.40	355	45.30

Table 3.5.5 Promotions by salary band for the period 1 April 2020 and 31 March 2021

Salary Band	Employees 1 April 2020	Promotions to another salary level	Salary bands promotions as a % of employees by salary level	Progressions to another notch within a salary level	Notch progression as a % of employees by salary bands
Lower skilled (Levels 1-2)	2	0	0	0	0
Skilled (Levels 3-5)	98	0	0	60	61.20
Highly skilled production (Levels 6-8)	379	1	0.30	169	44.60
Highly skilled supervision (Levels 9-12)	252	9	3.60	126	50
Senior Management (Level 13-16)	11	0	0	0	0
Contract (Levels 6-8), Permanent	2	0	0	0	0
Contract (Levels 9-12), Permanent	7	0	0	0	0
Contract (Levels >= 13), Permanent	33	1	3	0	0
Total	784	11	1.40	355	45.30

3.6 Employment Equity

Table 3.6.1 Total number of employees (including employees with disabilities) in each of the following occupational categories as on 31 March 2021

Occupational category	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Senior officials and managers	13	0	3	3	14	1	0	1	35
Professionals	129	13	7	12	164	7	4	8	344
Technicians and associate professionals	27	1	1	1	25	1	2	3	61
Clerks	82	6	1	1	129	16	2	5	242
Service shop and market sales workers	41	0	1	0	23	0	0	0	65
Craft and related trades workers	5	0	0	0	0	0	0	0	5
Labourers and related workers	4	1	0	0	6	0	0	1	12
Total	301	21	13	17	361	25	8	18	764
Employees with disabilities	13	0	1	0	16	0	0	2	32

Table 3.6.2 Total number of employees (including employees with disabilities) in each of the following occupational bands as on 31 March 2021

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Top Management	0	0	0	0	1	0	0	0	1
Senior Management	1	1	3	4	0	1	0	0	10
Professionally qualified and experienced specialists and mid-management	101	9	6	11	105	3	5	10	250
Skilled technical and academically qualified workers, junior management, supervisors, foreman and superintendents	129	10	3	1	196	20	3	7	369
Semi-skilled and discretionary decision making	54	0	0	0	41	0	0	0	95
Unskilled and defined decision making	0	0	0	0	2	0	0	0	2
Contract (Top Management)	1	0	0	0	0	0	0	0	1
Contract (Senior Management)	12	1	1	1	15	1	0	0	32
Contract (Professionally Qualified)	3	0	0	0	0	0	0	0	3
Contract (Skilled Technical)	0	0	0	0	1	0	0	0	1
Total	301	21	13	17	361	25	8	18	764

Table 3.6.3 Recruitment for the period 1 April 2020 to 31 March 2021

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Professionally qualified and experienced specialists and mid-management	1	0	0	0	4	0	0	0	5
Skilled technical and academically qualified workers, junior management, supervisors, foreman and superintendents	5	0	0	0	1	0	0	0	6
Semi-skilled and discretionary decision making	0	0	0	0	1	0	0	0	1
Contract (Top Management)	1	0	0	0	0	0	0	0	1
Contract (Senior Management)	2	0	0	0	1	0	0	0	3
Total	9	0	0	0	7	0	0	0	16
Employees with disabilities	0	0	0	0	0	0	0	0	0

Table 3.6.4 Promotions for the period 1 April 2020 to 31 March 2021

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Professionally qualified and experienced specialists and mid-management	55	7	2	5	61	1	3	1	135
Skilled technical and academically qualified workers, junior management, supervisors, foreman and superintendents	49	3	1	0	101	10	2	4	170
Semi-skilled and discretionary decision making	34	0	0	0	26	0	0	0	60
Contract (Senior Management)	1	0	0	0	0	0	0	0	1
Total	139	10	3	5	188	11	5	5	366
Employees with disabilities	5	0	0	0	11	0	0	1	17

Table 3.6.5 Terminations for the period 1 April 2020 to 31 March 2021

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Professionally qualified and experienced specialists and mid-management	7	0	0	0	2	1	0	2	12
Skilled technical and academically qualified workers, junior management, supervisors, foreman and superintendents	4	0	0	1	6	1	0	0	12
Semi-skilled and discretionary decision making	2	0	0	0	1	0	0	0	3
Contract (Top Management)	0	0	0	1	0	0	0	0	1
Contract (Senior Management)	2	0	0	0	0	0	0	0	2
Contract (Professionally qualified)	3	0	0	0	1	0	0	0	4
Contract (Skilled technical)	0	0	0	0	1	0	0	0	1
Total	18	0	0	2	11	2	0	2	35
Employees with Disabilities	0	0	0	0	1	0	0	0	1

Table 3.6.6 Disciplinary action for the period 1 April 2020 to 31 March 2021

Disciplinary action	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Dismissal	2	0	0	1	0	0	0	0	3
Suspension without pay	2	0	0	0	0	0	0	0	2
Written Warning	1	0	0	0	0	0	0	0	1
Total	5	0	0	1	0	0	0	0	6

Table 3.6.7 Skills development for the period 1 April 2020 to 31 March 2021

Occupational category	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Legislators, senior officials and managers	15	1	0	0	8	0	0	0	24
Professionals	66	17	5	0	77	2	1	1	169
Technicians and associate professionals	81	24	2	0	101	18	5	0	231
Clerks	33	4	0	0	14	1	1	0	53
Service and sales workers	13	0	0	0	13	0	0	0	26
Skilled agriculture and fishery workers	0	0	0	0	0	0	0	0	0
Craft and related trades workers	0	0	0	0	0	0	0	0	0
Plant and machine operators and assemblers	0	0	0	0	0	0	0	0	0
Elementary occupations	0	0	0	0	0	0	0	0	0
Total	208	46	7	0	213	21	7	1	503
Employees with disabilities	7	2	0	0	5	1	0	0	15

3.7 Signing of Performance Agreements by SMS Members

All members of the SMS must conclude and sign performance agreements within specific timeframes. Information regarding the signing of performance agreements by SMS members, the reasons for not complying within the prescribed timeframes and disciplinary steps taken is presented here.

Table 3.7.1 Signing of Performance Agreements by SMS members as on 31 May 2020

SMS Level	Total number of funded SMS posts	Total number of SMS members	Total number of signed performance agreements	Signed performance agreements as % of total number of SMS members
Director-General/ Head of Department Salary Level 16	1	0	0	0
Salary Level 15	2	1	1	100%
Salary Level 14	8	5	4	80%
Salary Level 13	36	32	25	78%
Total	47	38	30	79%

Notes

- In the event of a National or Provincial election occurring within the first three months of a financial year all members of the SMS must conclude and sign their performance agreements for that financial year within three months following the month in which the elections took place. For example, if elections took place in April, the reporting date in the heading of the table above should change to 31 July 2021.

Table 3.7.2 Reasons for not having concluded Performance agreements for all SMS members as on 31 March 2021

Reasons
Some officials were appointed in the course of the performance cycle after 31 May 2020, therefore as per DPSA PMDS prescripts they had three months before contracting
Due to national lockdown imposed last year (23 March 2020) as a result of Covid-19, some of the officials couldn't contract for the performance cycle.

Notes

- The reporting date in the heading of this table should be aligned with that of Table 3.7.1.

Table 3.7.3 Disciplinary steps taken against SMS members for not having concluded Performance agreements as on 31 March 2021

Reasons
Through DPSA PMDS prescripts officials who have not submitted their Performance Agreements will forfeit their performance incentives, if recommended to receive the incentives

Notes

- The reporting date in the heading of this table should be aligned with that of Table 3.7.1.

3.8 Performance Rewards

To encourage good performance, the department has granted the following performance rewards during the year under review. The information is presented in terms of race, gender, disability, salary bands and critical occupations (see definition in notes below).

Table 3.8.1 Performance Rewards by race, gender and disability for the period 1 April 2020 to 31 March 2021

Race and Gender	Beneficiary Profile			Cost	
	Number of beneficiaries	Number of employees	% of total within group	Cost (R'000)	Average cost per employee
African					
Male	144	288	50	1 075	7 470
Female	200	345	58	1 500	7 501
Asian					
Male	8	12	66.70	99	12 475
Female	6	8	75	42	7 138
Coloured					
Male	11	21	52.40	116	10 559
Female	14	25	56	95	6 832
White					
Male	7	17	41.20	102	14 582
Female	9	16	56.30	84	9 364
Employees with disability	14	32	43.80	85	6 116
Total	413	764	54.10	3 202	7 754

Table 3.8.2 Performance Rewards by salary band for personnel below Senior Management Service for the period 1 April 2020 to 31 March 2021

Salary band	Beneficiary Profile			Cost		Total cost as a % of the total personnel expenditure
	Number of beneficiaries	Number of employees	% of total within salary bands	Total Cost (R'000)	Average cost per employee	
Lower Skilled (Levels 1-2)	0	2	0	0	0	0
Skilled (level 3-5)	72	95	75.80	226	3 148	0.05
Highly skilled production (level 6-8)	202	369	54.70	1 186	5 871	0.28
Highly skilled supervision (level 9-12)	138	250	55.20	1 768	12 816	0.42
Contract (Levels 6-8)	0	1	0	0	0	0
Contract (Levels 9-12)	0	3	0	0	0	0
Total	412	720	57.20	3 181	7 722	0.75

Table 3.8.3 Performance Rewards by critical occupation for the period 1 April 2020 to 31 March 2021

Critical occupation	Beneficiary Profile		Cost		
	Number of beneficiaries	Number of employees	% of total within occupation	Total Cost (R'000)	Average cost per employee
Financial clerks and credit controllers	51	96	53.10	267	5 240
Human resources clerks	35	62	56.50	201	5 764
Security officers	55	62	88.70	174	3 174
Human resources & organisational development & relate prof	55	73	75.30	453	8 252
Messengers porters and deliverers	2	4	50	6	3 205
All artisans in the building metal machinery etc.	0	5	0	0	0
Risk management and security services	3	3	100	17	5 824
Finance and economics related	28	40	70	304	10 865
Logistical support personnel	7	13	53.80	52	7 526
Other administrative & related clerks and organisers	5	6	83.30	29	5 831
Other occupations	1	3	33.30	11	11 074
Legal related	0	2	0	0	0
Financial and related professionals	11	12	91.70	93	8 531
Administrative related	21	47	44.70	316	15 051
Communication and information related	2	4	50	15	7 532
Secretaries & other keyboard operating clerks	6	18	33.30	33	5 645
Library mail and related clerks	29	45	64.40	142	4 926
Human resources related	14	27	51.90	122	8 741
Cashiers tellers and related clerks	0	1	0	0	0
Head of department/chief executive officer	0	1	0	0	0
Computer programmers.	7	15	46.70	65	9 354
Language practitioners' interpreters & other communication	2	6	33.30	14	7 300
General legal administration & rel. Professionals	0	1	0	0	0
Archivists curators and related professionals	0	2	0	0	0
Material-recording and transport clerks	2	7	28.60	7	3 779
Other administrative policy and related officers	0	1	0	0	0
Senior managers	0	34	0	0	0
Client inform clerks (switchboard reception information clerks)	5	7	71.40	16	3 278
Computer system designers and analysts.	27	74	36.50	352	13 058
Other information technology personnel.	31	61	50.80	270	8 731
Food services aids and waiters	1	5	20	2	2 993
Information technology related	13	27	48.10	229	17 666
Total	413	764	54.10	3 202	7 754

Notes

- The CORE classification, as prescribed by the DPSA, should be used for completion of this table.
- Critical occupations are defined as occupations or sub-categories within an occupation –
 - (a) in which there is a scarcity of qualified and experienced persons currently or anticipated in the future, either because such skilled persons are not available, or they are available but do not meet the applicable employment criteria.
 - (b) for which persons require advanced knowledge in a specified subject area or science or learning field and such knowledge is acquired by a prolonged course or study and/or specialised instruction.
 - (c) where the inherent nature of the occupation requires consistent exercise of discretion and is predominantly intellectual in nature; and
 - (d) in respect of which a department experiences a high degree of difficulty to recruit or retain the services of employees.

Table 3.8.4 Performance related rewards (cash bonus), by salary band for Senior Management Service for the period 1 April 2020 to 31 March 2021

Salary band	Beneficiary Profile			Cost		Total cost as a % of the total personnel expenditure
	Number of beneficiaries	Number of employees	% of total within salary bands	Total Cost (R'000)	Average cost per employee	
Band A	1	36	2.80	21	21 146.50	0.10
Band B	0	6	0	0	0	0
Band C	0	1	0	0	0	0
Band D	0	1	0	0	0	0
Total	1	44	2.30	21	21 146.50	0

3.9 Foreign Workers

The tables below summarise the employment of foreign nationals in the department in terms of salary band and major occupation.

Table 3.9.1 Foreign workers by salary band for the period 1 April 2020 and 31 March 2021

Salary band	01 April 2020		31 March 2021		Change	
	Number	% of total	Number	% of total	Number	% Change
Total	0	0	0	0	0	0

Table 3.9.2 Foreign workers by major occupation for the period 1 April 2020 and 31 March 2021

Major occupation	01 April 2020		31 March 2021		Change	
	Number	% of total	Number	% of total	Number	% Change
Total	0	0	0	0	0	0

3.10 Leave utilisation

The Public Service Commission identified the need for careful monitoring of sick leave within the public service. The following tables provide an indication of the use of sick leave and disability leave. In both cases, the estimated cost of the leave is also provided.

Table 3.10.1 Sick leave for the period 1 January 2020 to 31 December 2020

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)
Contract (Levels 13-16)	59	84.70	13	2.80	5	248
Contract (Levels 9-12)	2	0	1	0.20	2	9
Highly skilled production (Levels 6-8)	1 010	73.70	242	51.70	4	1 533
Highly skilled supervision (Levels 9-12)	670	79.30	158	33.80	4	1 919
Senior management (Levels 13-16)	11	36.40	7	1.50	2	52
Skilled (Levels 3-5)	203	74.90	47	10	4	18
Total	1 955	75.80	468	100	4	3 941

Table 3.10.2 Disability leave (temporary and permanent) for the period 1 January 2020 to 31 December 2020

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)
Highly skilled production (Levels 6-8)	73	100	3	42.90	24	105
Highly skilled supervision (Levels 9-12)	41	92.70	3	42.90	14	112
Skilled (Levels 3-5)	6	100	1	14.30	6	6
Total	120	97.50	7	100	17	223

The table below summarises the utilisation of annual leave. The wage agreement concluded with trade unions in the PSCBC in 2000 requires management of annual leave to

prevent high levels of accrued leave being paid at the time of termination of service.

Table 3.10.3 Annual Leave for the period 1 January 2020 to 31 December 2020

Salary band	Total days taken	Number of Employees using annual leave	Average per employee
Contract (Levels 13-16)	469	32	15
Contract (Levels 6-8)	12	2	6
Contract (Levels 9-12)	30	3	10
Highly skilled production (Levels 6-8)	6 074	381	16
Highly skilled supervision (Levels 9-12)	4 223	251	17
Lower skilled (Levels 1-2)	12	1	12
Senior management (Levels 13-16)	185	11	17
Skilled (Levels 3-5)	1 588	97	16
Total	12 593	778	16

Annual leave for 2019/2020 cycle was extended to 31 December 2020

Table 3.10.4 Capped leave for the period 1 January 2020 to 31 December 2020

Salary band	Total days of capped leave taken	Number of Employees using capped leave	Average number of days taken per employee	Average capped leave per employee as on 31 March 2021
Contract (Levels 13-16)	0	0	0	53
Contract (Levels 6-8)	0	0	0	0
Contract (Levels 9-12)	0	0	0	0
Highly skilled production (Levels 6-8)	0	0	0	20
Highly skilled supervision (Levels 9-12)	0	0	0	31
Lower skilled (Levels 1-2)	0	0	0	0
Senior management (Levels 13-16)	0	0	0	19
Skilled (Levels 3-5)	0	0	0	0
Total	0	0	0	27

The following table summarise payments made to employees as a result of leave that was not taken.

Table 3.10.5 Leave payouts (Estimated) for the period 1 April 2020 and 31 March 2021

Reason	Total estimated amount	Number of employees	Estimated average per employee
	R'000		R'000
Annual - Discounting with resignation (workdays)	1 050	17	61 765
Annual - Gratuity: death/retirement/medical retirement (work)	557	13	42 846
Capped - Gratuity: death/retirement/medical retirement (work)	1 231	11	111 909
Total	2 839		

No pay out was made for unused leave for 2019/2020 cycle

3.11 HIV/AIDS & Health Promotion Programmes

Table 3.11.1 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
The workplace has low to none risk for HIV infection exposure. However, proactive programmes targeting the group at risk (25 – 39-year-old females) as per national statistics are planned	Both male and female condoms are freely made available throughout the building. HIV / AIDS talks, and condom demonstrations are part of every programme run within the department. World AIDS day was commemorated in December.

Table 3.11.2 Details of Health Promotion and HIV/AIDS Programmes (tick the applicable boxes and provide the 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.	✓		Ms. Thakgodi Mamaila Director: IHR
2. Does the department have a dedicated unit or has it designated specific staff members to promote the 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.	✓		The department has a dedicate unit on the structure to promote health and wellness to employees. The unit staff establishment is as follows: • 1x EHW Practitioner appointed as of 01 April 2021 • 1 Deputy Director: LR & EHW appointed 01 February 2021 • 1 x ASD – Vacant. Post advertised and awaits shortlisting. • 1 x Practitioner – OHS • 1 X Practitioner – Incapacity 2 x Gym Instructors
3. Has the department introduced an Employee Assistance or Health Promotion Programme for your employees? If so, indicate the key elements/services of this Programme.	✓		The key elements for the Department's Health Promotion Programme are HIV/AIDS and TB Management; Health and Productivity Management; SHERQ Management and Wellness Management. Conducting Health Screenings through GEMS and ensures Health Awareness information is circulated on a monthly basis to all staff through E-Gov Communiqué
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.		✓	
5. Has the department reviewed its employment policies and practices 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.	✓		- o HIV/ AIDS, TB & STI Policy - o SHERQ Management Policy - o Wellness Management Policy Health and productivity Management Policy
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.	✓		The Department conduct voluntary HCT screening and testing through GEMS and reports are well kept for confidentiality purposes. Also has a service provider to conduct counselling for employees and their families
7. Does the department encourage its employees to undergo Voluntary Counselling and Testing? If so, list the results that you have you achieved.	✓		Due to COvid-19 challenges, the department was unable to coordinate Health screenings and physical educational sessions. However, managed commemorate the WAD on 1 st December and was a success.
8. Has the department developed measures/indicators to monitor & evaluate the impact of its health promotion programme? If so, list these measures/indicators.	✓		The Department monitors and evaluate the impact of its health promotion program through quarterly Wellness Day reports and the annual EHW report, which are submitted to DPSA via the Office of the Premier as part of compliance reporting

3.12 Labour Relations

Table 3.12.1 Collective agreements for the period 1 April 2020 and 31 March 2021

Subject matter	Date
None	

Notes

- If there were no agreements, keep the heading and replace the table with the following:

Total number of Collective agreements	None
---------------------------------------	------

The following table summarises the outcome of disciplinary hearings conducted within the department for the year under review.

Table 3.12.2 Misconduct and disciplinary hearings finalised for the period 1 April 2020 and 31 March 2021

Outcomes of disciplinary hearings	Number	% of total
Written warning	1	16.66%
Suspended without pay	2	33.33%
Dismissal	3	50%
Total	6	100%

Notes

- If there were no agreements, keep the heading and replace the table with the following:

Total number of Disciplinary hearings finalised	6
---	---

Table 3.12.3 Types of misconduct addressed at disciplinary hearings for the period 1 April 2020 and 31 March 2021

Type of misconduct	Number	% of total
Insubordination	1	16.7%
Gross Negligence; Dishonesty; Negligence; Gross Dereliction of duties; Financial Misconduct	5	83.3%
Total	6	100%

Table 3.12.4 Grievances logged for the period 1 April 2020 and 31 March 2021

Grievances	Number	% of Total
Number of grievances resolved	3	100%
Number of grievances not resolved	0	0%
Total number of grievances lodged	3	100%

Table 3.12.5 Disputes logged with Councils for the period 1 April 2020 and 31 March 2021

Disputes	Number	% of Total
Number of disputes upheld	0	0%
Number of disputes dismissed	3	100%
Total number of disputes lodged	3	100%

Table 3.12.6 Strike actions for the period 1 April 2020 and 31 March 2021

Total number of persons working days lost	0
Total costs working days lost	0
Amount recovered as a result of no work no pay (R'000)	0

Table 3.12.7 Precautionary suspensions for the period 1 April 2020 and 31 March 2021

Number of people suspended	2
Number of people who's suspension exceeded 30 days	1
Average number of days suspended	121 days
Cost of suspension(R'000)	R487 092

3.13 Skills development

This section highlights the efforts of the department with regard to skills development.

Table 3.13.1 Training needs identified for the period 1 April 2020 and 31 March 2021

Occupational category	Gender	Number of employees as at 1 April 2020	Training needs identified at start of the reporting period			
			Learnerships	Skills Programmes & other short courses	Other forms of training	Total
Legislators, senior officials and managers	Female	16	0	0	0	0
	Male	20	0	0	0	0
Professionals	Female	188	0	22	0	0
	Male	162	0	24	0	0
Technicians and associate professionals	Female	29	0	18	0	0
	Male	32	0	15	0	0
Clerks	Female	158	0	43	0	0
	Male	92	0	47	0	0
Service and sales workers	Female	23	0	0	0	0
	Male	46	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	5	0	0	0	0
Plant and machine operators and assemblers	Female	7	0	0	0	0
	Male	5	0	1	0	0
Elementary occupations	Female	0	0	0	0	0
	Male	0	0	0	0	0
Sub Total	Female	421	0	0	0	0
	Male	362	0	0	0	0
Total		783	0	170	0	0

Table 3.13.2 Training provided for the period 1 April 2020 and 31 March 2021

Occupational category	Gender	Number of employees as at 1 April 2020	Training provided within the reporting period			
			Learnerships	Skills Programmes & other short courses	Other forms of training	Total
Legislators, senior officials and managers	Female	16	0	0	0	0
	Male	20	0	0	0	0
Professionals	Female	180	0	91	0	0
	Male	162	0	89	0	0
Technicians and associate professionals	Female	29	0	113	0	0
	Male	31	0	93	0	0
Clerks	Female	158	0	16	0	0
	Male	92	0	37	0	0
Service and sales workers	Female	23	0	13	0	0
	Male	46	0	13	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	5	0	0	0	0
Plant and machine operators and assemblers	Female	7	0	0	0	0
	Male	5	0	0	0	0
Elementary occupations	Female	0	0	0	0	0
	Male	0	0	0	0	0
Sub Total	Female	421	0	233	0	0
	Male	362	0	232	0	0
Total		783	0	465	0	0

3.14 Injury on duty

The following tables provide basic information on injury on duty.

Table 3.14.1 Injury on duty for the period 1 April 2020 and 31 March 2021

Nature of injury on duty	Number	% of total
Required basic medical attention only	1	100%
Temporary Total Disablement	0	0%
Permanent Disablement	0	0%
Fatal	0	0%
Total	1	100%

3.15 Utilisation of Consultants

The following tables relates information on the utilisation of consultants in the department. In terms of the Public Service Regulations "consultant" means a natural or juristic person or a partnership who or which provides in terms of a specific contract on an ad hoc basis any of the following professional services to a department against remuneration received from any source:

- (a) The rendering of expert advice.
- (b) The drafting of proposals for the execution of specific tasks; and
- (c) The execution of a specific task which is of a technical or intellectual nature but excludes an employee of a department.

Table 3.15.1 Report on consultant appointments using appropriated funds for the period 1 April 2020 and 31 March 2021

Project title	Total number of consultants that worked on project	Duration (work days)	Contract value in Rand
N/A	N/A	N/A	N/A

Total number of projects	Total individual consultants	Total duration Work days	Total contract value in Rand
N/A	N/A	N/A	N/A

Table 3.15.2 Analysis of consultant appointments using appropriated funds, in terms of Historically Disadvantaged Individuals (HDIs) for the period 1 April 2020 and 31 March 2021

Project title	Percentage ownership by HDI groups	Percentage management by HDI groups	Number of consultants from HDI groups that work on the project
N/A	N/A	N/A	N/A

Table 3.15.3 Report on consultant appointments using Donor funds for the period 1 April 2020 and 31 March 2021

Project title	Total Number of consultants that worked on project	Duration (Work days)	Donor and contract value in Rand
N/A	N/A	N/A	N/A

Total number of projects	Total individual consultants	Total duration Work days	Total contract value in Rand
N/A	N/A	N/A	N/A

Table 3.15.4 Analysis of consultant appointments using Donor funds, in terms of Historically Disadvantaged Individuals (HDIs) for the period 1 April 2020 and 31 March 2021

Project title	Percentage ownership by HDI groups	Percentage management by HDI groups	Number of consultants from HDI groups that work on the project
N/A	N/A	N/A	N/A

3.16 Severance Packages

Table 3.16.1 Granting of employee-initiated severance packages for the period 1 April 2020 and 31 March 2021

Salary band	Number of applications received	Number of applications referred to the MPSA	Number of applications supported by MPSA	Number of packages approved by department
Lower Skilled (Levels 1-2)	0	0	0	0
Skilled (Levels 3-5)	0	0	0	0
Highly Skilled Production (Levels 6-8)	0	0	0	0
Highly Skilled Supervision (Levels 9-12)	0	0	0	0
Senior Management Service Band A	0	0	0	0
Senior Management Service Band B	0	0	0	0
Senior Management Service Band C	0	0	0	0
Contract (Levels 6-8)	0	0	0	0
Contract (Levels 9-12)	0	0	0	0
Contract Band A	0	0	0	0
Total	0	0	0	0





PART €

FINANCIAL INFORMATION

Contents

Report of the Auditor General	91
Appropriation Statement	97
Notes to the Appropriation Statement	111
Statement of Financial Performance	113
Statement of Financial Position	114
Statement of Changes in Net Assets	115
Cash Flow Statement	116
Notes to the Annual Financial Statements (including Accounting policies)	117
Annexures	142

Report of the auditor-general to the Gauteng Provincial Legislature on vote no. 13: Gauteng Department of e-Government

Report on the audit of the financial statements

Opinion

1. I have audited the financial statements of the Gauteng Department of e-Government, set out on pages 97 to 148 which comprise the appropriation statement, statement of financial position as at 31 March 2021, the statement of financial performance, statement of changes in net assets and cash flow statement for the year then ended, as well as notes to the financial statements, including a summary of significant accounting policies.
2. In my opinion, the financial statements present fairly, in all material respects, the financial position of the Gauteng Department of e-Government as at 31 March 2021, and its financial performance and cash flows for the year then ended in accordance with the Modified Cash Standard (MCS) prescribed by National Treasury and the requirements of the Public Finance Management Act 1 of 1999 (PFMA).

Basis for opinion

3. I conducted my audit in accordance with the International Standards on Auditing (ISAs). My responsibilities under those standards are further described in the auditor-general's responsibilities for the audit of the financial statements section of my report.
4. I am independent of the department in accordance with the International Ethics Standards Board for Accountants' *International code of ethics for professional accountants (including International Independence Standards)* (IESBA code) as well as other ethical requirements that are relevant to my audit in South Africa. I have fulfilled my other ethical responsibilities in accordance with these requirements and the IESBA code.
5. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Emphasis of matters

6. I draw attention to the matters below. My opinion is not modified in respect of these matters.

Restatement of corresponding figures

7. As disclosed in note 30 to the financial statements, the corresponding figures for 31 March 2020 were restated as a result of errors in the financial statements of the department at, and for the year ended, 31 March 2021.

Underspending of the vote

8. As disclosed in the appropriation statement, the department materially underspent the budget by R198 380 000 on the following programmes:
- Programme 1 – Administration: Underspent by R50 452 000
 - Programme 2 – Information Communication Technology Services: Underspent by R147 928 000

Movable tangible capital assets under investigation

9. As disclosed in note 27 to the financial statements, included in the total of movable tangible capital assets is an amount of R19 272 000 for assets reported as stolen and assets not found during the year ended 31 March 2021.

Responsibilities of the accounting officer for the financial statements

10. The accounting officer is responsible for the preparation and fair presentation of the financial statements in accordance with the MCS and the requirements of the PFMA, and for such internal control as the accounting officer determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.
11. In preparing the financial statements, the accounting officer is responsible for assessing the department's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the appropriate governance structure either intends to liquidate the department or to cease operations, or has no realistic alternative but to do so.

Auditor-general's responsibilities for the audit of the financial statements

12. My objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with the ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.
13. A further description of my responsibilities for the audit of the financial statements is included in the annexure to this auditor's report.

Report on the audit of the annual performance report

Introduction and scope

14. In accordance with the Public Audit Act 25 of 2004 (PAA) and the general notice issued in terms thereof, I have a responsibility to report on the usefulness and reliability of the reported performance information against predetermined objectives for selected programme presented in the annual performance report. I performed procedures to identify material findings but not to gather evidence to express assurance.

15. My procedures address the usefulness and reliability of the reported performance information, which must be based on the department's approved performance planning documents. I have not evaluated the completeness and appropriateness of the performance indicators included in the planning documents. My procedures do not examine whether the actions taken by the department enabled service delivery. My procedures do not extend to any disclosures or assertions relating to the extent of achievements in the current year or planned performance strategies and information in respect of future periods that may be included as part of the reported performance information. Accordingly, my findings do not extend to these matters.
16. I evaluated the usefulness and reliability of the reported performance information in accordance with the criteria developed from the performance management and reporting framework, as defined in the general notice, for the following selected programmes presented in the department's annual performance report for the year ended 31 March 2021:

Programme	Pages in the annual performance report
Programme 2 - Information communication technology shared services	23 to 43

17. I performed procedures to determine whether the reported performance information was properly presented and whether performance was consistent with the approved performance planning documents. I performed further procedures to determine whether the indicators and related targets were measurable and relevant, and assessed the reliability of the reported performance information to determine whether it was valid, accurate and complete.
18. I did not identify any material findings on the usefulness and reliability of the reported performance information for this programme:
- Programme 2 - Information communication technology shared services

Other matter

19. I draw attention to the matter below.

Achievement of planned targets

20. Refer to the annual performance report on page(s) 20 to 46 for information on the achievement of planned targets for the year and management explanations provided for the under or overachievement of targets. This information should be considered in the context of the conclusion on the usefulness and reliability of the reported performance information in paragraph 18 of this report.

Introduction and scope

21. In accordance with the PAA and the general notice issued in terms thereof, I have a responsibility to report material findings on the department's compliance with specific matters in key legislation. I performed procedures to identify findings but not to gather evidence to express assurance.
22. The material findings on compliance with specific matters in key legislation are as follows:

Annual financial statements

23. The financial statements submitted for auditing were not prepared in accordance with the prescribed financial reporting framework as required by section 40(1) (b) of the PFMA.
24. Material misstatements of commitments identified by the auditors in the submitted financial statements were corrected and the supporting records were provided subsequently, resulting in the financial statements receiving an unqualified opinion.

Expenditure management

25. Effective and appropriate steps were not taken to prevent irregular expenditure amounting to R569 599 000, as disclosed in note 22 to the annual financial statements, as required by section 38(1)(c)(ii) of the PFMA and treasury regulation 9.1.1. The majority of the irregular expenditure was caused by ineffective contract management processes. Irregular expenditure amounting to R522 167 000 was incurred on Gauteng Broadband phase 2.

Other information

26. The accounting office is responsible for the other information. The other information comprises the information included in the annual report. The other information does not include the financial statements, the auditor's report and the selected programmes presented in the annual performance report that have been specifically reported in this auditor's report.
27. My opinion on the financial statements and findings on the reported performance information and compliance with legislation do not cover the other information and I do not express an audit opinion or any form of assurance conclusion on it.
28. In connection with my audit, my responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements and the selected programmes presented in the annual performance report, or my knowledge obtained in the audit, or otherwise appears to be materially misstated.
29. The other information I obtained prior to the date of this auditor's report is a draft annual report and the final annual report is expected to be made available to us after 31 July 2021.
30. If, based on the work I have performed on the other information that I obtained prior to the date of this auditor's report, I conclude that there is a material misstatement of this other information, I am required to report that fact. I have nothing to report in this regard.

31. When I do receive and read the final annual report, if I conclude that there is a material misstatement therein, I am required to communicate the matter to those charged with governance and request that the other information be corrected. If the other information is not corrected, I may have to retract this auditor's report and re-issue an amended report as appropriate. However, if it is corrected this will not be necessary.

Internal control deficiencies

32. I considered internal control relevant to my audit of the financial statements, reported performance information and compliance with applicable legislation; however, my objective was not to express any form of assurance on it. The matters reported below are limited to the significant internal control deficiencies that resulted in the basis for the unqualified opinion, the findings on the annual financial statements and the findings on compliance with legislation included in this report.
33. The accounting officer and senior management did not provide adequate oversight, and review and monitor compliance with certain applicable laws and regulations.

Other reports

34. I draw attention to the following engagements conducted by various parties which had, or could have, an impact on the matters reported in the department's financial statements, reported performance information, compliance with applicable legislation and other related matters. These reports did not form part of my opinion on the financial statements or my findings on the reported performance information or compliance with legislation
35. The department conducted an investigation into the alleged irregular, fruitless and wasteful expenditure reported in the 2019-20 annual financial statements. The investigation covered all irregular, fruitless and wasteful expenditure reported in the 2019-20 financial year. The investigation was concluded on 30 April 2021 and recommended disciplinary actions to be taken against the implicated officials of the department. The disciplinary steps recommended could not be carried out because the officials were no longer employed by the department.

Auditor General

Johannesburg

31 July 2021



AUDITOR - GENERAL
SOUTH AFRICA

Auditing to build public confidence

Annexure – Auditor-general’s responsibility for the audit

1. As part of an audit in accordance with the ISAs, I exercise professional judgement and maintain professional scepticism throughout my audit of the financial statements and the procedures performed on reported performance information for selected programmes and on the department’s compliance with respect to the selected subject matters.

Financial statements

2. In addition to my responsibility for the audit of the financial statements as described in this auditor’s report, I also:
 - identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error; design and perform audit procedures responsive to those risks; and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal control
 - obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the department’s internal control
 - evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the accounting officer
 - conclude on the appropriateness of the accounting officer’s use of the going concern basis of accounting in the preparation of the financial statements. I also conclude, based on the audit evidence obtained, whether a material uncertainty exists relating to events or conditions that may cast significant doubt on the ability of the Gauteng Department of eGovernment to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor’s report to the related disclosures in the financial statements about the material uncertainty or, if such disclosures are inadequate, to modify my opinion on the financial statements. My conclusions are based on the information available to me at the date of this auditor’s report. However, future events or conditions may cause a department to cease operating as a going concern
 - evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and determine whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

Communication with those charged with governance

3. I communicate with the accounting officer regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.
4. I also provide the accounting officer with a statement that I have complied with relevant ethical requirements regarding independence, and communicate with them all relationships and other matters that may reasonably be thought to bear on my independence and, where applicable, actions taken to eliminate threats or safeguards applied.

GAUTENG DEPARTMENT OF e-GOVERNMENT

VOTE 13

APPROPRIATION STATEMENTS
for the year ended 31 March 2021

Appropriation per programme									
2020/21								2019/20	
Programme	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
1. Administration	239 056	-	-	239 056	188 604	50 452	78.9%	246 114	199 059
2. Information Communication Technology (ICT) Shared Services	1 023 010	-	-	1 023 010	875 082	147 928	85.5%	1 042 874	1 031 091
3. Human Resource Services	124 371	-	-	124 371	118 291	6 080	95.1%	124 926	119 133
TOTAL	1 386 437	-	-	1 386 437	1 181 977	204 460	85.3%	1 413 914	1 349 283
Reconciliation with statement of financial performance									
ADD									
Departmental receipts				718				788	
Actual amounts per statement of financial performance (total revenue)				1 387 155				1 414 702	
Actual amounts per statement of financial performance (total expenditure)					1 181 977				1 349 283

GAUTENG DEPARTMENT OF e-GOVERNMENT

VOTE 13

APPROPRIATION STATEMENTS
for the year ended 31 March 2021

Appropriation per economic classification									
2020/21								2019/20	
Economic classification	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	1 320 808	(107 940)	-	1 212 868	1 008 435	204 433	83.1%	1 224 047	1 159 519
Compensation of employees	456 677	(1 674)	-	455 003	423 593	31 410	93.1%	466 074	430 501
Salaries and wages	398 190	(2 822)	-	395 368	366 231	29 137	92.6%	409 511	374 787
Social contributions	54 487	1 148	-	59 635	57 362	2 273	96.2%	56 563	55 714
Goods and services	864 131	(106 266)	-	757 865	584 842	173 023	77.2%	757 973	729 018
Administrative fees	475	-	-	475	70	405	14.7%	259	116
Advertising	3 278	79	-	3 357	3,322	35	99.0%	3 407	1 861
Minor assets	12 144	(26)	-	12 118	21	12 097	0.2%	15 308	308
Audit costs: External	7 400	-	-	7 400	6 684	716	90.3%	7 100	6 053
Bursaries: Employees	1 332	129	-	1 461	1 410	51	96.5%	1 751	1 751
Catering: Departmental activities	180	66	-	246	200	46	81.3%	264	264
Communication	7 122	(40)	-	7 082	5 552	1 530	78.4.0%	2 337	2 337
Computer services	775 854	(106 229)	-	669 625	537 466	132 159	80.3%	675 499	674 780
Consultants: Business and advisory services	380	(66)	-	314	195	119	62.1%	783	779
Legal services	1 633	-	-	1 633	1 509	124	92.4%	1 500	1 360
Contractors	9 856	(4 115)	-	5 741	1 997	3 744	34.8%	3 666	1 026
Fleet services	633	2 174	-	2 807	2 807	-	100.0%	3 831	1 649
Consumable supplies	955	405	-	1 360	1 059	301	77.9%	2 104	1 801
Consumable: Stationery, printing and office supplies	2 750	-	-	2 750	2 540	210	92.4%	3 408	3 408
Operating leases	14 013	(2 185)	-	11 828	6 846	4 982	57.9%	14 408	12 705
Property payments	20 860	3 714	-	24 574	10 243	14 331	41.7%	12 052	10 876
Travel and subsistence	500	(100)	-	400	101	299	25.3%	1 200	780
Training and development	3 425	(83)	-	3 342	1 726	1 616	51.6%	2 608	2 608
Operating payments	1 341	(6)	-	1 335	1 077	258	80.7%	5 836	4 054
Venues and facilities	-	17	-	17	17	-	100.0%	652	502

GAUTENG DEPARTMENT OF e-GOVERNMENT

VOTE 13

APPROPRIATION STATEMENTS for the year ended 31 March 2021

Transfers and subsidies	24 126	1 592	-	25 718	25 691	27	99.9%	23 510	23 510
Higher education institutions	22 800	-	-	22 800	22 800	-	100.0%	22 800	22 800
Households	1 326	1 592	-	2 918	2 891	27	99.1%	710	710
Social benefits	1 326	1 592	-	2 918	2 891	27	99.1%	532	532
Other transfers to households	-	-	-	-	-	-	-	178	178
Payments for capital assets	41 503	99 422	-	140 925	140 925	-	100.0%	166 347	166 244
Machinery and equipment	543	49 098	-	49 641	49 641	-	100.0%	100 533	100 430
Transport equipment	-	-	-	-	-	-	-	80	80
Other machinery and equipment	543	49 098	-	49 641	49 641	-	100.0%	100 453	100 350
Intangible assets	40 960	50 324	-	91 284	91 284	-	100.0%	65 814	65 814
Payments for financial assets	-	6 926	-	6 926	6 926	-	100.0%	10	10
TOTAL	1 386 437	-	-	1 386 437	1 181 977	204 460	85.3%	1 413 914	1 349 283

GAUTENG DEPARTMENT OF e-GOVERNMENT

VOTE 13

APPROPRIATION STATEMENTS
for the year ended 31 March 2021

Programme 1: ADMINISTRATION									
2020/21								2019/20	
Sub programme	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
1. Office of the HOD	7 763	373	-	8 136	8 115	21	99.7%	11 216	9 576
2. Risk Management	4 554	(373)	-	4 181	3 353	828	80.2%	4 474	4 018
3. Office of the CFO	67 619	-	-	67 619	50 816	16 803	75.2%	70 472	46 776
4. Corporate Services	159 120	-	-	159 120	126 320	32 800	79.4%	159 952	138 689
Total for sub programmes	239 056	-	-	239 056	188 604	50 452	78.9%	246 114	199 059
Economic classification									
Current payments	237 833	(916)	-	236 917	186 492	50 425	78.7%	244 165	197 213
Compensation of employees	154 128	(433)	-	153 695	142 843	10 852	92.9%	163 897	145 899
Salaries and wages	133 600	(1 120)	-	132 480	122 143	10 337	92.2%	143 510	125 846
Social contributions	20 528	687	-	21 215	20 700	515	97.6%	20 387	20 053
Goods and services	83 705	(483)	-	83 222	43 649	39 573	52.4%	80 268	51 314
Administrative fees	295	-	-	295	70	225	23.7%	235	92
Advertising	3 228	79	-	3 307	3 307	-	100.0%	3 384	1 838
Minor assets	12 000	19	-	12 019	21	11 998	0.2%	15 308	308
Audit costs: External	7 400	-	-	7 400	6 684	716	90.3%	7 100	6 053
Bursaries: Employees	1 332	129	-	1 461	1 410	51	96.5%	1 751	1 751
Catering: Departmental activities	180	-	-	180	134	46	74.4%	264	264
Communication	7 080	2	-	7 082	5 552	1 530	78.4%	2 337	2 337
Computer services	1 034	(95)	-	939	904	35	96.3%	866	148
Consultants: Business and advisory services	380	(66)	-	314	195	119	62.1%	783	779
Legal services	1 633	-	-	1 633	1 509	124	92.4%	1 500	1 360
Contractors	9 827	(4 086)	-	5 741	1 997	3 744	34.8%	3 666	1 026
Fleet services	633	2 174	-	2 807	2807	-	100.0%	3 831	1 649
Consumable supplies	929	41	-	970	669	301	69.0%	1 137	834
Consumable: Stationery, printing and office supplies	2 750	-	-	2 750	2 540	210	92.4%	3 408	3 408
Operating leases	10 717	(1 479)	-	9 238	4 399	4 839	47.6%	12 463	10 760
Property payments	20 749	2 877	-	23 626	9 406	14 220	39.8%	11 974	10 798
Travel and subsistence	500	(100)	-	400	101	299	25.3%	1 200	780
Training and development	1 735	-	-	1 735	877	858	50.5%	2 608	2 608
Operating payments	1 303	22	-	1 325	1 067	258	80.5%	5 801	4 019
Venues and facilities	-	-	-	-	-	-	-	652	502

GAUTENG DEPARTMENT OF e-GOVERNMENT

VOTE 13

APPROPRIATION STATEMENTS for the year ended 31 March 2021

Transfers and subsidies	680	351	-	1 031	1 004	27	97.4%	196	196
Households	680	351	-	1 031	1 004	27	97.4%	196	196
Social benefits	680	351	-	1 031	1 004	27	97.4%	196	196
Payments for capital assets	543	483	-	1 026	1 026	-	100.0%	1 743	1 640
Machinery and equipment	543	483	-	1 026	1 026	-	100.0%	1 743	1 640
Transport equipment	-	-	-	-	-	-	-	80	80
Other machinery and equipment	543	483	-	1 026	1 026	-	100.0%	1 663	1 560
Payments for financial assets	-	82	-	82	82	-	100.0%	10	10
TOTAL	239 056	-	-	239 056	188 604	50 452	78.9%	246 114	199 059

1.1 OFFICE OF THE HOD

2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	7 614	373	-	7 987	7 966	21	99.7%	11 216	9 576
Compensation of employees	7 034	373	-	7 407	7 407	-	100.0%	9 987	8 530
Goods and services	580	-	-	580	559	21	96.4%	1 229	1 046
Transfers and subsidies	149	-	-	149	149	-	100.0%	-	-
Households	149	-	-	149	149	-	100.0%	-	-
TOTAL	7 763	373	-	8 136	8 115	21	99.7%	11 216	9 576

1.2 RISK MANAGEMENT

2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	4 554	(408)	-	4 146	3 318	828	80.0%	4 459	4 003
Compensation of employees	4 499	(408)	-	4 091	3 286	805	80.3%	4 401	3 945
Goods and services	55	-	-	55	32	23	58.2%	58	58
Transfers and subsidies	-	35	-	35	35	-	100.0%	15	15
Households	-	35	-	35	35	-	100.0%	15	15
TOTAL	4 554	(373)	-	4 181	3 353	828	80.2%	4 474	4 018

VOTE 13

APPROPRIATION STATEMENTS
for the year ended 31 March 2021

1.3 OFFICE OF THE CFO									
Economic classification	2020/21							2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	67 075	(398)	-	66 677	49 874	16 803	74.8%	68 718	45 125
Compensation of employees	30 320	(398)	-	29 922	29 544	378	98.7%	29 361	26 978
Goods and services	36 755	-	-	36 755	20 330	16 425	55.3%	39 357	18 147
Transfers and subsidies	1	316	-	317	317	-	100.0%	1	1
Households	1	316	-	317	317	-	100.0%	1	1
Payments for capital assets	543	-	-	543	543	-	100.0%	1 743	1 640
Machinery and equipment	543	-	-	543	543	-	100.0%	1 743	1 640
Payments for financial assets	-	82	-	82	82	-	100.0%	10	10
TOTAL	67 619	-	-	67 619	50 816	16 803	75.2%	70 472	46 776

1.4 CORPORATE SERVICES									
Economic classification	2020/21							2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	158 590	(483)	-	158 107	125 334	32 773	79.3%	159 772	138 509
Compensation of employees	112 275	-	-	112 275	102 606	9 669	91.4%	120 148	106 446
Goods and services	46 315	(483)	-	45 832	22 728	23 104	49.6%	39 624	32 063
Transfers and subsidies	530	-	-	530	503	27	94.9%	180	180
Households	530	-	-	530	503	27	94.9%	180	180
Payments for capital assets	-	483	-	483	483	-	100.0%	-	-
Machinery and equipment	-	483	-	483	483	-	100.0%	-	-
TOTAL	159 120	-	-	159 120	126 320	32 800	79.4%	159 952	138 689

GAUTENG DEPARTMENT OF e-GOVERNMENT

VOTE 13

APPROPRIATION STATEMENTS
for the year ended 31 March 2021

Programme 2: INFORMATION COMMUNICATION TECHNOLOGY (ICT) SHARED SERVICES									
2020/21								2019/20	
Sub programme	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
1. Applications	214 671	(16 464)	-	198 207	107 396	90 811	54.2%	289 022	285 050
2. Operations	771 028	16 464	-	787 492	736 016	51 476	93.5%	712 571	712 571
3. Business Alignment	36 387	-	-	36 387	31 059	5 328	85.4%	38 161	30 741
4. Information Communications Technology Programme Support	924	-	-	924	611	313	66.1%	3 120	2 729
Total for sub programmes	1 023 010	-	-	1 023 010	875 082	147 928	85.5%	1 042 874	1 031 091
Economic classification									
Current payments	959 071	(105 818)	-	853 253	705 325	147 928	82.7%	855 273	843 490
Compensation of employees	180 349	(35)	-	180 314	165 234	15 080	91.6%	183 227	171 444
Salaries and wages	160 492	(531)	-	159 961	146 172	13 789	91.4%	164 232	152 763
Social contributions	19 857	496	-	20 353	19 062	1 291	93.7%	18 995	18 681
Goods and services	778 722	(105 783)	-	672 939	540 091	132 848	80.3%	672 046	672 046
Advertising	15	-	-	15	15	-	100.0%	-	-
Minor assets	144	(45)	-	99	-	99	-	-	-
Catering: Departmental activities	-	66	-	66	66	-	100.0%	-	-
Communication	42	(42)	-	-	-	-	-	-	-
Computer services	773 585	(106 134)	-	667 451	535 460	131 991	80.2%	669 197	669 197
Contractors	29	(29)	-	-	-	-	-	-	-
Consumable supplies	26	364	-	390	390	-	100.0%	967	967
Operating leases	3 153	(706)	-	2 447	2 447	-	100.0%	1 847	1 847
Property payments	-	837	-	837	837	-	100.0%	-	-
Training and development	1 690	(83)	-	1 607	849	758	52.8%	-	-
Operating payments	38	(28)	-	10	10	-	100.0%	35	35
Venues and facilities	-	17	-	17	17	-	100.0%	-	-
Transfers and subsidies	22 979	35	-	23 014	23 014	-	100.0%	22 997	22 997
Higher education institutions	22 800	-	-	22 800	22 800	-	100.0%	22 800	22 800
Households	179	35	-	214	214	-	100.0%	197	197
Social benefits	179	35	-	214	214	-	100.0%	197	197

GAUTENG DEPARTMENT OF e-GOVERNMENT

VOTE 13

APPROPRIATION STATEMENTS
for the year ended 31 March 2021

Payments for capital assets	40 960	98 939	-	139 899	139 899	-	100.0%	164 604	164 604
Machinery and equipment	-	48 615	-	48 615	48 615	-	100.0%	98 790	98 790
Other machinery and equipment	-	48 615	-	48 615	48 615	-	100.0%	98 790	98 790
Intangible assets	40 960	50 324	-	91 284	91 284	-	100.0%	65 814	65 814
Payments for financial assets	-	6 844	-	6 844	6 844	-	100.0%	-	-
Total	1 023 010	-	-	1 023 010	875 082	147 928	85.5%	1 042 874	1 031 091

2.1 APPLICATIONS

Economic classification	2020/21							2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	214 588	(23 308)	-	191 280	100 469	90 811	52.5%	231 396	227 424
Compensation of employees	61 184	-	-	61 184	57 084	4 100	93.3%	60 868	56 896
Goods and services	153 404	(23 308)	-	130 096	43 385	86 711	33.3%	170 528	170 528
Transfers and subsidies	83	-	-	83	83	-	100.0%	157	157
Households	83	-	-	83	83	-	100.0%	157	157
Payments for capital assets	-	-	-	-	-	-	-	57 469	57 469
Intangible assets	-	-	-	-	-	-	-	57 469	57 469
Payments for financial assets	-	6 844	-	6 844	6 844	-	100.0%	-	-
Total	214 671	(16 464)	-	198 207	107 396	90 811	54.2%	289 022	285 050

GAUTENG DEPARTMENT OF e-GOVERNMENT

VOTE 13

APPROPRIATION STATEMENTS
for the year ended 31 March 2021

2.2 OPERATIONS									
Economic classification	2020/21							2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	707 232	(82 475)	-	624 757	573 281	51 476	91.8%	582 596	582 596
Compensation of employees	82 398	-	-	82 398	76 770	5 628	93.2%	81 267	81 267
Goods and services	624 834	(82 475)	-	542 359	496 511	45 848	91.5%	501 329	501 329
Transfers and subsidies	22 836	-	-	22 836	22 836	-	100.0%	22 840	22 840
Higher education institutions	22 800	-	-	22 800	22 800	-	100.0%	22 800	22 800
Households	36	-	-	36	36	-	100.0%	40	40
Payments for capital assets	40 960	98 939	-	139 899	139 899	-	100.0%	107 135	107 135
Machinery and equipment	-	48 615	-	48 615	48 615	-	100.0%	98 790	98 790
Intangible assets	40 960	50 324	-	91 284	91 284	-	100.0%	8 345	8 345
Total	771 028	16 464	-	787 492	736 016	51 476	93.5%	712 571	712 571

2.3 BUSINESS ALIGNMENT									
Economic classification	2020/21							2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	36 387	-	-	36 387	31 059	5 328	85.4%	38 161	30 741
Compensation of employees	35 903	-	-	35 903	30 864	5 039	86.0%	37 972	30 552
Goods and services	484	-	-	484	195	289	40.3%	189	189
Total	36 387	-	-	36 387	31 059	5 328	85.4%	38 161	30 741

GAUTENG DEPARTMENT OF e-GOVERNMENT

VOTE 13

APPROPRIATION STATEMENTS
for the year ended 31 March 2021

2.4 INFORMATION COMMUNICATION TECHNOLOGY PROGRAMME SUPPORT									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	864	(35)	-	829	516	313	62.2%	3 120	2 729
Compensation of employees	864	(35)	-	829	516	313	62.2%	3 120	2 729
Transfers and subsidies	60	35	-	95	95	-	100.0%	-	-
Households	60	35	-	95	95	-	100.0%	-	-
Total	924	-	-	924	611	313	66.1%	3 120	2 729

VOTE 13

APPROPRIATION STATEMENTS
for the year ended 31 March 2021

Programme 3: HUMAN RESOURCES SERVICES									
2020/21								2019/20	
Sub programme	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Sub programme									
1. HR Chief DIR Support	2 799	-	-	2 799	2 672	127	95.5%	2 518	2 518
2. HR Administration Cluster 1	27 862	-	-	27 862	27 832	30	99.9%	26 366	26 366
3. HR Administration Cluster 2	23 985	-	-	23 985	22 060	1 925	92.0%	28 098	26 339
4. HR Information Management	6 095	-	-	6 095	5 213	882	85.5%	6 128	5 339
5. Payroll Services	28 741	-	-	28 741	27 227	1 514	94.7%	28 466	26 266
6. Debt Administration	26 172	-	-	26 172	24 613	1 559	94.0%	24 827	23 782
7. Injury on Duty	8 717	-	-	8 717	8 674	43	99.5%	8 523	8 523
Total for sub programmes	124 371	-	-	124 371	118 291	6 080	95.1%	124 926	119 133
Economic classification									
Current payments	123 904	(1 206)	-	122 698	116 618	6 080	95.0%	124 609	118 816
Compensation of employees	122 200	(1 206)	-	120 994	115 516	5 478	95.5%	118 950	113 158
Salaries and wages	104 098	(1 171)	-	102 927	97 916	5 011	95.1%	101 769	96 178
Social contributions	18 102	(35)	-	18 067	17 600	467	97.4%	17 181	16 980
Goods and services	1 704	-	-	1 704	1 102	602	64.7%	5 659	5 658
Administrative fees	180	-	-	180	-	180	-	24	24
Advertising	35	-	-	35	-	35	-	23	23
Computer services	1 235	-	-	1 235	1 102	133	89.2%	5 436	5 435
Operating leases	143	-	-	143	-	143	-	98	98
Property payments	111	-	-	111	-	111	-	78	78
Transfers and subsidies	467	1 206	-	1 673	1 673	-	100.0%	317	317
Households	467	1 206	-	1 673	1 673	-	100.0%	317	317
Social benefits	467	1 206	-	1 673	1 673	-	100.0%	139	139
Other transfer to household	-	-	-	-	-	-	-	178	178
Total	124 371	-	-	124 371	118 291	6 080	95.1%	124 926	119 133

VOTE 13

APPROPRIATION STATEMENTS
for the year ended 31 March 2021

3.1 CHIEF DIRECTOR SUPPORT									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	2 799	-	-	2 799	2 672	127	95.5%	2 518	2 518
Compensation of employees	2 799	-	-	2 799	2 672	127	95.5%	2 518	2 518
Total	2 799	-	-	2 799	2 672	127	95.5%	2 518	2 518

3.2 HR ADMINISTRATION CLUSTER 1									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	27 495	(478)	-	27 017	26 987	30	99.9%	26 362	26 362
Compensation of employees	27 495	(478)	-	27 017	26 987	30	99.9%	26 362	26 362
Transfers and subsidies	367	478	-	845	845	-	100.0%	4	4
Households	367	478	-	845	845	-	100.0%	4	4
Total	27 862	-	-	27 862	27 832	30	99.9%	26 366	26 366

GAUTENG DEPARTMENT OF e-GOVERNMENT

VOTE 13

APPROPRIATION STATEMENTS
for the year ended 31 March 2021

3.3 HR ADMINISTRATION CLUSTER 2									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	23 885	(563)	-	23 322	21 397	1 925	91.7%	28 071	28 312
Compensation of employees	22 544	(563)	-	21 981	20 344	1 637	92.6%	22 609	20 851
Goods and services	1 341	-	-	1 341	1 053	288	78.5%	5 462	5 461
Transfers and subsidies	100	563	-	663	663	-	100.0%	27	27
Households	100	563	-	663	663	-	100.0%	27	27
Total	23 985	-	-	23 985	22 060	1 925	92.0%	28 098	26 339

3.4 HR INFORMATION MANAGEMENT									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	6 095	-	-	6 095	5 213	882	85.5%	6 128	5 339
Compensation of employees	6 095	-	-	6 095	5 213	882	85.5%	6 128	5 339
Total	6 095	-	-	6 095	5 213	882	85.5%	6 128	5 339

3.5 PAYROLL SERVICES									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	28 741	(79)	-	28 662	27 148	1 514	94.7%	28 413	26 213
Compensation of employees	28 741	(79)	-	28 662	27 148	1 514	94.7%	28 413	26 213
Transfers and subsidies	-	79	-	79	79	-	100.0%	53	53
Households	-	79	-	79	79	-	100.0%	53	53
Total	28 741	-	-	28 741	27 227	1 514	94.7%	28 466	26 266

GAUTENG DEPARTMENT OF e-GOVERNMENT

VOTE 13

APPROPRIATION STATEMENTS
for the year ended 31 March 2021

3.6 DEBT ADMINISTRATION									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	26 172	(23)	-	26 149	24 590	1 559	94.0%	24 609	23 564
Compensation of employees	25 809	(23)	-	25 786	24 541	1 245	95.2%	24 412	23 367
Goods and services	363	-	-	363	49	314	13.5%	197	197
Transfers and subsidies	-	23	-	23	23	-	100.0%	218	218
Households	-	23	-	23	23	-	100.0%	218	218
Total	26 172	-	-	26 172	24 613	1 559	94.0%	24 827	23 782

3.7 INJURY ON DUTY									
2020/21								2019/20	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	8 717	(63)	-	8 654	8 611	43	99.5%	8 508	8 508
Compensation of employees	8 717	(63)	-	8 654	8 611	43	99.5%	8 508	8 508
Transfers and subsidies	-	63	-	63	63	-	100.0%	15	15
Households	-	63	-	63	63	-	100.0%	15	15
Total	8 717	-	-	8 717	8 674	43	99.5%	8 523	8 523

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**NOTES TO THE APPROPRIATION STATEMENTS
for the year ended 31 March 2021**

1. Detail of transfers and subsidies as per Appropriation Act (after Virement):

Detail of these transactions can be viewed in the note on Transfers and subsidies, disclosure notes and Annexure 1C and 1G to the Annual Financial Statements.

2. Detail of specifically and exclusively appropriated amounts voted (after Virement):

Detail of these transactions can be viewed in note 1 (Annual Appropriation) to the Annual Financial Statements.

3. Detail on payments for financial assets

Detail of these transactions per programme can be viewed in the note on Payments for financial assets to the Annual Financial Statements.

4. Explanations of material variances from Amounts Voted (after Virement):

4.1	Per programme	Final Appropriation	Actual Expenditure	Variance R'000	Variance as a % of Final Appropriation
1.	Administration	239 056	188 604	50 452	21.1%

Under-spending on Compensation of Employees:

- The under-spending on this component of expenditure was due to funded vacant posts.

Under spending on Goods and Services was mainly due to the following factors:

- Tools of trade procurement process not yet completed at year-end; the department has applied for rollover of funds.
- Tender processes for the refurbishment of 7th floor mandated to DID not yet finalized. The department has applied for rollover of funds.
- The lease contract for Records Management Centre was not renewed. The Department moved old records that were stored at the Records Management Centre building to Provincial archives.
- The Department adopted free self-paced online training programmes from industry partners, primarily in response to the national lockdown period.
- One of the Departments' parking sites contract has expired, procurement process not yet finalised at year-end.
- Reduction on usage of municipal services during lockdown as most staff members are working from home.

2.	Infor Commun Techn Shared Services (ICTSS)	1 023 010	875 082	147 928	14%
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Under-spending on Compensation of Employees:

- The under-spending on this component of expenditure was due to funded vacant posts.

Under spending on Goods and Services was mainly due to the following factors:

- SITA is experiencing delays in invoicing for the Gauteng Broadband Network. The department has applied for rollover of funds.
- Enterprise Support (SAP) new contract negotiations that are on-going and not yet finalised. The department has applied for the reappropriation of funds.
- SITA Procurement process to procure an Endpoint Detection and Response (EDR) solution from SITA's framework agreements not yet finalised. SITA is still in the process of concluding the procurement.
- Currently SITA is experiencing delays in migration the GPG departments including e-Gov's applications and data from the FMDC located in BCX Centurion to SITA's CFI environment. The department has applied for rollover of funds.

3.	Human Resource Services	124 371	118 291	6 080	5%
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Under-spending on Compensation of Employees:

- The under-spending on this component of expenditure was due to funded vacant posts.

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**NOTES TO THE APPROPRIATION STATEMENTS
for the year ended 31 March 2021**

4.2	Per economic classification	Final Appropriation	Actual Expenditure	Variance	Variance as a % of Final Appropriation
		R'000	R'000	R'000	R'000
	Current payments				
	Compensation of employees	455 003	423 593	31 410	6.90%
	Goods and services	757 865	584 842	173 023	22.83%
	Transfers and subsidies				
	Higher education institutions	22 800	22 800	-	0%
	Households	2 918	2 891	27	0.93%
	Payments for capital assets				
	Machinery and equipment	49 641	49 641	-	0%
	Intangible assets	91 284	91 284	-	0%
	Payments for financial assets	6 926	6 926	-	0%

Under-spending on Compensation of Employees:

- The under-spending on this component of expenditure was due to funded vacant posts.

Under spending on Goods and Services was mainly due to the following factors:

- Tools of trade procurement process not yet completed at year-end; the department has applied for rollover of funds.
- Tender processes for the refurbishment of 7th floor mandated to DID not yet finalized. The department has applied for rolling over of funds.
- The lease contract for Records Management Centre was not renewed. The Department moved old records that were stored at the Records Management Centre building to Provincial archives.
- The Department adopted free self-paced online training programmes from industry partners, primarily in response to the national lockdown period.
- One of the Departments' parking sites contract has expired, procurement process not yet finalised at year-end.
- Reduction on usage of municipal services during lockdown as most staff members are working from home.
- SITA is experiencing delays in invoicing for the Gauteng Broadband Network. The department has applied for rollover of funds.
- Enterprise Support (SAP) new contract negotiations that are on-going and not yet finalised. The department has applied for the reappropriation of funds.
- SITA Procurement process to procure an Endpoint Detection and Response (EDR) solution from SITA's framework agreements not yet finalised. SITA is still in the process of concluding the procurement.
- Currently SITA is experiencing delays in migration the GPG departments including e-Gov's applications and data from the FMDC located in BCX Centurion to SITA's CFI environment. The department has applied for rollover of funds.

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**STATEMENT OF FINANCIAL PERFORMANCE
for the year ended 31 March 2021**

	Note	2020/21	2019/20
		R'000	R'000
REVENUE			
Annual appropriation	<u>1</u>	1 386 437	1 413 914
Departmental revenue	<u>2</u>	718	788
TOTAL REVENUE		1 387 155	1 414 702
EXPENDITURE			
Current expenditure			
Compensation of employees	<u>3</u>	423 593	430 500
Goods and services	<u>4</u>	584 842	729 019
Total current expenditure		1 008 435	1 159 519
Transfers and subsidies			
Transfers and subsidies	<u>6</u>	25 691	23 511
Total transfers and subsidies		25 691	23 511
Expenditure for capital assets			
Tangible assets	<u>7</u>	49 641	100 429
Intangible assets	<u>7</u>	91 284	65 814
Total expenditure for capital assets		140 925	166 243
Payments for financial assets	<u>5</u>	6 926	10
TOTAL EXPENDITURE		1 181 977	1 349 283
SURPLUS FOR THE YEAR		205 178	65 419
Reconciliation of Net Surplus for the year			
Voted funds		204 460	64 631
Annual appropriation		204 460	64 631
Departmental revenue	<u>2</u>	718	788
SURPLUS FOR THE YEAR		205 178	65 419

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**STATEMENT OF FINANCIAL POSITION
for the year ended 31 March 2021**

	Note	2020/21	2019/20
		R'000	R'000
ASSETS			
Current assets		333 256	94 885
Cash and cash equivalents	<u>8</u>	328 261	89 597
Prepayments and advances	<u>9</u>	50	50
Receivables	<u>10</u>	4 945	5 238
TOTAL ASSETS		333 256	94 885
LIABILITIES			
Current liabilities		332 979	94 634
Voted funds to be surrendered to the Revenue Fund	<u>11</u>	204 460	64 631
Departmental revenue to be surrendered to the Revenue Fund	<u>12</u>	137	47
Payables	<u>13</u>	128 382	29 956
TOTAL LIABILITIES		332 979	94 634
NET ASSETS		277	251
Represented by:			
Recoverable revenue		277	251
TOTAL		277	251

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**STATEMENT OF CHANGES IN NET ASSETS
for the year ended 31 March 2021**

	Note	2020/21	2019/20
		R'000	R'000
Recoverable revenue			
Opening balance		251	208
Transfers:		26	43
Irrecoverable amounts written off	<u>5</u>	-	(3)
Debts revised		-	8
Debts recovered (included in departmental receipts)		(191)	(223)
Debts raised		217	261
Closing balance		277	251
TOTAL		277	251

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**CASH FLOW STATEMENT
for the year ended 31 March 2021**

	Note	2020/21 R'000	2019/20 R'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts		1 387 155	1 414 702
Annual appropriated funds received	<u>1.1</u>	1 386 437	1 413 914
Departmental revenue received	<u>2</u>	711	783
Interest received	<u>2.2</u>	7	5
Net (increase)/decrease in working capital		98 719	(3 067)
Surrendered to Revenue Fund		(65 259)	(7 951)
Current payments		(1 008 435)	(1 159 519)
Payments for financial assets		(6 926)	(10)
Transfers and subsidies paid		(25 691)	(23 511)
Net cash flow available from operating activities	<u>14</u>	<u>379 563</u>	<u>220 644</u>
CASH FLOWS FROM INVESTING ACTIVITIES			
Payments for capital assets	<u>7</u>	(140 925)	(166 243)
Net cash flows from investing activities		<u>(140 925)</u>	<u>(166 243)</u>
CASH FLOWS FROM FINANCING ACTIVITIES			
Increase in net assets		26	43
Net cash flows from financing activities		<u>26</u>	<u>43</u>
Net increase in cash and cash equivalents		238 664	54 444
Cash and cash equivalents at beginning of period		89 597	35 153
Cash and cash equivalents at end of period	<u>15</u>	<u>328 261</u>	<u>89 597</u>

**NOTES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021**

PART A: ACCOUNTING POLICIES

Summary of significant accounting policies

The financial statements have been prepared in accordance with the following policies, which have been applied consistently in all material aspects, unless otherwise indicated. Management has concluded that the financial statements present fairly the department's primary and secondary information.

The historical cost convention has been used, except where otherwise indicated. Management has used assessments and estimates in preparing the annual financial statements. These are based on the best information available at the time of preparation.

Where appropriate and meaningful, additional information has been disclosed to enhance the usefulness of the financial statements and to comply with the statutory requirements of the Public Finance Management Act (PFMA), Act 1 of 1999 (as amended by Act 29 of 1999), and the Treasury Regulations issued in terms of the PFMA and the annual Division of Revenue Act.

1	Basis of preparation The financial statements have been prepared in accordance with the Modified Cash Standard.
2	Going concern The financial statements have been prepared on a going concern basis.
3	Presentation currency Amounts have been presented in the currency of the South African Rand (R) which is also the functional currency of the department.
4	Rounding Unless otherwise stated financial figures have been rounded to the nearest one thousand Rand (R'000).
5	Foreign currency translation Cash flows arising from foreign currency transactions are translated into South African Rands using the spot exchange rates prevailing at the date of payment / receipt.
6	Comparative information
6.1	Prior period comparative information Prior period comparative information has been presented in the current year's financial statements. Where necessary figures included in the prior period financial statements have been reclassified to ensure that the format in which the information is presented is consistent with the format of the current year's financial statements.
6.2	Current year comparison with budget A comparison between the approved, final budget and actual amounts for each programme and economic classification is included in the appropriation statement.
7	Revenue
7.1	Appropriated funds Appropriated funds comprises of departmental allocations as well as direct charges against the revenue fund (i.e. statutory appropriation). Appropriated funds are recognised in the statement of financial performance on the date the appropriation becomes effective. Adjustments made in terms of the adjustments budget process are recognised in the statement of financial performance on the date the adjustments become effective. The net amount of any appropriated funds due to / from the relevant revenue fund at the reporting date is recognised as a payable / receivable in the statement of financial position.
7.2	Departmental revenue Departmental revenue is recognised in the statement of financial performance when received and is subsequently paid into the relevant revenue fund, unless stated otherwise. Any amount owing to the relevant revenue fund at the reporting date is recognised as a payable in the statement of financial position.
7.3	Accrued departmental revenue Accruals in respect of departmental revenue (excluding tax revenue) are recorded in the notes to the financial statements when: - it is probable that the economic benefits or service potential associated with the transaction will flow to the department; and - the amount of revenue can be measured reliably. The accrued revenue is measured at the fair value of the consideration receivable. Accrued tax revenue (and related interest and / penalties) is measured at amounts receivable from collecting agents. Write-offs are made according to the department's debt write-off policy

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**NOTES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021**

8	Expenditure
8.1	Compensation of employees
8.1.1	Salaries and wages Salaries and wages are recognised in the statement of financial performance on the date of payment.
8.1.2	Social contributions Social contributions made by the department in respect of current employees are recognised in the statement of financial performance on the date of payment. Social contributions made by the department in respect of ex-employees are classified as transfers to households in the statement of financial performance on the date of payment.
8.2	Other expenditure Other expenditure (such as goods and services, transfers and subsidies and payments for capital assets) is recognised in the statement of financial performance on the date of payment. The expense is classified as a capital expense if the total consideration paid is more than the capitalisation threshold.
8.3	Accruals and payables not recognised Accruals and payables not recognised are recorded in the notes to the financial statements at cost at the reporting date.
8.4	Leases
8.4.1	Operating leases Operating lease payments made during the reporting period are recognised as current expenditure in the statement of financial performance on the date of payment. Operating lease payments received are recognised as departmental revenue. The operating lease commitments are recorded in the notes to the financial statements. Operating lease payments received are recognised as departmental revenue.
8.4.2	Finance leases Finance lease payments made during the reporting period are recognised as capital expenditure in the statement of financial performance on the date of payment. Finance lease payments received are recognised as departmental revenue. The finance lease commitments are recorded in the notes to the financial statements and are not apportioned between the capital and interest portions. Finance lease assets acquired at the end of the lease term are recorded and measured at the lower of: - cost, being the fair value of the asset; or - the sum of the minimum lease payments made, including any payments made to acquire ownership at the end of the lease term, excluding interest. Finance lease payments received are recognised as departmental revenue.
9	Cash and cash equivalents Cash and cash equivalents are stated at cost in the statement of financial position. Bank overdrafts are shown separately on the face of the statement of financial position as a current liability. For the purposes of the cash flow statement, cash and cash equivalents comprise cash on hand, deposits held, other short-term highly liquid investments and bank overdrafts.
10	Prepayments and advances Prepayments and advances are recognised in the statement of financial position when the department receives or disburses the cash. Prepayments and advances are initially and subsequently measured at cost.
11	Loans and receivables Loans and receivables are recognised in the statement of financial position at cost plus accrued interest, where interest is charged, less amounts already settled or written-off. Write-offs are made according to the department's write-off policy.

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**NOTES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021**

12	Financial assets
12.1	Financial assets (not covered elsewhere) A financial asset is recognised initially at its cost plus transaction costs that are directly attributable to the acquisition or issue of the financial asset. At the reporting date, a department shall measure its financial assets at cost, less amounts already settled or written-off, except for recognised loans and receivables, which are measured at cost plus accrued interest, where interest is charged, less amounts already settled or written-off.
12.2	Impairment of financial assets Where there is an indication of impairment of a financial asset, an estimation of the reduction in the recorded carrying value, to reflect the best estimate of the amount of the future economic benefits expected to be received from that asset, is recorded in the notes to the financial statements.
13	Payables Payables recognised in the statement of financial position are recognised at cost.
14	Capital Assets
14.1	Immovable capital assets Immovable assets reflected in the asset register of the department are recorded in the notes to the financial statements at cost or fair value where the cost cannot be determined reliably. Immovable assets acquired in a non-exchange transaction are recorded at fair value at the date of acquisition. Immovable assets are subsequently carried in the asset register at cost and are not currently subject to depreciation or impairment. Subsequent expenditure of a capital nature forms part of the cost of the existing asset when ready for use. Additional information on immovable assets not reflected in the assets register is provided in the notes to financial statements.
14.2	Movable capital assets Movable capital assets are initially recorded in the notes to the financial statements at cost. Movable capital assets acquired through a non-exchange transaction is measured at fair value as at the date of acquisition. Where the cost of movable capital assets cannot be determined reliably, the movable capital assets are measured at fair value and where fair value cannot be determined; the movable assets are measured at R1. All assets acquired prior to 1 April 2002 (or a later date as approved by the OAG) may be recorded at R1. Movable capital assets are subsequently carried at cost and are not subject to depreciation or impairment. Subsequent expenditure that is of a capital nature forms part of the cost of the existing asset when ready for use.
14.3	Intangible assets Intangible assets are initially recorded in the notes to the financial statements at cost. Intangible assets acquired through a non-exchange transaction are measured at fair value as at the date of acquisition. Internally generated intangible assets are recorded in the notes to the financial statements when the department commences the development phase of the project. Where the cost of intangible assets cannot be determined reliably, the intangible capital assets are measured at fair value and where fair value cannot be determined; the intangible assets are measured at R1. All assets acquired prior to 1 April 2002 (or a later date as approved by the OAG) may be recorded at R1. Intangible assets are subsequently carried at cost and are not subject to depreciation or impairment. Subsequent expenditure of a capital nature forms part of the cost of the existing asset when ready for use.
14.4	Project Costs: Work-in-progress Expenditure of a capital nature is initially recognised in the statement of financial performance at cost when paid. Amounts paid towards capital projects are separated from the amounts recognised and accumulated in work-in-progress until the underlying asset is ready for use. Once ready for use, the total accumulated payments are recorded in an asset register. Subsequent payments to complete the project are added to the capital asset in the asset register. Where the department is not the custodian of the completed project asset, the asset is transferred to the custodian subsequent to completion.
15	Provisions and Contingents
15.1	Provisions Provisions are recorded in the notes to the financial statements when there is a present legal or constructive obligation to forfeit economic benefits as a result of events in the past and it is probable that an outflow of resources embodying economic benefits or service potential will be required to settle the obligation and a reliable estimate of the obligation can be made. The provision is measured as the best estimate of the funds required to settle the present obligation at the reporting date.

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**NOTES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021**

15.2	Contingent liabilities Contingent liabilities are recorded in the notes to the financial statements when there is a possible obligation that arises from past events, and whose existence will be confirmed only by the occurrence or non-occurrence of one or more uncertain future events not within the control of the department or when there is a present obligation that is not recognised because it is not probable that an outflow of resources will be required to settle the obligation or the amount of the obligation cannot be measured reliably.
15.3	Contingent assets Contingent assets are recorded in the notes to the financial statements when a possible asset arises from past events, and whose existence will be confirmed by the occurrence or non-occurrence of one or more uncertain future events not within the control of the department.
15.4	Capital commitments Capital commitments are recorded at cost in the notes to the financial statements.
16	Fruitless and wasteful expenditure Fruitless and wasteful expenditure is recorded in the notes to the financial statements when confirmed. The amount recorded is equal to the total value of the fruitless and or wasteful expenditure incurred. Fruitless and wasteful expenditure is removed from the notes to the financial statements when it is resolved or transferred to receivables or written off. Fruitless and wasteful expenditure receivables are measured at the amount that is expected to be recoverable and are de-recognised when settled or subsequently written-off as irrecoverable.
17	Irregular expenditure Irregular expenditure is recorded in the notes to the financial statements when confirmed after its assessment. The amount recorded is equal to the value of the irregular expenditure incurred unless it is impracticable to determine, in which case reasons therefor are provided in the note. Irregular expenditure is reduced from the note when it is either condoned by the relevant authority, transferred to receivables for recovery, not condoned and removed or written-off. Irregular expenditure receivables are measured at the amount that is expected to be recoverable and are de-recognised when settled or subsequently written-off as irrecoverable.
18	Changes in accounting estimates and errors Changes in accounting estimates are applied prospectively in accordance with MCS requirements. Correction of errors is applied retrospectively in the period in which the error has occurred in accordance with MCS requirements, except to the extent that it is impracticable to determine the period-specific effects or the cumulative effect of the error. In such cases the department shall restate the opening balances of assets, liabilities and net assets for the earliest period for which retrospective restatement is practicable.
19	Events after the reporting date Events after the reporting date that are classified as adjusting events have been accounted for in the financial statements. The events after the reporting date that are classified as non-adjusting events after the reporting date have been disclosed in the notes to the financial statements.
20	Recoverable revenue Amounts are recognised as recoverable revenue when a payment made in a previous financial year becomes recoverable from a debtor in the current financial year. Amounts are either transferred to the Provincial Revenue Fund when recovered or are transferred to the statement of financial performance when written-off.
21	Related party transactions Related party transactions within the MEC's portfolio are recorded in the notes to the financial statements when the transaction is not at arm's length. The number of individuals and the full compensation of key management personnel is recorded in the notes to the financial statements.
22	Employee benefits The value of each major class of employee benefit obligation (accruals, payables not recognised and provisions) is disclosed in the Employee benefits note.

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**NOTES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021**

PART B: EXPLANATORY NOTES

1. Annual Appropriation

1.1 Annual Appropriation

Included are funds appropriated in terms of the Appropriation Act (and the Adjustments Appropriation Act) for Provincial Departments:

	2020/21			2019/20		
	Final Appropriation	Actual Funds Received	Funds not requested/not received	Final Appropriation	Appropriation received	Funds not requested /not received
	R'000	R'000	R'000	R'000	R'000	R'000
Administration	239 056	239 056	-	246 114	246 114	-
Infor Comm Tech	1 023 010	1 023 010	-	1 042 874	1 042 874	-
Human Resource	124 371	124 371	-	124 926	124 926	-
Total	1 386 437	1 386 437	-	1 413 914	1 413 914	-

2. Departmental revenue

	Note	2020/21	2019/20
		R'000	R'000
Sales of goods and services other than capital assets	2.1	531	567
Interest, dividends and rent on land	2.2	7	5
Transactions in financial assets and liabilities	2.3	180	216
Departmental revenue collected		718	788

2.1 Sales of goods and services other than capital assets

	Note	2020/21	2019/20
	2	R'000	R'000
Sales of goods and services produced by the department		510	567
Sales by market establishment		510	567
Sales of scrap, waste and other used current goods		21	-
Total		531	567

2.2 Interest, dividends and rent on land

	Note	2020/21	2019/20
	2	R'000	R'000
Interest		7	5
Total		7	5

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**NOTES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021**

2.3 Transactions in financial assets and liabilities

	Note	2020/21	2019/20
	2	R'000	R'000
Receivables		175	-
Other Receipts including Recoverable Revenue		5	216
Total		180	216

3. Compensation of employees

3.1 Salaries and Wages

	2020/21	2019/20
	R'000	R'000
Basic salary	294 740	295 244
Performance award	3 229	6 642
Service Based	432	546
Compensative/circumstantial	8 356	9 005
Periodic payments	1 770	5 229
Other non-pensionable allowances	57 704	58 121
Total	366 231	374 787

3.2 Social contributions

	2020/21	2019/20
	R'000	R'000
Employer contributions		
Pension	37 227	37 181
Medical	20 054	18 456
Bargaining council	81	76
Total	57 362	55 713

Total compensation of employees	423 593	430 500
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Average number of employees	775	797
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**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**NOTES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021**

4. Goods and services

	Note	2020/21 R'000	2019/20 R'000
Administrative fees		70	117
Advertising		3 322	1 861
Minor assets	4.1	21	308
Bursaries (employees)		1 410	1 751
Catering		200	264
Communication		5 552	2 337
Computer services	4.2	537 466	674 781
Consultants: Business and advisory services		195	779
Legal services		1 509	1 361
Contractors		1 997	1 026
Audit cost – external	4.3	6 684	6 053
Fleet services		2 806	1 648
Consumables	4.4	3 599	5 209
Operating leases		6 846	12 705
Property payments	4.5	10 243	10 876
Travel and subsistence	4.6	101	780
Venues and facilities		17	502
Training and development		1 726	2 607
Other operating expenditure	4.7	1 078	4 054
Total		584 842	729 019

4.1 Minor assets

	Note	2020/21 R'000	2019/21 R'000
	4		
Tangible assets		21	308
Machinery and equipment		21	308
Total		21	308

4.2 Computer services

	Note	2020/21 R'000	2019/20 R'000
	4		
SITA computer services		434 526	419 416
External computer service providers		102 940	255 365
Total		537 466	674 781

4.3 Audit cost – External

	Note	2020/21 R'000	2019/20 R'000
	4		
Regularity audits		6 684	6 053
Total		6 684	6 053

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**NOTES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021**

4.4 Consumables

	Note	2020/21	2019/20
	4	R'000	R'000
Consumable supplies		1 059	1 801
Uniform and clothing		376	296
Household supplies		15	123
Building material and supplies		196	141
Communication accessories		-	1
IT consumables		472	1 163
Other consumables		-	77
Stationery, printing and office supplies		2 540	3 408
Total		3 599	5 209

4.5 Property payments

	Note	2020/21	2019/20
	4	R'000	R'000
Municipal services		6 318	9 606
Property management fees		-	46
Property maintenance and repairs		2 184	-
Other		1 741	1 224
Total		10 243	10 876

4.6 Travel and subsistence

	Note	2020/21	2019/20
	4	R'000	R'000
Local		101	780
Total		101	780

4.7 Other operating expenditure

	Note	2020/21	2019/20
	4	R'000	R'000
Professional bodies, membership and subscription fees		31	67
Resettlement costs		-	8
Other		1 047	3 979
Total		1 078	4 054

5. Payments for financial assets

	Note	2020/21	2019/20
		R'000	R'000
Debts written off	5.1	82	10
Forex losses	5.2	6 844	-
Total		6 926	10

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**NOTES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021**

5.1 Debts written off

	Note	2020/21	2019/20
	5	R'000	R'000
Nature of debts written off			
Recoverable revenue written off		-	3
Staff debts		82	7
Total		82	10

5.2 Forex losses

	Note	2020/21	2019/20
	5	R'000	R'000
Nature of losses			
Payment recall - Microsoft Ireland		6 844	-
Total		6 844	-

The Department incurred foreign exchange loss in the ordinary cause of operating activities , the above is treated as an expense.

6. Transfers and subsidies

		2020/21	2019/20
		R'000	R'000
	Note		
Higher education institutions	Annexure 1C	22 800	22 800
Households	Annexure 1G	2 891	711
Total		25 691	23 511

7. Expenditure for capital assets

	Note	2020/21	2019/20
		R'000	R'000
Tangible assets		49 641	100 429
Machinery and equipment	27	49 641	100 429
Intangible assets		91 284	65 814
Software	28	91 284	65 814
Total		140 925	166 243

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**NOTES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021**

7.1 Analysis of funds utilised to acquire capital assets – 2020/21

	Voted funds	Aid assistance	Total
	R'000	R'000	R'000
Tangible assets	49 641	-	49 641
Machinery and equipment	49 641	-	49 641
Intangible assets	91 284	-	91 284
Software	91 284	-	91 284
Total	140 925	-	140 925

7.2 Analysis of funds utilised to acquire capital assets – 2019/20

	Voted funds	Aid assistance	Total
	R'000	R'000	R'000
Tangible assets	100 429	-	100 429
Machinery and equipment	100 429	-	100 429
Intangible assets	65 814	-	65 814
Software	65 814	-	65 814
Total	166 243	-	166 243

8. Cash and cash equivalents

	2020/21	2019/20
	R'000	R'000
Consolidated Paymaster General Account	*328 746	89 573
Disbursements	** (510)	(1)
Cash on hand	25	25
Total	328 261	89 597

**The consolidated paymaster general account includes R128 million payables to Microsoft and SITA (GBN services) for other provincial departments .*

***Bank credit transactions cleared in the subsequent financial year.*

9. Prepayments and advances

	Note	2020/21	2019/20
		R'000	R'000
Prepayments (Not expensed)	9.1	50	50
Total		50	50

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**NOTES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021**

9.1 Prepayments (Not expensed)

	Note	Balance as at 1 April 2020	Less: Amount expensed in current year	Add or Less: Other	Add: Current Year prepayments	Balance as at 31 March 2021
	9	R'000	R'000	R'000	R'000	R'000
Goods and services		50	-	-	-	50
Total		50	-	-	-	50

	Note	Balance as at 1 April 2019	Less: Amount expensed in current year	Add or Less: Other	Add: Current Year prepayments	Balance as at 31 March 2020
	9	R'000	R'000	R'000	R'000	R'000
Goods and services		258	(185)	(23)	-	50
Total		258	(185)	(23)	-	50

	Amount as at 1 April 2019	Less: Received in the current year	Add or Less: Other	Add: Current Year prepayments	Amount as at 31 March 2020
	R'000	R'000	R'000	R'000	R'000
Goods and services	258	(185)	(23)	-	50
Total	258	(185)	(23)	-	50

10. Receivables

	Note	Current R'000	2020/21 Non-current R'000	Total R'000	Current R'000	2019/20 Non-current R'000	Total R'000
Claims recoverable	10.1	4 401	-	4 401	4 464	-	4 464
Recoverable expenditure	10.3	3	-	3	48	-	48
Staff debt	10.4	541	-	541	726	-	726
Other receivables	10.5						
Total		4 945	-	4 945	5 238	-	5 238

10.1 Claims recoverable

	Note	2020/21 R'000	2019/20 R'000
	10 and Annex 4	R'000	R'000
National departments		112	819
Provincial departments		4 198	3 622
Public entities		91	23
Total		4 401	4 464

10.2 Recoverable expenditure (disallowance accounts)

	Note	2020/21 R'000	2019/20 R'000
	10	R'000	R'000
Salaries		3	48
Total		3	48

10.3 Staff debt

	Note	2020/21 R'000	2019/20 R'000
	10	R'000	R'000
Bursaries and salary related debts		541	726
Total		541	726

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**NOTES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021**

11. Voted funds to be surrendered to the Revenue Fund

	2020/21	2019/20
	R'000	R'000
Opening balance	64 631	7 092
Transfer from statement of financial performance	204 460	64 631
Paid during the year	(64 631)	(7 092)
Closing balance	204 460	64 631

12. Departmental revenue to be surrendered to the Revenue Fund

	2020/21	2019/20
	R'000	R'000
Opening balance	47	118
Transfer from Statement of Financial Performance	718	788
Paid during the year	(628)	(859)
Closing balance	137	47

13. Payables – current

	Note	2020/21	2019/20
		R'000	R'000
Advances received	13.1	128 071	29 636
Clearing accounts	13.2	311	320
Total		128 382	29 956

13.1 Advances received

	Note	2020/21	2019/20
	13	R'000	R'000
Provincial departments		128 071	29 636
Total		128 071	29 636

13.2 Clearing accounts

	Note	2020/21	2019/20
	13	R'000	R'000
Description			
Salaries clearing accounts		311	320
Total		311	320

14. Net cash flow available from operating activities

	2020/21	2019/20
	R'000	R'000
Net surplus as per Statement of Financial Performance	205 178	65 419
Add back non cash/cash movements not deemed operating activities	174 385	155 225
(Increase)/decrease in receivables	293	(3 549)
(Increase)/decrease in prepayments and advances	-	208
Increase in payables – current	98 426	274
Expenditure on capital assets	140 925	166 243
Surrenders to Revenue Fund	(65 259)	(7 951)
Net cash flow generated by operating activities	379 563	220 644

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**NOTES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021**

15. Reconciliation of cash and cash equivalents for cash flow purposes

	2020/21	2019/20
	R'000	R'000
Consolidated Paymaster General account	328 746	89 573
Disbursements	(510)	(1)
Cash on hand	25	25
Total	328 261	89 597

16. Contingent liabilities and contingent assets

16.1 Contingent liabilities

	Note	2020/21	2019/20
		R'000	R'000
Liable to	Nature		
Housing loan guarantees	Employees	-	-
Intergovernmental payables (unconfirmed balances)	Annex 5	1 276	1 282
Total		1 276	1 282

The Labour Appeal Court (LAC) declared the salary increases for the 2020/21 financial year unlawful and invalid. The LAC ruling has been appealed and referred to the Constitutional Court. The ruling by the Constitutional Court will confirm if the department will be obligated to pay the salary increases in dispute.

16.2 Contingent assets

	Note	2020/21	2019/20
		R'000	R'000
Nature of contingent asset	16		
Civil recovery for suppliers account overpayment		605	605
Civil case – irregular expenditure		*42 944	42 944
Recovery of payments incurred as a result of misrepresentation by suppliers.		2 071	2 071
Recovery of losses suffered by the department		136	136
Total		45 756	45 756

**State Attorney is applying for judicial pre-trial*

The remaining matters are dormant, the department is in consultation with State Attorney to advise on the matters

17. Capital commitments

	2020/21	2019/20
	R'000	R'000
Machinery and equipment		
Computer equipment	40 587	90 074
Software	68 843	-
Total	109 430	90 074

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**NOTES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021**

18. Accruals and payables not recognised

18.1 Accruals

	R'000	R'000	2020/21 R'000	2019/21 R'000
Listed by economic classification				
	30 Days	30+ Days	Total	Total
Goods and services	53 581	-	53 581	107 538
Capital assets	68	-	68	-
Total	53 649	-	53 649	107 538

			2021/20 R'000	2019/20 R'000
Listed by programme level				
Administration			4 408	1 823
ICT Shared Services			49 241	105 708
Human resource services			-	7
Total			53 649	107 538

18.2 Payables not recognised

	R'000	R'000	2020/21 R'000	2019/20 R'000
Listed by economic classification				
	30 Days	30+ Days	Total	Total
Goods and services	4 330	230	4 560	2 623
Capital assets	871	-	871	459
Other	-	-	-	802
Total	5 201	230	5 431	3 884

			2020/21 R'000	2019/20 R'000
Listed by programme level				
Administration			4 560	1 708
ICT Shared Services			871	2 176
Total			5 431	3 884

	Note	2020/21 R'000	2019/20 R'000
Included in the above totals are the following:			
Confirmed balances with other departments	Annex 5	2 148	1 682
Confirmed balances with other government entities	Annex 5	1 085	1 049
Total		3 233	2 731

Included in accruals and payable not yet recognized are invoices disclosed at 70% as they are a shared utility cost between Department of e-Government and Gauteng Provincial Treasury.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021

19. Employee benefits

	2020/21	2019/20
	R'000	R'000
Leave entitlement**	34 645	16 642
Service bonus	11 344	11 436
Performance awards	2 427	3 739
Capped leave	4 801	5 908
Other*	396	294
Total	53 613	38 019

*Other employee benefits relate to long service awards amount payable to eligible employees in the ensuing financial year published by the DPSA in 2020/21, which includes provisions for 2020/21 and 2021/22 financial years.

**Included in leave entitlement is a negative balance of R41 503.23 which is in accordance with resolution 7 of 2000, which allows employees to accrue vacation leave days on the 1st of January irrespective of the employment date.

**An increase in leave entitlement is due to pandemic and remote working of officials, employees are still utilising the prior year leave resulting in an increase in the current year leave accrual.

20. Lease commitments

20.1 Operating leases

2020/21	Specialised military equipment	Land	Buildings and other fixed structures	Machinery and equipment	Total
	R'000	R'000	R'000	R'000	R'000
Not later than 1 year	-	-	3 564	1 542	5 031
Later than 1 year and not later than 5 years	-	-	4 344	-	4 344
Total lease commitments	-	-	7 908	1 542	9 375

2019/20	Specialised military equipment	Land	Buildings and other fixed structures	Machinery and equipment	Total
	R'000	R'000	R'000	R'000	R'000
Not later than 1 year	-	-	3 874	2 651	6 525
Later than 1 year and not later than 5 years	-	-	7 749	1 641	9 390
Total lease commitments	-	-	11 623	4 292	15 915

21. Accrued departmental revenue

	2020/21	2019/20
	R'000	R'000
Sales of goods and services other than capital assets	26	29
Total	26	29

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**NOTES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021**

21.1 Analysis of accrued departmental revenue

	Note 21	2020/21 R'000	2019/21 R'000
Opening balance		29	24
Less: amounts received		(29)	(24)
Add: amounts recorded		26	29
Closing balance		26	29

22. Irregular expenditure

22.1 Reconciliation of irregular expenditure

	2020/21 R'000	2019/20 R'000
Opening balance	389 464	35 206
Add: Irregular expenditure – relating to prior year	36 693	-
Add: Irregular expenditure – relating to current year	532 906	354 258
Less: Prior year amounts condoned	(53 851)	-
Closing balance	905 212	389 464

Analysis of closing balance

Current year	532 906	354 258
Prior years	372 306	35 206
Total	905 212	389 464

22.2 Details of current and prior year irregular expenditure – added current year (under determination and investigation)

Incident	Disciplinary steps taken/criminal proceedings	2020/21 R'000
Contravention to PFMA 16A 3.2 (a) – Lease contract date precede the evidence of ownership date.- Parking	Investigation concluded – Disciplinary action was taken against implicated officials.	1 319
Request of variation after contract expiry. - email as a service	Investigation is at reporting stage.	40 366
Month to month extension of an irregular SOC extension due to delayed approval	Investigation concluded – The disciplinary action could not be taken due to implicated officials no longer being in the employ of the Department. The investigation found no criminal conduct.	4 511
Variation order for Internet Guardian Proxy solution - Late submission for approval	Investigation is at execution stage.	1 236
GBN proposed substantive conditions not yet attained	Investigation concluded – The disciplinary action could not be taken due to implicated officials no longer being in the employ of the Department. The investigation found no criminal conduct.	*522 167
Total		569 599

**includes GBN services payments for the prior and current financial years, emanating from inter institution arrangements with GPG departments in relation to SITA (GBN) contracts. National Treasury has subsequently condoned the expenditure at SITA, the department is awaiting confirmation from National Treasury.*

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**NOTES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021**

22.3 Details of irregular expenditure condoned

Incident	Condoned by (relevant authority)	2020/21 R'000
Non-compliance to SCM processes	Gauteng Provincial Treasury	3 203
Non-compliance to SCM processes - Xray machines contract extension	Gauteng Provincial Treasury	929
Deviation from normal procurement process for procurement of GBN services excluded from SITA request for bid	Gauteng Provincial Treasury	49 719
Total		53 851

22.4 Details of the non-compliance where an institution is involved in an inter-institutional arrangement

Incident	2020/21 R'000
Inter-institutional payments to SITA for GBN Services made using an irregular contract that commenced in 2018/19. (GBN proposed substantive conditions not yet attained):	
Gauteng Department of Education	123 703
Gauteng Department of Sports Arts and Culture	1 738
Gauteng Department of Social Development	497
Total	125 938

The disclosed expenditure includes payments for the prior and current financial year.

22.5 Details of irregular expenditures under assessment (not included in the main note)

Incident	2020/21 R'000
Deviation attributable to impracticability to follow normal bidding process - Email security, remediation, continuing and archiving services.	2 114
Total	2 114

23. Fruitless and wasteful expenditure

23.1 Reconciliation of fruitless and wasteful expenditure

	2020/21 R'000	2019/20 R'000
Opening balance	27 738	497
Fruitless and wasteful expenditure - relating to current year	6 844	27 241
Closing balance	34 582	27 738

Disciplinary process for 2019/20 opening balance concluded, Department is in the process of writing-off the irrecoverable fruitless and wasteful expenditure. Investigation for R27.2million concluded, implementation of recommendations is underway.

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**NOTES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021**

23.2 Details of current year fruitless and wasteful expenditure – added current year (under determination and investigation)

Incident	Disciplinary steps taken/criminal proceedings	2020/21 R'000
Foreign exchange losses – Payment recall	Investigation initiated at Gauteng Provincial Treasury	6 844
Total		6 844

Foreign loss incurred from a recalled payment processed at GPT, Investigations initiated at the Provincial Treasury.

24. Related party transactions

Gauteng Department of e-Government is related to Gauteng Provincial Treasury and Gauteng Infrastructure Financing Agency because they report to the same MEC.

25. Key management personnel

	No. of Individuals	2020/21 R'000	2019/20 R'000
Political office bearers (provide detail below)			
Officials:			
Level 15 to 16	4	2 737	5 869
Level 14	12	10 099	9 935
Total		12 836	15 804

26. Provisions

	2020/21 R'000	2019/20 R'000
Bad Debts	455	251
Total	455	251

26.1 Reconciliation of movement in provisions – 2020/21

	Bad debts R'000	R'000	R'000	Total provisions R'000
Opening balance	251	-	-	251
Increase in provision	256	-	-	256
Settlement of provision	(52)	-	-	(52)
Closing balance	455	-	-	455

Reconciliation of movement in provisions – 2019/20

	Bad Debts R'000	R'000	R'000	Total provisions R'000
Opening balance	176	-	-	176
Increase in provision	87	-	-	87
Settlement of provision	(12)	-	-	(12)
Closing balance	251	-	-	251

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**NOTES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021**

27. Movable Tangible Capital Assets

MOVEMENT IN MOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2021

	Opening balance R'000	Value adjustments R'000	Additions R'000	Disposals R'000	Closing Balance R'000
MACHINERY AND EQUIPMENT	905 899	-	49 708	27 550	928 057
Transport assets	5 195	-	-	-	5 195
Computer equipment	859 610	-	49 640	24 754	884 496
Furniture and office equipment	25 409	-	50	1 126	24 333
Other machinery and equipment	15 685	-	18	1 670	14 033
TOTAL MOVABLE TANGIBLE CAPITAL ASSETS	905 899	-	49 708	27 550	928 057

Included in the above closing balance is normal & GBN assets not found during 2020/21 asset verification process and will be traced in 2021/22 asset verification.

Movable Tangible Capital Assets under investigation

	Number	Value R'000
Included in the above total of the movable tangible capital assets per the asset register are assets that are under investigation:		
Machinery and equipment	387	19 272

These are stolen assets reported to Security Unit for investigation. Investigation is still underway

27.1 Additions

ADDITIONS TO MOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2021

	Cash R'000	Non- cash R'000	(Capital Work in Progress current costs and finance lease payments) R'000	Received current, not paid (Paid current year, received prior year) R'000	Total R'000
MACHINERY AND EQUIPMENT	49 641	-	(415)	482	49 708
Computer equipment	49 158	-	-	482	49 640
Furniture and office equipment	50	-	-	-	50
Other machinery and equipment	433	-	(415)	-	18
TOTAL ADDITIONS TO MOVABLE TANGIBLE CAPITAL ASSETS	49 641	-	(415)	482	49 708

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**NOTES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021**

27.2 Disposals

DISPOSALS OF MOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2021

	Sold for cash R'000	Non-cash disposal R'000	Total disposals R'000	Cash Received Actual R'000
MACHINERY AND EQUIPMENT	-	27 550	27 550	-
Computer equipment	-	24 754	24 754	-
Furniture and office equipment	-	1 126	1 126	-
Other machinery and equipment	-	1 670	1 670	-
TOTAL DISPOSAL OF MOVABLE TANGIBLE CAPITAL ASSETS	-	27 550	27 550	-

Asset written off , not found during 2019/2020 and 2020/21 Asset verification process.

27.3 Movement for 2019/20

MOVEMENT IN TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2020

	Opening balance R'000	Prior period error R'000	Additions R'000	Disposals R'000	Closing Balance R'000
MACHINERY AND EQUIPMENT	790 606	12 967	102 326	-	905 899
Transport assets	5 115	-	80	-	5 195
Computer equipment	747 121	12 239	100 250	-	859 610
Furniture and office equipment	23 207	389	1 813	-	25 409
Other machinery and equipment	15 163	339	183	-	15 685
TOTAL MOVABLE TANGIBLE CAPITAL ASSETS	790 606	12 967	102 326	-	905 899

27.3.1 Prior period error

	2019/20 R'000
Nature of prior period error	12 967
Relating to 2019/20 <i>[affecting the opening balance]</i>	
Computer equipment	12 239
Furniture and office equipment	389
Other machinery and equipment	339
Total prior period errors	12 967

Asset duplicates removed from the asset register including assets found from the floor during 2020/21 asset verification process and added to the asset register through asset valuation.

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**NOTES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021**

27.4 Minor assets

MOVEMENT IN MINOR ASSETS PER THE ASSET REGISTER FOR THE YEAR ENDED AS AT 31 MARCH 2021

	Specialised military assets R'000	Intangible assets R'000	Heritage assets R'000	Machinery and equipment R'000	Biological assets R'000	Total R'000
Opening balance	-	-	-	17 788	-	17 788
Additions	-	-	-	31	-	31
Disposals	-	-	-	1 758	-	1 758
TOTAL MINOR ASSETS	-	-	-	16 061	-	16 061
Number of minor assets at cost	-	-	-	9 427	-	9 427
TOTAL NUMBER OF MINOR ASSETS	-	-	-	9 427	-	9 427

Minor Capital Assets under investigation

	Number	Value R'000
Included in the above total of the minor capital assets per the asset register are assets that are under investigation:		
Machinery and equipment	1178	2 534

- These are stolen assets reported to Security Unit for investigation. Investigation is still underway.
- Included in the above Minor assets 2020/21 closing balance are normal assets not found during 2020/21 asset verification process , to be traced during 2021/22 asset verification.

MOVEMENT IN MINOR ASSETS PER THE ASSET REGISTER FOR THE YEAR ENDED AS AT 31 MARCH 2020

	Specialised military assets R'000	Intangible assets R'000	Heritage assets R'000	Machinery and equipment R'000	Biological assets R'000	Total R'000
Opening balance	-	-	-	15 274	-	15 274
Prior period error	-	-	-	1 769	-	1 769
Additions*	-	-	-	745	-	745
TOTAL MINOR ASSETS	-	-	-	17 788	-	17 788
Number of minor assets at cost	-	-	-	10 229	-	10 229
TOTAL NUMBER OF MINOR ASSETS	-	-	-	10 229	-	10 229

*Additions includes adjustment made for Assets received in prior year but paid in the current year and assets paid in the prior year received in the current year.

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**NOTES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021**

27.4.1 Prior period error

	Note 27.4	2019/20 R'000
Nature of prior period error		
Relating to 2019/20 <i>[affecting the opening balance]</i>		1 769
Office furniture and equipment		548
Other machinery and equipment		126
Computer equipment		1 095
Total prior period errors		1 769

Asset transfer from GIFA received in 2019/20 but only included to the asset register in 2020/21 financial year, Asset found from the floor during 2020/21 asset verification and included in 2020/21 using asset valuation

27.5 Movable assets written off

MOVABLE ASSETS WRITTEN OFF FOR THE YEAR ENDED AS AT 31 MARCH 2021

	Specialised military assets R'000	Intangible assets R'000	Heritage assets R'000	Machinery and equipment R'000	Biological assets R'000	Total R'000
Assets written off	-	-	-	1 758	-	1 758
TOTAL MOVABLE ASSETS WRITTEN OFF	-	-	-	1 758	-	1 758

Assets written off which were not found during 2019/20 and 2020/21 asset verification process including asset paid in 2019/20 but received in 2020/21 financial year.

28. Intangible Capital Assets

MOVEMENT IN INTANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2021

	Opening balance R'000	Value adjustments R'000	Additions R'000	Disposals R'000	Closing Balance R'000
SOFTWARE	110 588	-	50 324	-	160 912
TOTAL INTANGIBLE CAPITAL ASSETS	110 588	-	50 324	-	160 912

28.1 Additions

**ADDITIONS TO INTANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED
31 MARCH 2021**

	Cash R'000	Non-Cash R'000	(Develop-ment work in progress – current costs) R'000	Received current year, not paid (Paid current year, received prior year) R'000	Total R'000
SOFTWARE	91 284	-	-	(40 960)	50 324
TOTAL ADDITIONS TO INTANGIBLE CAPITAL ASSETS	91 284	-	-	(40 960)	50 324

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**NOTES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021**

28.2 Movement for 2019/20

MOVEMENT IN INTANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2020

	Opening balance	Prior period error	Additions	Disposals	Closing Balance
	R'000	R'000	R'000	R'000	R'000
SOFTWARE	69 569	-	41 019	-	110 588
TOTAL INTANGIBLE CAPITAL ASSETS	69 569	-	41 019	-	110 588

29. Immovable Tangible Capital Assets

MOVEMENT IN IMMOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2021

	Opening balance	Value adjustments	Additions	Disposals	Closing Balance
	R'000		R'000	R'000	R'000
BUILDINGS AND OTHER FIXED STRUCTURES	215 562	-	-	343	215 219
Other fixed structures	215 562	-	-	343	215 219
TOTAL IMMOVABLE TANGIBLE CAPITAL ASSETS	215 562	-	-	343	215 219

29.1 Disposals

DISPOSALS OF IMMOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2021

	Sold for cash	Non-cash disposal	Total disposals	Cash Received Actual
	R'000	R'000	R'000	R'000
BUILDINGS AND OTHER FIXED STRUCTURES	-	343	343	-
Other fixed structures	-	343	343	-
TOTAL DISPOSALS OF IMMOVABLE TANGIBLE CAPITAL ASSETS	-	343	343	-

29.2 Movement for 2019/20

MOVEMENT IN IMMOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2020

	Opening balance	Prior period error	Additions	Disposals	Closing Balance
	R'000	R'000	R'000	R'000	R'000
BUILDINGS AND OTHER FIXED STRUCTURES	215 562				215 562
Other fixed structures	215 562	-	-	-	215 562
TOTAL IMMOVABLE TANGIBLE CAPITAL ASSETS	215 562	-	-	-	215 562

29.3 Capital Work-in-progress

CAPITAL WORK-IN-PROGRESS AS AT 31 MARCH 2021

Note	Opening balance 1 April 2020	Current Year WIP	Ready for use (Assets to the AR) / Contracts terminated	Closing balance 31 March 2021
Annexure 7	R'000	R'000	R'000	R'000
Machinery and equipment	-	415	-	415
TOTAL	-	415	-	415

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**NOTES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021**

30. Prior period errors

30.1 Correction of prior period errors

	Note	Amount bef error correction	Prior period error	Restated Amount
			2019/20	2019/20
		R'000	R'000	R'000
Assets:				
Movable tangible capital assets	27			
Computer equipment		847 371	12 239	859 610
Furniture and office equipment		25 020	389	25 409
Other machinery and equipment		15 346	339	15 685
Minor Asset				
Machinery and equipment		15 274	1 769	17 043
Net effect		903 011	14 736	917 747

Movable tangible assets:

These were asset duplicates removed from the asset register including assets found from the floor during 2020/21 asset verification process and added to the asset register through asset valuation.

Minor Assets:

Asset transfer from GIFA received in 2019/20 but only included to the asset register in 2020/21 financial year, Asset found from the floor during 2020/21 asset verification and included in 2020/21 using asset valuation

	Note	Amount bef error correction	Prior period error	Restated Amount
	17		2019/20	2019/20
		R'000	R'000	R'000
Liabilities:				
Capital Commitments				
Computer equipment		97 722	(7 648)	90 074
Net effect		97 722	(7 648)	90 074

Revised GBN capital expenditure commitment

GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13

NOTES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021

31. BROAD BASED BLACK ECONOMIC EMPOWERMENT PERFORMANCE

Information on compliance with the B-BBEE Act is included in the annual report under the section titled B-BBEE Compliance Performance Information.

32. COVID 19 Response Expenditure

	Note	2020/21	2019/20
	Annexure 11	R'000	R'000
Goods and services		7 840	-
Total		7 840	-

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**UNAUDITED ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021**

**ANNEXURE 1C
STATEMENT OF TRANSFERS TO HIGHER EDUCATION INSTITUTIONS**

NAME OF HIGHER EDUCATION INSTITUTION	TRANSFER ALLOCATION				TRANSFER			2019/20
	Adjusted Appropriation	Roll Overs	Adjust-ments	Total Available	Actual Transfer	Amount not transferred	% of Available funds Transferred	Final Appropriation
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000
Witwatersrand university	22 800	-	-	22 800	22 800	-	0%	22 800
TOTAL	22 800	-	-	22 800	22 800	-	0%	22 800

**ANNEXURE 1G
STATEMENT OF TRANSFERS TO HOUSEHOLDS**

HOUSEHOLDS	TRANSFER ALLOCATION				EXPENDITURE		2019/20
	Adjusted Appro-riation Act	Roll Overs	Adjust-ments	Total Available	Actual Transfer	% of Available funds Transferred	Final Appropriation
	R'000	R'000	R'000	R'000	R'000	%	R'000
Transfers							
Injury on duty	1	-	-	-	36	-	305
Leave gratuity	1 323	-	-	-	2 855	-	69
Claims against the state	-	-	-	-	-	-	178
TOTAL	1 324	-	-	-	2 891	-	552

**ANNEXURE 1H
STATEMENT OF GIFTS, DONATIONS AND SPONSORSHIPS RECEIVED**

		2020/21	2019/20
NAME OF ORGANISATION	NATURE OF GIFT, DONATION OR SPONSORSHIP	R'000	R'000
Received in kind			
Microsoft	4 th Microsoft annual cloud summit 2019	-	6
TOTAL		-	6

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**UNAUDITED ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021**

**ANNEXURE
ANNEXURE 3A**

STATEMENT OF FINANCIAL GUARANTEES ISSUED AS AT 31 MARCH 2021 – LOCAL

Guarantor institution	Guarantee in respect of	Original guaranteed capital amount	Opening balance 1 April 2020	Guarantees draw downs during the year	Guarantees repayments/ cancelled/ reduced during the year	Revaluation due to foreign currency movements	Closing balance 31 March 2021	Revaluations due to inflation rate movements	Accrued guaranteed interest for year ended 31 March 2021
		R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000
	Housing								
Standard Bank		-	24	-	(24)	-	-	-	-
	TOTAL	-	24	-	(24)	-	-	-	-

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**UNAUDITED ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021**

**ANNEXURE 4
CLAIMS RECOVERABLE**

Government Entity	Confirmed balance outstanding		Unconfirmed balance outstanding		Total		Cash in transit at year end 2020/21 *	
	31/03/2021	31/03/2020	31/03/2021	31/03/2020	31/03/2021	31/03/2020	Receipt date up to six (6) working days after year end	Amount
	R'000	R'000	R'000	R'000	R'000	R'000		R'000
Department								
Provincial Departments:								
Gauteng Treasury	55	44	-	-	55	44	-	-
Gauteng Legislature	-	-	3 518	3 518	3 518	3 518	-	-
Department of Health	-	60	31	-	31	60	-	-
Gauteng Department of Education	594	-	-	-	594	-	-	-
National Departments:								
Environmental affairs	-	-	-	420	-	420	-	-
Sports Arts and culture	-	-	112	399	112	399	-	-
	649	104	3 661	4 337	4 310	4 441	-	-
Other Government Entities								
Telkom	-	23	23	-	23	23	-	-
GIFA	68	-	-	-	68	-	-	-
	68	23	23		91	23	-	-
TOTAL	717	127	3 684	4 337	4 401	4 464	-	-

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**UNAUDITED ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021**

**ANNEXURE 5
INTER-GOVERNMENT PAYABLES**

GOVERNMENT ENTITY	Confirmed balance out-standing		Unconfirmed balance outstanding		TOTAL		Cash in transit at year end 2020/21 *	
	31/03/2021	31/03/2020	31/03/2021	31/03/2020	31/03/2021	31/03/2020	Payment date up to six (6) working days before year end	Amount
	R'000	R'000	R'000	R'000	R'000	R'000		R'000

DEPARTMENTS

Current

Gauteng Provincial Treasury	1 682	1 682	-	-	1 682	1 682	-	-
Infrastructure Development	-	-	1 276	1 282	1 276	1 282	-	-
Office of the Premier	28	-	-	-	28	-	-	-
Department of Justice	202	-	-	-	202	-	-	-
DPISA	236	-	-	-	236	-	-	-
TOTAL	2 148	1 682	1 276	1 282	3 424	2 964	-	-

OTHER GOVERNMENT ENTITY

Current

Gfleet	1 085	424	-	-	1 085	424	-	-
GIFA	-	625	-	-	-	625	-	-
Subtotal	1 085	1 049	-	-	1 085	1 049	-	-

TOTAL INTERGOVERNMENT PAYABLES	3 233	2 731	1 276	1 282	4 509	4 013	-	-
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**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**UNAUDITED ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021**

**ANNEXURE 7
MOVEMENT IN CAPITAL WORK IN PROGRESS**

MOVEMENT IN CAPITAL WORK IN PROGRESS FOR THE YEAR ENDED 31 MARCH 2021

	Opening balance	Current Year Capital WIP	Ready for use (Asset register) / Contract terminated	Closing balance
	R'000	R'000	R'000	R'000
MACHINERY AND EQUIPMENT	-	415	-	415
Computer equipment	-	415	-	415
TOTAL	-	415	-	415

MOVEMENT IN CAPITAL WORK IN PROGRESS FOR THE YEAR ENDED 31 MARCH 2020

	Opening balance	Prior period error	Current Year Capital WIP	Ready for use (Asset register) / Contract terminated	Closing balance
	R'000	R'000	R'000	R'000	R'000
MACHINERY AND EQUIPMENT	367 727	-	-	(367 727)	-
Computer equipment	367 727	-	-	(367 727)	-
TOTAL	367 727	-	-	(367 727)	-

**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**UNAUDITED ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021**

ANNEXURE 8B

INTER-ENTITY ADVANCES RECEIVED (note 21 AND note 22)

ENTITY	Confirmed balance outstanding		Unconfirmed balance outstanding		TOTAL	
	31/03/2021	31/03/2020	31/03/2021	31/03/2020	31/03/2021	31/03/2020
	R'000	R'000	R'000	R'000	R'000	R'000

PROVINCIAL DEPARTMENTS

Current

Microsoft:

Infrastructure Development	-	5 740	-	-	-	5 740
Transport	-	7 435	-	-	-	7 435
Economic Development	9 199	-	-	-	9 199	-
Office of the Premier	2 799	-	-	-	2 799	-
Social development	17 282	-	-	-	17 282	-
Sports, art and culture	3 106	-	-	-	3 106	-
Treasury	4 126	-	-	-	4 126	-

Gauteng Broadband Network:

Department of Education	91 207	14 128	-	-	91 207	14 128
SITA: Economic development	285	88	-	-	285	88
Sports Arts and culture	-	2 245	-	-	-	2 245
Economic development	67	-	-	-	67	-

TOTAL	128 071	29 636	-	-	128 071	29 636
Current	128 071	29 636	-	-	128 071	29 636

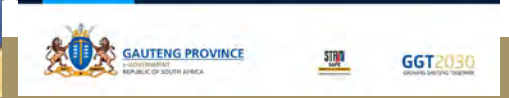
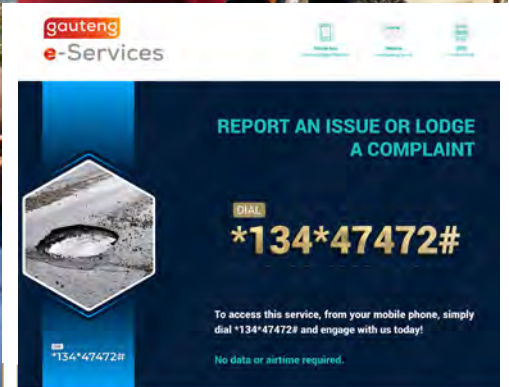
**GAUTENG DEPARTMENT OF e-GOVERNMENT
VOTE 13**

**UNAUDITED ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021**

**ANNEXURE 11
COVID 19 RESPONSE EXPENDITURE**

Per quarter and in total

Expenditure per economic classification	2020/21					2019/20
	Q1	Q2	Q3	Q4	Total	Total
	R'000	R'000	R'000	R'000	R'000	R'000
Goods and services	1 158	940	4 438	1 304	7 840	-
Advertising	-	-	88	-	88	-
Communication	-	-	4 293	1 181	5 474	-
Computer services	241	290	-	-	531	-
Contractors	181	23	12	23	239	-
Cons supplies	-	88	-	-	88	-
Property payments	736	539	45	100	1 420	-
TOTAL COVID 19 RESPONSE EXPENDITURE	1 158	940	4 438	1 304	7 840	-





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