

2023/24

OFFICIAL GUIDE TO  
SOUTH AFRICA



GOVERNMENT

South Africa is a constitutional democracy with a three-tier system of government and an independent judiciary. The national, provincial and local levels of government all have legislative and executive authority in their own spheres, and are defined in the Constitution of the Republic of South Africa of 1996 as distinctive, interdependent and interrelated.

Operating at both national and provincial levels are advisory bodies drawn from South Africa's traditional leaders. It is a stated intention in the Constitution that the country be run on a system of cooperative governance. Government is committed to building a free, non-racial, non-sexist, democratic, united and successful South Africa.

### **The Constitution**

The Constitution is the supreme law of the land. No other law or government action can supersede the provisions of the Constitution. It was approved by the Constitutional Court on 4 December 1996 and took effect on 4 February 1997.

### **Government**

Government consists of national, provincial and local spheres. The powers of the legislature, executive and courts are separate.

### **Parliament**

Parliament consists of the National Assembly and the National Council of Provinces (NCOP). Parliamentary sittings are open to the public. Several measures have been implemented to make Parliament more accessible and accountable.

### **National Assembly**

The National Assembly consists of no fewer than 350 and no more than 400 members, elected through a system of proportional representation for a five-year term. It elects the President and scrutinises the executive.

### **National Council of Provinces**

The NCOP is constitutionally mandated to ensure that provincial interests are taken into account in the national sphere of government. This is done through participation in the national legislative process and by providing a national forum for consideration of issues affecting provinces. The NCOP consists of 90 provincial delegates, which is 10 delegates for each of the nine provinces.

### **Government clusters**

Government clusters are groupings of government departments with crosscutting programmes. Clusters foster an integrated approach to governance that is aimed at improving government planning, decision making and service delivery. The objective is to ensure proper coordination

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

The clusters of the Forum of South African Directors-General (FOSAD) mirror the Ministerial clusters. The FOSAD clusters provide technical support to the Ministerial Clusters. The Director-General in The Presidency is the chairperson of FOSAD.

**The clusters are as follows:**

- Economic Sectors, Investment, Employment and Infrastructure Development
- Social Protection, Community and Human Development
- Governance, State Capacity and Institutional Development
- Justice, Crime Prevention and Security
- International Cooperation, Trade and Security.

### **Izimbizo**

The Izimbizo programme is a communication platform that enables the citizenry to have a meaningful and direct engagement with members of the national, provincial and local executive. It promotes unmediated face-to-face communication with the public. It provides an opportunity to political principals to share government plans to improve service delivery and to listen to issues facing communities.

### **Inter-Ministerial Committees (IMCs)**

The President of the Republic of South Africa (and in certain instances the Cabinet) appoints IMCs for specific purposes that require the attention and dedication of a team of certain Ministers.

The mandate of the IMCs is limited to the matter that they are established to execute. Some of the past and present IMCs include the following:

- IMC on the Prevention and Combating of Corruption
- IMC on Information and Publicity
- IMC on State Funerals
- IMC on the Revitalisation of Distressed Mining communities
- IMC on Immigration Regulations.
- IMC on Investment Promotion
- MC on Local Government Elections
- IMC on the Centenaries of Mama Albertina Sisulu and Tata Nelson
- IMC on the South Africa Investment Conference

- IMC on Land Reform
- IMC on Illegal Mining
- IMC on Climate Change
- IMC on Comprehensive Social Security
- IMC on the Employment of Foreign Nationals
- IMC on Electricity Reticulation
- IMC on Energy
- IMC on the South African National AIDS Council
- IMC on District-Level Service Delivery
- IMC on Gender-Based Violence and Femicide
- IMC on Vaccines
- IMC on Political Killings.

### **The Presidency**

The Presidency is the executive manager of government. It is situated in the Union Buildings, Pretoria, and has a subsidiary office in Tuynhuys, Cape Town.

The NDP offers a long-term socio-economic development road map. The NDP: Vision for 2030 focuses on the following strategic areas of development:

- Creating jobs;
- Expanding infrastructure;
- Sustainable use of resources;
- Transforming urban and rural spaces;
- Improving education and training;
- Providing quality healthcare;
- Building a capable state;
- Fighting crime and corruption; and
- Uniting the nation.

### **The Deputy President**

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

### **The Presidency**

- President Cyril Matamela Ramaphosa.
- Deputy President Paul Mashatile.

### **Cabinet**

Cabinet consists of the President, as head of the Cabinet, the Deputy President and Ministers. The President appoints the Deputy President and Ministers, assigns their powers and functions



and may dismiss them. No more than two Ministers may be appointed from outside the National Assembly.

### **Provincial government**

Each of the nine provinces has its own legislature of 30 to 80 members. They elect the premiers who head the executive councils.

### **Traditional leadership**

The reconstitution of the National House of Traditional and Khoi-San Leaders (NHTKL), conducted in terms of the Traditional and Khoi-San Leadership Act of 2019, followed the reconstitution of all the Provincial Houses of Traditional and Khoi-San Leaders. The national and provincial houses of traditional and Khoi-San leaders enhance the cooperative relationships within national and provincial government, while the establishment of local houses of traditional leaders deepens and cements the relationship between municipalities and traditional leaders on customary law and development initiatives.

### **Local government**

Local government is the sphere of government closest to the people. In accordance with the Constitution and the Organised Local Government Act of 1997, which formally recognises organised local-government associations, organised local government may designate up to 10 part-time representatives to represent municipalities and participate in proceedings of the NCOP.

### **Municipalities**

There are 257 municipalities in South Africa comprising eight metropolitan, 44 district and 205 local municipalities. Municipalities govern on a four-year term basis and run local affairs subject to national and provincial legislation. They focus on growing local economies and providing infrastructure and services.

**The eight metropolitan municipalities are:**

- Buffalo City (East London)
- City of Cape Town
- Ekurhuleni Metropolitan Municipality (East Rand)
- City of eThekweni (Durban)
- City of Johannesburg
- Mangaung Municipality (Bloemfontein)
- Nelson Mandela Metropolitan Municipality (Port Elizabeth)
- City of Tshwane (Pretoria).

## DEPARTMENT OF COOPERATIVE GOVERNANCE (DCOG)

The DCoG is mandated to develop and monitor the implementation of national policy and legislation to enable government to fulfil its developmental role; develop, promote and monitor mechanisms, systems and structures to enable integrated service delivery and implementation within government; and promote sustainable development by providing support and exercising oversight of provincial, local government and its entities.

**This mandate is derived from the:**

- Municipal Structure Act of 1998;
- Municipal Systems Act of 2000;
- Disaster Management Act of 2002;
- Municipal Property Rates Act of 2004; and
- Intergovernmental Relations Framework Act of 2005.

The department remains committed to offering support and assistance to local governments in fulfilling their obligations for basic service delivery. In this regard, over the medium term, it will continue to focus on: increasing access to basic services, mitigating against the risk of disasters, and creating income security in areas of high unemployment.

### Increasing access to basic services

The District Development Model (DDM), which government is being implemented across South Africa, is designed to address problems with service delivery by enabling the three spheres of government to work together in a more effective way. The purpose of this is to guide municipalities to improve their planning, budgeting and implementation of projects and programmes; and ensure that their work is managed and monitored to keep it on track.

The model focuses on 52 district and metropolitan municipalities towards the development and implementation of a comprehensive plan, referred to as One Plan. The plan is expected to include multiyear budgets over electoral cycles and guide strategic frameworks for investments and projects that tackle service delivery challenges and foster economic growth.

The municipal infrastructure grant and the integrated urban development grant play pivotal roles as supplements to municipalities' capital budgets. The municipal infrastructure grant is designed to address critical gaps in municipal infrastructure for impoverished households and serve poor communities, while the integrated urban development grant is geared towards improving access to municipal infrastructure and enhancing the quality of municipal services.

Projects funded through the municipal infrastructure grant involve building new infrastructure and enhancing existing facilities. This component focuses on funding new water and sewer connections in selected intermediary cities meeting prescribed standards, provides dwellings

with connections to the primary electricity supply administered by municipalities, and ensures that recognised informal settlements receive integrated waste handling services throughout the financial year.

The component dealing with enhancing existing facilities entails providing essential services such as water and sanitation, central refuse collection points, transfer stations, recycling facilities, solid waste disposal sites, sport and recreation facilities, street and community lighting, and public amenities.

### **Mitigating against the risk of disasters**

Through implementing their disaster management plans, over the MTEF period, the department intends to offer continued support to 30 priority district municipalities that are considered the most vulnerable. The department also strives to support all municipalities with interventions that minimise risks related to climate change, assist them in mitigating against the impact of natural and man-made hazards and ensure that they have effective measures in place to respond adequately to disasters.

Accordingly, to improve the implementation of disaster risk reduction strategies, the number of municipal disaster management plans assessed by the department per year will be maintained at 14 over the medium term.

### **Creating income security in areas of high unemployment**

To support government's broader employment initiatives, over the medium term, the department aims to maintain the number of participants in the community work programme at 200 000 per year. The programme strives to foster social and economic inclusion by targeting areas of high unemployment and is a means of providing individuals with a source of income. It also offers participants valuable work experience, a resource that can significantly increase their access to broader career opportunities when they exit the programme.

## **DEPARTMENT OF TRADITIONAL AFFAIRS (DTA)**

The DTA is mandated to oversee matters related to traditional affairs and support the development of stable and cohesive traditional communities. The 2003 White Paper on Traditional Leadership and Governance sets out the national framework, norms and standards that define the role of institutions of traditional leadership in South Africa.

It seeks to support and transform the institutions in accordance with constitutional imperatives and restore the integrity and legitimacy of traditional leadership in line with African indigenous law and customs subject to the Constitution.

The department's mandate is informed by the:

- Commission for the Promotion and Protection of the Rights of Culture, Religious and Linguistic Communities Act of 2002;
- Traditional and Khoi-San Leadership Act of 2019; and
- Customary Initiation Act of 2021.

Over the medium term, the department aimed to focus on enhancing the functionality of traditional leadership institutions, improving the participation of traditional leaders in socioeconomic development, and ensuring that customary initiation is practised safely, as guided by the Customary Initiation Act of 2021.

## Enhancing the functionality of traditional leadership institutions

The Traditional and Khoi-San Leadership Act of 2019 came into effect on 1 April 2021 to, among other things, enable the reconstitution of traditional leadership structures and the recognition of Khoi-San communities and leaders. However, in May 2023, the Constitutional Court declared the Act invalid and suspended the order for 24 months to enable Parliament to re-enact the statute in a manner consistent with the Constitution or to pass another statute. In line with this order, the department prepared a new Bill, which it planned to introduce in Parliament in 2024/25.

Other planned work over the medium term to ensure the functionality of traditional leadership institutions includes legally constituting traditional leadership structures such as the Bapedi Kingship Council and traditional council at the level of senior traditional leaders, and inducting council members in the Barolong Boo Seleka and Moletsi traditional councils, among other things.

## Improving the participation of traditional leaders in socio-economic development

Over the period ahead, in line with the provisions of the draft handbook for traditional and Khoi-San leaders, eight provincial houses of traditional and Khoi-San leaders will be provided with the necessary equipment such as computers, data and cellphones, to ensure that they perform their functions effectively.

Over the period ahead, the department aimed to coordinate the participation of four houses of traditional and Khoi-San leaders in the OR Tambo, Alfred Nzo, Ugu and Harry Gwala regions. This will be done as part of the Eastern Seaboard development initiative of the DDM, which aims to connect developmental opportunities across these four regions in KwaZulu-Natal and Eastern Cape. The department also planned to monitor the implementation of social labour plans in 10 traditional mining communities.

## Safe initiation practices

The Customary Initiation Act of 2021 came into effect in September 2021 to regulate customary initiation. Since then, the department has established statutory structures at both the national and provincial levels to ensure that customary initiations in all provinces are conducted in safe and regulated environments. Over the next three years, the department plans to close 30% of illegal customary initiation schools in provinces with provincial initiation coordinating committees.

## DEPARTMENT OF PUBLIC SERVICE AND ADMINISTRATION (DPSA)

The DPSA draws its mandate from Section 195(1) of the Constitution of the Republic of South Africa of 1996, which sets out basic values and principles the Public Service should adhere to, and the Public Service Act of 1994. In terms of the Act, the Minister of Public Service and Administration is responsible for establishing norms and standards relating to:

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

The department provides an enabling environment to ensure that government departments that deliver services have adequate capacity to carry out their mandates. In seeking to do this, over the medium term, the department will focus on intensifying the fight against corruption in the public service, reducing government's wage bill, ensuring adherence to Batho Pele principles, and developing regulations and reviewing key legislation.

## Intensifying the fight against corruption in the Public Service

In its efforts to promote a culture of accountability and ethical and professional behaviour, the department will continue to intensify its fight against corruption in the Public Service over the period ahead. This entails strengthening disciplinary action in such cases and limiting the scope for conflicts of interest through measures such as prohibiting public servants from conducting business with the state.



To instil a culture of accountability and ethical and professional behaviour, the public administration ethics, integrity and disciplinary technical assistance unit presented a set of guidelines in 2021/22. From 2022/23, it provided technical assistance and support to selected national and provincial departments on its implementation. This support will be extended to all national and provincial departments over the MTEF period.

The department will continue to conduct lifestyle audits on certain categories of employees and monitor the implementation of the financial disclosure framework. Over the period ahead, the department will monitor and evaluate the implementation of lifestyle audits and submit reports to the minister. It will also aim to submit a monitoring report to the director-general to note progress made by supported departments on the reduction of backlogs linked to fraudulent activities.

### **Reducing government's wage bill**

The department is tasked with ensuring that the public sector wage bill becomes sustainable. In collaboration with National Treasury and other government departments, it conducted an expenditure review on remuneration policies across government in 2023/24. The review aimed to develop a single remuneration framework for the public sector (excluding state-owned enterprises) to assess whether a revised remuneration strategy, framework and policy for the Public Service for the next five years was necessary.

### **Improving the implementation of Batho Pele principles**

The State is required to ensure that citizens are able to access affordable, high-quality and uninterrupted public services. Accordingly, over the MTEF period, the department will continue to support departments by monitoring their implementation of the revised Batho Pele principles, which are underpinned by five pillars: building capacity, developing context-specific standards, fostering compliance, ensuring continual implementation, and ensuring accountability through monitoring and evaluation. The department planned to submit a status report in 2024/25 on all departments' implementation of the revised Batho Pele Strategy.

### **Developing regulations and reviewing key legislation**

Over the period ahead, the department aimed to focus on developing regulations to enable the full implementation of the Public Administration Management Act of 2014 and the Public Service Act of 1994 once their respective amendment bills are passed by Parliament.

These bills are expected to be finalised and tabled before the end of 2023/24, and will inform the formulation of further regulations and other legislative provisions to enhance the basic values and principles governing public administration.

## **PUBLIC SERVICE COMMISSION (PSC)**

The PSC is an independent institution established in terms of Chapter 10 of the Constitution and derives its mandate from sections 195 and 196 of the Constitution, which set out the values and principles governing public administration. The PSC is vested with custodial oversight responsibilities for the Public Service, and monitors, evaluates and investigates public administration practices. It has the power to issue directives on compliance with personnel procedures relating to recruitment, transfers, promotions and dismissals.

Over the medium-term period, the commission planned to continue promoting constitutional values and principles; investigate grievances, conduct research and monitor compliance with the public service monitoring and evaluation system and adherence to applicable procedures and standards of service delivery; and produce reports on human resource management in the Public Service.

One of the commission's focus areas over the period ahead is to investigate grievances related to labour or human resources lodged by public servants in their respective departments. As such, over the next three years, it intends to finalise 85% of grievances received within 30 days by recommending appropriate actions.

In fostering service delivery improvements for excellence and inculcating a public administration driven by constitutional values and principles, the commission intends to conduct 20 service delivery inspections by evaluating the performance of government departments and their adherence to constitutional values and principles.

## **NATIONAL SCHOOL OF GOVERNMENT (NSG)**

The NSG is mandated to provide training or effect its provision in terms of the Public Service Amendment Act of 2007. The school responds to its mandate by developing relevant training and development programmes for delivery to South African public service officials at all levels.

Through education and training, the school promotes the progressive realisation of the values and principles governing public administration and enhances the quality of human resource capacity in public service institutions. The school uses its trading account, established in terms of the PFMA of 1999, as a delivery vehicle for its core output.

The department's overarching objective is to contribute to fulfilling the education, training and development needs of the Public Service. Over the medium term, the department aimed to continue focusing on increasing its active online learning interventions, which include hosting webinars and online masterclasses; and forming partnerships and collaborating in the education, training and development space. The department will continue to implement six information and communications technology (ICT) projects per year over the medium term in

fields such as learning and training management systems to improve its operational capabilities. These projects will help the school increase the number of learners who access compulsory and demand-led training, education and development programmes.

Over the period ahead, the department aimed to continue its efforts to expand its footprint by making its training programmes more accessible to public servants and strengthening its reputation, thereby raising its profile as a thought leader in education, training and development. Part of this entails establishing partnerships and increasing collaboration. To do so, the school will continue to implement its partnership strategy to fully embrace support for education, training and development interventions.

### **CENTRE FOR PUBLIC SERVICE INNOVATION (CPSI)**

In terms of Section 3(1)(i) of the Public Service Act of 1994, the responsibility for innovation in the public sector is vested in the Minister for Public Service and Administration. The CPSI is tasked by the Minister to fulfil this mandate, which includes establishing norms and standards relating to transformation, reform and innovation to improve the effectiveness and efficiency of the Public Service and its delivery of services to the public.

Over the medium term, the department aimed to use innovation to identify and offer solutions to service delivery issues. The department's value chain of services requires activities and deliverables aligned with an innovation life cycle. As such, research activities and the subsequent development of creative solutions underpin the department's work as a development partner and demonstrator of innovation.

As cutting-edge solutions have the most impact when scaled, the department also invests in providing institutional support and facilitating the replication of inventive solutions unearthed through its various platforms and collaborative partnerships. The process of developing innovative solutions involves investigating challenges, then finding or creating prototypes, approaches, models, services or products for further testing, piloting and/or replication.

### **DEPARTMENT OF PUBLIC WORKS AND INFRASTRUCTURE (DPWI)**

As set out in the Government Immovable Asset Management Act of 2007, the DPWI is mandated to be the custodian and portfolio manager of government's immovable assets. Since the creation of the Property Management Trading Entity in 2015/16, the department's role includes policy formulation, coordination, regulation and oversight relating to the provision of accommodation and expert built environment services to client departments at the national level; and, through the entity, the planning, acquisition, management and disposal of immovable assets in the department's custody.

The department is further mandated to coordinate and provide strategic leadership in initiatives for the creation of jobs through the implementation of the Expanded Public Works Programme (EPWP). The planning and implementation of public works is constitutionally designated as a concurrent function exercised at the national and provincial levels of government.

Over the medium term, the department aimed to continue focusing on creating work opportunities by leading and coordinating the EPWP, providing policy and sector oversight, building state capacity to facilitate skills development and strengthen the skills pipeline, and supporting sponsors of priority public infrastructure projects.

### **Coordinating the EPWP**

The department will continue to lead and coordinate the EPWP, which aims to create work opportunities using labour-intensive methods across the three spheres of government. An estimated R6.1 billion was allocated over the medium term for transfers and subsidies, mainly to public bodies such as provinces and municipalities across government, including non-profit organisations, to carry out activities as part of the programme.

In its efforts to continually improve the programme, the department planned to monitor and evaluate reports and impact studies on the programme's implementation over the period ahead, and provide a targeted 200 public bodies with technical support in the infrastructure, social, environment and culture sectors.

### **Providing policy and legislative oversight**

The department plays an oversight role in the implementation of key legislation and policy frameworks in the public works sector. These include the Intergovernmental Relations Framework Act of 2005 and the DDM, which guide the implementation of the public works function at the provincial and municipal levels.

The department gives effect to these frameworks by supporting joint programmes across all three spheres of government through its provision of coordination and intervention services, which are aimed at improving the coherence and impact of government's service delivery across the country. The department's work in this regard involves regular meetings with sector governance structures such as the committee of the Public Works and Infrastructure Minister and members of the Executive Council.

### **Building state capacity to strengthen the skills pipeline**

Central to the department's work is building state capacity in the property management and built environment sectors. To improve the delivery of infrastructure in the public works sector, the department plans to increase the productive capacity of built environment graduates.

This is facilitated by the department's skills pipeline strategy, which makes provision for technical bursary schemes, internships, learnerships, property management training and artisan development, with structured workplace training to expedite professional development and registration.

Accordingly, the department aimed to increase the number of beneficiaries participating in skills pipeline intervention programmes, such as the Economic Reconstruction and Recovery Plan.

### **Providing support to public infrastructure projects**

The department's Infrastructure South Africa division provides direct support through the allocation of project preparation services to sponsors of priority public infrastructure projects with the aim of expediting investor-friendly projects. The DPWI will support sponsors with business planning packaging, pre-feasibility and feasibility studies, technical designs, and legal and regulatory approvals in line with the Infrastructure Development Act of 2014, as amended.

### **DEPARTMENT OF HOME AFFAIRS (DHA)**

The DHA derives its mandate from the Constitution, various acts of Parliament and policy documents. This mandate entails the management of citizenship and civil registration, international migration, and refugee protection. It allows the department to be a key enabler of national security, citizen empowerment, efficient administration and socio-economic development. These functions must be managed securely and strategically. The department's services are divided into two broad categories: civic services and immigration services.

Over the medium term, the department aimed to continue focusing on promoting economic growth, modernising ICT infrastructure to ensure integrated planning and efficient administration, and ensuring access to rights and civic services.

### **Promoting economic growth**

The publication of the revised Critical Skills List, comprising high-demand and priority occupations earmarked for the fast-tracking of recruitment in South Africa, in November 2023, is expected to attract critical skills and facilitate economic growth. The department also planned to explore new visa categories such as start-up visas and remote-working visas that could enable economic growth by attracting skills and promoting tourism.

Accordingly, over the medium term, the department aimed to focus on introducing a points-based system that incorporates the critical skills and general work visas; and the creation of visas for start-ups and remote workers. To attract foreign direct investment, the department will continue to streamline and simplify the issuing of visas.



As such, it has rolled out the eVisa system, which aims to combat visa fraud and safely open South Africa's borders for legitimate travel, to the main tourism-generating countries not exempted from visas. The department planned to expand the system by March 2025 to include study, business and intra-company transfer visas to eight countries (Japan, Germany, France, Spain, Italy, the United Kingdom, Kenya and Uganda).

### Modernising ICT infrastructure

In support of implementing a risk-based approach to immigration, the department aimed to continue using the interactive advance passenger information processing system and, once developed, the passenger name record. In combination with the system, the passenger name record will enable improved risk assessment before arrival.

The department planned to automate the processing of births in 41 health facilities over the medium term. This is expected to minimise fraud and corruption, streamline the registration process and improve the turnaround time for issuing birth certificates.

### Ensuring access to rights and services

Over the medium term, the department aimed to focus on initiatives that improve access to its services. This includes using the existing 227 mobile offices, which are equipped with the necessary hardware, systems and connectivity to function as ordinary Home Affairs offices.

The department also planned to design and roll out interactive self-service kiosks that citizens can use to apply for smart ID cards and passports, and reprint birth, marriage and death certificates. These are planned to be set up at 250 non-modernised offices. To address overcrowding and long queues, the department planned to eventually roll out the kiosks in modernised offices as well.

The department planned to increase its presence in shopping malls over the medium term to ease congestion at offices. Targeted malls include Cresta shopping centre in Johannesburg to ease congestion at the Randburg office and the Pavilion shopping centre in Durban to ease congestion at the Umgeni and Pinetown offices.

The roll-out of the online birth registration system at healthcare facilities requires the establishment of service points in these facilities so that births can be registered on the spot. This initiative is intended to facilitate compliance with prescripts that require births and deaths to be registered within 30 days. As such, 95 healthcare facilities are planned to be equipped with the online birth registration system.

## **GOVERNMENT PRINTING WORKS (GPW)**

The GPW is mandated to provide secure printing and ancillary services to all organs of state in all spheres of government. The entity operates on sound business principles and fulfils its mandate subject to policies as prescribed by the Minister of Home Affairs. It produces enabling documents such as smart identity cards and passports, and facilitates communication by various government institutions through coordinating and distributing the *Government Gazette*.

The entity planned to continue focusing on refurbishing its new office building over the medium term. The facility will be modernised with a pedestrian bridge connecting the Visagie Street factory precinct with the administration building across the street. The entity also planned to continue finalising its masterplan project, which details the construction and expansion of the Visagie Street factory site.

The Development Bank of Southern Africa was appointed as the implementing agent for the execution of both projects. The entity also plans to procure a new enterprise resource planning system and resuscitate the eGazette system. It also planned to extensively revamp its ICT environment to support the overall needs of the organisation, in particular to enable increased production capacity.

## **DEPARTMENT OF EMPLOYMENT AND LABOUR (DEL)**

The DEL derives its mandate from the Constitution. This mandate is given effect through several acts that regulate labour matters in South Africa: the Occupational Health and Safety Act of 1993, the Labour Relations Act of 1995, the Basic Conditions of Employment Act of 1997, the Employment Equity Act of 1998 and the Employment Services Act of 2014.

The mandate of the department is to regulate the labour market through policies and programmes developed in consultation with social partners. These aim to:

- improve economic efficiency and productivity;
- facilitate the creation of decent employment;
- promote labour standards and fundamental rights at work;
- provide adequate social safety nets to protect vulnerable workers;
- promote and enforce sound labour relations;
- promote equity in the workplace;
- eliminate inequality and unfair discrimination in the workplace;
- enhance an awareness of and compliance with occupational health and safety in the workplace; and
- give value to social dialogue in the formulation of sound and responsive legislation and policies to attain labour market flexibility for the competitiveness of enterprises, balanced with the promotion of decent employment.

The department supports the National Development Plan's vision of eliminating poverty and reducing inequality by facilitating the resolution of workplace disputes, improving labour relations, enhancing occupational health and safety, and facilitating job creation. In its efforts to give effect to this vision over the medium term, it will focus on increasing safety and fairness in the workplace, providing support to work seekers, and regulating the workplace to establish minimum working conditions and fair labour practices.

### **Increasing safety and fairness in the workplace**

Work in the Inspection and Enforcement Services programme is intended to ensure increased compliance with labour laws, guided by three pillars: advocacy, inspections and enforcement. Over the medium-term period, activities linked to the advocacy pillar include 12 seminars and six conferences that focus on improving fairness in the workplace (especially for young people, people with disabilities and women) and helping workers transition from the informal to the formal economy.

As part of the drive to advocate for and measure compliance with labour laws related to occupational health and safety standards, the department, through the Compliance, Monitoring and Enforcement Services subprogramme, planned to conduct employer inspections.

The department planned to improve and strengthen its enforcement function over the next three years. This entails ensuring that 65% of employers who fail to comply with served notices are issued with fines and/or penalties and are referred for prosecution within 30 calendar days; and that 95% of noncompliant employers are served with legal notices within 14 calendar days.

### **Providing support to work seekers**

Facilitating access to decent employment is central to the department's work. Over the medium term, the department plans to register three million work seekers, provide counselling to work seekers and place work seekers in registered employment opportunities.

As part of the presidential employment stimulus, the department will continue the National Pathway Management Network, the Innovation Fund, and to employ intern counsellors at labour centres. These initiatives are expected to create opportunities for employment, support increased access to relevant education and training interventions, help young people make choices about learning and/or earning, and identify barriers to entry in the labour market.

Following the finalisation of an updated South African National Employment Policy in 2023, activities in the Public Employment Services programme over the period ahead include prioritising drafting a proposed new migration policy and amending the Employment Services Act of 2014. The implementation of these amendments is likely to provide more employment opportunities for young South Africans, particularly in the hospitality, tourism and agriculture

sectors. To successfully carry out these activities, a targeted 127 employment services practitioners will be needed to deal with labour migration to and from South Africa.

Emphasis will be placed on implementing an accessible framework for active labour market policies that provide work seeker support, placement and viable employment pathways. This includes, among other things: incentivising employers (in both the public and the private sectors) to employ first-time hires under the age of 35 through free placement and psychometric assessment services; creating viable pathways into the workplace for South African work seekers, in collaboration with the departments of basic education and higher education and training; and working with the national pathway manager to stimulate demand and supply activities.

To determine an approach to employment growth in a broader and more sustainable way, the department plans to establish an external employment war room in 2024/25 comprising other national departments, business experts and labour and community organisations. To extend the wage subsidy scheme for people with disabilities to all provinces to cover more disability types, including dyslexia, thereby increasing the number of participants to at least 10 000 by 2026/27.

The department planned to install Wi-Fi routers in all new youth employment centres, including labour centres, to improve access to the Employment Services of South Africa system.

### **Regulating the workplace**

Over the period ahead, the department planned to conduct annual reviews of the National Minimum Wage. This includes developing monitoring mechanisms to measure its impact on the economy, collective bargaining and the reduction of income differentials. The Commission for Conciliation, Mediation and Arbitration (CCMA) spearheads the department's efforts in this regard.

#### **Entities:**

##### **Commission for Conciliation, Mediation and Arbitration**

The CCMA derives its mandate primarily from the Labour Relations Act of 1995, as amended. In terms of the act, the commission is expected to advance, among other deliverables, economic development, social justice, labour peace and the democratisation of the workplace. This mandate is extended by other statutes dealing with employment law.

The commission is moving ahead with the implementation of its ICT strategy to improve the efficiency of its hybrid working model. As a result, there is a growing need to acquire tools of trade and enhance certain core systems to improve the efficiency and effectiveness of services rendered.

### Compensation Fund

The Compensation Fund is mandated to administer the Compensation for Occupational Injuries and Diseases Act of 1993. The Act makes provision for compensating employees who are disabled because of occupational injuries sustained and diseases contracted at work, and the compensation of the nominated beneficiaries of employees who die because of such injuries or diseases.

Over the medium term, the fund will focus on improving all services provided to beneficiaries and other stakeholders. This is expected to be achieved by improving the turnaround time for the adjudication and processing of all accepted and approved claims from 90% within 10 working days in 2023/24 to 95 per cent within 30 working days in 2026/27. The fund plans to enhance its capacity to deliver services through advocacy sessions aimed at improving performance, administration and operational efficiency targeting beneficiaries and external stakeholders.

### National Economic Development and Labour Council (Nedlac)

The Nedlac was established in terms of the Nedlac Act of 1994. Other relevant legislation includes provisions of the Labour Relations Act of 1995, which seeks to promote economic development, social justice and labour peace, and promote democratisation in the workplace. Given persistent slow economic growth and high levels of poverty and unemployment, over the medium term, the council will focus on promoting economic recovery; contributing to the realisation of affordable and reliable energy; enhancing intra-continental and global trade; providing support for small, medium and micro enterprises and the informal economy; and promoting job creation.

The council also planned to coordinate the contributions of social partners to formulate South Africa's position at the World Trade Organisation's interministerial conference. Public finance management issues will remain central to the council's work over the period ahead. This includes convening sessions in which social partners will provide input into the Medium-Term Budget Policy Statement and the national Budget. As technology is one of the key drivers of change globally, the council will engage on measures to enhance digital transformation and enable inclusion in the digital economy. As such, work will continue on labour law reform.

This includes considering the implications of remote work, the just transition to a low-carbon future and how to accommodate non-standard employment relations. The council's secretariat will continue to support social partners in building understanding and trust through sharing information and engaging on policy and legislation. The Presidential Climate Commission and its budget have been shifted from the Department of Forestry, Fisheries and the Environment to the DEL and will be temporarily housed at the council.



### Productivity South Africa

Productivity South Africa was established in terms of Section 31 of the Employment Services Act of 2014. In terms of the Act, it is mandated to promote employment growth and productivity, and thereby contribute to South Africa's socioeconomic development and competitiveness. Over the medium term, the entity will focus on supporting the improvement of South Africa's competitiveness and the sustainability of enterprises – specifically small, medium, and micro enterprises – through its competitiveness improvement services, and business turnaround and recovery programme.

### Unemployment Insurance Fund (UIF)

The UIF is mandated to alleviate poverty by providing effective short-term unemployment insurance to all workers who qualify for unemployment and related benefits, as legislated in the Unemployment Insurance Act of 2001. Over the medium term, the fund will focus on providing social insurance benefits and improving coverage to vulnerable groups and contributors.

The fund's primary operations include registering employers and employees, collecting contributions from employers, and paying benefit claims to eligible contributors. The architectural and organisational review and the integrated claims management system projects that are under way within the department should enable the fund to institute improved systems and capabilities. This is expected to result in updated employer and employee registers and linked systems for the lodging and payment of claims within shorter turnaround times.

The 126 labour centres across all provinces have traditionally been the main channel through which the fund services clients. Over the period ahead, the fund planned to enhance the functionality and capabilities of its mobile applications to provide a range of services that are expected to alleviate queues in labour centres, among other things. To enhance the capabilities of labour centres over the medium term, the fund plans to deploy mobile buses with kiosks in KwaZulu-Natal, Gauteng and North West.

Through its temporary employer/employee relief scheme, the fund provides support to distressed businesses that seek to retain their employees. On behalf of the fund, the CCMA is responsible for the administration of the scheme and adjudicating applications. The fund aimed to enhance the employability of 250 000 participants over the MTEF period by placing them in training and/or job opportunities.