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## OPSC REGIONAL OFFICES INCORPORATED INTO BRANCHES

By Manase Makwela

**The fast pace at which the OPSC is growing since its inception 1999, when the new Constitution-friendly PSC was established, has ensured that many a management system fell by the wayside. This fast growth has been more evident in the way management and role of Regional Offices has evolved over the years.**

According to Mr Alfred Maluleke, Director for Corporate Services, Regional Offices were established to serve as an extension of the National Office, assisting particularly, the Commissioners based in the Regions to carry out the mandate of the Commission in their areas of jurisdiction. In terms of the Cabinet approved structure, each Regional Office should comprise of Director, Deputy Director, State Admin Officer, Admin Clerk, and Secretary.

With the passage of time, a need was identified to add another Secretary post to the establishment. However, due to the absorption of certain officials from the then Provincial Public Service Commissions, there are variations to the Regional Offices' structures.

In terms of their management, a decision was taken that while reporting to the Director-General, for administrative purposes, Regional Offices should also report to the Chief Director for Corporate Services & Regional Liaison (CD: CRL). However, the active line function role played by Regional Offices in the provinces in which they are based, changed the face of this arrangement for good. This meant that they also had to report to the relevant Deputy Director-General whenever they were involved in line function activities.

This new arrangement posed a challenge both administratively and at the level of project management. To sum it up, Mr Ndabo Khoza (CD: CRL), referred to it as "the administrative nightmare" - a nightmare that fortunately, the OPSC management was not prepared to leave lying down.

It came as no surprise when during the recent institutional assessment, role and management of Regional Offices cropped up time and again. Following this assessment, different models were looked at and presented to the Management Committee (MANCO).

Serious consideration was given to a model which clustered Regional Offices according to geographic locations and activities; for example, KwaZulu-Natal (KZN) would be clustered with the Eastern Cape (EC) Office. KZN would then focus on Monitoring and Evaluation while EC focused on investigations. However, it was later resolved to incorporate Regional Offices into line function Chief Directorates.

According to Mr Khoza, "this arrangement complied well with the programme and budget structures and will facilitate better integration into the Branches, enabling Regional Offices to be more involved in national projects and taking part in Branch meetings".

This latest model that came into effect at the beginning of January this year, is said to be having the potential to help improve service delivery. Izwi spoke to Regional Directors of Limpopo, Mr Republic



## OPSC REGIONAL OFFICES INCORPORATED INTO BRANCHES

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Monakedi, KwaZulu-Natal's Mr Bongani Khonjwayo, Northern Cape's Mr Jacques Malan, and North West's Ms Nono Dince, to find out if there are any spin-offs visible already.

Although they were all of the opinion that it was too early to give a concrete comment, they agreed that the line of command and responsibility is now clearer, thus giving hope that this arrangement may bear positive results with time. Because of the improved accessibility of senior personnel in the Branches, Messrs Malan and Khonjwayo added that they now truly feel that they are part and parcel of the Office. To sum it up, Ms Dince said, "This morale-boosting move is long overdue".

For the benefit of *Izwi* readers, the Regional Offices have been clustered as follows:

Eastern Cape, Western Cape, North West, and Gauteng reports to the Good Governance and Service Delivery Branch while Northern Cape, Limpopo, KwaZulu-Natal, and Free State, reports to the Human Resources Management and Labour Relations Branch.

# Izwi

Lase OPSC



## IMT RELEASES QUARTERLY REPORT

*By Noleen De Free*



**T**he first report of the Interim Management Team (IMT) in the Eastern Cape has been received with mixed reactions.

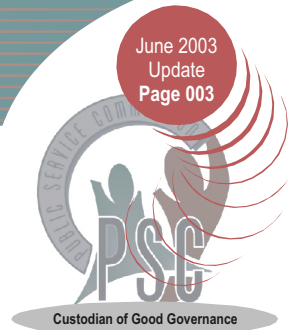
Released on 17 April 2003, this report has led to heavy criticism of the Eastern Cape Government by the opposition. In this report, the IMT reported amongst others, a string of administration weaknesses, projected over-expenditure and non-filling of critical posts.

The IMT was established in January 2003, under the joint leadership of the Office of the Public Service Commission's (OPSC) Director-General, Mr Mpume Sikhosana and Mr Robinson Ramaite, Director-General of the Department of Public Service and Administration (DPSA) and Mr Monde Tom, Head of Department: Provincial Treasury (EC).

Responding to questions in the National Assembly in May, Minister for Public Service and Administration, Ms Geraldine Fraser-Moleketi, said the IMT has so far done a "good job" in helping the Eastern Cape Provincial Administration to rid itself of corruption. She added that the final report was expected in December this year or January next year.

This first IMT quarterly report was covered widely in the Eastern Cape media.

*Excerpts are from stories covered in both the **Daily Dispatch** and the **Eastern Cape Herald**, which are major newspapers within the Eastern Cape.*



The Editor-In-Chief

**W**elcome to the second electronic internal newsletter, *Izwi lase OPSC*. We would like to thank you for your positive comments on the new-look *Izwi lase OPSC*.

This month's edition also provides some interesting reading. As usual, the OPSC made some positive media headlines in April/May following its presentation of Reports to the Portfolio Committee on Public Service and Administration. These Reports include *Implementation of the Framework for the Evaluation of HoDs* and the *Evaluation of Housing Subsidy Schemes*.

The center of attraction was the *Citizen Satisfaction Survey*, which emerged with positive coverage from both print and electronic media, including E-TV's *Morning Edition*. Acting Director-General, Professor Richard Levin and CD: MSDI, Dr Zwelakhe Tshandu, served as key spokespersons for the PSC on issues pertaining to the Report.

In terms of corruption in the public service and steps taken by government to fight it, both the Chairperson of the PSC, Professor Stan Sangweni and Professor Levin, acted as key spokespersons, appearing on SABC1's *Asikhulume/Lets Talk*, and SABC 2's *Morning Live* (Prof Sangweni only).

Eastern Cape intervention is on the right track. We salute OPSC officials who have been re-deployed in the Eastern Cape to tackle service delivery challenges and also congratulate the Interim Management Team and the Joint Management Team on their first progress report since their intervention, delivered to the Premier of the Province, Reverend Makhenkesi Stofile on 17 April 2003.

In response to identified security needs at the Commission House, the OPSC has embarked on a 'security soul-searching' to see how best to beef up its security systems. In this issue of *Izwi lase OPSC*, we unveil the new uniform for security personnel.

We get up close and personal with the lady behind the OPSC switchboard, Ms Winnie Lebesse. Find out more on page 13 about what makes her tick.

The restructuring of the OPSC, especially the Regional Office set-up, is long overdue and it is refreshing to know that Regional Offices have now been integrated into line function Branches. Equally, the rate at which human resource policies are developed is encouraging and it is now up to staff to abide by these policies.

Finally, workers throughout the country celebrated Workers' Day on 01 May 2003. The celebration was however marred by the tragic death of 51 workers, whose bus in which they were traveling plunged into the Saulspoort Dam near Bethlehem. The victims, all members of Cosatu-affiliated unions, had been on their way to a Worker's Day rally in Phuthaditjhaba in the Free State when the tragedy occurred. May their soul rest in peace.





**SERVICE WITH  
A SMILE**  
Citizens happy with  
government service

...  
By Humphrey Ramafoko

**The Sunday Times newspaper, dated 04 May 2003, reported that spokespersons for the Health, Education, Social Services and Housing Departments were happy with the Citizen Satisfaction Survey, saying it confirmed that they were moving in the right direction.**

They stressed that they are working on the problems that had been identified. However, consumer crusader, Isabel Jones said she found the report "hard to believe" except when it came to pension services, which she commended as "carrying, snappy and business-directed".

This reaction followed the release and presentation of the Citizen Satisfaction Survey results to the Portfolio Committee on Public Service and Administration in Cape Town, on 09 April 2003. The results were presented by the Acting Director-General of the OPSC, Professor Richard Levin.

Asked why the survey was conducted, Professor Levin said, "a critical dimension of any performance measurement system is an assessment of the satisfaction levels amongst citizens to whom the service is delivered".

The Citizen Satisfaction Survey was conducted in four National Departments, namely Departments of Education, Health, Housing and Social Development and across the nine Provinces. The primary aim of conducting the Survey in these Departments, added Professor Levin, was to:

- Accommodate citizens' desire to be consulted about services rendered to them;
- Identify key factors that have an influence on the satisfaction of citizens in general;
- Determine the level of service desired by citizens;
- Measure actual service delivery against expectations with an aim of identifying gaps;
- Identify and highlight areas that have to be prioritized for improvement; and
- Provide a basis for comparison or benchmarking service delivery within a department and between other departments.

"The Citizen Satisfaction Survey's value lies in the fact that it targeted users of services, thus establishing the precedent of moving away from perceptions that are not experientially based. Moreover, it examined a specific range of services within the four Departments, thus avoiding the pitfall of broad, general statements that are of limited use to Departments in terms of implementing remedial mechanisms," explained Professor Levin.

Based on the overall Citizen Satisfaction index score, the survey reveals that generally citizens felt that their expectations were largely met. In addition, Citizens also rated the quality of the service delivery highly.

The survey reveals that whilst housing subsidies and social development projects display relatively high variance between expectation and actual performance in terms of external service

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## SERVICE WITH A SMILE Citizens happy with government service

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previous page

## PROVISION OF GOODS AND SERVICES CHANGES FACE

By Manase Makwela

delivery, the other external services delivered by the four departments came close to meeting the standard that the citizens expected. However, in terms of internal service delivery, the survey reveals that in all four departments there is a sizable variance between expectation and actual performance.

The survey examined how each Department fared in terms of satisfying one of the central tenets to the Batho Pele principles; namely that citizens are entitled to redress if they have been unjustly treated by a public sector official. The survey reveals that:

Many citizens are unaware of the complaints process

Of those that are, a low proportion have actually lodged a complaint

Of those who complained, many remained dissatisfied with the way the complaint was dealt with.

In terms of basic service delivery functions, e.g. answering telephones, the attitude of staff to enquiries and general interaction with the public, the survey reveals that most departments perform these functions admirably.

The challenge for the four departments surveyed, according to Professor Levin, is to examine three important questions pertaining to the gap between expected and actual service delivery.

Firstly, is the gap tolerable, i.e. is it significantly large enough to warrant further action. Secondly, if this gap is not tolerable, what would be the desirable size of the gap bearing in mind that it is impossible to please "all people at all times"? Thirdly, can we identify what needs to be done to minimize the gap and thereby ensure that actual service delivery falls into an area that is more acceptable?

Once the gap has been identified, added Professor Levin, it is possible to determine what needs to be done in order to meet the expectations of recipients of that service. Professor Levin concluded by saying that measuring service delivery by way of a citizen satisfaction survey should be an integral part of a performance management system based on service delivery indicators.

**F**riday, 16 May 2003, has been marked on the OPSC calendar as the due date on which Service Providers had to apply for registration on the OPSC's Database of Suppliers.

The creation of this database is according to Mr Joel Mampuru, Deputy Director for Group Purchasing and Logistics, intended to ensure proper implementation of the national procurement policies that guide on how to procure goods and services and also address past imbalances. The Preferential Procurement Policy Act for example, attempts to address the inequalities of the past by providing for categories of preferences in the allocation of contracts/ tenders and the protection of persons Previously Disadvantaged by unfair discrimination. To facilitate the implementation of this Act and ensure rotation of suppliers (providing suppliers with an equal chance in quoting for the

OPSC), a database of suppliers (goods and services) had to be created. In order to facilitate this process, OPSC has procured a Supplier Database Management Software. This software will be linked to the PSC'S website and thus enable online registration of the would-be service providers and suppliers in the future.

To further ensure fairness and transparency in the procurement of goods and services, the OPSC has established the Departmental Control Committee that is responsible for approving expenditure, while the Departmental Standing Tender Committee approves the awarding of tenders. Mr Mampuru further said that with the awarding of more delegations to the OPSC by the State Tender Board, the quotation system can now be used for services and goods of up to R100 000 and no longer R30 000.



*Pic: Ndabo Khoza*

## LIGHT OF OPSC HIV/AIDS PROGRAMME SHINES BRIGHTLY

By Noleen De Free and  
Lolla Human

**T**he resonant sounds of a beating drum could be heard on the first floor of Commission House as staff celebrated Candlelight Memorial Day on May 16, this year.

The day is celebrated around the world to honour the memory of those who have died from AIDS-related illnesses, to show support for those living with HIV/AIDS, and to raise awareness about HIV/AIDS.

Staff members were welcomed to the proceedings by CD: CRL, Mr Ndabo Khoza, who introduced the guest speaker, Ms Theresa De Necker from Vusi Sizwe Holdings, who spoke about the effects of HIV/AIDS and people's attitude towards the disease.

The symbolic lighting of the candle was done by Ms Lolla Human, who is in charge of the Office's Special Programmes. After all staff candles were lit, Mr Roderick Davids, Director: PEP, led a prayer in remembrance of all those people who have died of HIV/AIDS related illnesses.

The PSC Choir also chose the occasion to make their debut appearance - and performed a song or two to the enjoyment of staff who attended the day's proceedings.

The Candlelight Memorial Day came after the first of the six workshops for HIV/Aids Peer Educator Training that many of those who attended, dubbed a "tremendously successful workshop".

The first workshop was held on May 14, 2003 at the Commission House in Pretoria. The workshop, run by Vusi Sizwe (Heal the Nation), is facilitated by Theresa de Necker, Managing Director of Vusi Sizwe Holdings, while Cris Wessels is a Consulting Sales and Marketing Manager/Corporate Trainer, providing her services on a contract basis to Vusi Sizwe.

By training Peer Educators the OPSC is determined to ultimately train all staff members. This training will not only strengthen the OPSC's HIV/AIDS programme but it will also equip people to provide care and support to infected as well as affected staff within the OPSC as a whole.

The training workshop is financed by the Department of Health's Interdepartmental Support Initiative Programme, which is part of the Interdepartmental Committee on HIV/AIDS. Like other departments, due to financial constraints and the relevance of the Peer Educator Training in the overall HIV/AIDS scheme of things, the OPSC applied for and received financial assistance for the training of its staff members.

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*Pic: Nelly Lukhero  
and Kedi Aphane  
(IRC staff)*



**F**ollowing a snap survey that the Communication and Information Services Directorate conducted recently, the Information Resource Centre (IRC) is proud to inform staff about its subscription to SABINET Online.

**SABINET Online** is a company that offers uniquely tailored information solutions to the corporate, academic and government departments. The following *SABINET Online* products will help you, the reader, to see how far the IRC could be of use to you. These Information products include among others; MagNet, SA Citation Plus (MagNet database), and SA Cat Plus.

#### **MagNet**

MagNet is an information search, locate and retrieval product. It is further enhanced by the possibility to deliver full text of items that are found electronically.

#### **MagNet databases**

These databases include SA Gazettes, SA Tenders, SA Legal, SA Citation Plus, SA News, as well as Engineering and Mining World.

#### **SA Cat**

SA Cat reflects the collection of libraries in Southern Africa and contains bibliographic information referring to books, periodicals, audio-visual items and other information material such as conference proceedings, and articles. While SA Cat stores both published and unpublished material, the South African National Bibliography (SANB) is an accumulation of the bibliographic records of all items published in South Africa.

#### **The utility of SA Cat**

This program allows the user to enter keywords of the subject of their choice, for example; strategic planning. Then the database will retrieve and display relevant bibliographic details of the query. The user is then given an option to mark the source of their preference. The program also gives the option to view the status of the source.

#### **Databases in the SA Cat**

Among other databases in the SA Cat, the following are included: Navtech, Union Catalogue for Thesis and Dissertations (UCTD), as well as current and completed research projects.

#### **Navtech**

Navtech is a technikon research database. It contains information on current and completed research projects undertaken by South African technikons.

#### **Union Catalogue for Thesis and Dissertations**

This database contains bibliographic records of thesis and dissertations at master and doctorate level.

#### **Current and completed research projects**

This covers South African research projects in the Social Sciences, Humanities, as well as Economic and Management Sciences. It also includes masters and doctoral thesis of South African universities, technikons as well as information on research projects from non-governmental organizations, private sector and government departments.

THE PSC  
INFORMATION  
RESOURCE  
CENTRE AT  
YOUR SERVICE

By Nelly Lukhero &  
Kedi Aphane

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**IZVI**

## THE PSC INFORMATION RESOURCE CENTRE AT YOUR SERVICE

*Continued from previous  
page*

### **SA Citation Plus**

The SA Citation Plus gives the user access to articles in all journals published in South Africa. The program allows the user to use keywords of their choice. It can either be keywords about the author, title or subject. The program displays the name of the journal, relevant pages and most importantly, the name of the journal and its volume number.

### **Databases in the SA Citation Plus**

#### **Centre for rural legal studies:**

This database gives both national and international coverage and focuses on Labour Law and Labour Relations, Working Conditions, Housing, Tenure, Socio-economic conditions, Land reform, and Rural Local Government.

#### **United States information**

The United States Information Resource Centre in Pretoria has an article alert service. The service includes abstracts of significant articles from the current periodical literature. The U.S Department of State's Public Diplomacy Resource Centre in Washington, DC prepares these abstracts regularly. The above-mentioned information is e-mailed to us at the IRC on a regular basis.

We are at your service; so, whenever you need information **do not hesitate** to give us a ring, or e-mail or drop by. The IRC is situated on the ground floor, Commission House, Pretoria. We can be reached at tel. (012) 352-1124/9, e-mail: [libraryast@opsc.gov.za](mailto:libraryast@opsc.gov.za)

Remember that knowledge is power. And right now, that power is at the IRC. It is up to you to increase your knowledge and be an even powerful resource for the PSC.

## HOD EVALUATION FRAMEWORK PRESENTED TO PORTFOLIO COMMITTEE

*By Sifiso Ngema*

**The Public Service Commission presented a report on the first implementation of the framework for the evaluation of HoDs, to the Portfolio Committee on Public Service and Administration, in April this year.**

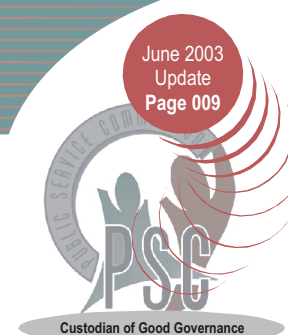
The Deputy Chairperson of the PSC, John Ernstzen together with Chief Director: SMCOS, Mrs Vuyelwa Nhlapo informed members of the Portfolio Committee about progress made and challenges encountered in evaluating the performance of heads of department for both national and provincial departments.

The framework was implemented for the first time in the 2000/2001 financial year. For this period 12 heads of national department and 23 at provincial level were evaluated. The purpose of these evaluations was to advise executing authorities, firstly, on the performance of their HoDs for a possible reward or corrective action. Secondly, it was to identify developmental areas that require improvements on the side of the HoDs and their departments. A large number of HoDs nationally, were not evaluated during this period despite the fact that Cabinet had made their evaluation using the framework mandatory. However, this included those that had decided to merge their evaluation with the next round of evaluations for 2001/2002, which was still acceptable in terms of the framework.

After concluding these evaluations, the process was evaluated using inputs from all those who participated in the first implementation of this evaluation framework. The Portfolio Committee was briefed on certain amendments recommended after the evaluation process to make more efficient, the implementation of the framework for the next financial year. These amendments were subsequently approved by Cabinet and now form part of the framework for 2001/2002.

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Lase OPSC





*Pic: Security Personnel  
in their new uniform*

**F**ollowing years of 'non-visibility' of Security Officers at the Commission House, the day has finally dawned where we are able to jokingly salute someone in full uniform.

Sporting navy suits, sky blue shirts, red ties, and black shoes, our security staff are now more visible and presentable a far cry from the bygone days of casual clothing.

The new uniform has also brought into the men and woman in navy, a sense of belonging and appreciation by the Employer. Although they have always served with a smile, the new uniform now enhances their professionalism and enables them to serve with improved confidence.

According to Chief Director for Corporate Services and Regional Liaison, Mr Ndabo Khoza, the new uniform "will enhance visibility of our security officers and thus serve as a deterrent to criminals". He further said that this development is part of a well thought out long term plan to improve security level at Commission House.

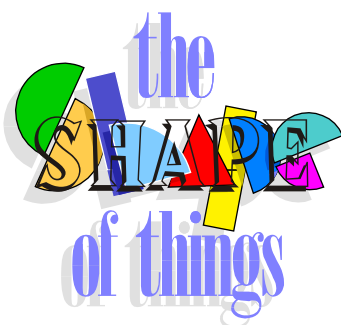
Mr Khoza indicated that the plan is to beef up physical security and access control in response to criminal acts that were previously committed at the House and surrounding areas. The steps that have already been taken to improve levels of security include the erection of devil's fork fence, burglar bars, security lights, front expander steel door, and random vehicle searches.

To complement these efforts, a firm of security consultants has been appointed to do a security and fire detection survey, or simply, security needs assessment, that would result into drawing of specifications on how to respond to the security measures identified.

Unless the needs assessment proves otherwise, it would seem the installation of cameras linked to a closed-circuit television to scan the exterior of the House, the use of access cards for both pedestrians and vehicles, and an X-ray machine to scan goods brought into the building, are inevitable. According to Mr Joel Mampuru, Deputy Director for Group Purchasing and Logistics, to act quickly on any criminal act, "whatever system is installed, the link to an armed response unit is a must".

Asked to comment, Mr Alfred Maluleke, who has seen many a security system installed and failing, in his 30 years in the public service, "the developments around security at the Commission House are encouraging and would only materialize if all employees were to support the Security Officers in making ours the most secure House of them all".

In concluding our talk, Mr Mampuru indicated that the Acting Director-General has already approved the establishment of a Security, Health and Safety Committee to help maintain a high standard of security at the House. This Committee would apart from consisting of OPSC staff, also include representatives from the South African Police Service and the National Intelligence Agency.



## THE NEW SHERIFFS IN TOWN

*By Manase Makwela*



## REPORT ON EVALUATION OF THE NATIONAL HOUSING SUBSIDY SCHEME PUBLISHED

### **The Management and Service Delivery Improvement Programme of the PSC has four broad thrusts:**

Citizen satisfaction surveys, which assess the effectiveness of service delivery from the perspective of citizens who are the users of the particular service.

Citizen forums that use participatory methodologies to solicit suggestions from people on how to improve the outcomes of government programmes.

Undertaking assessments of organization performance and structuring to provide advice to heads of departments and political leadership on how these two areas can be improved.

Programme and systems evaluations that include in-depth assessments of the relevance of programmes and systems, the effectiveness and the efficiency of programmes and systems as well as programme/system preparation and design.

In accordance with the above approach, the PSC identified the Housing Programme, in particular, the National Housing Subsidy Scheme as the first in a series of programme evaluations that it wants to embark upon. The study was undertaken by the PSC in collaboration with the National Department of Housing. The aim of the study was to evaluate the National Housing Subsidy Scheme and to make recommendations as to how it can be improved.

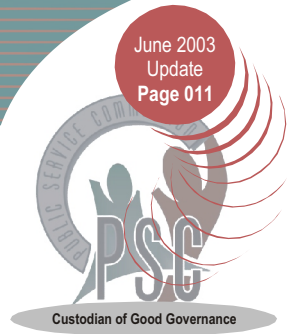
The National Housing Subsidy Scheme is an integral part of the housing and broader development policy. Its main objectives can be regarded as providing progressive access to adequate housing, creating socially and economically viable communities, ensuring balanced and sustainable spatial development; provision of choice, sustainability, transparency and equity, co-ordination of state investment, efficiency and effectiveness, and creativity and innovation.

The study found that none of the objectives of the National Housing Subsidy Scheme are being completely achieved. Housing delivery has not been sufficient to keep up with the growth in the housing backlog, especially in metropolitan areas. The subsidy amount has not been sufficient for both an adequate house and an adequately serviced and well located plot. Where projects have managed to achieve houses of large size and quality, this has often been possible only because of additional subsidization or by having very low levels of infrastructure. The study was conducted between 1 February 2002 and 31 January 2003.

According to the study, although there have been some cases where incompetence or corruption have been responsible for the objectives of the National Housing Subsidy Scheme not being achieved in a particular housing project, the main reasons for the National Housing Subsidy Scheme not completely achieving its objectives are because of broader underlying reasons, largely outside of the National Housing Subsidy Scheme itself. These underlying reasons include poverty and unemployment, lack of local government capacity, especially in smaller towns and rural areas, as well as the weak civil organizations.

Many of the reasons for the objectives of the National Housing Subsidy Scheme not being completely achieved are, however, currently being addressed by the National Department of Housing. The problems of poverty and unemployment and a lack of local government capacity are more difficult to address, though, and will continue to hinder the delivery of adequate housing for all those who need it.

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## THE NORTHERN CAPE REGIONAL OFFICE MIGRATES

**Q**uick action by the Northern Cape Regional Office and the support from Chief Directorate for Corporate Services at Head Office ensured that the Regional Office's migration to the new premises situated at 55 Carrington Road, Monument Heights, in Kimberley, was with as little inconvenience as possible.

This move that took place at the beginning of May this year follows the sudden sale of the previously occupied premises by the then owner. According to Ms Lindiwe Dlamini, State Administration Officer at the Northern Cape Regional Office, the team spirit that prevails within their Office saved the day and has helped them settle in within the shortest period possible. For uninterrupted communication, the telephone, fax, postal, and e-mail addresses remain the same as before. However, the e-mail address is temporarily out of operation, pending the necessary cabling and connection processes.

Meanwhile, news from Bloemfontein are that migration by the Free State Regional Office is also a strong likelihood. It is anticipated that this move would take place during August 2003. Members of staff will be informed accordingly once arrangements have been finalized.



## HUMAN RESOURCE POLICY DEVELOPMENT IN TOP GEAR

**A**ugust 2002 heralded a very strong move from walking in the dark to a land of light and compasses, in terms of OPSC's Human Resource Policy development.

This follows the introduction of the new Public Service Regulations, which came with national guidelines enabling individual departments to develop and implement their own internal policies, as a way of transforming from the old regulated Government prescripts such as the Public Service Staff Code, and Personnel Administration Standards. These old prescripts were very rigid and did not allow management to have autonomy in managing their departments.

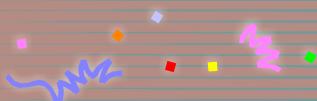
Headed by Mrs Phume Khumalo, Deputy Director in the Group Human Resources, the Human Resource Policy Development Team has already drafted and facilitated the approval of twelve Human Resource policies since August last year. According to Mrs Khumalo, this was only a warm-up as more policies are in the pipeline, with a few already drafted. To her, what has been achieved up to so far, is no small feat since it is quite a leap from the previous years.

The approved policies are Smoking Policy; Leave Policy; Policy on Resettlement Expenditure; Policy on Remunerated Overtime; Bursary Scheme Policy; Policy on Employee Performance Management and Improvement System; Termination of Service Policy; Policy on HIV/AIDS and STIs in the Workplace; Employment Equity Policy; Policy on Human Resource Development; Policy on the Employment of People with Disabilities; Policy on Termination of Service; as well as the Gender Equality and Sexual Harassment Policy.

Policies already drafted include the Internship Policy, Recruitment and Selection Policy, as well as the Employee Assistance Programme/Policy.







## THE JOLLY GOOD FELLOWS

By Mamsy Hlahane

# Congratulations!

**T**he following people celebrate their birthdays between June and July. Izwi wishes them good health and many more fulfilling birthdays to come.

### Birthday List for June

NAME	TITLE	BIRTHDATE	OFFICE
Mokomaditsi TJ	Mr	03 / 06	Head Office
Nelwamondo MR	Ms	03 / 06	Limpopo Regional Office
Davids RF	Mr	04 / 06	Head Office
Mahapa MG	Ms	04 / 06	Limpopo Regional Office
Mudau NJ	Mr	05 / 06	Head Office
Kgoedi JD	Mr	11 / 06	Gauteng Regional Office
Nodu S	Mr	12 / 06	Western Cape Regional Office
Tshidzumba ME	Ms	12 / 06	Head Office
Chonco PB	Ms	14 / 06	Head Office
Pool AM	Ms	16 / 06	Head Office
Ntomane LNS	Ms	18 / 06	Free State Regional Office
Richter JC	Ms	18 / 06	Regional Office
Monakedi SR	Mr	19 / 06	Limpopo Regional Office
Modise OS	Ms	22 / 06	North West Regional Office
Bain EG	Dr	23 / 06	Head Office
Van Der Merwe CB	Ms	24 / 06	Limpopo Regional Office
Hayes WA	Ms	25 / 06	KwaZulu Natal Regional Office
Dandu AM	Mr	26 / 06	Gauteng Regional Office
Kunene GL	Ms	26 / 06	Head Office
Khonjwayo BFM	Mr	27 / 06	KwaZulu Natal Regional Office
Gabuza FT	Mr	28 / 06	Northern Cape Regional Office
Lebese SW	Ms	28 / 06	Head Office
Robinson CH	Mr	28 / 06	Mpumalanga Regional Office
Santho MS	Ms	30 / 06	Free State Regional Office

### Birthday List for July

NAME	TITLE	BIRTH DATE	OFFICE
Sibanda FJ	Mr	01 / 07	Head Office
Mentoor JW	Mr	04 / 07	Head Office
Mokgopa MM	Mr	07 / 07	Head Office
Du Pre E	Mr	09 / 07	Head Office
Mahesu KA	Mr	12 / 07	Head Office
Luthuli TB	Mr	15 / 07	Head Office
Raath EA	Mr	15 / 07	Head Office
Le Roux A	Mr	17 / 07	Head Office
Podile MF	Mr	18 / 07	North West Regional Office
Mahlangu JDS	Mr	22 / 07	North West Regional Office
Slier MV	Ms	26 / 07	Western Cape Regional Office
Mashele VM	Ms	30 / 07	Head Office
Matlhare TJ	Mr	30 / 07	Head Office
Zondi HGD	Mr	30 / 07	KwaZulu Natal Regional Office

## FOOTPRINTS

By Mamsy Hlahane



**T**he 'Footprints' is your window to news about recent transfers, promotions, appointments, retirement/pension, and resignations. Izwi welcomes the new ones, congratulates the promoted, and wishes those who have left, the best wherever they go.

### Period: April - May 2003

**Mr John Otumile**  
Snr. Network Analyst

SD: GIT

30 / 04 / 02  
(Last Day)

Promotion: Dept. of  
Science & Technology

**Mr N Ramashiya**  
D/Director: Special  
Investigations

D: SI

02 / 05 / 03  
(Last Day)

Promotion: Free State  
Provincial Treasury

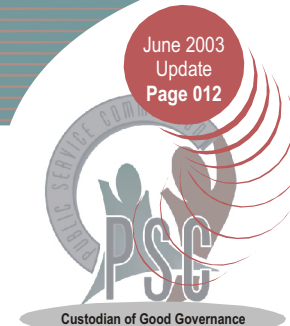
**Mr Sam Kgosi**  
Security Officer

U: GSS

31 / 03 / 03  
(Last Day)

Voluntary Resignation

\* There is no one who took a pension or early retirement during this period.  
Also, there are no new appointees..



**Izwi**  
Lase OPSC





*Pic: Winnie Lebesse*

## THE VOICE ON THE OTHER SIDE...

*By Noleen De Free*

### ***"Public Service Commission, hellooo"....***

This is what you hear when you dial the PSC's Pretoria switchboard number. Directorate: Communication and Information Services has been inundated with requests to feature the lady behind the voice on the PSC switchboard and once again we oblige!

Although most of us have spoken to her on more than one occasion, many people do not know who Winnie Lebesse is? Winnie, as she is fondly called by her colleagues is our switchboard operator. She is a crucial link between our internal and external stakeholders.

Winnie, 38 started working for the OPSC in 1996 as a Food Services Aid and is now the acclaimed voice behind the OPSC's switchboard. In an exclusive interview with *Izwi lase OPSC*, Winnie said that she enjoys working at the switchboard and has developed several skills, including mastering the Man 3000 System a system that records every call made, records talk time, time of the call, location of the call and the call charges. It is through this sophisticated system that staff members are able to get a print out of their monthly telephone reports.

Winnie has learnt to be discreet, as she has had to "take message for high level officials".

"I have to be professional at all times as I am communicating with lots of different people from different walks of life and sometimes I have to speak several different languages. Sometimes it is difficult to keep a straight face because at times I would pick up the handset and someone on the other side would be singing or telling me stories about **Kideo** or **Pokemon**, then I can't help but laugh my head off," says Winnie.

Winnie is married and is the mother of four children.

**Izwi lase OPSC**



Inform us about any upcoming events in your divisions by sending information to Ben De Villiers at [BenD@opsc.gov.za](mailto:BenD@opsc.gov.za) or by 10 July 2003.

- International Children's Day - 1 June
- International Day of Innocent Children Victims of Aggression - 4 June
- World Environment Day - 5 June
- SADC Media Award: Call by GCIS for nominations for the National Adjudicating Committee - 6 June
- World Oceans Day - 8 June
- Stroke Awareness Week - 8 - 14 June
- World Day against Child Labour - 12 June
- National Youth Day - 16 June
- Day of the African Child - 16 June
- World Day to Combat Desertification and Drought - 17 June
- World Refugee Day - 20 June
- SANCA Drug Awareness Week - 21 - 28 June
- International Day in Support of Victims of Torture - 26 June
- International Day against Drug Abuse and Illicit Trafficking - 26 June

