

PULSE

OF THE PUBLIC SERVICE

PUBLIC SERVICE COMMISSION QUARTERLY BULLETIN VOLUME 12



Custodian of Good Governance

**SERVICE DELIVERY
DURING LOCKDOWN**

**COMPLAINTS AND
GRIEVANCES
HANDLED BY THE PSC**

**PUBLIC SERVICE
COMMISSION
HOUSE**

B

NATIONAL ANTI-CORRUPTION HOTLINE 0800 701 701



CONSTITUTIONAL MANDATE

The PSC derives its mandate from sections 195 and 196 of the Constitution, 1996.

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

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

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1. INTRODUCTION

This edition of the Pulse of the Public Service covers the period 01 January to 31 March 2020 which is the final quarter of the 2019/20 Financial Year. It focuses on governance matters in the Public Service including service delivery during lockdown and overall number of complaints and grievances handled by the PSC up to 31 March 2020.

The mandate of the Public Service Commission (PSC) is to, amongst others, promote the Constitutional Values and Principles (CVPs) that govern the public administration and serve as a framework that can be used by the public to assess the performance of the Public Service.

On 15 March 2020, the President of the Republic of South Africa, Cyril Ramaphosa declared a National State of Disaster, which led to the country's lockdown. The purpose of the lockdown was to flatten the curve to contain the spread of the Coronavirus Disease (COVID-19). The outbreak of COVID-19 has also put pressure on the South African health sector, which was already performing poorly. Due to the lack of vaccine, the management of COVID-19 requires protective equipment such as masks, gloves and sanitizers, which are hard to access.

The lockdown came on the eve of the Credit Rating Agency's downgrade of South Africa to junk status, which may in future, exacerbate the already ailing economy of South Africa when government borrows from international markets. Furthermore, COVID-19 has added more complications to the struggle of many South Africans and if not contained, the current infrastructure in the country will collapse. The country's unemployment had, according to Statistics South Africa, been on an increase while poverty levels and the provision of basic needs such as running water and sanitation, which had been identified as important elements in the fight against COVID-19 were not accessible to the poor. The fight against COVID-19 also required social distancing which proved to be a challenge to individuals residing in informal settlements where there is overcrowding and little room for movement. It is therefore imperative for government, communities and business to work together to contain the spread of the virus in order to avoid the catastrophe that could befall the country.

The PSC is of the view that healthcare workers play a critical role in the fight against COVID-19 and calls upon the health authorities to ensure that all the healthcare workers, which are at the forefront of the fight against this pandemic, are provided with Personal Protective Equipment (PPE) to enable them to do their work effectively. To this end, the PSC will heighten its oversight and monitoring role over service delivery by state departments during and post-COVID-19 in South Africa.

2. NON-PAYMENT OF GOVERNMENT SUPPLIERS

In line with its constitutional mandate, the PSC quarterly monitors the non-payment of invoices of suppliers within the stipulated 30-day period as required by the Public Finance Management Act. While there are pockets of improvement, several departments have repeatedly defaulted on this requirement.

With the arrival of the COVID-19 pandemic many Small, Medium and Micro Enterprises (SMMEs), who were already struggling to keep businesses afloat, found their operations being put under further pressures due to the non-payment of invoices by Government. The PSC remains highly concerned about the continued failure by some departments to put effective systems in place to ensure that suppliers are paid on time.

Table 1: Performance of national departments in respect of payment of invoices

National Department	January' 2020		February 2020		March 2020	
	No of invoices	Value of invoices	No of invoices	Value of invoices	No of invoices	Value of invoices
Cooperative Governance and Traditional Affairs	31	R 1,268,111	14	R 55,365	9	R 93,246
Defence	31	R 141,525	22	R 311,249	0	R 0
Justice and Constitutional Development	0	R 0	9	R 23,995	*	*
Office of the Chief Justice and Judicial Administration	1	R 216,535	1	R 216,535	0	R 0
Agriculture, Forestry and Fisheries	83	R 91,973,757	89	R 153,851,311	0	R 0
Rural Development and Land Reform	90	R 1,408,472	14	R 501,770	3	R 437,830
Basic Education	0	R 0	0	R 0	*	*
Labour	0	R 0	0	R 0	1	R 16,000
Social Development	13	R 3,095,244	0	R 0	0	R 0
Energy	0	R 0	0	R 0	1	R 65,996
Public Works	263	R 105,834,630	134	R 9,370,560	173	R 19,287,110
Transport	0	R 0	0	R 0	*	*
South African Police Service	26	R 7,901,206	1	R 512	1	R 512
International Relations and Cooperation	0	R 0	4	R 6,555	1	R 1,016

Home Affairs	10	R 19,962	1	R 158	4	R 18,701
Water and Sanitation	322	R 537,220,896	462	R 622,203,373	137	R 505,712,487
Women	1	R 1,712,016	1	R 1,712,016	1	R 1,712,016

Source: National Treasury, Office of the Accountant-General. Exception Reports January-March 2020.

The NT's spreadsheet still reflects the names of the Departments as they were before the reconfiguration.

* Denotes non-submission of the relevant report by the relevant department for the month

Departments that are not on the list have settled all their outstanding invoices up to 31 March 2020

As at the end of the fourth quarter of the 2019/20 financial year (31 March 2020), the departments of Public Works and Infrastructure, and Water and Sanitation continue to default with 173 and 137 invoices respectively, older than 30 days and not paid. Although the PSC has previously noted these departments' concerns that they were struggling with a historic debt and have since engaged National Treasury for assistance, the PSC cannot overemphasise the impact this non-compliance has on the operations of SMMEs, especially in the current economic climate.

Table 2: Performance of provincial governments on payment of invoices

Provinces	January 2020		February 2020		March 2020	
	No. of invoices	Amount of invoices	No. of invoices	Amount of invoices	No. of invoices	Amount of invoices
Eastern Cape	15,842	R 1,788 925,601	17,856	R 2,148,029,700	23,795	R 2,481,062 875
Free State	1,149	R 266,889,045	1,012	R 206,793,743	1,775	R 265,105,615
Gauteng	31,237	R 2,010,920 260	19,666	R 1,293,917,484	5 762	R 548,267,471
KwaZulu-Natal	2 343	R 131,583,872	1,915	R 83,589,420	133	R 101,294,391
Limpopo	272	R 18,800,095	128	R 12,378,007	20	R 1,008,295
Mpumalanga	74	R 39,835,880	173	R 2,483,646	*	*
North West	5,154	R 397,709,666	5,190	R 414,619,003	5,450	R 603,527,536
Northern Cape	6,626	R 366,041,060	7,041	R 401,581,482	6,932	R 399,235,247
Western Cape	1	R 2 539	0	R 0	7	R 358,732

Source: National Treasury, Office of the Accountant-General. Exception Reports January-March 2020.

* Denotes non-submission of the relevant report by the relevant province for the month

In respect of the provinces, the Eastern Cape, North West, Gauteng and Northern Cape remain the repeat defaulters in the non-payment of suppliers. However, it must be noted that Gauteng has shown significant improvement regarding the number of outstanding invoices and the amounts owed to suppliers compared to the previous quarter of 2019/20.

With Government's dedicated efforts to stimulate and support SMMEs, departments must do their part and ensure that suppliers are paid on time, failure of which may only be detrimental to their survival and negate Government's job creation measures.

3. SERVICE DELIVERY DURING LOCKDOWN

South African government, like all governments in the world is under immense pressure to respond to the unprecedented challenge of COVID-19. Whilst the main spotlight is on the Health sector, COVID-19 has disrupted the provision of services, thus calling for humanity, agility, and innovative ways to respond to the needs of the citizens without putting their lives at risk. The challenges experienced regarding service delivery were due to most public servants working remotely. Only a few officials in essential services and those in critical positions were allowed to work, and this has put a strain in the capacity of the state.

Although the lockdown has affected the lives of ordinary South Africans, with some losing their jobs and income, the PSC has noted with appreciation the Government's commitment to put aside R500 billion and the establishment of the Solidarity Fund which will be used for COVID-19 relief.

The lockdown has challenged public servants' behaviour and attitudes in the manner in which they interact with citizens. The PSC is concerned about incidents of ill-treatment (undue force) of citizens by law enforcement officials during the lockdown. Furthermore, the PSC has observed (through media reports) incidences of maladministration and poor service delivery in various places, for example, the challenges of overcrowding in a maternity ward at the Mamelodi Hospital amid the COVID-19 pandemic and the essential need for social distancing as a preventative measure against the virus. Also the allegations of ill-treatment or lack of care for patients who tested positive for COVID-19 at the various Hospitals in Country. Such incidents have demonstrated how ethics can be lost when interacting with citizens and are likely to result into litigations against government at a huge cost. The value of human dignity as well as the principle of high standard of professional ethics should at all times guide the behaviour of government officials when delivering government services. Public servants' actions and decisions must be premised on the ethical values of Responsibility, Accountability, Fairness and Transparency. Compliance with the law is still peremptory.

With the current pandemic, on-line service delivery has become the most convenient way of responding to people's needs, especially for the services that may not require personal contact. However, this has also affected poor communities negatively due to the lack of ICT resources. The pandemic has also provided an opportunity for government to fast track the implementation of the 4th Industrial Revolution, for example, hosting of meetings virtually which was not a norm in the past. This opportunity should be embraced beyond the COVID-19 as it presents many opportunities for efficiency in service delivery. However, this has a huge investment cost in terms of ensuring that the appropriate infrastructure is in place and that both public servants and citizens are trained to utilize all available tools to deliver services. The long-term benefits for this kind of innovation will most likely outweigh the current cost of doing business in some of the areas of government. The lessons learned should be used as a reference point for the future.

From a Human Resources Management (HRM) perspective, the impact of COVID-19, at least in the short to medium term, has changed the nature of work and the needs of public servants to continue their productive pursuits have changed. Questions are abound as to whether all public servants currently have sufficient tools to be able to work remotely and whether departments have shifted their thinking to ensure effective and equitable human resource management and labour relations. Such repositioning is urgently required to allow public servants to competently provide basic and other services to the citizens of our country.

Are the HRM prescripts flexible enough to allow for capacity deployment to areas of need, such as those related to the processing of increased volumes of applications for the Unemployment Insurance Fund (UIF), COVID-19 relief measures for Small Medium and Micro Enterprise (SMMEs) without going into lengthy labour relations and labour law challenges? How is the fourth industrial revolution going to be leveraged to ensure that all learners, especially those from poor and disadvantaged backgrounds are afforded the right access to education? Is the Public Service ready to automate most of its services to facilitate service delivery to the people? Are the HRM and labour laws and practices flexible to ensure responsiveness to the current challenges and their medium term impact? There are no easy answers to these questions, but reasonable solutions which can benefit not just the employer and employee but the country, especially the poor, can be found if deliberations between the employer and employee representative organisations are honest and informed by the country's foundational values and principles, including the value of service to the people that has been demonstrated by small and big initiatives that are supported by government, businesses and citizens in their individual capacity.

The limited access to government services due to the lockdown is likely to exacerbate the general lack of trust on government by citizens and fuel the general perceptions of inefficiency especially from those departments and government institutions that were either closed or operating remotely. More efforts are needed by such departments/institutions to clarify how government services can be accessed. Most government departments have established call-centers to attend to inquiries. The workability of this approach should be tested regularly for its efficiency to ensure that citizen's needs are responded to and that complaints are attended to. Furthermore, all departments must ensure that calls are re-directed to officials who are working remotely to be able to assist the citizens. This will help to avoid an over burden of complaints and possible service delivery backlogs post COVID-19.

Whilst some core services of departments are affected, senior management of government departments should further ensure that back office support is not compromised. A major concern is also the processing of documents for government officials who are about to exit the system and ensuring that their payments are made. Should this service not be attended to, government is likely to push the same public servants to the overburdened social security net for survival whereas this category of people are able to sustain themselves.

The PSC is of the view that constructive dialogues, trust and humanitarian concern will be key to finding intermediate or long-term solutions to the challenges that currently confront government and those that may arise in the future. Since the actions or non-action of stakeholders in the public service, and public sector at large, set the tone for all sectors, the citizens have the right to put all public servants and public administrators, including politicians, legislatures and agencies under scrutiny.

4. OVERALL NUMBER OF GRIEVANCES HANDLED BY THE PSC UP TO 31 MARCH 2020

During the 2019/20 financial year, the PSC dealt with **806** grievances, including **72** carried over from the previous financial year. Of the total 806 grievances, **610 (76%)** have been concluded, of which **63** are from the carried over cases. The **196 (24%)** pending grievances were, as at the end of the financial year, at different stages of assessment, mediation or investigation.

Of the **610** concluded grievances, **516 (85%)** were concluded within 30 and 45 days, respectively, of receipt of relevant information as prescribed in the relevant Grievance Rules, and **94 (15%)** grievances were concluded outside the prescribed timeframe. The **610** concluded grievances include **549** cases for employees on levels 2-12 of which **460 (84%)** were concluded within 30 working days of receipt of all relevant information. **61** grievances were for members of the Senior Management Service (SMS) of which **56 (92%)** of them were concluded within 45 working days of receipt of relevant information.

Of the **806** grievances, **249 (31%)** were not properly referred and **557 (69%)** were properly referred. The **557** properly referred grievances were dealt with through investigation and mediation.

The **249 not properly referred cases** were classified as such because (a) aggrieved employees referred the cases to the PSC with no proof that their grievances were properly lodged with their departments; (b) grievances related to matters before other dispute resolution institutions like bargaining councils, (c) grievances were referred prior to the Executive Authority (EA) having had an opportunity to make a decision on the matter and he or she is still within the stipulated timeframe for dealing with the grievance, or (d) grievances were lodged outside the prescribed 90-day period for lodging grievances after becoming aware of the official act or omission. The continued referral of grievances outside the provisions of the Grievance Rules, 2003 calls for Labour Relations Officers within departments to ensure that on an annual basis employees are workshopped on these Rules; and if assistance is needed from the PSC, requests can be made to that effect.

The Unions are also expected to play an active role in assisting their members in lodging grievances, and where the timeframe for lodging grievances has lapsed, to advise them accordingly. In spite of these shortcomings and in line with Batho Pele principles, after assessment of the not properly referred cases, the PSC provides feedback to the employees who referred their matters to them, and where necessary refer them back to departments and EAs for further handling; or provide advice to employees on the correct channels to be used. Once referred to the relevant EAs and/or relevant structures, employees should be provided with advice.

Figure 1 below shows the location of the **557 properly referred grievances** up to 31 March 2020. The information provided in the graph illustrates that the highest number (293) of these cases are from national departments, then followed by Limpopo Province with 96 cases.

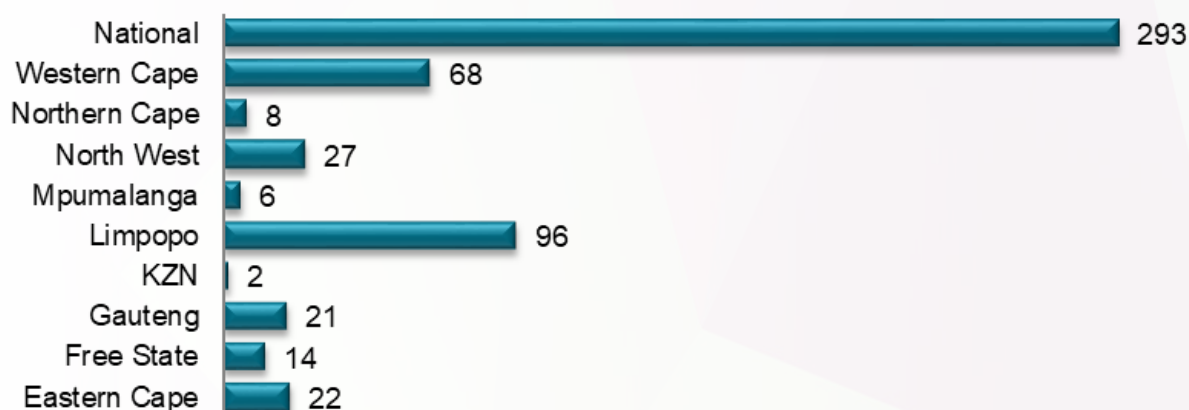


Figure 1: Breakdown of the 557 properly referred grievances at national and provincial level up to 31 March 2020

As illustrated in **Figure 2** in the next page, for the period ending 31 March 2020, **381 (68%)** of the 557 properly referred grievances were concluded and **176 (32%)** remained pending.

The delays by the PSC in concluding referred grievances is often as a result of departments not providing all the necessary information when referring grievances, or taking long to submit the required information. However, sometimes delays are caused by the non-availability of other relevant parties who should be engaged such as witnesses, members or committees that are implicated in the cases and so forth. In the 2020/21 financial year, the PSC is going to reinforce the issuing of summons against non-cooperative departments and also report this to Parliament.

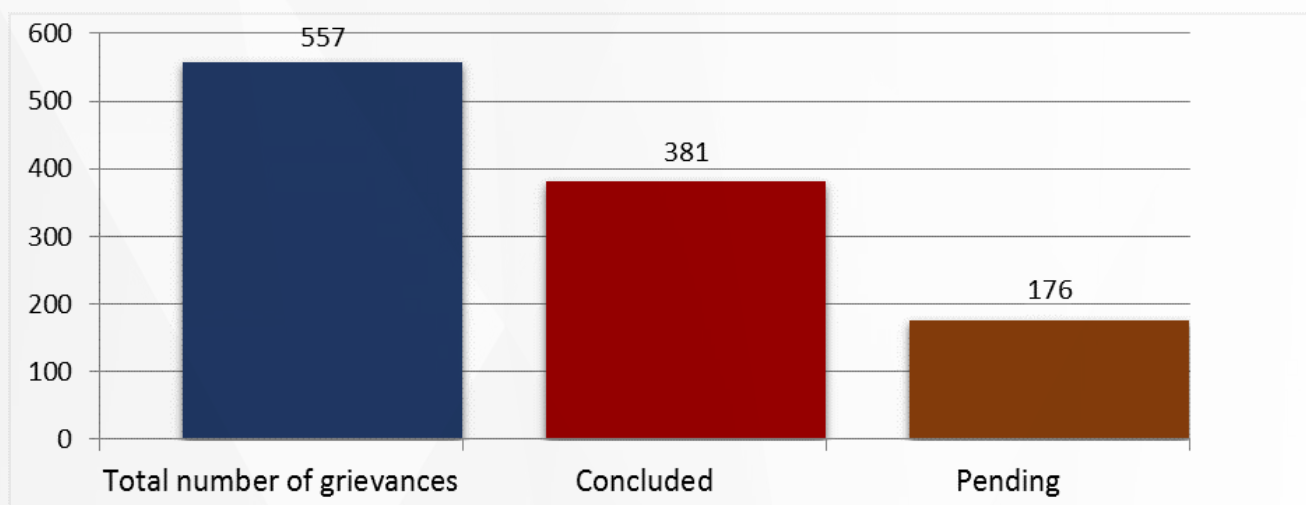


Figure 2: Status of properly referred grievances up to 31 March 2020

Most of the properly referred grievances received relate to unfair treatment (e.g. sexual harassment) 170 (31%), salary problems (e.g. salary deduction without employee concern) 145 (26%), and performance management (e.g. reduction of scores by the Moderating Committee) 113 (20%), bringing the total number of grievances that fall in these three categories to 428 (77%). Under salary problems, departments are reminded, when dealing with salary deductions, to comply with the Constitutional Court decision of *PSA obo Olufunmiliya Itunu Ubogu v Head of the Department of Health, Gauteng and Others* 2018(2) SA 365(CC), which discourages 'self help'.

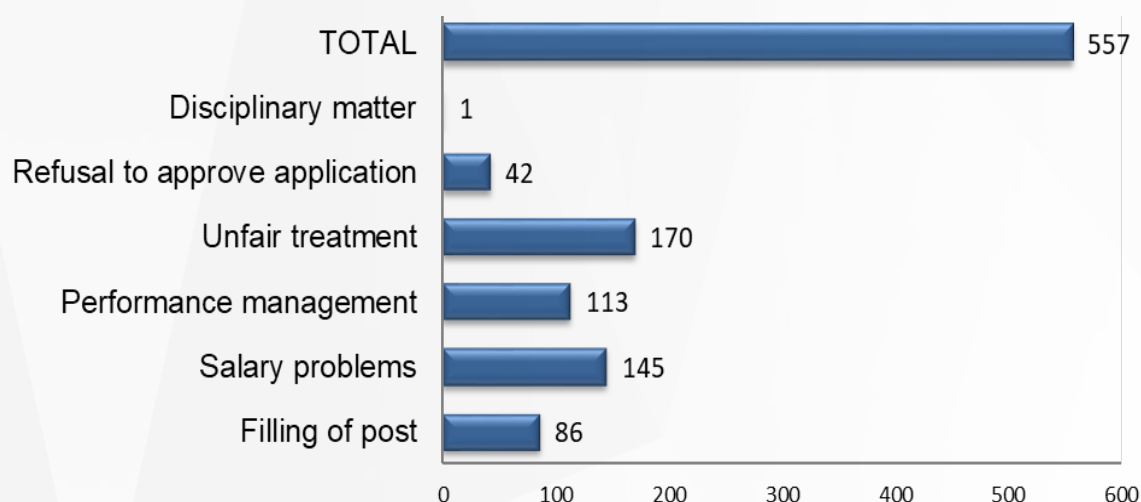


Figure 3: Nature of properly referred grievances

The 557 grievances that have been lodged with the PSC is an indication that departments failed to resolve these grievances internally, and thus an indicator of ineffectiveness.

5. OVERALL NUMBER OF COMPLAINTS HANDLED BY THE PSC UP TO 31 MARCH 2020

Governments all over the world are recognizing the danger of corruption, especially in the Public Service. International institutions such as the United Nations and Transparency International are also continuously drawing attention to the threat that corruption poses to the livelihood of citizens and the much needed service delivery. In South Africa, the Government has over the years, made a concerted effort to deal with corruption in the Public Service.

The PSC has the mandate to investigate, either of its own accord or on receipt of any complaint, personnel and public administration practices, and to report to the relevant EAs and Legislature. Personnel practices relate to for example, irregular appointments, transfers, qualifications and compensation related allegations, and public administration practices relate to, for example, procurement irregularities and poor service delivery. The own accord investigations undertaken are identified through an analysis of the trends of the complaints handled previously and through media reports.

5.1 Complaints received by the PSC through the National Anti-Corruption Hotline (NACH) during the 2019/2020 financial year

In 2004, cabinet mandated the PSC to manage the newly established National Anti-Corruption Hotline (NACH). NACH was an amalgamation of anti-corruption hotlines which were managed by different Departments. This decision was aimed at removing duplication of costs.

The NACH forms part of a comprehensive ethics framework by providing a proactive mechanism for prevention and detection control process. It is a system designed to enable members of the public and public servants to report any form of corruption that they might be aware of or suspicious of in their respective areas by reporting to the **0800 701 701** hotline number. A case of alleged corruption can also be reported to the hotline through **text, email, online report, or webchat**.

The NACH became one of the useful instrument used to report complaints during the Country's lockdown. During this period, the Hotline provided tip-offs to the South African Police Service (SAPS) for alleged theft of the South African Social Security Agency's (SASSA) food parcels, misuse of the SASSA cards, selling and issuing fraudulent permits of movement of people to other provinces, etc.

In terms of the NACH statistics, the PSC received a total of **437** cases of alleged corruption in the 4th quarter of 2019/2020 financial year. The breakdown of these cases is shown in **Table 3 below**:

Table 3: Cases reported through the NACH during 2019/2020 financial year and referred for investigation

No.	Provinces	1 st Quarter			2 nd Quarter			3 rd Quarter			4 th Quarter			Total
		Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	
1	Eastern Cape	3	2	0	10	0	3	5	2	4	2	2	2	35
2	Free State	0	2	8	10	3	3	1	1	2	0	0	0	30
3	Gauteng	3	3	12	9	7	3	4	7	5	10	7	5	75
4	KZN	1	0	3	4	6	1	4	4	0	1	6	2	32
5	Limpopo	1	1	0	29	12	3	4	2	0	0	2	1	55

6	Mpumalanga	2	0	0	4	2	0	1	3	0	0	2	3	17
7	North West	1	2	1	7	7	5	2	0	0	2	3	2	32
8	Northern Cape	0	1	1	0	4	0	1	2	1	5	0	1	16
9	Western Cape	0	1	2	4	3	4	5	1	0	1	2	1	24
10	Public Entity	89	81	65	68	86	93	93	95	36	95	120	86	1007
11	National Depts	23	19	13	30	21	19	34	25	10	26	26	22	268
12	Grand TOTAL	123	112	105	175	151	134	154	142	58	142	170	125	1591

5.1.1 Jurisdiction of cases of alleged corruption reported to the NACH during the 2019/2020 financial year

Up to the end of March 2020, PSC generated **1591** cases from the **70 500** registered NACH calls. **75%** of the callers want to remain anonymous¹, while **25%** are whistle-blowers who provided their contact details. Of the **1591** cases of alleged corruption generated by the NACH, the NACH referred **1487** cases to departments for investigation. These were cases involving bribery, fraud, favouritism and nepotism, conflict of interest, abuse of government equipment and maladministration. Hundred and four (**104**) cases of alleged appointment and procurement irregularities were investigated by the PSC as shown in **Figure 4 below**. Despite this, there were **110** cases that were not forwarded to the departments for investigation as they did not involve corruption. In addition, thirty five (**35**) cases were closed due to a lack of details. Nineteen (**19**) cases were withdrawn at the callers' request. Twenty one (**21**) nil reports were not closed. It is important to note that these were calls where callers decided to terminate the call.

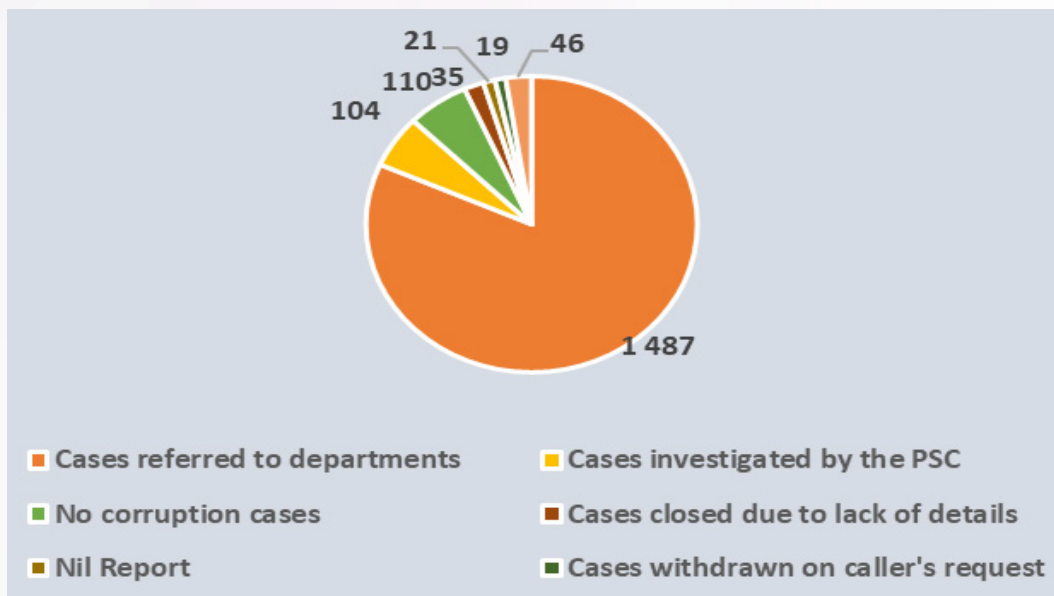


Figure 4: Jurisdiction of cases reported to the NACH

The reasons for not investigating the complaints beyond the initial assessment was as a result of:

- The complaints did not reasonably raise a suspicion of misconduct.
- The matter fell outside of the mandate of the Public Service.
- Callers did not provide adequate information for investigation.

¹ All of the various analyses of hotline effectiveness indicated that hotlines are most effective in the detection of fraud. This finding reflects the findings in the ACFE Report to the Nations for 2010. It states that in organisations that had hotlines, 47% of frauds were detected by tips, while in organisations without hotlines, only 34% of cases were detected by tips. It states further that in 67% of these cases where there was an anonymous tip, that tip was reported through an organisation's fraud hotline and it concludes "this strongly suggests that hotlines are an effective way to encourage tips from employees who might otherwise not report misconduct".

5.1.2 Status on the closure of cases investigated by departments

During the course of the 2019/2020 financial year, **64** complaints of alleged corruption relating to national and provincial departments were presented to the Complaints and Grievance Panel (CGP) and were closed on the CMS of the NACH as shown in **Table 4 below**. In addition, the CGP also closed 93 complaints of alleged corruption which were cases reported during the previous financial years. The PSC also closed **1090** cases relating to public entities during the 2019/2020 financial year. Public entities are only required by the PSC to report on the conclusion of these cases on a regular basis.

Table 4: Status of cases of alleged corruption cases referred to departments for investigations

NATIONAL/ PROVINCE	CASES REFERRED	FEEDBACK RECEIVED	% FEEDBACK RECEIVED	CASES CLOSED	% CLOSED CASES	OUTSTANDING CASES
National	268	27	11%	27	11%	241
Eastern Cape	35	0	0	0	0	35
Free State	30	18	60%	18	60%	12
Gauteng	70	0	0	0	0	75
KwaZulu-Natal	32	0	0	0	0	32
Limpopo	55	20	37%	20	38%	35
Mpumalanga	17	0	0	0	0	17
North West	32	0	0	0	0	32
Northern Cape	16	0	0	0	0	16
Western Cape	24	18	0	0	18	6
Public Entities	1007	1007	100%	1007	99%	0
TOTAL	1591	1090	68%	1090	67%	501

Generally many investigations are prolonged due to variety of factors like complexity and retrieval of supporting information. The PSC has expressed concern regarding the delays observed in finalising corruption cases. As a result, the PSC has requested all departments to complete investigations within a reasonable time to avoid the notion of “nothing will change,” which is associated with poor governance. In terms of section 195 (1) (e) of the Constitution of the Republic of South Africa, people’s needs must be responded to and the public must be encouraged to participate in policy-making.

5.1.3 Comparative analysis of complaints reported to the NACH in the 2017/2018, 2018/2019- 2019/2020 financial years

Figure 5 in the next page shows the number of cases reported in the 2017/2018, 2018/2019 and 2019/2020 financial years. The analysis of the calls revealed that the NACH has registered a total of **66 986** incoming calls during the 2017/2018 financial year. As at 31 March 2018, **882** case reports were generated and referred to the national and provincial departments as well as public entities for investigation. The bulk of these cases (**594**) were referred to SASSA for investigation. In the subsequent financial year (i.e. 2018/2019), the NACH has registered a total of **51 581** incoming calls. Out of **51 581** incoming calls, **1076** case reports were generated of which **734** cases were relating to social grants fraud. SASSA acknowledged receipt of all the cases referred to them by the PSC and has subsequently indicated that these cases were screened through the Social Pension System to determine if the alleged perpetrators are indeed beneficiaries of the grants. During the 2019/2020 financial year, the NACH has registered a total of 70 500 incoming calls, of which **1591** cases were generated. This number is slightly higher as compared to 2017/2018 and 2018/2019 financial years.

Therefore, there was an improvement in the number of case reports generated by the NACH. Of the **1591** cases, **1007** cases were relating to social grants fraud and all these cases were referred to SASSA for investigation. In the 2019/2020 financial year, there was also an increase in the number of cases reported against the provincial departments as indicated in **Figure 5 below**, e.g. in 2017/2018 financial year, the number of cases reported to provincial departments were **126**, and in 2018/2019 financial year the number of cases were **144** whilst in the 2019/2020 financial year the number of cases has increased to 316. The national departments recorded the highest number of **198** cases in the 2018/2019 financial year and the number increased by **70** cases in the 2019/2020 financial year.

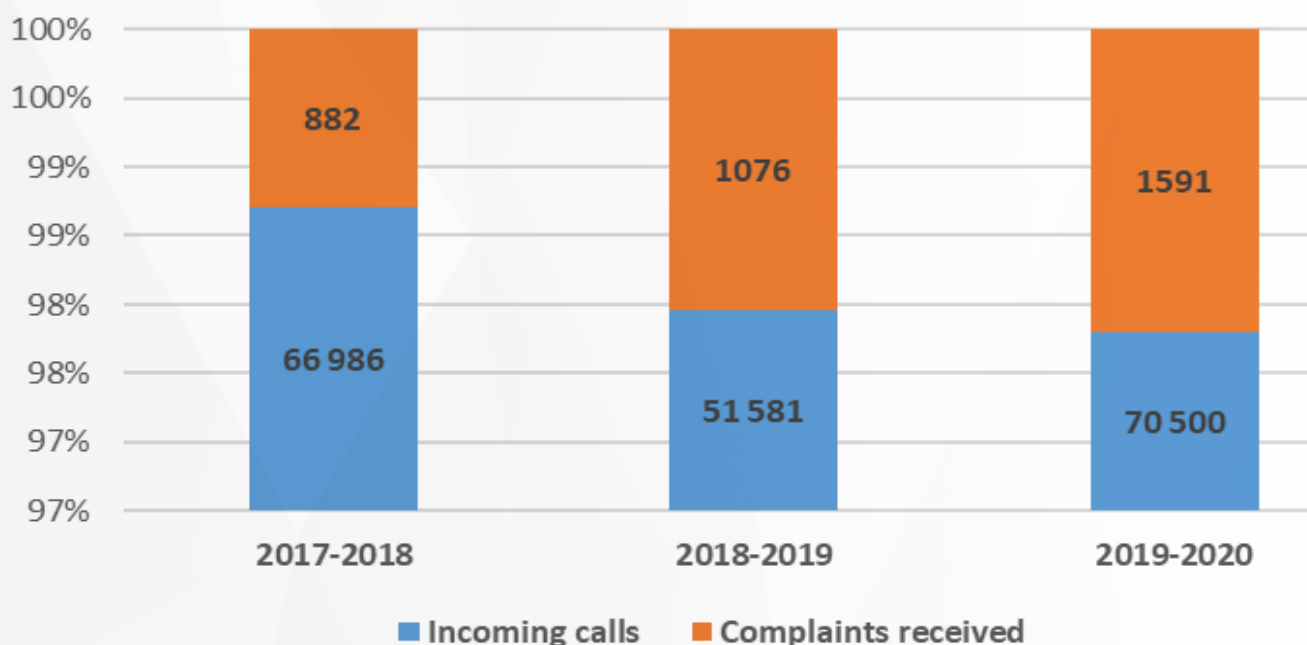


Figure 5: Comparative analysis of complaints reported to the NACH in the 2017/2018, 2018/2019- 2019/2020 financial years

The number of cases generated are increasing annually. This may be attributed to members of the public and public servants gaining more confidence in the NACH system.

In 2019/2020 financial year, the PSC received a large volume of calls from members of the public reporting complaints regarding allegations of social grants fraud at SASSA. This may be because SASSA changed the beneficiary payment service provider from Cash Paymaster Services to the South African Post Office. During the migration period, some of the beneficiaries were unable to receive their grants as a result of fraud and corruption.

Figure 6 in the next page show a snapshot of the cases of alleged corruption reported from 01 September 2004 to March 2020. The picture provided suggest that there is significant improvement in the reporting of cases of alleged corruption to the NACH. Largely as a result of government's efforts to eradicate corruption in the Public Service.

As illustrated in Figure 6, the NACH received **602 (2.7%)** cases of alleged corruption in the 2004/2005. The number is slightly lower as compared to other financial years due to the fact that the Hotline was implemented in the middle of the year. However, there was a notable increase in the number of cases of alleged corruption reported to NACH in the 2008/2009 financial year by **1857 (8.6%)**.

In the 2012/2013 financial year, the number dropped by **1063 (4.9%)** cases. The reporting of cases of alleged corruption picked up by **2160 (10.0%)** in the 2013/2014 financial year. The increase in the number of cases lodged is likely to be as a result of the massive marketing of the NACH during March 2013 as well as March 2014 through radio, television, newspapers, billboards, pamphlets, buses and taxis which was done at a cost of R5 million. The number weakened again in the 2015/2016 financial year by **1547 (7.1%)** whilst the number increased by **1856 (8.6%)** in the 2016/2017 financial year. The foregoing was largely as a result of the fact that the NACH was operating 24/7 in 2004 to 31 March 2017 and was outsourced to the third party.

On 01 April 2017, the NACH was managed in-house from 08h00 to 16h30 which is 8hrs. During this period, the NACH received **882 (4.0%)** cases of alleged corruption. The number picked up in the 2018/2019 and 2019/2020 financial years from **1076 (4.9%)** to **1591 (6.8%)** respectively.

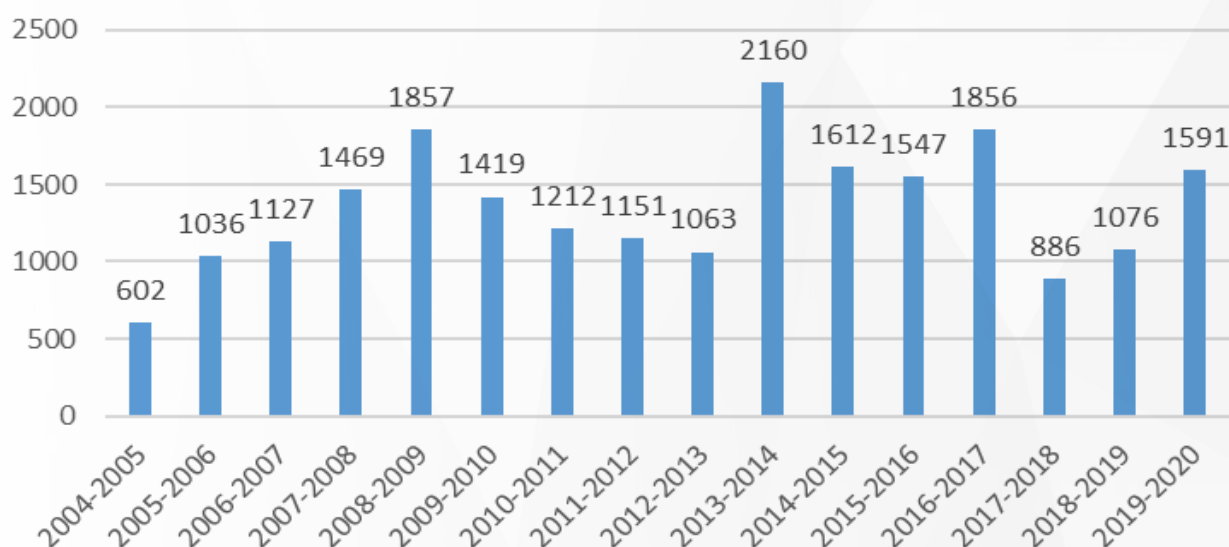


Figure 6: Cases of alleged corruption since the inception of the NACH in September 2004 to March 2020

5.2 Other methods of reporting corruption in the PSC

Apart from the NACH system, the PSC received **121** complaints from walk-ins, website, email and telephone. The majority of these complaints were reported in the respective provincial offices.

5.2.1 Jurisdiction of cases

All complaints received were within the jurisdiction of the PSC and were concurrently investigated as indicated in **Table 5 in the next page**.

5.2.2 Status on the complaints investigated by the PSC

Up to the end of March 2020, the PSC dealt with **104** complaints from the NACH system, **121** complaints from walk ins, website, email and telephone, Ninety (90) complaints are still in progress whilst the majority of complaints are concluded within the time-frame.

Table 5: Status of cases investigated by the PSC

NATIONAL/PROVINCIAL	NUMBER RECEIVED	CLOSED	IN PROGRESS
National	70	44	26
Agriculture Forestry and Fisheries	2	1	1
Civilian Secretariat for Police	1	1	
Correctional Services	9	6	3
Environment Affairs	1		1
Government Communications and Information Systems	1	1	
Government Pensions Administration Agency	3	1	2
Government Printing Works	3		3
Health	1	1	
Higher Education	5	3	2
Home Affairs	1		1
Human Settlements	3	3	
Justice and Constitutional Development	7	4	3
Labour	2	1	1
National Prosecuting Authority	1	1	
National School of Government	1	1	
Office of the Chief Justice	1	1	
Planning, Monitoring and Evaluation	3	1	2
The Presidency	1		1
Public Service and Administration	2	2	
Public Works	2	1	1
Rural Development and Land Reform	4	4	
Small Business Development	1	1	
South African Police Service	5	4	1
Social Development	1		1
Telecommunications and Postal Services	1	1	
Trade and Industry	1	1	
Tourism	1		1
Water and Sanitation	6	4	2
Provinces	245	180	65
Eastern Cape	28	10	18
Free State	30	29	1
Gauteng	51	30	21
KwaZulu-Natal	26	18	8
Limpopo	31	26	5
Mpumalanga	15	15	0
North West	39	34	5
Northern Cape	14	12	2
Western Cape	11	7	4
Grand Total	315	225	90

The higher number of complaints received from the provinces is understandable considering the fact that majority of employees of the public service are employed in provinces and amongst provinces. It is understandable why Gauteng has more cases because it employs more people than other provinces.

Similarly, it is understandable why the Department of Correctional Services had the highest number of complaints because it has more employees than other Departments.

It would seem that Gauteng is the least compliant province insofar as the regulatory framework is concerned as majority of the complaints concerns irregular appointments and non-adherence to the

prescripts, followed by the North West Province. The majority of complaints in other provinces also concern irregular appointments.

Feedback from the Departments indicate that the PSC recommendations and directions are being implemented. Many of the employees who were subjected to disciplinary processes have been given final written warnings and some have been dismissed. Some employees were demoted and others were required to repay the money.

In addition to the above, the monetary value of these cases referred to SASSA amounted to **R216 799.29** with the recovery of **R106 263.45**.

During the nationwide lockdown, the Hotline received several calls relating to SASSA cards being fraudulently used by people whom they didn't belong to whereby withdrawing money intended for beneficiaries e.g. in Tshwane, Metro Police officers were tipped-off of suspects who were arrested for using **13** SASSA cards fraudulently and an amount of **R32 430.00** was found in their possession at Kollonade Mall. Further investigations led to the arrest of five more suspects in the same mall. Amongst the suspects, one male and female were found in possession of **61** SASSA cards including cash amounting to **R110 070.00** that they could not account for. A total of **91** SASSA cards and cash amounting to **R191 671.00** were seized from the seven arrested suspects. Calls relating to allocation of food parcel to friends and family members instead of the rightful beneficiaries were also referred to SAPS for investigation.

5.3 Types of allegations of corruption

The PSC continued to receive a myriad of cases of alleged corruption reported through the NACH. **Figure 7 below** shows the various types of cases of alleged corruption that were reported through the NACH during the period 01 April 2019 to 31 March 2020. The type of allegations of cases of corruption reported to the NACH is highlighted in order to identify trends within the department. It is important to take note of the types of allegations received through the NACH in order for departments to manage specific risk areas. This will assist departments in paying special attention to the specific areas and address such areas in a meaningful way. It is important that such identified risk areas be covered in the departmental risk management plans.

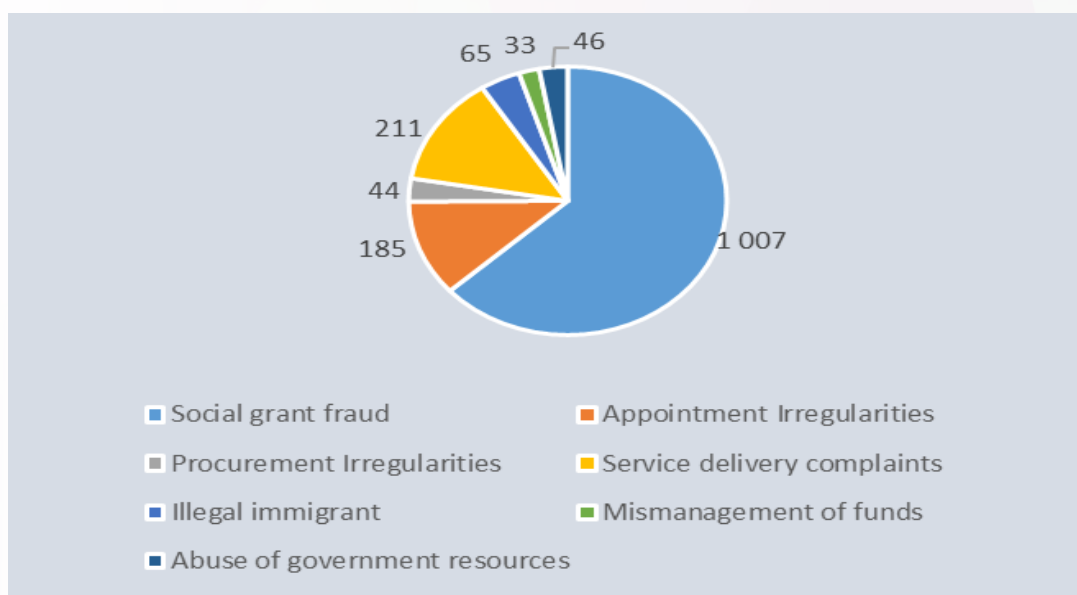


Figure 7: Types of allegations of corruption