



7.4. KWAZULU-NATAL (KZN) PROVINCIAL OFFICE

7.4.1 The approved and recommended post establishments are as follows-

KWAZULU-NATAL (KZN) PROVINCIAL OFFICE		
POST DESIGNATION	APPROVED	RECOMMENDED
Senior Manager	1	1
Secretary	1	1
Senior Investigator	2	3
Investigator	6	8
Investigator Assistant	2	2
Chief Administration Clerk	1	1
Administration Clerk	0	1
Typist	3	0
Administrative Assistant	0	3
Messenger/ Driver	1	1
Security Officer	1	1
TOTAL	18	22

7.4.2 The KZN Office recorded receiving 1610 cases. It indicated that 1160 cases were carried over. As there are 8 investigators (not counting the Senior Manager, 800 of these cases must be disregarded, leaving 360 cases plus 1610 cases i.e. 1520 cases in total. At 12 cases per month or 144 per year as norm, KZN would require 1520 divided by 144 i.e. 10.5 or 11 investigators to deal with the envisaged caseload.

7.4.3 It is suggested that the posts be structured as follows-

- 1 Senior Manager
- 3 Senior Investigators
- 8 Investigators

7.4.4 It is therefore proposed that one post of Senior Investigator and two posts of Investigator be created and as has been done in all Provincial Offices, the three post of Typist be reclassified as 3 posts of Administration Assistant. Furthermore, as there is an increase in core posts a further post of administration clerk will be needed and the creation of one such post is recommended.

7.4.5 The Organizational Structure and Post Establishment of this Provincial Office, is set out on page 3 of Annexure A of the report

7.5 MPUMALANGA PROVINCIAL OFFICE

7.5.1 The approved and recommended post establishments are as follows-



MPUMALANGA PROVINCIAL OFFICE		
POST DESIGNATION	APPROVED	RECOMMENDED
Senior Manager	1	1
Secretary	1	1
Senior Investigator	1	2
Investigator	4	5
Investigator Assistant	2	2
Chief Administration Clerk	0	1
Administration Clerk	1	1
Typist	1	0
Administration Assistant	0	1
Messenger/Driver	1	1
Security Officer	1	1
SIYABUSWA REGIONAL OFFICE		
Investigator	0	1
Administration Clerk	0	1
Administration Assistant	0	1
Total	13	19

7.5.2 The Mpumalanga Office recorded receiving 937 cases. It indicated that 533 cases were carried over. As there are 5 investigators (not counting the Senior Manager, 500 of these cases must be disregarded, leaving 33 cases plus 937 cases i.e. 970 cases in total. At 12 cases per month or 144 per year as norm Mpumalanga would require 970 divided by 144 i.e. 6.7 or 7 investigators to deal with the envisaged caseload.

7.5.3 The posts are structured as follows-

- 1 Senior Manager
- 2 Senior Investigators
- 5 Investigators

7.5.4 The post of Chief Administration Clerk is created to provide additional administrative support and head the administrative section and the approved post of Typist is reclassified as Administration Assistant.

7.5.5 National Treasury has granted funding for the opening of a regional office in Siyabuswa, Mpumalanga. The posts are structured as follows:

- 1 Investigator
- 1 Admin clerk
- 1 Administration Assistant



7.5.6 The Organizational structure and Post Establishment of this Provincial Office, is set out on page 3 of Annexure A.

7.6 FREE-STATE PROVINCIAL OFFICE

7.6.1 The approved and recommended post establishments are as follows-

FREE-STATE PROVINCIAL OFFICE		
POST DESIGNATION	APPROVED	RECOMMENDED
Senior Manager	1	1
Secretary	1	1
Senior Investigator	2	3
Investigator	6	8
Investigator Assistant	2	2
Chief Administration Clerk	0	1
Administration Clerk	1	1
Typist	2	0
Administration Assistant	0	2
Messenger/Driver	1	1
Security Officer	1	1
Total	17	19

7.6.2 The Free-State Office recorded receiving 1279 cases. It indicated 489 carried over cases. At 12 cases per month or 144 per year as norm, the Free State would require 1279 divided by 144 i.e. 8.8 or 9 investigators to deal with the envisaged case load.

7.6.3 The recommended posts regarding the investigative staff be structured as follows-

- 1 Senior Manager;
- 2 Senior Investigator; and
- 7 Investigators.

7.6.4 The post of Chief Administration Clerk is created to provide additional administrative support and head the administrative section and the approved post of Typist are reclassified as Administration Assistant

7.6.5 The Organizational structure and Post Establishment of this Provincial Office, is set out on page 3 of Annexure A.

7.7 EASTERN CAPE PROVINCIAL OFFICE

7.7.1 The approved and recommended post establishments are as follows-



EASTERN CAPE PROVINCIAL OFFICE		
POST DESIGNATION	APPROVED	RECOMMENDED
Senior Manager	1	1
Secretary	1	1
Senior Investigator	2	4
Investigator	7	14
Investigator Assistant	2	2
Chief Administration Clerk	1	1
Administration Clerk	0	1
Typist	4	0
Administration Assistant	0	4
Messenger /Driver	1	1
Security Officer	1	1
Total	20	30

7.7.2 The Eastern Cape Office recorded receiving 3310 cases. Carried over cases numbered 816 and as there are 9 investigators in total these cases were not taken into account. Therefore at 12 cases per month or 144 per year as norm, the Eastern Cape would require 3310 divided by 144 i.e. 22.98 or 23 investigators to deal with the envisaged case load.

7.7.3 In an attempt to save additional personnel costs the number of investigators posts required by this province, will be kept at 18 investigators

7.7.4 The proposed post establishment regarding the investigating staff is structured as follows-

- 1 Senior Manager;
- 1 Secretary;
- 4 Senior Investigator; and
- 14 Investigators.

7.7.5 The post of Chief Administration Clerk is created to provide additional administrative support and head the administrative section and the four approved post of Typist are reclassified as Administration Assistants.

7.7.6 The Organizational Structure and Post Establishment of this Provincial Office, is set out on page 3 of Annexure A of the report.

7.8 LIMPOPO PROVINCIAL OFFICE

7.8.1 The approved and recommended post establishments are as follows-



LIMPOPO PROVINCIAL OFFICE		
POST DESIGNATION	APPROVED	RECOMMENDED
Senior Manager	1	1
Secretary	1	1
Senior Investigator	2	3
Investigator	5	8
Investigator Assistant	2	2
Chief Administration Clerk	0	1
Administration Clerk	1	1
Typist	1	0
Administration Assistant	0	1
Messenger /Driver	1	1
Security Officer	1	1
Total	15	20

7.8.2 The Limpopo Office recorded receiving 1258 cases. It indicated 1007 carried over cases. As there are seven Investigators in total, 700 cases is to be subtracted from the 1258 cases thus leaving 307 carry-over cases. The total number of cases then amounts to 1565 cases. At 12 cases per month or 144 per year as norm, Limpopo would require 1565 divided by 144 i.e. 10.8 or 11 investigators to deal with the envisaged caseload. The 11 proposed investigative posts is structured as follows-

- 1 Senior Manager;
- 3 Senior Investigator; and
- 8 Investigators.

7.8.3 The post of Chief Administration Clerk is created to provide additional administrative support and head the administrative section and the four approved post of Typist are reclassified as Administration Assistants.

7.8.4 The Organizational Structure and Post Establishment of this Provincial Office, is set out on page 3 of Annexure A of the report.

7.9. WESTERN CAPE PROVINCIAL OFFICE

7.9.1 The approved and recommended post establishments are as follows-

WESTERN CAPE PROVINCIAL OFFICE		
POST DESIGNATION	APPROVED	RECOMMENDED
Senior Manager	1	1
Secretary	1	1
Senior Investigator	1	3
Investigator	4	8



Investigator Assistant	2	2
Chief Administration Clerk	0	1
Administration Clerk	1	1
Typist	1	0
Administration Assistant	0	1
Messenger/Driver	1	1
Security Officer	1	1
GEORGE REGIONAL OFFICE		
1 Investigator	0	1
Administration Clerk	0	1
Administration Assistant	0	1
Total	13	23

7.9.2 The Western Cape Provincial Office recorded 1281 new cases received and 793 cases carried over from 2004. As there were 5 investigators in this Office 793 minus 500 cases can form part of the equation i.e. 293 cases. Therefore a total of 1574 cases will be used. The number of investigators required to cope with the caseload of this provincial Office amounts to 1574 divided by 144 that is 10.9 or 11 Investigators.

7.9.3 The 11 investigative posts be structured as follows-

- 1 Senior Manager;
- 3 Senior Investigator; and
- 8 Investigators

7.9.4 The post of Chief Administration Clerk is created to provide additional administrative support and head the administrative section and the four approved post of Typist are reclassified as Administration Assistants.

7.9.5 National Treasury has granted funding for the opening of a regional office in George, Western Cape. The posts are structured as follows:

- 1 Investigator
- 1 Admin clerk
- 1 Administration Assistant

7.9.6 The Organizational Structure and Post Establishment of this Provincial Office, is set out on page 3 of Annexure A of the report.

7.10 NORTHERN CAPE PROVINCIAL OFFICE

7.10.1 The approved and recommended post establishments are as follows-



NORTHERN CAPE PROVINCIAL OFFICE		
POST DESIGNATION	APPROVED	RECOMMENDED
Senior Manager	1	1
Secretary	0	1
Senior Investigator	1	2
Investigator	2	5
Investigator Assistant	2	2
Chief Administration Clerk	0	1
Administration Clerk	1	1
Typist	1	0
Administration Assistant	0	1
Messenger/Driver	1	1
Security Officer	1	1
Total	13	19

7.10.2 The Northern Cape Provincial Office recorded 1021 new cases received. The number of investigators required to cope with the caseload of this Provincial Office amounts to 1021 divided by 144 that is 7 Investigators.

7.10.3 The 7 investigative posts be structured as follows-

- 1 Senior Manager;
- 2 Senior Investigator;
- 5 Investigators.

7.10.4 The post of Chief Administration Clerk is created to provide additional administrative support and head the administrative section and the four approved post of Typist are reclassified as Administration Assistants.

7.10.5 The Organizational Structure and Post Establishment of this Provincial Office, is set out on page 3 of Annexure A of the report

8.1 GENERAL ADMINISTRATIVE SUPPORT

8.1 CORPORATE SERVICES

8.1.1 The post of Chief Executive Officer (CEO) is created and placed on post level 14 (Chief Director/ Executive Manager) and reports directly to the Deputy Public Protector (DPP) and have four components namely:

- (a) Senior Manager (CFO) Financial and Supply Chain Management;
- (b) Senior Manager HRM&D and Labour Relations;
- (c) Senior Manager Admin. Support Services and Co-ordination;



(d) Senior Manager Knowledge Management and Information Technology.

8.1.2 The post of CEO is supported by a Secretary to provide administration support.

8.1.3 These recommended components are set out on page 4 of Annexure A and individually on pages 5 to 8 respectively of Annexure A.

8.1.3 The approved and recommended post establishments of each of these components are as follows-

8.2 COMPONENT: FINANCIAL MANAGEMENT SERVICES NOW REFERRED TO AS FINANCIAL MANAGEMENT AND SUPPLY CHAIN MANAGEMENT:

8.2.1 The approved and recommended Post Establishments are as follows-

FINANCIAL MANAGEMENT AND SUPPLY CHAIN MANAGEMENT		
POST DESIGNATION	APPROVED	RECOMMENDED
Senior Manager	1	1
Secretary	1	1
Manager	0	1
Assistant Manager	1	1
State Accountant	3	3
Accounting Clerk	0	1
Supply Chain and Asset Management		
Manager	0	1
Assistant Manager	0	1
Senior Supply Chain Management Officer	0	1
Supply Chain Management Officer	0	1
Asset Management Officer	0	1
Supply Chain Management Clerk	0	1
TOTAL	6	14

8.2.2 Because of the amount of paper work involved it has become necessary that a post of Accounting Clerk is provided in the Financial Management sub- component.

8.2.3 The Supply Chain and Asset Management Sub-component is a new component that has become necessary and is prescribed in terms of relevant legislation.



8.2.4 The Organizational Structure and Post Establishment of this component are set out on page 4 of Annexure A of the report.

8.3 COMPONENT HUMAN RESOURCE MANAGEMENT/ DEVELOPMENT AND LABOUR RELATIONS.

8.3.1 The approved and recommended Post Establishments are as follows-

HUMAN RESOURCE MANAGEMENT/ DEVELOPMENT AND LABOUR RELATIONS		
POST DESIGNATION	APPROVED	RECOMMENDED
Senior Manager	1	1
Secretary	1	1
Manager	0	2
Assistant Manager	1	2
Personnel Practitioner	1	2
Personnel Training Officer/ SDF	1	1
Personnel Officer	3	3
TOTAL	8	12

8.3.2 This component is split into two Sub-Components to accommodate the following basic functions-

(a) **Sub-Component one:** Staff procurement, benefits, Labour Relations, Remuneration, HR Information Systems and Management Advisory Services; and

(b) **Sub-Component two:** HRD, Employment Equity, Performance Management, Wellness Program and Change Management.

8.3.3 Sub-Component one is headed by a Manager plus 1 Assistant Manager, 2 Personnel Practitioners and 3 Personnel Officers.

8.3.4 Sub-Component two is headed by a Manager plus an Assistant Manager, 1 Personnel Practitioner and 1 Personnel Training Officer/SDF. These posts are necessary to provide an efficient HR&M component including Labour Relations and are justified.

8.3.5 The following posts be created on the post establishment of this component:

- Two posts of Manager;
- One post of Assistant Manager; and



- Two posts of Personnel Practitioner;

8.4 COMPONENT ADMINISTRATIVE SUPPORT SERVICES AND CO-ORDINATION.

8.4.1 The approved and recommended post establishments are as follows-

ADMINISTRATIVE SUPPORT SERVICES AND CO-ORDINATION		
POST DESIGNATION	APPROVED	RECOMMENDED
Senior Manager	1	1
Secretary	1	1
Assistant Manager	1	2
Admin Officer	0	1
Provisioning Admin Officer	1	0
Librarian	1	0
Library Assistant	1	0
Chief Admin Clerk	0	2
Chief typist	1	0
Typist	7	0
Admin Clerk	6	6
Messenger/Driver	1	1
Food Services Aid	1	1
	22	15

8.4.2 This Component has also been restructured into two sub-components namely that of Facilities and Transport Management and Security Services as well as Office Management Services.

8.4.3 An extra post of Assistant manager is required as the component has been split into two and an Assistant Manager will head the two sub-components.

8.4.4 A post of Chief Typist has been reclassified as a post of Chief Administration Clerk as the "typing pool" is abolished and is used to support the Assistant Manager: Facilities and Transport Management Services together with the posts of Admin Officer and Admin Clerk.

8.4.5 The other Chief Administration Clerk post together with five posts of Admin Clerk, Messenger/Driver and Food Services Aid is transferred to the Office Management Services sub-component.

8.4.6 The Organizational Structure and Post Establishment of this component are set out on page 7 of Annexure A of the report.



8.5 COMPONENT KNOWLEDGE MANAGEMENT AND INFORMATION TECHNOLOGY.

8.5.1 The recommended post establishments of this is as follows

KNOWLEDGE MANAGEMENT AND INFORMATION TECHNOLOGY		
POST DESIGNATION	APPROVED	RECOMMENDED
Senior Manager	0	1
Secretary	1	1
Manager	0	2
Assistant Manager	1	2
Personnel Practitioner	1	2
Personnel Training Officer/ SDF	1	1
Personnel Officer	3	3
TOTAL	8	12

8.5.2 This is a new component that is structured to provide for a sub-unit Knowledge Management and a sub-unit Information Technology Services and Business Systems that are two functions that the OPP has to perform in terms of appropriate service delivery.

8.5.3 The component Knowledge Management and Research is equipped with further posts of:

- Senior Manager supported by a Secretary
- 2 Managers each head one of the sub-components.
- 1 Assistant Manager (Recommended Post);
- 1 Librarian (Approved Post); and
- 1 Library Assistant (Approved Post).

8.5.4 The component Information Technology Services and Business Systems is provided with posts of:

- 1 Programmer (Recommended Post); and
- 1 Information Technology Technician (Recommended Post).

8.5.5 The Organizational Structure and Post Establishment of this component are set out on page 8 of Annexure A of the report.



8.6 COMPONENT COMMUNICATIONS, PUBLIC AND INTERNATIONAL RELATIONS AND OUTREACH SERVICES.

8.6.1 This Component was formerly provided as Communications Services and formed part of the Branch: Corporate Services. This component is now expanded to include the functions "Public and International Relations and Outreach Services" and the Unit has a direct communication link to Office of the Public Protector and a secondary link to the DPP.

8.6.2 Communications and Public and International Relations are well known functions in practically all organs of the State and needs no further mention other than its importance for the OPP.

8.6.3 It is the intention that Outreach Services be improved by not only the provision of two posts of Assistant Investigator (Outreach) per Provincial Office but that the Provincial Representatives take full responsibility with the implementation of the Outreach Programme.

8.6.4 The structure of this component is set out on page 9 of Annexure A and provides for the following post structure:

- 1 Senior Manager (Approved Post);
- 1 Secretary (Approved Post);
- 1 Manager (Approved Post);
- 1 Senior Investigator (approved Post); and
- 1 Investigator Assistant (approved Post).

8.6.5 It is recommended that the Organizational Structure and Post Establishment as set out on page 9 of Annexure A of the report be approved.

9. DIRECT OFFICE OF THE DEPUTY PUBLIC PROTECTOR

9.1 In the approved post establishment the Deputy Public Protector was provided with the support of a post of Executive Secretary. In the proposed post establishment a post of Executive Secretary at the level of an Assistant Manager is provided and is thus proposed.

9.2 The post of Security Manager is provided reporting directly to the Deputy Public Protector, and a secondary reporting line to the Public Protector.

9.3 The Component Communications, International Relations and OUTREACH Services also reports to the Deputy Public Protector and is illustrated as such on page 1 of Annexure A of the Report. It is indicated as a secondary

provided with the support of a post of Executive Secretary. In the proposed post establishment a post of Executive Secretary at the level of an Assistant Manager is provided and is thus proposed.

- 9.2 The post of Security Manager is provided reporting directly to the Deputy Public Protector, and a secondary reporting line to the Public Protector.
- 9.3 The Component Communications, International Relations and OUTREACH Services also reports to the Deputy Public Protector and is illustrated as such on page 1 of Annexure A of the Report. It is indicated as a secondary communication/reporting line as the head of the unit will interact with the Public Protector on a more permanent basis.

10. DIRECT OFFICE OF THE PUBLIC PROTECTOR

- 10.1 In the approved post establishment the Public Protector was provided with the following support staff-
- (a) 1 post of Personal Assistant at Deputy Director level; and
 - (b) 1 post of Executive Secretary.
- 10.2 The Public Protector also has the Component Communications, International Relations and OUTREACH Services, which is headed by a Senior Manager reporting directly to him.

11. FINANCIAL IMPLICATIONS

The financial implications are illustrated as the approved and proposed post establishments in Annexure B of this Report.

**PROPOSED POST ESTABLISHMENT OF THE OFFICE OF THE PUBLIC
PROTECTOR OF SOUTH AFRICA
MARCH 2005**

