

THE 2ND SOUTH AFRICAN  
**OPEN GOVERNMENT PARTNERSHIP**  
COUNTRY ACTION PLAN (DRAFT)

Open  
Government  
Partnership





## 1. INTRODUCTION

The submission of South Africa's second national report coincides with a number of self-assessments conducted by the government. Key among these is: the 2012 National Planning Commission's (NPC) Diagnostic Report which informed the first country action plan and paved the way for the National Development Plan (NDP). The NDP identifies specific targets that South Africa must achieve by the year 2030. An equally seminal document is the 2012 Census conducted by Statistics South Africa (STATSSA).

The findings of this census are critical since they reaffirm the findings made by the NPC Diagnostic Report which are that unemployment, poverty and inequality are triple developmental challenges facing South Africa that need urgent attention. An unpublished study titled: The Review, Consolidation and Repositioning of the South African Public Service made similar findings in consultations throughout the nine provinces. In addition there have been a number of key reports submitted such as South Africa's Millennium Development Report (MDG) which clearly states achievements made.

A more comprehensive twenty year review that will assess government's performance over the first two decades of a democratic government is underway. What is essential to note is that these reviews will inter-alia and address themselves to the Constitutional imperatives of equal access; development oriented public service; transparency through timely, accessible and accurate information; ethics; and accountability which coincide with the Open Government Partnerships (OGP) principles. It is for this reason that South Africa is participating in the OGP because by so doing it supports the implementation of its own good governance principles enshrined in the Constitution.

Therefore, it is essential that the OGP national plan take into consideration the national priorities while responding to the principles of the OGP. The commitments if they are to be effectively implemented must be in line with the national priorities as articulated in the above referenced documents.

To address the issue of service delivery particularly the delivery of socio-economic needs is touted very high in the NDP. Consequently in focusing on service delivery the OGP will be addressing a pressing national need and will be able to implement and deliver through the strategies that are now underway.

### Progress Made in Implementing Open Government Partnerships Principles

At the dawn of a new dispensation, the ideal South African public service is described in the 1995 White Paper on the Transformation of the Public Service as one that:

- Provides quality public goods and services to all
- Is geared towards development and eradicating poverty
- Facilitates inclusive economic development and growth; and
- Is people-centred and people driven.

Section 195 sub-section (1) of Chapter 10 of the 1996 RSA Constitution of South Africa describes the principles under which the public service must operate. These are:

- A high standard of professional ethics
- Public administration must be development oriented
- People's needs must be responded to and the public must be encouraged to participate in policy making
- Public administration must be accountable
- Transparency must be fostered by providing the public with timely, accessible and accurate information

The principles enunciated in the Constitution are the same as the OGP principles. Hence delivery against the constitutional imperatives will be delivery against the OGP principles. Therefore, from the South African perspective commitments must be aligned to the five year national priorities which are, in turn, linked to the targets identified in the NDP which are derived from the assessment of South Africa's achievement of the national vision as stipulated in the Constitution. That is the achievement of a non-racial, non sexist, united, democratic South Africa.

## 2. METHODOLOGY

In preparing this second action plan careful consideration was given to the methodology. The plan was to ensure that the methodology will open an interactive process between government and civil society allowing for a continuous process of engagement in the intervening two years of implementation. Given the short period within which the plan was crafted it was accepted that for this period the emphasis with respect to the proposed methodology would be to give this process a kick-start.

The research tools envisaged are; review of administrative documents and reports, in-depth interviews, consultations and a survey. An extensive consultation process accompanied the crafting of both the OGP plan and Reports.

The Research Tools are as follows:

- In-depth interviews will be conducted with key respondents, using both structured and open-ended questions.
- Consultations in this phase were held in two provinces instead of the focus groups. The time did not permit the sampling procedure required for this process.

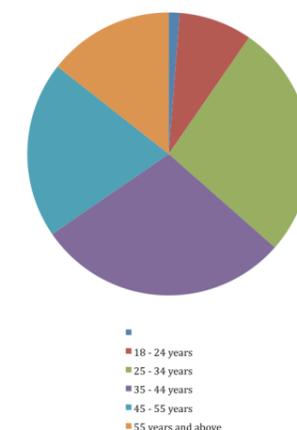
- An opinion survey was administered to gauge satisfaction levels against South Africa's performance on the OGP principles.
- Document content analysis of government administrative and research reports, speeches and programmes to determine progress in the Grand Challenge but also to track policy positions in this regard.

The study utilised a quantitative instrument in the form of a survey to measure the level of satisfaction against government performance and to inform the focus of government going forward. The survey questionnaire was utilised for data collection purposes and it comprised of 15 closed-ended questions and 1 open-ended question. The matrix approach focusing on "Importance" and "Satisfaction" was utilised for data collection and analysis of the 15 closed-ended questions. As such, each question assessed both the level of importance respondents attach to the issue at hand and the resultant level of satisfaction against the same issue.

The survey questionnaire was administered through the face to face interviews by Community Development Workers (CDWs), 3 368 surveys were administered to citizens/respondents residing in three selected provinces (North West, Limpopo and Mpumalanga). These interviews were household based in that they were conducted in the respondents' homes and only one eligible respondent per household was chosen to participate in the survey. The eligibility criteria used was that respondents should be 18 years of age or above.

The study also made use of qualitative measures in the form of consultation meetings with civil societies in two provinces (Northern Cape and Western Cape) and a nationwide call for public comments relating to the principles of the Open Government Partnership.

AGES OF SURVEY PARTICIPANTS





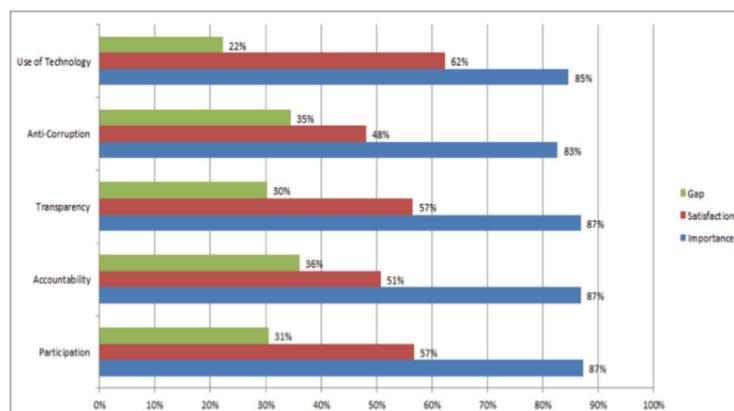
### 3. CORRELATION BETWEEN STUDY AND SELECTED COMMITMENTS

As indicated in the methodology that a survey was conducted which provided government with citizen's perception and views on government's performance against the principles of the OGP. The survey measured satisfaction and the level of importance of the principles. A review of the findings indicates that in terms of importance citizen participation, transparency and accountability were ranked very high at 87%. With respect to the levels of satisfaction most of the principles were ranked above 50%.

On the use of technology, the importance registered at 85% and the satisfaction level was the highest at 62%. On anti-corruption, the level of importance was recorded at 83% the least important in terms of the principles while the level of satisfaction registered at 48% which is also the lowest level.

In formulating the commitments, the deciding factor were the gaps identified between level of importance and level of satisfaction as indicated in the graph figure 1.1 below.

Figure 1.1



### 4. COMMITMENTS

In terms of the OGP requirements, commitments must be structured around a "grand challenge" facing that government. While there is recognition that countries start from different baselines the grand challenges selected must relate to their unique country contexts.

The previous Action Plan had seven commitments. Informed by the gap analysis emanating from the survey, it will be noted that out of the seven commitments in the previous plan, four are being modified and carried over. Three are new commitments which are designed to amplify the concept of stretch and ambition. Therefore, the commitments being put forward will most likely go beyond the 2 years required as they will be within a five year national work-plan cycle. The following are the commitments:

**COMMITMENT 1:**  
Develop and implement an Accountability/Consequences Management Framework for public servants

**COMMITMENT 2:**  
Establish Service Delivery Improvement Forums

**COMMITMENT 3:**  
Mainstream Citizen Participation in the public sector

**COMMITMENT 4:**  
Develop an integrated and publicly accessible portal of environmental management information

**COMMITMENT 5:**  
Development of an On-line Crowd sourcing tool that will allow the public to submit data on Protected Areas and Conservation Areas.

**COMMITMENT 6:**  
Implement the Schools Connectivity Project

**COMMITMENT 7:**  
Human Settlement Project (to be expanded)

These commitments address the core principles of the OGP as properly illustrated in the Action Plan matrix.

**COMMITMENT 1:**  
Develop and Implement an Accountability/Consequences Management Framework for Public Servants

**OVERVIEW**  
Develop and implement an accountability/consequences management framework for public servants.

Accountability will be enhanced in that this framework will concretise "Batho Pele" ("People First") principles and ensure that public servants are held accountable to the public and the communities they serve.

**CHALLENGES**  
This commitment was dropped in the initial Action Plan due to internal discourse that had to be resolved in relation to the work and modalities of implementation. Those critical strategic issues have been resolved and the commitment has now been brought back in the Action plan.

**COMMITMENT 2:**  
Service Delivery Improvement Forums

**OVERVIEW**  
The focus on this commitment is to implement and formalise partnerships with civil society organisations in all nine provinces to establish Service Delivery Improvement Forums (SDIFs) and to provide timely citizen report cards on service delivery.

**ACHIEVEMENTS**  
This commitment was partially implemented. A concept document on the institutionalisation of SDIFs has been developed focusing on the approach; institutional and governance arrangements; and terms of reference

for SDIFs. Consultations on the establishment of SDIFs were held with all the nine provinces.

**CHALLENGES**  
According to the IRM, Civil society organisations agreed that participation was limited and there was a lack of broad knowledge of government's intent. Given this concern, more work will be done to galvanise civil society and bring them on board as part of this initiative.

**POSSIBILITIES/EMERGING**  
Our focus going forward would be to establish functional SDIFs in the period new financial year based on the concept document and consultations with provinces. Part of the effort is to galvanize civil society organisations and partner with them in forging these forums.

**COMMITMENT 3:**  
Mainstream Citizen Participation in the Public Sector

**OVERVIEW**  
Focus on mainstreaming citizen participation in the public sector. Inter-alia ensure that every public sector department across all spheres has a functional, resourced and well capacitated citizen engagement unit which regularly and proactively engages with civil society.

**ACHIEVEMENTS**  
The initial commitment was fully implemented in the assessment period. A citizen participation guideline was developed and is awaiting formal approval.

**CHALLENGES**  
In terms of the IRM report, whilst this was fully implemented there is a need to stretch the commitment now. The focus should now be on implementation and making the systems and process functional.





### POSSIBILITIES/EMERGING

The DPSA is working with nine government departments (three per quarter) in the period 1 April 2013 to 31 March 2014, with the aim of institutionalizing public participation in these departments. In collaboration with the Public Administration Leadership and Management Academy (PALAMA), the DPSA will provide training for officials in all departments to build internal capacity to successfully implement and sustain Public Participation activities in their respective departments.

#### COMMITMENT 4:

Develop an integrated and publicly accessible portal of environmental management information

#### OVERVIEW

This commitment has been modified and carried over in line with the stretch and ambition approach. While in the previous plan we focused on conducting a feasibility study now the focus is on developing the actual portal and integrating all existing portals and information.

Currently government has portals across different government departments on environmental information. A need has been identified to have an integrated portal that provides aggregated environmental information across sectors. The availability of such a portal would strengthen compliance with environmental regulation while at the same time providing citizens with access to comprehensive information on environment.

#### COMMITMENT 5:

Development of an on-line crowd sourcing tool that will allow the public to submit data on protected areas and conservation areas.

#### OVERVIEW

Crowd sourcing is becoming a popular way to collaborate on projects. This portal will enable volunteers (general

public) to submit information on protected areas and conservation areas to the department, and by so doing that will enable the department to improve its data on the conservation estate. The portal will go live early 2014.

High level outcomes are: Improved public access to information on the conservation estate in South Africa; Improved quality of data on the conservation estate in South Africa; and citizen participation.

#### COMMITMENT 6:

Schools Connectivity

#### OVERVIEW:

Government has realised that access to education provides for children at a young age to be moulded into our future leaders and technocrats for the country. The Department of Communications embraces this thought in ensuring that internet connectivity, access, hardware and content is an imminent requirement to bridging the digital divide, and streamlining learning in the country.

The Department has embarked on a schools connectivity rollout project with telecoms operators as a start to ensure that we bring technology to learners. This will be done in 2 phases, whereby phase 1 will entail the connectivity to 1650 schools by savings achieved in the 2010 World Cup, and phase 2 will be rolled out by telecoms operators under their Universal Service Obligations (USO).

#### Phase 1

Financial savings has been achieved in the 2010 World Cup by Telkom. The Department has requested that Telkom provide a model whereby schools will be connected with the financial savings derived. As such, the initial plan was to provide only internet connectivity to schools; however the department realised that a turnkey solution would benefit the schools and learners better than just internet connectivity. Department of Basic Education (DBE)

then derived a hardware specification for the model which is to be implemented.

This then would ensure that schools would receive internet connectivity and hardware (computers) in the 1650 schools identified. Further to this, DBE will be developing an internet portal for education, thus allowing learners and teachers to access educational content.

Any solution is never complete without ICT training, hence, the department intends to provide free ICT training to teachers, thus empowering them to be able to use the technology provided and also pass on this knowledge to learners. This rollout is intended to start in the current financial year, and will span for 2 years thereafter.

#### Phase 2

In order for telecoms operators to be given a license, community obligations regarded as Universal Service Obligations (USO) were imposed on them to fulfil. One such obligation is providing connectivity to schools. Each operator was allocated a number of schools to connect which ICASA had to allocate and manage.

Providing connectivity without hardware (computers) is futile, hence ICASA will be in the process of amending certain obligations to include a full solution to each school that an operator connects. Once this process is completed, the operators will provide a rollout plan which will be managed by ICASA, and monitored by the Department of Communications & Department of Basic Education.

Rollout of this project is expected to start on the current financial year, and will rollover into the next financial year.

#### COMMITMENT 7:

Human Settlement (to be expanded)

## 5. PUBLIC CONSULTATIONS

In developing this Country Action Plan, a lot of effort and went into facilitating greater public participation in the process to ensure broader ownership of the final product. The following methods were used to generate civil society participation.

#### Call for Written Public Comments

A call for public comments towards the development of the South African OGP Country Action plan was circulated in; (2) national daily and (2) national weekend newspapers with an estimated circulation of 9940 030. The input received from the public comments has been integrated and in part informed some aspects of the focus areas in terms of the Action Plan.

#### Civil Society Consultations

Civil society consultations were conducted in the Northern and Western Cape provinces. In Northern Cape a total of 35 people attended the consultative meeting, representing up to 20 provincial civil society organisations whilst a total of 36 attended the Western Cape meeting.

#### Consultations with national civil society organisations

Further consultations were undertaken with the APRM National Governing Council as well as the Congress of Traditional Leaders of South Africa (CONTRALESA).

#### National Colloquium:

The OGP programme partnered with the 1000 voices campaign to host an event for the launch of the South African Second Open Government Partnership Action Plan. The 1000 Voices is a platform that allows for dialogue and sharing between academics, private



sector, faith based organisations, government and South Africans from various walks of life to raise their voices and find solutions to key societal issues/problems/ challenges.

The event was designed to share with civil society the draft Action Plan as a culmination of the various consultations that took place as part of the drafting of the Action Plan. This also provides the civil society an opportunity to interrogate the plan make further suggestions and inputs. Following the endorsement of the Country Action Plan by this gathering, only then will it be submitted to the OGP Secretariat.

## 6. CONCLUSION

The Second Country Action Plan was prepared by engaging in a consultative process with participants across the spectrum. The principle adopted was that of progressive implementation which means that the developmental objectives will be attained as part of delivery against NDP.

This Second Draft Action Plan is indicative of South Africa's commitment to good governance and an open society underpinned by values of transparency, accountability and participatory governance.

The commitments listed hitherto seek to improve and buttress the values enshrined in section 195 of the Constitution. South Africa continues to celebrate the collaboration with citizens and organised civil society formations. This collaboration is indicative of a commitment to improve the lives of the people for the better.

## 7. ACTION PLAN

	Commitment	Indicator	OGP Principles	Coordinating Departments/Officials
1.	Development and Implementation of an Accountability/Consequences Management Framework for Public Servants	Integrity Framework Developed and approved	Enhance accountability to promote the highest standards of professional integrity throughout the public service	Department of Public Service and Administration <b>Dr Alex Mahapa</b> DDG: Governance & International Relations
2.	Service Delivery Improvement Forums (SDIFs)	SDIFs established in the 9 provinces	Enhance citizen participation in policy development and service delivery implementation	Department of Public Service and Administration <b>Ms Collette Clark</b> DDG: Service Delivery and Organizational Transformation
3.	Mainstream Citizen Participation in the Public Service	Public Participation guidelines adopted and implemented by all national/provincial departments	Give practical direction to government departments on citizen engagement and participation in service delivery planning, implementation and monitoring through, among others, the use of online and mobile technological innovations	Department to Public Service and Administration <b>Ms Collette Clark</b> DDG: Service Delivery and Organizational Transformation
4.	Develop a comprehensive and publicly accessible portal of environmental management information	An integrated and publicly accessible portal of environmental management information	Harness the power of new technologies to increase access to information.	Department of Water Affairs



	Commitment	Indicator	OGP Principles	Coordinating Departments/Officials
5.	Development of an online crowdsourcing tool	1.Improved Public access to information on the conservation estate in South Africa 2. Improved quality of data on the conservation estate	Citizens participation/ Access to information Use of technology to enhance access to services	Department of Environmental Affairs
6.	Schools Connectivity	1. Provide Computer hardware to 1650 schools to enhance access to ICT. 2.Internet connectivity provided in 1650 schools	Harness the power of new technologies to make government more effective	Department of Communications
7.	Human Settlement Commitment will be expanded			Department of Water Human Settlements

