REPUBLIC OF SOUTH AFRICA

MID-TERM SELF-ASSESSMENT REPORT

NATIONAL ACTION PLAN 2013-2015

March 2015

Contents

I. Foreword

Open government in the South African context, is premised on our progressive and transformative Constitution which enshrines a *Bill of Rights* and the principles of open governance. Chapter 9 of our Constitution specifically provides for the establishment of independent institutions to safeguard and enforce openness, transparency, accountability, responsiveness, and ethical governance in the public and private spheres. Furthermore, South Africa`s transformative constitution is undergirded by a set of legislation that is in sync with the core OGP principles of transparency, accountability, public participation, and the fight against corruption. Table 1 (below), alludes to some of these synergies.

Table 1: Synergy between selected South African laws and core OGP principles	
Selected South African laws	**OGP Principles**
Promotion of Access to Information Act, 2000 Promotion of Administrative Justice Act, 2000	Transparency
Public Finance Management Act, 1999	Accountability
Public Service Act of 1994 Municipal Systems Act, 2000	Public Participation
The Protected Disclosures Act, 2000 Prevention of Organised Crime Act, 1998 Financial Intelligence Act, 2001	Fight Corruption
Protection from Harassment Act, 2011	Openness

The South African Constitution and the afore-mentioned laws and institutions are an important armoury in promoting and protecting the rights of our citizens to live in an open and participatory society.

This constitutional mandate of openness and inclusivity is operationalised through various mechanisms for citizen participation, including direct contact with more than 3 100 Community Development Workers (CDWs) who are based in local communities throughout the country. Furthermore, we provide formal avenues for citizen participation through structures such as Ward Committees, Community Policing Forums, School Governing Bodies, Community Health Committees, municipal Integrated Development Planning Forums, and local as well as provincial and national elections to name a few. We hold regular *izimbizo* (government-community gatherings) where citizens, in their localities, have a formal platform to

share their compliments or voice their concerns with regard to government performance in governance and service delivery matters.

The creation and maintenance of these avenues for participatory democracy and development; and independent institutions to uphold and enforce the broad principles of good governance is not an of the OGP initiative that was established in 2011 when South Africa joined this global initiative for open democracy; it is a unmistakable part of the everyday landscape of constitutional democracy in South Africa since 1994. What this shows is that even in the absence of an important global initiative such as the OGP, South Africa would still be unambiguously committed to the values and principles of an open society as is now espoused in, among other documents, the 2011 *Declaration of Principles* of the OGP.

As a government committed to participatory democracy, we consulted with individual citizens and civil society in drafting the country`s second National Action Plan (NAP2) and in developing this *Mid-Term Government Self-Assessment Report* – the core of which is an account of the progress we have made since 2013 in implementing our NAP2 commitments. These consultation processes will continue as we work towards implementing all NAP2 commitments through partnership with formations of civil society. As mentioned in our first OGP *Government Self-Assessment Report* (2012), government remains committed to the principles and practices of the global OGP initiative in as much as it will also continue to support and participate in continental initiatives that assess our performance in open governance, such as the *African Peer Review Mechanism* (APRM). In partnership with the governments of Kenya and Tanzania, we are also driving an outreach programme to popularise the OGP on the African continent. The objective of this outreach is to encourage more African countries to strive to meet the eligibility criteria and to join the OGP. As an African government committed to the advancement of the livelihoods of the people of South Africa and the entire continent, we are forever mindful of the need to ensure alignment between the OGP and the APRM as these two initiatives are mutually affirming in strengthening good governance practices locally, on the continent, and globally. We therefore also undertake to recommit ourselves to work with fellow African countries, in and outside of the OGP, to create societies where *all* Africans have a voice and participate in processes to determine and improve how they are governed and impacted on by the governance and development decisions of others.

I want to thank all South Africans who have participated in drafting our second NAP. I also want to thank those active citizens and organisations in the business and civil society sectors that made inputs to this

Open
Government
Partnership

important OGP *Mid-Term Government Self-Assessment Report* and invite you to intensify your participation as we work towards implementing the NAP2 commitments.

Truly we are demonstrating to the world that by working together, we are continuously transforming South Africa into an even greater success.

Ms. Ayanda Dlodlo, MP
Deputy Minister for Public Service and Administration
Government Focal Point on OGP

II. Introduction and Background

This OGP *Mid-term Government Self-Assessment Report* is submitted in accordance with the requirements of *OGP Articles of Governance* and the *OGP Self-Assessment Report Guidance Note*. As such, it focuses on the development of South Africa`s second National Action Plan (NAP2), in particular the consultation processes followed, the relevance and ambitiousness of action plan commitments and progress to date.

As per the requirements of the OGP *Articles of Governance,* South Africa's NAP2 commitments emanated from extensive consultative processes with citizens and representatives from the business sector and civil society organisations from across the country, including inputs from the National Planning Commission's *Diagnostic Overview* (2012) consultation processes. At a horizontal level, these commitments are aimed at directly addressing the four core OGP principles of transparency, civic participation, public accountability, and technology and innovation for openness and accountability. Table 2 (below) lists South Africa's NAP2 commitments, the measure of success for each commitment, and its interface with the OGP core principles as well as the key democratic governance principles enshrined in the South African Constitution, which is the supreme law of the Republic.

TABLE 2: Interface between NAP2 commitments, OGP principles and the constitutional values and principles governing Public Administration in South Africa			
Commitment	**Indicator**	**OGP Principles**	**RSA Constitution**
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	A high standard of professional ethics must be promoted and maintained [Chapter 10, 195(1)(a)]
2. Service Delivery Improvement Forums (SDIFs)	SDIFs established in the 9 provinces to monitor public service delivery	Enhance citizen participation and citizen monitoring to promote accountability in service delivery.	People`s needs must be responded to, and the public must be encouraged to participate in policy-making [Chapter 10, 195(1)(e)
3. Know Your Service Rights and Responsibilities Campaign	Enhance the capacity and capabilities of communities to access their socio-economic rights	Enhance knowledge of legal frameworks for accountability, transparency and citizen participation in public service delivery matters	Public administration must be development-orientated [Chapter 10, 195(1)(c)]
4. Develop a comprehensive and publicly accessible	An integrated and publicly accessible portal of	Harness the power of new technologies increase	Transparency must be fostered by providing the

Open
Government
Partnership

portal of environmental management information	environmental management information	access to information and promote transparency	public with timely, accessible and accurate information [Chapter 10, 195(1) (g)]
5. Mainstream citizen participation in the Public Service	Public Participation guidelines adopted and implemented by all national/provincial departments	Guidelines for civic participation in service delivery planning, implementation and monitoring through, among others, the use of online and mobile technological innovations.	People`s needs must be responded to, and the public must be encouraged to participate in policy-making [Chapter 10, 195(1)(e)
6. Development of an online crowd sourcing tool	Improved public access to information on the conservation estate in South Africa; and improved quality of data on the conservation estate	Citizens participation / Access to information. Use of technology to promote openness	Transparency must be fostered by providing the public with timely, accessible and accurate information [Chapter 10, 195(1) (g)]
7. Schools connectivity	Provide Computer hardware to 1650 to enhance access to ICT; and provide internet connectivity in 1650 schools	Harness the power of new technologies to promote openness and accountability.	Transparency must be fostered by providing the public with timely, accessible and accurate information [Chapter 10, 195(1) (g)]

At a vertical level, South Africa's OGP commitments represent concrete steps aimed at addressing the South African and OGP, grand challenge of *Service Delivery Improvement*.

III. National Action Plan Process

Consultation during the NAP development process was based on direct and indirect participatory approaches. *Direct participation* entailed the administration of a face-to-face questionnaire survey with citizens in selected provinces on *what* the OGP commitments should be for the second South African NAP. In this regard, South Africa`s cohort of Community Development Workers (CDWs), who are public servants working in the localities where they live, were utilised to administer 3 368 questionnaires to citizens residing in the randomly selected provinces of North West, Limpopo, and Mpumalanga. This household-based questionnaire survey, which was completed by one eligible respondent per household[1], also included an extensive OGP awareness raising campaign by CDWs as they went from one household to the next. Table

---

[1] Respondents had to be 18 years of age or above.

Open Government Partnership

3 (below) shows the diversity of age groups (18 - 55+) that made inputs on *what* the OGP commitments should be for the second South African NAP.

Table 3: Age groups of OGP survey participants
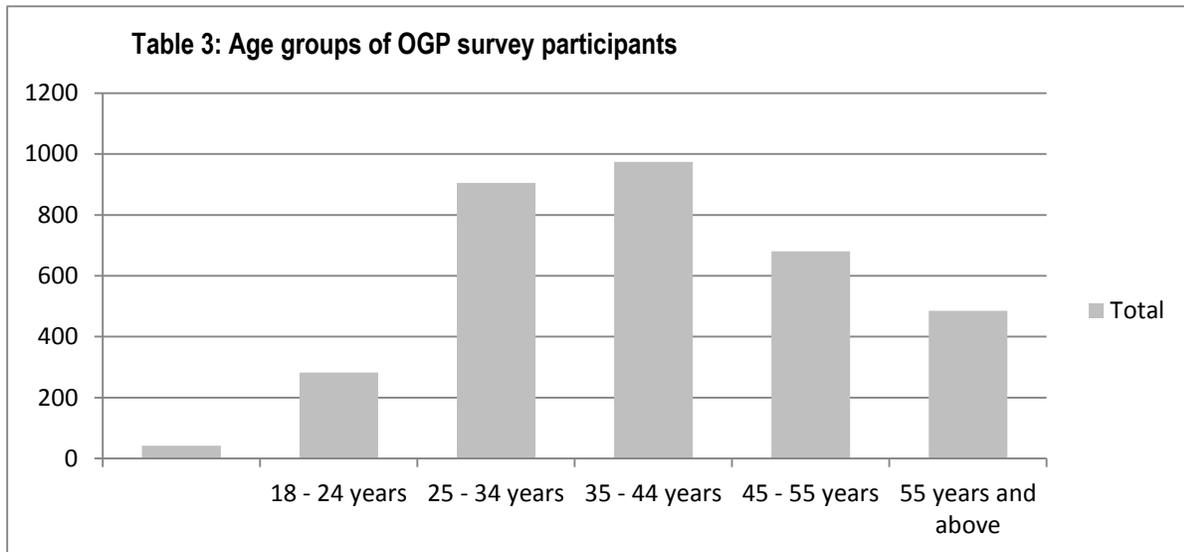
Indirect participation involved roundtable consultations with representatives from civil society organisations (CSOs) and the business sector in selected provinces. This form of participation is referred to as indirect because the participants in these consultations claim to represent the collective interests of a sector of society, e.g. women, youth, the aged, disabled persons, farm workers and not individual or personal interests. In this regard, CSO consultations were conducted in the Free State, Western Cape, and Northern Cape provinces where these stakeholders were informed of the planned consultative meetings in advance. In Northern Cape, representatives from 20 provincial CSOs participated in the OGP consultative meeting, 36 representatives from CSOs participated in the Western Cape process and Free State had 300 participants in attendance. Further consultations were undertaken with stakeholder organisations operating at the national level, namely the National Governing Council (NGC) of the *African Peer Review Mechanism* (APRM) and the representatives of traditional leadership through the *Congress of Traditional Leaders of South Africa* (CONTRALESA).

Also, to ensure the participation of citizens, CSOs and business representatives from provinces not covered through the afore-mentioned participatory approaches, a nationwide call for public inputs relating to the NAP was made through advertorials in nationally-available print and online media channels. In this regard, two national daily and two national weekend newspapers with an estimated circulation of 9 940 030

and an online footprint was used to raise awareness of the OGP and invite inputs to the development of the South African NAP.

This variety of participatory approaches and channels – *surveys* with citizens where they live, whether rural or urban, and *in-person meetings* with representatives of stakeholder organisations, and the creative use of *accessible print and online media* – has ensured the development of a South African NAP with commitments emanating from a diverse participatory process.

South Africa's second NAP was formally endorsed at a national colloquium jointly hosted by government and a cohort of civil society organisations organised under the umbrella of a platform known as the *1 000 Voices Campaign*. The *1 000 Voices Campaign* is a multi-stakeholder platform that allows for dialogue and the sharing of democratic governance experiences between academics, private sector, faith-based orgnanisations, government and individual citizens to raise their voices and find solutions to key societal problems. The colloquium provided civil society with an opportunity to interrogate the draft South African NAP and make further suggestions and inputs before it was endorsed by the stakeholders in this gathering.

IV. Challenges

Key challenges faced during the development of South Africa's second NAP relate to following areas:

1. **Fostering citizen participation:** The OGP obligates participating governments to commit to developing their NAPs through a multi-stakeholder process, with the active engagement of citizens and civil society organisations[1]. This requirement is particularly challenging in the South African context that is characterised by a multitude of diverse and dynamic civil society formations of which no single organisation or umbrella structure can claim to represent the interests of citizens or groups of citizens. Of the more than 100 000 registered civil society organisations, just over 50% are less formalised community-based organisations[2] that do not always have the organisational capacity and resources to mobilise citizens for mass participation in an initiative such as the OGP. To offset this challenge, the consultative processes leading to the development of South Africa's NAP2 had to be diversified to include the voices of individual citizens, community-based organisations (CBOs), formalised non-governmental organisations (NGOs), faith-based organisations (FBOs), trade unions and traditional authority structures. This approach, of not only relying on the participation of formal NGOs in

developing the NAP2, proved to be more inclusive and representative of the diversity of South African voices.

2. **Organising inter-governmental and inter-CSO consultation mechanisms:** In the first OGP *Government Self-Assessment Report*, it was noted that because of the tight time-frames available to ensure inter-governmental consultation on the OGP, the programme initially focused on the active participation of key government departments such as the Presidency, Finance, International Cooperation, Environmental Affairs, and Public Service and Administration. This limited focus on government-wide departments was also noted in the IRM Report. This challenge was addressed during the development of the NAP2 in that closer cooperation was established with the *Government Communication and Information Service* (GCIS), which is legally mandated to raise awareness about government programmes like the OGP throughout government and the broader South African society. Also, in the South African context, civil society operates independently from government and the way in which CSOs organise themselves to engage government or any other entity, is determined by civil society and not government or business. As much as government (and the business sector) would want to engage with broadly representative formations of civil society, this is not always possible due to constraints within civil society itself – constraints which this sector will have to resolve on its own.

3. **Developing the plan in a timely manner:** Time is a real constraint when consultation has to be conducted in the manner prescribed by the OGP *Articles of Governance* which outlines seven "*Guidelines for Public Consultation on Country Commitments*", including the requirement to ensure the participation of hard-to-reach groups which in the South African context includes rural women and the urbanised youth. Meeting these requirements have proven to be time-consuming (as was expected), but worth the effort in that the NAP2 that was developed through the prescribed OGP participation processes and in the end endorsed through the *1 000 Voices Campaign* reflected the views of a diverse group as stakeholders as reflected by *Table 2*.

V. IRM Recommendations

The *Independent Review Mechanism* (IRM) recommendations on South Africa`s first OGP *Government Self-Assessment Report* (2012) included recommendations specifically related to the country action plan commitments as well as general recommendations on open governance. These recommendations,

summarised in Table 4 below, were considered in developing the country's NAP2 commitments in the manner reflected in the table.

Table 4: Consideration of IRM recommendations in NAP2	
IRM Report recommendations	**NAP2**
The IRM Report highlighted that South Africa's self-assessment report omitted the commitment to develop an Accountability/Consequences Management Framework. The report recommended that this commitment should be reaffirmed in the next action plan.	As per the recommendations of the IRM Report, this commitment was reaffirmed as Commitment 1 in the NAP2: *Development and implementation of an Accountability/Consequences Management Framework for Public Servants*
The IRM Report highlighted that although the commitment to establish Service Delivery Improvement Forums (SDIFs) were technically completed in that a concept note was developed, civic participation needs to be widened to ensure that the commitment is effective.	To give effect to the IRM Report recommendation to broaden civic participation regarding this specific commitment, the commitment was again included in the NAP2 with a strong focus on civic/citizen monitoring of public service delivery. Hence, the refocus on Citizen-Based Monitoring of public service delivery.
The IRM Report highlighted that the commitment to implement a national "*Know Your Rights and Responsibilities*" campaign can be strengthened going forward by making the "*Know Your Rights and Responsibilities*" booklet available in local languages.	In this regard, the "*Know Your Rights and Responsibilities*" booklet has been made available in all 11 official languages of South Africa.

In addition to the IRM Report (2011-2013) recommendations listed in Table 4, a number of crosscutting recommendations were also made, namely:

1. **The need for continued emphasis on service delivery:** it was noted that the delivery of basic services remains one of the most pressing issues in South Africa. Hence, the IRM Report recommended that the NAP2 should focus on how government relates with CSOs, community-based organisations, and communities at large in relation to service delivery improvement. This recommendation was addressed by again highlighting *Service Delivery Improvement* as South Africa's grand challenge and by strengthening citizen trust in public service delivery through a refocus on Citizen-Based Monitoring of public service delivery.

2. **The importance of increasing the levels of OGP awareness:** the IRM Report expressed the view that the OGP initiative is not sufficiently publicised in South Africa and recommended that more should be done to raise awareness within government about the OGP. This recommendation was addressed by developing an OGP website that contains vital OGP information and by working

Open Government Partnership

more closely with the *Government Information and Communication Service* (GCIS) who have a legal mandate to publicise government programmes within government and externally.

3. **The need to frame commitments appropriately:** the IRM Report noted that a number of South Africa's commitments involved activities that did not stretch government practice beyond the baseline that existed prior to joining the OGP. The IRM therefore recommended that the OGP should request governments to provide information on the state of completion of commitments involving pre-existing activities when they are included in the country action plan. This recommendation was addressed in that this *Mid-Term Government Self-Assessment Report*, in particular the reports hereto attached as *Annexure 2*, provides information on the status of each commitment and plans going forward.

The IRM Report (2011-2013) also took the liberty of casting an opinion on an issue not raised as a key commitment during the extensive OGP consultative process by noting that: "*In [its] civil society stakeholder meetings, participants raised doubts relating whether government was genuine in committing to the OGP while at the same time working to pass a law whose implementation could have adverse impacts on open government.*" The "legislation" the IRM Report is referring to is the South African *Protection of State Information Bill* which, one passed into law by Parliament, will put South Africa on par with most established democracies participating in the OGP initiative in terms of having legislation in place that gives citizens wide access to information whilst balancing the need to protect the Republic against the misuse of State information that may put the country at risk. In this regard, the South African government has - through various communication channels - empowered citizens to understand the balance between the important constitutional imperatives for openness, transparency, participation and accountable in relation to the equally important constitutional imperatives for national security. An example of one of these empowerment messages is hereto attached as *Annexure 1*.

VI. Implementation of National Action Plan Commitments

Implementation progress of South Africa's NAP2 is reflected in the summary table of progress and results attached hereto as *Annexure 2*.

VII. Peer Exchange and Learning

In terms of Peer Learning and Exchange on OGP-related matters, a first knowledge exchange session, facilitated by the World Bank, took place between the Governments of Brazil and South Africa on 11 December 2013. Participants discussed the lessons learned and challenges faced in OGP processes, civil society engagement processes as well as the impact of OGP action plans on service delivery.

Given the positive experiences of the South African and Brazilian government teams, both parties agreed to continue the processes of knowledge exchange on OGP with a possibility of a study tour from South Africa to Brazil. It was also agreed to explore additional channels of collaboration to deepen discussions around opportunities and challenges on OGP. Key issues identified for future dialogue included:

- Collaboration with civil society organisations in the implementation of OGP commitments.
- Outreach mechanisms across the public sector.
- Engagement with sub-national governments.
- Regional engagement on OGP.
- Regional and global coordination.

Also, in September 2014 a meeting was held between the South African and United States (US) delegation in the margins of the United Nations (UN) General Assembly. The purpose of this meeting was to share experiences on current US programmes from which South Africa could benefit. These included discussions on:

- The promotion of open educational resources.
- A Skills Academy which could benefit higher education.
- Increased involvement of civil society in open education
- 'Facilitated Camps'.
- Crowd sourcing and open innovation.

A key outcome of the South Africa-US peer learning was that the US re-committed itself to assisting South Africa with open education, and giving support to the Southern African Development Community (SADC) region on matters of open education partnership. To take this initiative forward, a first exchange visit by US officials to South Africa took place on 21 November 2014. Peer learning and support on open education is

Open Government Partnership

important to the South African government as one of its NAP2 commitments focus on ICT connectivity in schools.

Furthermore, the South African government is getting assistance from the United Kingdom, through Department for International Development (DFID), in support of its NAP2 commitment pertaining to Citizen-Based Monitoring of public service delivery.

VIII. Conclusion and Next Steps

One of the key lessons learned in developing South Africa`s NAP2 was that open governance cannot be limited to the selection and implementation of a few narrowly defined commitments. In an open society like South Africa, openness – and the pursuit of activities towards even greater openness – occurs in many different ways within the various spheres of government, civil society, and business. And these activities, which are not captured as OGP commitments, are taking place daily in the form of citizens being protected by law against harassment which includes, amongst others, protection from being followed, watched, pursued or accosted; or loitering outside of or near the building or place where the complainant or a related person resides, works, carries on business, studies or happens to be[3]. Other open governance activities not captured as OGP commitments include citizens having access to reliable and meaningful data through "*open data*" portals of local government that are aimed at making budget and other data available to citizens[4].

Also, in October 2014, the Gauteng provincial government launched the pilot of its "*open tender process*" to strengthen public confidence in the provincial government`s tender processes and to enhance transparency of the process. And in furtherance of the principles of transparency and the fight against corruption, the National Treasury Department is launching a central supplier database and a central e-tender portal in April 2015. The overhaul of the government's procurement processes and policies began with the establishment of the Office of the Chief Procurement Officer in the Treasury in 2013. This Office will oversee the way in which government does business with the private sector. Also, the central supplier database would interface with the South African Revenue Service, the Companies and Intellectual Property Commission and the payroll system, and would electronically verify a supplier's tax and black empowerment equity status. The system would also be able to identify a public sector official who are trying to do business with

government. Furthermore, all government tenders would be advertised on the e-tender portal, and all tender documents would be open to the public. These activities and planned initiatives, which takes place outside of the scope of current OGP country action plan, are indicative of the South African government`s ongoing commitment to openness and accountability through meaningful partnerships with citizens within the parameters and spirit of the country`s democratic constitution and supporting legislation.

As a further demonstration of government`s unyielding commitment to open government beyond the prescripts of OGP commitments, is reflected in the work underway to pilot a *National Open Data Portal* that will give citizens access to useable public data that can be used by citizens, business and CSOs for decision-making, and also to hold government to account as part of the democratic process. This initiative, together with the implementation of NAP2 commitments in partnership with civil society formations, represent the next steps for South Africa in making open governance real and meaningful. Politically, the NAP2 was presented to and endorsed by the *President's Coordinating Council* (PCC), which is a coordinating and decision-making body that consists of the President of the Republic and the Premiers (political heads) of the country`s nine provinces. Cabinet has also endorsed the NAP2 commitments following its endorsement by the *1 000 Voices Campaign*. These civil and political endorsements are indicative of the good governance practices in operation in South Africa and reflect the commitment to open partnership of a government guided by the will of the people and the values and principles of constitutionality.

Annexure 1: Advertorial on Protection of State Information Bill

Commitment 1: Development and implementation of an Accountability/Consequences Management Framework for Public Servants		
Lead implementing agency	Directorate: Ethics and Integrity Management	
Name of responsible person from implementing agency	Dr. Salomon Hoogenraad-Vermaak	
Title Department	Public Service and Administration	
Emails	SalomonH@dpsa.gov.za	
Phone	012 336 1805	
Other Actors Involve	*Government*	National and Provincial
	CSOs, private Sector, Working multilaterals	
Status quo or problem/issues to be addressed	Accountability of Public Servants	
Main objective	Enhance accountability to promote the highest standards of professional integrity throughout the public service	
Brief Description of commitment (140 character limit)	By developing, adopting and implementing an Integrity Framework, the commitment aims to address the issue of accountability and to promote professional integrity throughout the public service.	
OGP challenge addressed by the commitment	Public accountability	
Relevance Briefly describe the way in which this commitment is relevant to further advancing OGP values of access to information, public accountability, civil participation and technology and innovation for openness and accountability. (A detailed description of these values is available in OGP values Guidance Note)	This commitment addresses the OGP value of public accountability. Rules, regulations and mechanisms will be put in place to call upon government actors to justify their actions, act upon criticisms or requirements made of them, and accept responsibility for failure to perform with respect to laws or commitments pertaining to conflicts of interests, such as receiving of gifts, performing other remunerative work, disclosing financial interests and doing business with the State.	
Ambitions Briefly describe the intended policy results of the commitment and how it will either make government more open or improve government through more openness	The intention of this commitment is to enhance accountability and thereby promoting higher standards of professional integrity throughout the public service. As such it will result in transparency pertaining to conflicts of interests, resulting in a more open government.	

Completion level	Not started	Limited	Substantial	Completed
			X	

Description of the results includes specific activities within the reporting period (first or second year of the action plan) and whether there has been evidence of members of the public using the commitment or whether the commitment has had an effect.	Implementation is ongoing and started in October 2013
End date	Ongoing

Next steps	Revising the Public Service Regulations (chapter 2 and 3) by March 2016

Additional information (Description on what remains to be achieved and any risks or challenges to implementing the commitment.):
Ongoing implementation/enforcement of commitment – no immediate challenges

Commitment 2: Service Delivery Improvement Forums (SDIFs)	
Lead implementing agency	Directorate: Citizen-Based Monitoring
Name of responsible person from implementing agency	Mr. Jonathan Timm
Title Department	Department of Planning, Monitoring and Evaluation (DPME)
Emails	Jonathan@po-dpme.gov.za
Phone	012-312 0323
Other Actors Involve	*Government*	National, provincial, local government
	CSOs, private Sector, Working multilaterals	CSOs, individual citizens, traditional leaders
Status quo or problem/issues to be addressed	The DPME is tasked with supporting performance monitoring and evaluation in government. In fulfilment of this mandate DPME has developed a policy framework to strengthen citizen participation in monitoring government service delivery, with a focus on strengthening the monitoring and evaluation practices of departments to include the views of citizens.
Main objective	To monitor government performance by focusing on the experiences of ordinary citizens in order to strengthen public accountability and drive service delivery improvements.
Brief Description of commitment (140 character limit)	Government undertakes to establish SDIFs that will monitor government performance by focusing on the experiences of ordinary citizens in order to strengthen public accountability and drive service delivery improvements. These SDIFs will operate within the CBM Framework which is a four-step process. The first is meetings, facilitated by DPME, within a specific community where citizens, civil society and government officials discuss the challenges faced by that community. Secondly, the CBM teams from the community, which have been trained by the DPME, conduct community surveys on locals` experiences when they receive government services. The third step includes community members, staff, civil society and service delivery facility managers agreeing on the way forward. A public commitment to the service delivery improvements is made at a meeting. Lastly, plans are put in place to ensure that communities can monitor progress towards achieving agreed upon targets.
OGP challenge addressed by the commitment	Public participation, accountability, transparency and openness

Relevance Briefly describe the way in which this commitment is relevant to further advancing OGP values of access to information, public accountability, civil participation and technology and innovation for openness and accountability. (A detailed description of these values is available in OGP values Guidance Note)	Citizens monitoring government performance will promote public participation, strengthen public accountability and transparency.
Ambitions Briefly describe the intended policy results of the commitment and how it will either make government more open or improve government through more openness	Citizen-based monitoring of service delivery allows government to better listen to the needs of citizens, thereby enabling government to deliver services that address those needs.

Completion level	Not started	Limited	Substantial	Completed
		X		

Description of the results includes specific activities within the reporting period (first or second year of the action plan) and whether there has been evidence of members of the public using the commitment or whether the commitment has had an effect.	The pilot is underway in Msinga, KwaZulu-Natal province; and in Phuthaditjaba, Free State province. Pilots are also underway in Gauteng, Limpopo, and North West provinces. The pilot phase will run until 2015
End date	Pilots end in 2015
Next steps	After the pilot, full-scale implementation of CBM will take place.

Additional information (Description on what remains to be achieved and any risks or challenges to implementing the commitment.): N/A

Commitment 3: Mainstream Citizen Participation in the Public Service	
Lead implementing agency	Chief Directorate: Community Development and Citizen Relations
Name of responsible person from implementing agency	Ms. Florence Maleka
Title Department	Public Service and Administration
Emails	FlorenceM@dpsa.gov.za
Phone	012 3361259

Other Actors Involve	*Government*	National and Provincial, including municipalities and Community Development Workers
	CSOs, private Sector, Working Multilaterals	During the consultation process of the citizen participation guide, academics from universities participated in the process to provide inputs that were included in the guide.
Status quo or problem/issues to be addressed		Increased and informed Public Participation in government processes
Main objective		The guide empowers Community Development Workers (CDWs) and stakeholders on how to effectively engage citizens as well as educating citizens about their rights to service delivery and what responsibilities are expected of them when exercising their rights.
Brief Description of commitment (140 character limit)		Mainstream citizen participation in the Public Service through a guide that gives practical direction to CDWs and government departments on citizen engagement and participation in service delivery planning, implementation and monitoring through the use of online and mobile technological innovations, amongst others.
OGP challenge addressed by the commitment		Citizen participation
Relevance Briefly describe the way in which this commitment is relevant to further advancing OGP values of access to information, public accountability, civil participation and technology and innovation for openness and accountability. (A detailed description of these values is available in OGP values Guidance Note)		This commitment advances civil participation and the promotion of accountability and openness in that an active citizenry are better able to hold government to account, thereby advancing openness.
Ambitions Briefly describe the intended policy results of the commitment and how it will either make government more open or improve government through more openness		The intention of this commitment is to mainstream civil participation in government in order make government more open and accountable to citizens.

Completion level	Not started	Limited	Substantial	Completed
			X	

Description of the results includes specific activities within the reporting period (first or second year of the action plan) and whether there has been evidence of members of the	The Citizen Participation guide was developed and approved in 2013. Capacity development workshops aimed at mainstreaming citizen participation were conducted in 5 selected provinces where on average, 65 stakeholders per province, were capacitated until

public using the commitment or whether the commitment has had an effect.	March 2015. Further workshops aimed at mainstreaming public participation in the public service are planned for the second year of the action plan.
End date	March 2016
Next steps	

Additional information (Description on what remains to be achieved and any risks or challenges to implementing the commitment.):

Workshops aimed at mainstreaming public participation in the public service still has to be conducted in 4 provinces and selected national government departments.

Commitment 4: Develop an integrated and publicly accessible portal of environmental management information	
Lead implementing agency	Chief GISC Professional, Integrated Environmental Management Systems
Name of responsible person from implementing agency	Dr JR Pretorius
Title Department	Department of Environmental Affairs
Emails	rpretorius@environment.gov.za
Phone	012 3999 299

Other Actors Involved	*Government*	National and Provincial
	CSOs, private Sector, Working Multilaterals	

Status quo or problem/issues to be addressed	Access to information through the use of technology.
Main objective	Development of a portal that will provide public access to information on sensitive environments.
Brief Description of commitment (140 character limit)	The portal will integrate spatial data on biodiversity, ecosystems, water, agriculture, protected areas, conservation areas, air quality priority areas, important bird areas and other environmental data to identify and map environmentally sensitive areas at a national level. Users of the portal will be able to view and interrogate the data in map format.
OGP challenge addressed by the commitment	Transparency, accountability, and participation through the use of technological innovation
Relevance: Briefly describe the way in which this commitment is relevant to further advancing OGP values of access to information, public accountability, civil participation and technology and innovation for openness and accountability. (A detailed description of these values is available in OGP values Guidance Note)	This commitment will allow easy and unrestricted access to spatial environmental data. It will support the right to information. The envisaged screening report that the public can generate from the portal will provide access to and use exactly the same information base being used by government officials. The technology that will be deployed will, for the first time, allow government officials and the general public to see on a map where major developments are being proposed or have been approved. Citizens will be able to determine if such developments have the potential to impact negatively on their environment, or if it supports or compromise environmental sustainability and livelihoods. Hence, the commitment has specific relevance to advancing the OGP values of openness/transparency and accountability through the use of technology.
Ambitions Briefly describe the intended policy results of the commitment and how it will either make government more open or improve government through more openness	This commitment will allow easy and unrestricted access to spatial environmental data. The portal will allow the public, developers and government officials to interrogate the same environmental datasets, generate environmental reports based on the same underlying spatial information end hence promote openness and transparency. Once fully integrated with the Coordinated and Integrated Permitting System, users will also be able to see visually where development applications have been approved, or where developments are being proposed. The public will be empowered to keep track of development proposals in any particular area in South Africa.

Completion level	Not started	Limited	Substantial	Completed

			X	
Description of the results includes specific activities within the reporting period (first or second year of the action plan) and whether there has been evidence of members of the public using the commitment or whether the commitment has had an effect.	Phase 1 of the project, to be completed at the end of March 2015, will enable users to access a range of environmental spatial datasets through one portal instead of several portals. Access to data will be easier than before. Users will be able to identify environmental sensitive areas, identify areas of high environmental potential, and obtain information describing these areas in more detail. Phase 2 of the project, to be completed at the end of March 2016, will allow users to generate environmental sensitivity reports for any area in South Africa. Such reports will enable government officials and the public to consider, in a more transparent way, what the potential impact of major developmental projects on the environment will be, and if any sensitive environments will be affected. Phase 3, to commence at the end of March 2017, will further expand the portal to include marine and coastal datasets which are currently not available.			
End date	End March 2018			
Next steps				
Additional information (Description on what remains to be achieved and any risks or challenges to implementing the commitment.): N/A.				

Commitment 5: Develop of an on-line Crowd sourcing tool that will allow the public to submit data on Protected Areas and Conservation Areas

Lead implementing agency		Directorate: Enterprise Geospatial Information
Name of responsible person from implementing agency		Ms. Marlanie Moodley
Title Department		Department of Environmental Affairs Ms. Moodley,
Emails		mmoodley@environment.gov.za
Phone		+27 (012) 399-8916
Other Actors Involved	*Government*	Developer and Hosting (MAPA), Provincial Conservation Authorities, Protected Areas Technical Task Team, all private registered participants
	CSOs, private Sector, Working Multilaterals	
Status quo or problem/issues to be addressed		The South African Government is committed to expand the conservation estate. At the same time, activities such as mining are encroaching on areas identified for possible future expansion of the conservation estate. The 2014 Environmental Impact Regulations define buffer areas around protected areas. Environmental authorisation is required for certain development activities to commence in these buffer areas. An accurate inventory of all protected areas and conservation areas is required so that these buffer areas can be accurately determined. Such an inventory will greatly assist environmental impact assessment practitioners in assessing applications for development. The crowd sourcing tool provides a mechanism whereby gaps in the existing inventory can be flagged.
Main objective		The high level objectives 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
Brief Description of commitment (140 character limit)		As a custodian of spatial information on protected areas in particular, the Department of Environmental Affairs (DEA) is required to ensure that the data in its spatial database is current, complete and accurate. To this end the DEA has embarked on an exercise to verify the boundaries of all protected areas. During this process it was realised that provincial counterparts do not all have access to GIS (spatially enabled) software and therefore find it difficult to contribute effectively and timeously to the improvement of the protected areas spatial database. An internet-based crowd sourcing collaboration tool that does not require access to sophisticated GIS software and skills such as Google Earth/Google Maps will enable officials and the general public to access the data and suggest corrections on both spatial and complimentary attribute data where required.

OGP challenge addressed by the commitment	The tool is intended to be accessible to both government officials and the general public, thus promoting the principles of participation and transparency through the harnessing of technology.

Relevance: Briefly describe the way in which this commitment is relevant to further advancing OGP values of access to information, public accountability, civil participation and technology and innovation for openness and accountability. (A detailed description of these values is available in OGP values Guidance Note)	The brief provided emphasis the adherence to the following values:
	• The principle of transparency and openness into sharing of data to enhance the decision making processes in government and the environmental sector
	• The principle of public accountability by:
	   • Fulfilling the obligations of the data custodian of data on protected areas in accordance with the Spatial Data Infrastructure Act.
	   • Ensuring that data is released into the public domain in line with set guidelines and standards of the South Africa Quality Assessment Framework.
	   • Maintaining a register of protected areas as required by the National Environmental Management: Protected Areas Act.
	• The principle of civic participation by providing access to the Crowd sourcing Collaboration Tool to ensure that all relevant parties can participate in a process of creating a better quality product for future planning and decision-making.
	To use the worldwide trends of electronic data sharing via the internet to ensure access, openness and capacitating government and non-government citizens to use these technologies.

Ambitions Briefly describe the intended policy results of the commitment and how it will either make government more open or improve government through more openness	This commitment will bring about greater openness in government in that it address the accessibility and availability of data related to the protected areas estate. Through addressing the above this will ensure that the environmental sector has access to quality and current data. Furthermore the availability of such data will provide a transversal basis for other sectors to use the data in planning strategically in sectors such as mining, waste management etc.

Completion level	Not started	Limited	Substantial	Completed
		X		

Description of the results includes specific activities within the reporting period (first or second year of the action plan) and whether there has been evidence of members of the public using the commitment or whether the commitment has had an effect.	Ongoing maintenance of the site through populating the site with the latest quarterly release of the updated PACA database. Will commence on April 2015.
End date	Ongoing
Next steps	

Additional information (Description on what remains to be achieved and any risks or challenges to implementing the commitment): The Crowd sourcing Tool is fully developed and was deployed in 2014 for testing. It can be viewed here: http://www.padcollaboration.org/. The site has undergone the necessary testing and will be fully operational from April 2015 when the first full release of the protected areas database becomes available on the collaboration tool.

Commitment 6: Schools Connectivity		
Lead implementing agency		Department of Communications
Name of responsible person from implementing agency		Keitumetse Hlahatsi
Title Department		Department of Communications
Emails		Keitumetse@doc.gov
Phone		0829223376
Other Actors Involved	*Government*	National and Provincial government: Department of Basic Education (DBE), Department of Communications (DoC), Sentech, the State Information Technology Agency (SITA)
	CSOs, private Sector, Working Multilaterals	Telkom SA, Intel, and SchoolNet, Private Network Operators
Status quo or problem/issues to be addressed		The issue of schools connectivity and broadband is central to the government's efforts to strengthen the quality of teaching and learning. The National Broadband Policy (SA Connect) provides a framework for the provision of broadband connectivity to schools. In terms of this policy, all schools should have access to broadband at a speed of 10 Megabytes per second by 2020.
Main objective		The main objective of delivering Broadband connectivity in schools is to ensure that ICT was used to enhance learning and teaching; thus creating a culture amongst the youth the harness the power of technology for citizen participation and the strengthening of open governance.
Brief Description of commitment (140 character limit)		Telkom SA is providing computer installations and equipment to the 1 650 identified schools in the country. A private company, Intel South Africa is providing free teacher training on the provided equipment and SchoolNet, an NGO, has been selected as Intel's training partner.
OGP challenge addressed by the commitment		Harness the power of technology to promote participation and openness.
Relevance: Briefly describe the way in which this commitment is relevant to further advancing OGP values of access to information, public accountability, civil participation and technology and innovation for openness and accountability. (A detailed description of these values is available in		Schools connectivity will advance citizen access to information and public participation through the use of technology

Open
Government
Partnership

OGP values Guidance Note)	
Ambitions Briefly describe the intended policy results of the commitment and how it will either make government more open or improve government through more openness	Schools connectivity will enable citizens to have access to information that can be used to hold government to account.

Completion level	Not started	Limited	Substantial	Completed
			X	

Description of the results includes specific activities within the reporting period (first or second year of the action plan) and whether there has been evidence of members of the public using the commitment or whether the commitment has had an effect.	Work was underway for the connectivity of 1 650 schools. A target of 50% access to internet connection by 2016 has been set, in line with the National Broadband Policy.
End date	March 2016
Next steps	

Additional information (Description on what remains to be achieved and any risks or challenges to implementing the commitment):
Inadequate funding and other challenges, such as local government delays in granting approvals, inadequate use of equipment that had already been provided, theft of equipment and the high cost of providing security are risks to implementing this commitment.

Commitment 7: Know Your Service Rights and Responsibilities Campaign		
Lead implementing agency		DPSA (Chief Directorate: Community Development and Citizen Relations)
Name of responsible person from implementing agency		Ms. Florence Maleka
Title Department		Public Service and Administration
Emails		FlorenceM@dpsa.gov.za
Phone		012 336 1259
Other Actors Involved	*Government*	National and Provincial, including municipalities and Community Development Workers
	CSOs, private Sector, Working Multilaterals	Non-governmental organisations (NGOs) and community-based organisations (CBOs) were given Know Your Service Rights booklets to disseminate for purposes of community empowerment.
Status quo or problem/issues to be addressed		Increased citizen awareness amongst citizens of their service delivery rights and responsibilities
Main objective		Enhance citizen awareness and knowledge of legal frameworks for accountability, transparency and citizen participation in public service delivery matters.
Brief Description of commitment (140 character limit)		Implement Know Your Service Rights and Responsibilities Campaign through easy-to-read and understand booklets distributed by CDWs that would enable citizens to demand their rights and fulfill their responsibilities.
OGP challenge addressed by the commitment		Citizen participation and accountability
Relevance Briefly describe the way in which this commitment is relevant to further advancing OGP values of access to information, public accountability, civil participation and technology and innovation for openness and accountability. (A detailed description of these values is available in OGP values Guidance Note)		This commitment empowers citizens to hold government accountable by informing them about the various legal avenues at their disposal through which they can demand accountability should it be denied.
Ambitions Briefly describe the intended policy results of the commitment and how it will either make government more open or improve government through more openness		The intention of this commitment is to empower citizens with information to hold government to account.

Completion level	Not started	Limited	Substantial	Completed
			X	

Description of the results includes specific activities within the reporting period (first or second year of the action plan) and whether there has been evidence of members of the public using the commitment or whether the commitment has had an effect.	Workshops have been conducted with CDWs and government officials in 5 provinces towards empowering them on how to educate citizens and communities about their rights and responsibilities. Further empowerment workshops are planned for the second year of the action plan.

End date	March 2016
Next steps	

Additional information (Description on what remains to be achieved and any risks or challenges to implementing the commitment.):
Workshops aimed at empowering officials on how to educate citizens and communities about their rights and responsibilities still has to be conducted in 4 provinces and selected national government departments.

Endnotes

[1] OGP *Articles of Governance*, 2011.

[2] Davids I. & F. Theron (eds.) (2014). *Development, the State, and Civil Society in South Africa (3rd Edition)*. Van Schaik Publishers, Pretoria.

[3] These are some of the key provisions of the Protection from Harassment Act of 2011 which came into operation on 27 April 2013.

[4] The City of Cape Town has, for example, launched the first Open Data Portal in the country and in Africa (see The New Age, "*Open Data Portal makes Cape Town an African first*", 28 January 2015, Pp.5).

Open
Government
Partnership