

**ANNUAL REPORT**  
**FOR THE**  
**2021/22 FINANCIAL YEAR**

**12 OCTOBER 2022**

**Mr. Mosalanyane Mosala**  
**CEO: Information Regulator**



**INFORMATION  
REGULATOR  
(SOUTH AFRICA)**

*Ensuring protection of your personal information  
and effective access to information*

# PRESENTATION OUTLINE

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Strategic Overview

Key policy Developments and  
Legislative Changes

Financial Expenditure 2021/22

Institutional Performance on Impacts  
and Outcomes

Human Resources Statistics

Financial Reporting

Section 84 (a) Report

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# PART A : GENERAL INFORMATION



# STRATEGIC OVERVIEW

## Vision

- A world-class institution in the protection of personal information and the promotion of access to information.

## Mission

- An independent institution which regulates the processing of personal information and the promotion of access to information in accordance with the Constitution and the law so as to protect the rights of everyone.

## Values

- Transparency, Accountability, Integrity, Excellence, Impartiality, Responsiveness.

# KEY POLICY DEVELOPMENT AND LEGISLATIVE CHANGES

- POPIA enforcement powers came into full effect on 1 July 2021, and the effective date for coming into operation of section 58(2) of POPIA was 1 February 2022
- The Regulator assumed its PAIA Mandate on 30 June 2021. Exemptions of certain private bodies from compiling PAIA Manuals came to an end on 31 December 2021. Accordingly, effective from 1 January 2022, every public and private body is required to compile a PAIA Manual.

# PART B: PERFORMANCE INFORMATION



# ACHIEVEMENT OF INSTITUTIONAL IMPACTS AND OUTCOMES



## POSITIVE IMPACT

- Since the Regulator started handling PAIA complaints, it dealt with cases that had positive outcomes.
- The Regulator regarded this as a positive outcome because these cases demonstrated the power of accessing information in order to protect, exercise or access other rights.
- In one case, the PAIA Division resolved a complaint from Knight Practice Administrators who were the beneficiaries of a deceased policyholder's life cover policy.
- The life cover policy had been taken out with Momentum Life.
- After the passing of the policyholder, the complainant (Knight Practice Administrators) lodged a claim on the life cover policy.
- The claim was initially rejected because it was alleged that the deceased policyholder had misrepresented and/or did not disclose certain information.



## POSITIVE IMPACT

- The life insurer argued that had the policyholder given full disclosure about themselves, the insurer would not have issued the life cover policy. Upon receipt of the rejection letter, the complainant submitted a PAIA request, and the request was rejected on the following grounds:
  - that the decision contains confidential medical records of the policyholder.
  - the complainant is not the policyholder nor the appointed executor of the deceased estate.
  - the complainant did not confirm the rights that it seeks to exercise or be protected.

## POSITIVE IMPACT

- After the Regulator's intervention, the complainant's life cover claim was settled by Momentum, and as a result, the complainant's right to benefit from the policy was protected.
- The financial year 2021/22 was pivotal for the Regulator with the POPIA enforcement powers coming into effect and the Regulator assuming the PAIA mandate. This translated to the upscaling of communication products, increased stakeholder engagements and public awareness activities by the Education and Communication Division.
- Through the achievement of all its targets for the financial year 2021/22, the Division made a sterling contribution towards the realisation of the Regulator's outcome of ensuring that the right to the protection of personal information and the right of access to information are promoted, protected, and respected.

# MEASURING THE OUTCOMES

Outcome	Outcome Indicator	Baseline	5-year Target	Progress towards the achievement of Outcomes
Personal Information promoted, protected, and respected	Number of complaints received	217	700	544 Complaints were received
	Percentage of stakeholders who are aware of the existence of the Regulator	Nil	10% of sampled population	Not commenced
Access to information promoted	Percentage of improvement in the compliance with section 32 of PAIA	Not yet determined	25%	The acquisition of section 32 reporting portal is in progress and this system will be rolled – out in the first quarter of 2022/2023 financial year

# INSTITUTIONAL PROGRAMME PERFORMANCE INFORMATION



## EXECUTIVE SUMMARY PER PROGRAMME

- The 2021/22 Annual Performance Plan contains 28 output indicators.
- A total of 19 output indicators were achieved and 9 were not achieved.
- The overall performance is 68%.

Programme	Total indicators	Total achieved	Total not achieved	Percentage
POPIA	7	1	6	14%
PAIA	3	3	0	100%
EDUCOM	6	6	0	100%
LAPRITA	6	4	2	67%
ADMINISTRATION	6	5	1	83%
TOTAL	28	19	9	68%

# PROGRAMME 1: PROTECTION OF PERSONAL INFORMATION

Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2019/2021	Planned Annual Target 2021/2022	Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement	Reasons for deviations
Pre- Investigated Complaints	1.1. Percentage of complaints pre- investigated	-	-	50% of pre- investigated complaints finalised.	Not Achieved	8%	<p>POPIA's enforcement powers came into effect on 1 July 2021. There was no POPIA experience generally in South Africa.</p> <p>High volumes of work were received where staff had no experience in POPIA.</p>

# PROGRAMME 1: PROTECTION OF PERSONAL INFORMATION

Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement	Reasons for deviations
Applications for Codes of Conduct finalised	1.2. Application for codes of conduct finalised within the prescribed time frame	-	-	Applications for issuing of codes of conduct finalised within 13 weeks from the date of receipt	Achieved	N/A	N/A

# PROGRAMME 1: PROTECTION OF PERSONAL INFORMATION

Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement	Reasons for deviations
Prioritised actions in the readiness plan implemented	1.3. Percentage of prioritised actions in the readiness plan implemented	-	-	100% of the prioritised actions in the readiness plan implemented	Not Achieved	30%	POPIA is a new legislation. Generally, no experience in South Africa for POPIA work. The POPIA Division had to be established. Documents and processes had to be drafted for the public to implement the new law.



# PROGRAMME 1: PROTECTION OF PERSONAL INFORMATION

Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement	Reasons for deviations
Information Officers registered as prescribed	1.4. Percentage of Information Officers registered as prescribed	–	–	100% Information Officers registered as prescribed	Not Achieved	15%	The Regulator started with an electronic system to register Information Officers that was developed by the Department of Justice. That system crashed.

# PROGRAMME 1: PROTECTION OF PERSONAL INFORMATION

Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement	Reasons for deviations
Guidance Note on application for prior authorisation implemented	1.5. Percentage of applications for prior authorisation processed	–	–	100% of applications for prior authorisation processed	Not Achieved	36%	<p>The deadline to apply for prior authorisations was extended.</p> <p>The public applied very late.</p> <p>A flood of applications was received. Many applications were incompetent and not required to be made but the Division still had to process these applications.</p>

# PROGRAMME 1: PROTECTION OF PERSONAL INFORMATION

Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement	Reasons for deviations
Guidance Note on Exclusions and Exemptions from POPIA	1.6. Approved Guidance Note Exclusions and exemptions from POPIA	–	–	Guidance Note on Exclusions and Exemption from POPIA approved	Not Achieved	Guidance Note on Exclusions was drafted but could not be finalised before the end of the financial year.	In hindsight, a Guidance Note on Exclusions was not required because exclusions in the Act are self-explanatory. A decision was made to issue a Guidance Note on Exemptions only.

# PROGRAMME 1: PROTECTION OF PERSONAL INFORMATION

Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement	Reasons for deviations
Application for exemptions from POPIA processed	1.7. Percentage of applications for Exemption from POPIA	—	—	100% of applications for Exemption from POPIA processed	Not Achieved	78%	<p>POPIA's enforcement powers came into effect on 1 July 2021.</p> <p>There was no POPIA experience generally, in South Africa.</p> <p>A high volume of work was received when staff had no experience in POPIA.</p>

# Strategy to Overcome Under Performance

## 1. Percentage of complaints pre-investigated

- Recruitment of POPIA Executive is at an advanced stage.
- Members to transfer skills to the Executive and the Executive will in turn transfer the skills to officials.
- Officials have been enrolled in a POPIA course with the University of Cape Town.

## 2. Percentage of prioritised actions in the readiness plan implemented

- The outstanding documents in the Readiness Plan will be developed and implemented in the financial year of 2022-2023.
- Members to transfer skills to the Executive and the Executive will in turn transfer the skills to officials.
- Officials have been enrolled in a course on POPIA with the University of Cape Town.

## 3. Percentage of Information Officers registered as prescribed

- The online registration portal in the Regulator's own ICT domain has been developed and will go live in the financial year 2022/2023.

# STRATEGY TO OVERCOME UNDER PERFORMANCE

## 4. Percentage of applications for prior authorisation processed

- In order to ensure that only competent registration applications are considered and accounted for, the Standard Operating Procedure will be finalised and implemented as from the second quarter of financial year 2022/23.
- The Project Plan will be finalised and implemented in the second quarter of the 2022/2023 financial year, to reduce the current backlog and avoid future backlogs.
- Incomplete applications will be carried over into the next financial year for completion.

## 5. Approved Guidance Note Exclusions and exemptions from POPIA

- A decision to only issue a Guidance Note on Exemptions was made.

## 6. Percentage of applications for Exemption from POPIA

- Recruitment of POPIA Executive is at an advanced stage.
- Members to transfer skills to the Executive and the Executive will in turn transfer the skills to officials.
- Officials have been enrolled in a course on POPIA with the University of Cape Town.

# PROGRAMME 2: PROMOTION OF ACCESS TO INFORMATION

Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement	Reasons for deviations
Access to information promoted	Complaints Pre- Investigated	2.1.Percent age of complaints pre- investigated and finalised	N/A	50% pre- investigated complaints and finalised	Overachieved	Target exceeded by 50%	Improved efficiency

## PROGRAMME 2: PROMOTION OF ACCESS TO INFORMATION

Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement	Reasons for deviations
Access to information promoted	PAIA Manual updated and uploaded on the website	2.2. Approved updated PAIA Manual and uploaded on the website	N/A	Approved updated PAIA Manual and uploaded on the website	Achieved	N/A	N/A



## PROGRAMME 2: PROMOTION OF ACCESS TO INFORMATION

Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement	Reasons for deviations
Procedures for making information electronically available approved and uploaded on the website	2.3 Approved procedures for making information electronically available and uploaded on the website	N/A	N/A	Approved procedures for making information electronically available and uploaded on the website	Achieved	N/A	N/A

# PROGRAMME 3: EDUCATION AND COMMUNICATION

Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement	Reasons for deviations
Public awareness and education strategy developed	3.1. Approved public awareness and education strategy	-	-	Approved Strategy and Plan	Achieved	N/A	N/A

# PROGRAMME 3: EDUCATION AND COMMUNICATION

Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement	Reasons for deviations
Awareness programmes aimed at promoting the protection of personal information and access to Information conducted	3.2. Number of public awareness sessions conducted	.	Nine (9) public awareness sessions conducted	24 Public awareness sessions conducted	Over-Achieved	Target exceeded by two (2) public awareness sessions	There was a lot of demand from other government agencies for the Regulator to partner up on public awareness activities.

## PROGRAMME 3: EDUCATION AND COMMUNICATION

Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement	Reasons for deviations
Communication and Branding Strategy and Plan developed	3.3. Communication and Branding Strategy and Plan developed	-	Communication and Branding Strategy and Plan not developed and not approved.	Approved strategy and Plan	Achieved	N/A	N/A

## PROGRAMME 3: EDUCATION AND COMMUNICATION

Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement	Reasons for deviations
Communication programmes and products developed and implemented	3.4. Number of communication programmes and products developed and implemented	-	188 Communication programmes and products developed and implemented	188 communication programmes and products developed and implemented	Over-Achieved	Target exceeded by 187	The coming into force of POPIA and the occurrence of three major security compromises among critical responsible parties required the regulator to vastly increase the volume of its communication outputs.

## PROGRAMME 3: EDUCATION AND COMMUNICATION

Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement	Reasons for deviations
Stakeholder Engagement strategy and Plan developed	3.5. Approved stakeholder strategy and plan	-	-	Approved strategy and plan	Achieved	N/A	N/A

## PROGRAMME 3: EDUCATION AND COMMUNICATION

Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement	Reasons for deviations
Stakeholder engagement sessions held	3.6. Number of stakeholder engagement sessions held	-	80 Stakeholder engagements held	Ninety (90) Stakeholder Engagements held	Over-Achieved	Target was exceeded by thirteen (13) Stakeholder Engagements	The coming into force of POPIA resulted in a number of stakeholders requesting engagements with the Regulator to discuss issues of compliance

# PROGRAMME 4: LEGAL, POLICY, RESEARCH AND INFORMATION TECHNOLOGY ANALYSIS (LPRITA)

Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement	Reasons for deviations
Prioritised actions in the readiness plan implemented	4.1. Percentage of prioritised actions in the readiness plan implemented	-	-	100% Actions in the readiness plan implemented	Not Achieved	100%  The documents in the readiness plan were drafted but not tabled for approval.	POPIA's enforcement powers came into effect on 1 July 2021.  There was no POPIA experience generally in South Africa.



# PROGRAMME 4: LEGAL, POLICY, RESEARCH AND INFORMATION TECHNOLOGY ANALYSIS (LPRITA)

Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement	Reasons for deviations
POPIA Compliance framework developed, monitored, maintained and approved for the Regulator	4.2. Approved POPIA compliance framework for the Regulator	-	-	POPIA Compliance framework developed, monitored, maintained, and approved	Achieved	N/A	N/A

# PROGRAMME 4: LEGAL, POLICY, RESEARCH AND INFORMATION TECHNOLOGY ANALYSIS (LPRITA)

Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement	Reasons for deviations
Rules of procedures for the enforcement committee approved	4.3. Approved rules of procedure for the enforcement committee	-	-	Rules of procedures for the enforcement committee approved	Not Achieved	Rules of procedures for the enforcement committee not approved	A decision was taken to have rules of procedure on POPIA and PAIA respectively.  The rules of procedure on POPIA needs to be gazetted.

## PROGRAMME 4: LEGAL, POLICY, RESEARCH AND INFORMATION TECHNOLOGY ANALYSIS

Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement	Reasons for deviations
Legal strategy approved	4.4. Approved Legal strategy	-	-	Approved Legal strategy	Achieved	N/A	N/A
Approved Research Strategy implemented	4.5. Number of research projects in line with the approved research strategy implemented	-	Research Strategy and Plan developed and not approved	2 research projects implemented	Achieved	N/A	N/A

## PROGRAMME 4: LEGAL, POLICY, RESEARCH AND INFORMATION TECHNOLOGY ANALYSIS

Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement	Reasons for deviations
POPIA Personal information Impact assessment	4.6. Approved POPIA personal information impact assessment	-	-	Approved POPIA personal information impact assessment implemented	Achieved	N/A	N/A

# STRATEGY TO OVERCOME UNDER PERFORMANCE

Output Indicator 4.1: Percentage of prioritised actions in the readiness plan implemented

- Recruitment and filling of a vacancy for Chief Legal Officer is at an advanced stage.
- Members to transfer skills to the Chief Legal Officer and the Chief Legal Officer will in turn transfer the skills to officials.

Output Indicator 4.3: Approved rules of procedure for the enforcement committee

- The rules of procedure documents will be prioritised in the new financial year, and it is targeted for development and approval in the second Quarter of 2022/2023 and for implementation immediately upon approval.

# PROGRAMME 5: ADMINISTRATION

Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement	Reasons for deviations
Separation strategy approved	5.1. Approved separation strategy	-	-	Approved separation strategy	Achieved	N/A	N/A
Human Resource Strategy and Plan Approved	5.2. Approved Human Resource Strategy and plan	-	-	Approved Human Resource Strategy and plan	Achieved	N/A	N/A

# PROGRAMME 5: ADMINISTRATION

Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement	Reasons for deviations
Vacancy rate on funded posts maintained at the level in line with the relevant prescripts	5.3. Percentage of vacancy rate on funded posts maintained	Approved Phase Two (2) positions of the Organisational Structure	Approved and implemented Phase Two (2) of the Organisational Structure	Maintain Vacancy rate of 10% or less on funded posts	Over-Achieved	Target exceeded by 7%	Filing of posts had to be prioritised due to coming into effect of POPIA
ICT Strategy and Plan approved	5.4. Approved ICT Strategy and plan	-	-	Approved ICT Strategy and plan	Achieved	N/A	N/A

# PROGRAMME 5: ADMINISTRATION

Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement	Reasons for deviations
Budget spent as allocated on goods and services, machinery, and equipment.	5.5. Budget spent as allocated on goods and services, machinery, and equipment	-	-	95% Expenditure on allocated budget on goods and services, machinery, and equipment	Not Achieved	19%	<p>Delays by DOJ&amp; CD in appointing SITA to deal with the registration portal.</p> <p>Dependency on DOJ&amp;CD for procurement process that exceed 1 million, delayed the procurement of goods and services.</p> <p>The projections for Machinery and Equipment were based on the procurement of tools of trade for the new appointees and they joined in the middle of the financial year.</p>



# PROGRAMME 5: ADMINISTRATION

Output	Output Indicator	Audited Actual Performance 2019/2020	Audited Actual Performance 2020/2021	Planned Annual Target 2021/2022	Actual Achievement 2021/2022	Deviation from planned target to Actual Achievement	Reasons for deviations
Procurement plan approved and implemented	5.6. Percentage of achievement on the approved procurement plan	-	-	95% on procurement achieved	Over-Achieved	Target exceeded by 203%	Reprioritization and redirection of Funds Procurement of ICT Equipment, Software and Hardware that were not in the procurement plan resulted on the over-achievement

# STRATEGY TO OVERCOME UNDER PERFORMANCE

Output Indicator 5.5: Budget spent as allocated on goods and services, machinery, and equipment

- Secure agreement from the Minister of Finance on the listing of the Regulator so that it can establish its own Bid Adjudication Committee to enhance the turnaround time for procurement.
- The Regulator is developing its own procurement policies, procedures, and processes in order to maintain its independence in performing its mandate.
- The increase in the number of employees appointed by the Regulator will translate to a concomitant increase in the procurement of Machinery and Equipment as the new tools of trade are procured.

# PART D: HUMAN RESOURCES MANAGEMENT

# STATUS OF HUMAN RESOURCES

- The Regulator approved its first organisational structure after consulting with the Minister of Finance and it consisted of three hundred and seventy-eight (378) positions.
- The Minister of Finance supported the proposed organisational structure on condition that the filling of the positions will be done on a phased-in approach.
- **Phase One (1)** of the implementation of the structure started in the financial year 2019/2020 during which thirteen (13) positions were filled as of 31 March 2020. During this phase, the top tier of the structure was prioritised.
- **Phase Two (2)** of the human resources provisioning process saw the addition of twenty-one (21) funded positions in addition to the thirteen (13) positions which were filled as part of Phase One (1) which had started in the financial year 2019/2020.
- During the year under review the Regulator filled fifty-five (55) positions as part of Phase Three (3), and Phase Four (4) of the Structure. The filling of these positions increased the staff compliment to eighty - nine (89)

# HR PRIORITIES ,ACHIEVEMENTS AND CHALLENGES

## PRIORITIES:

- Implementation of Phase Three (3) of the Organisational Structure.
- Finalisation of Phase Four (4) list of prioritised positions; and
- Development of Human Resource Policies

## ACHIEVEMENTS

- Filing of fifty-five (55) positions for Phase Three (3) and Phase Four (4) of the organisational structure.
- Development and approval of HR Strategy and Plan.
- Approval of the organisation's Phase four (4) of the structure.
- Review of the organogram.

## CHALLENGES

- Inadequate funding to build capacity in the organisation.
- High staff turnover rate

# HUMAN RESOURCES

Table 3.1.1: Personnel expenditure by programme for the period 1 April 2020 and 31 March 2022

Regulator	Total expenditure (R'000)	Personnel expenditure (R'000)	Training expenditure (R'000)	Professional and special services expenditure (R'000)	Personnel expenditure as a % of total expenditure	Average personnel cost per employee (R'000)
Total	46 178	45 650	528	0	98,8%	530.78

# PART E : FINANCIAL REPORTING



# EXPENDITURE REPORT

- During the year under review, the Regulator received additional resources to carry out its mandate.
- The budget allocation was increased from R45,4 million in the financial year 2021/22 to R87 174 million in the 2021/22 financial year, enabling the Regulator to recruit employees to perform the core business of the Regulator and carry out the requisite support services.
- It was a major achievement that the Regulator was able to implement Phase Three (3) of the organisational structure as well as begin with the implementation of Phase Four (4) recruitment.



# EXPENDITURE TABLE

Economic Classification	2021/22			2020/2021		
	Final Appropriation	Actual Expenditure	(Over) / Under Expenditure	Final Appropriation	Actual Expenditure	(Over) / Under Expenditure
	R'000	R'000	R'000	R'000	R'000	R'000
Compensation of employees	61 474	46 178	15 296	32 251	21 462	10 789
Goods and Services	20 485	15 128	5 251	10 546	7 387	3 159
Household Payments	60	716	(656)	0	353	(353)
Buildings	0	0	0	0	0	0
Machinery and Equipment	5 152	3 675	1 477	1 600	683	917
Software and intangibles	0	476	476	1 100	0	1 100
Provincial and Local Governments	3	3	0	0	0	0
<b>Total</b>	<b>87 174</b>	<b>66 175</b>	<b>20 893</b>	<b>45497</b>	<b>29885</b>	<b>15612</b>

# ANNUAL REPORT TO THE NATIONAL ASSEMBLY IN TERMS OF SECTION 84(a) OF PAIA



## SECTION 32 REPORT....cont

Only 228 Information Officers have submitted their annual statistics to the Regulator and the overall statistics are as follows

DESCRIPTION	NUMBERS
the number of requests for access received;	31481
the number of requests for access granted in full	24813
the number of requests for access granted in terms of section 46;	1428
the number of requests for access refused in full	758
the number of requests for access refused partially	560
the number of cases in which the periods stipulated in section 25 (1) were extended in terms of section 26 (1);	2596
the number of internal appeals lodged with the relevant authority	764
The number of cases in which, as a result of an internal appeal, access was given to a record or a part thereof	187
the number of internal appeals which were lodged on the ground that a request for access was regarded as having been refused in terms of section 27	575
the number of applications made to every court and the outcome thereof and the number of decisions of every court appealed against and the outcome thereof	0
the number of applications to every court which were lodged on the ground that an internal appeal was regarded as having been dismissed in terms of section 77 (7);	754

# QUESTIONS

