



DEPARTMENT OF POLICE  
VOTE NO. 25

# ANNUAL REPORT

2013/14 FINANCIAL YEAR



Current Information Tools	Desired Information Tools	Actual Achievements
Internal publications	An in-house magazine to keep SAPS employees informed of successes achieved, events, international seminars, Ministerial Izimbozos, missing and wanted persons, announcements and other critical aspects relating to employees.	100 000 copies of the "Police" magazine were distributed per month. The layout and design of the magazine is in-house to minimise costs. 3 612 articles were published on the "Police" website in 2013/14. A total number of 725 302 visitors read 966 654 articles on the website. Other publications includes booklets relating to: <ul style="list-style-type: none"> <li>» Stock Theft (1 000);</li> <li>» the International Association of Police Training Conference (1 500);</li> <li>» SAPS Museum (1 500);</li> <li>» Service Excellence Awards (1 000); and</li> <li>» Opening of the University in Paarl (500).</li> </ul>
Strategic-related documents (SAPS Strategic Plan, Annual Performance Plan and Annual Report)	Tools to inform the general public of the SAPS strategic priorities over a specific period, to provide information on the performance of the SAPS in a specific financial year and how its budget was utilised.	The SAPS Strategic Plan 2010 to 2014, the Annual Performance Plan 2014/15 and the Annual Report 2012/13 have been published on the SAPS web page and the SAPS Intranet for internal and external consumption.

## COMPLAINTS MECHANISM

The purpose of the SAPS complaints mechanism is to ensure effective redress of complaints.

Current/Actual Complaints Mechanism	Desired Complaints Mechanism	Actual Achievements
Centre for Service Excellence E-mail - centreforserviceexcellence@saps.gov.za Fax - 012 393 5520 Complaints are also received via: <ul style="list-style-type: none"> <li>» Socnet;</li> <li>» SAPS website;</li> <li>» The Ministry of Police;</li> <li>» Civilian Secretariat of Police;</li> <li>» The National Commissioner's Office, and</li> <li>» Newspaper articles.</li> </ul>	A mechanism for SAPS members and the public to lodge complaints pertaining to poor Service delivery / unfair labour practice.	The General and Internal Complaints Desk received a total of 412 complaints for the reporting period. 210 of these complaints were resolved – a success of 50.97%. <ul style="list-style-type: none"> <li>» Complaints received were linked to poor investigation and poor communication levelled against SAPS.</li> <li>» Complaints from members regarding against SAPS management were primarily regarding unfair labour practice and corruption.</li> </ul>

Current/Actual Complaints Mechanism	Desired Complaints Mechanism	Actual Achievements
Presidential Hotline (PHL) - 17737	A mechanism to report service delivery to the PHL – which then directs these complaints to the SAPS for investigation and feedback	<p>From 1 April 2013 to 31 March 2014 a total number of 410 complaints were directed to the SAPS for investigation.</p> <ul style="list-style-type: none"> <li>» 683 cases were resolved.</li> <li>» At the end of March 2014, 309 complaints were still open on the PHL system.</li> </ul> <p>Since the inception of the PHL in 2009 until 31 March 2014, 5 109 cases were documented;</p> <ul style="list-style-type: none"> <li>» 4 800 of these complaints were closed/resolved.</li> <li>» As at 31 March 2014, the SAPS resolution rate regarding PHL complaints was 93.95%.</li> <li>» Complaints received were as a result of poor investigation, abuse of power, firearm queries and victim empowerment.</li> </ul>
24-hour call centre - 0800 333 177 Fax - 012 393 5421 E-mail – centreforserviceexcellence@saps.gov.za	A mechanism for the general public and SAPS members to lodge service delivery complaints	<p>The 24-Hour Call Centre received a total of 107 complaints for the period 1 April 2013 till 31 March 2014.</p> <p>Of these 44 cases or 41.12% were resolved.</p>
National Anti-Corruption Hotline (NACH) - 0800 701 701	A toll free number to report corruption and fraud in all Government Departments anonymously	A total number of 88 cases relating to alleged corruption were referred to the SAPS. The SAPS responded to 77 of these cases.

## 2.3 KEY POLICY DEVELOPMENTS AND LEGISLATIVE CHANGES

The White paper on Policing was published as a Green Paper and public consultation meetings were held in all nine provinces. Based on the comments received, the White Paper was finalised and presented to Parliament.

The Dangerous Weapons Act was approved by Parliament and implemented by SAPS during 2013/14. The Dangerous Weapons Act takes into account constitutional principles and present policing needs on the possession and carrying of dangerous weapons.

The following legislation was approved by Parliament but will be enacted only in 2014/15:

- The Criminal (Forensic) Procedure Amendment Act: This Act establishes a DNA database in SAPS for analysis of DNA samples and recording of results for crime detection and investigation of cases.
- Private Security Industry Regulation Amendment Act: This Act tightens up key aspects of regulation of the private security industry.