



DEPARTMENT OF PERSONNEL MANAGEMENT
Office of the Secretary

CIRCULAR INSTRUCTION NO: 19 OF 2021

DATE: 1st July, 2021

FILE: 1-4-12(A)

TO: ALL DEPARTMENTAL HEADS
ALL PROVINCIAL ADMINISTRATORS
ALL HEADS OF OTHER PUBLIC AUTHORITIES

**SUBJECT: REQUEST FOR COPIES OF 2020 ANNUAL
MANAGEMENT REPORT COPIES**

This circular Instruction serves to direct all Departmental Heads, CEO's of State Institutions, line agencies and Provincial Administrations to submit to the Department of Personnel Management a copy of your 2020 Annual Management Reports (AMR) as a legal and statutory requirement under the section 32, 2(c) of the Public Service Management Act (PSMA) 1995 (as amended) and the Performance Management System Regulation on Key Result Areas (KRA's) performance reporting

This is to assist Department of Personnel Management's Public Service Information Centre Branch to produce an annual 'Whole of Government' State of Service Report (SOSR).

The Department of Personnel Management will be adopting a National State of Service Report and request all agencies to submit their Annual Management Reports (AMR's) as part of information collection towards putting together a 'Whole of Government' State of Services Report.

The 'Whole of Government' State of Service Report is a mammoth task and requires a lot of data collection and information from all government agencies and the Annual Management Reports will be a starting point for DPM to commence producing these reports.

"RISE UP, STEP UP, SPEAK UP"

A key strategic goal of the Public Service is to deliver basic services that will reach all citizens irrespective of where they live and Department of Personnel Management will be assessing the state of the Public Service through the compilation of an annual State of the Services Report.


Government agencies collect a range of information about Public Sector performance at the organisational level. These reports collate information about public sector performance and service delivery at the portfolio level hence the need for respective AMR's from all government agencies for the information required for a SOSR.

The SOSR is to support the public service become strategic in its efforts to improve service delivery and more so the need to provide to the government concrete data for planning and budgeting purposes.

Efficient and effective service delivery is a continuing priority for successive governments and the process of putting together a SOSR will greatly assist the Department of Personnel Management (DPM) with some insight into the performance of the public service.

It is envisaged that through a State of Services Report, it will provide a visibility of indicators of key public service performance against government priorities and outcomes.

For further information please contact the Office of the Secretary on telephone numbers **327 6379, 327 6447, 327 6398** or **327 6422**.


TAIES SANSAN
Secretary

